



Global telemedicine services

Healthcare at your fingertips anywhere, *anytime you need it.*

Get care without getting out of bed.

Life is busy. And getting sick never happens at a good time. If you can't see a doctor in person, telemedicine makes it easier to get care.

We've got you covered.

Finding the care you need should be simple, not stressful. That's why Blue Cross Blue Shield Global SolutionsSM (BCBS Global SolutionsSM) teams up with Teladoc Health for telemedicine services. Talk to a doctor at a time and place that works for you—at no extra cost.

What can you use telemedicine for?

More than you might think! Telemedicine is an easy way to get help when it's not an emergency.

Telemedicine is ideal for:

- ✓ Colds
- ✓ Earaches
- ✓ Sore throats
- ✓ Pink eye
- ✓ Nausea
- ✓ Rashes
- ✓ Minor cuts and burns

Telemedicine is not for:

- ✗ Broken bones
- ✗ Severe burns
- ✗ Major injuries or medical emergencies

For these situations, get in-person or emergency care right away.

Care at the touch of a button.

-  A global network of doctors
-  Medical care for non-emergency situations
-  Same-day remote appointments, available 24/7/365
-  Multiple language options
-  Visit notes found on the Consultation page within the Telehealth section of the Member Portal or mobile app
-  Prescriptions and referral letters (subject to local regulations)*
-  Your information stays private and secure

Getting quality care is *easier than ever.*

Set up a visit with these simple steps.

1. Log in to the Member Portal or BCBS Global Solutions™ mobile app.
2. Select Telehealth.
3. Choose Talk to a Doctor.
4. Select a phone or video consultation.
5. Complete the quick consultation form.
6. Request your appointment.

If you chose a phone consultation, a doctor will call you at the phone number you provided.

If you chose a video consultation, you can join your appointment from the Consultations page at your scheduled appointment time.



Need to register for the Member Portal or mobile app?

No problem. Go to our [website](#) to register for the Member Portal. Or, you can click on the icons to download the BCBS Global Solutions™ app.



Where to find your documents.

This includes doctor notes, sick notes, prescriptions and referrals.

1. Log in to the Blue Cross Blue Shield Global Solutions Member Portal or mobile app.
2. Select Telehealth then Consultations.
3. Choose the completed visit from the list of past visits.
4. Your documents will appear on the right side under Attached Files.



How to add a dependent for telemedicine.

For dependents under the age of 18.

1. Log in to the Blue Cross Blue Shield Global Solutions Member Portal or mobile app.
2. Select Telehealth then Talk to a Doctor.
3. Select the profile icon in the top right corner.
4. Scroll to Dependents and add your family member.

Dependents age 18 or older must register for their own Member Portal account using their own email address to access telemedicine. If they need help registering, contact BCBS Global Solutions.

With telemedicine, the care you need is always close by—*wherever life takes you.*

*Depending on your care plan and location, doctors may be able to prescribe medication during your appointment. Note that telemedicine providers cannot prescribe controlled substances such as opioids and anti-depressants. Telemedicine is also not intended for maintenance or long term prescriptions.

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