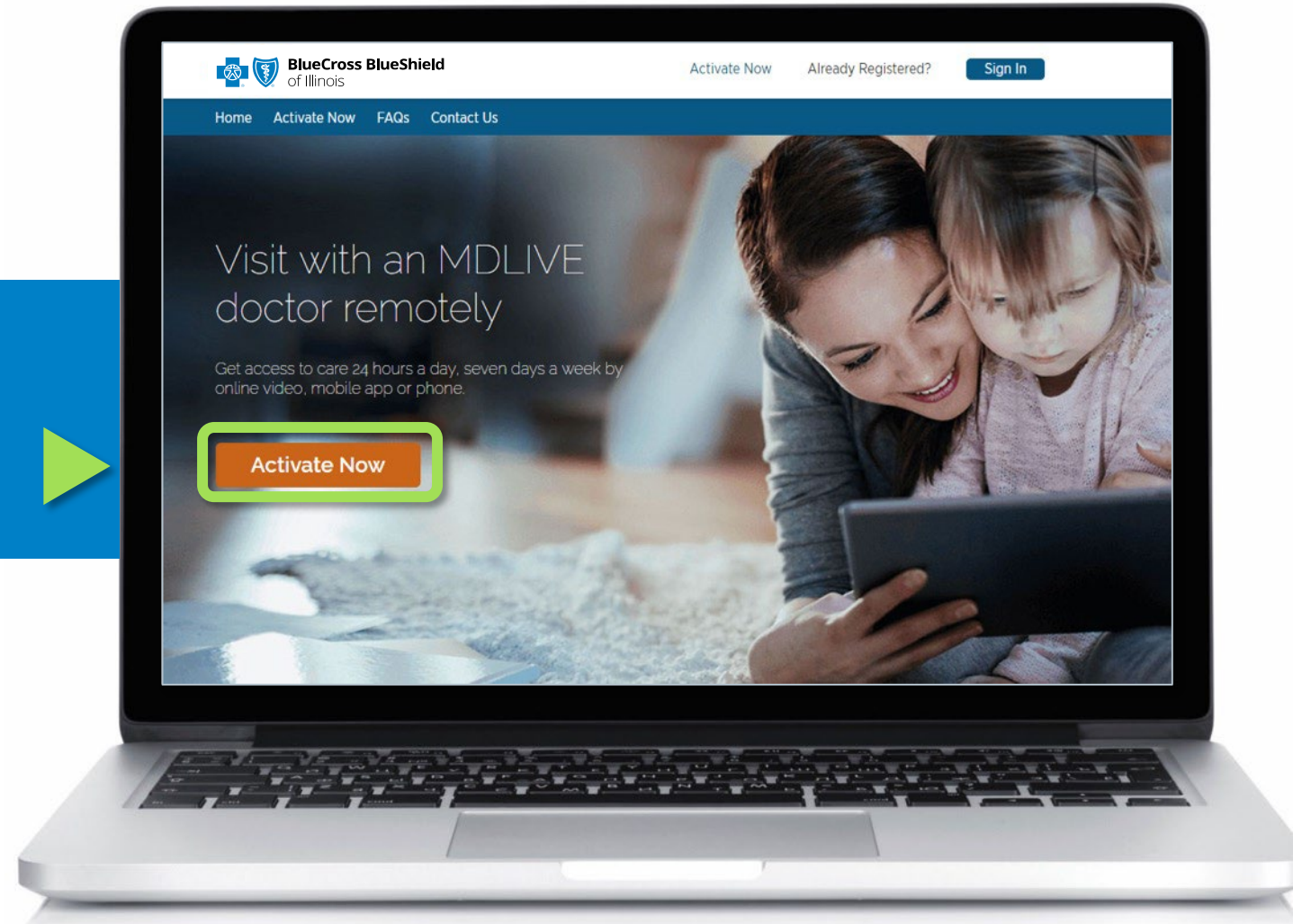


# Website Registration



# Step 1: Activate Your Account

Go to [mdlive.com/bcbsil](https://mdlive.com/bcbsil) and click **ACTIVATE NOW** to get started



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# Step 2: Activate Your Account

Fill in your personal information, including your 12-character **MEMBER ID** number\*

**TIP:** If you are the employee/member, you can automatically register your covered dependents too

BlueCross BlueShield of Illinois

[Activate Now](#) [Already Registered?](#) [Sign In](#)

[Home](#) [Activate Now](#) [FAQs](#) [Contact Us](#)

## Activate Your Account

Welcome to MDLIVE. Please activate your account below.

Please enter your Blue Cross and Blue Shield of Texas (BCBSTX) Member ID number and Date of Birth.

All fields are required.

Member ID

Date of Birth - MM/DD/YYYY

If you are a dependent, please enter your **Primary's** Member ID and **your** Date of Birth.

[CONTINUE](#)

\*Found on your member ID card. Be sure to include all letters and numbers as shown on card.

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# Step 3: Activate Your Account

Set up username, password and security questions; most fields will pre-populate from your BCBSIL account

Confirm your information on each screen; click **NEXT** to advance

Click **VERIFY** to complete the activation

**Activate Now**  
Visit with an MDLIVE doctor remotely  
As a Blue Cross and Blue Shield of Illinois (BCBSIL) member, you have access to online doctor visits 24 hours a day, 7 days a week.

**Your information**  
First Name  
Last Name  
Your current email  
Create your username  
Create a password  
 Show Password  
Already a member? [Sign in here](#) **NEXT**

**Your information**  
Benefit Provider Search  
BCBSIL Virtual Visits  
Medical Insurance ID  
Are you insured as a dependent?  
 Yes  No  
**< BACK** **VERIFY**

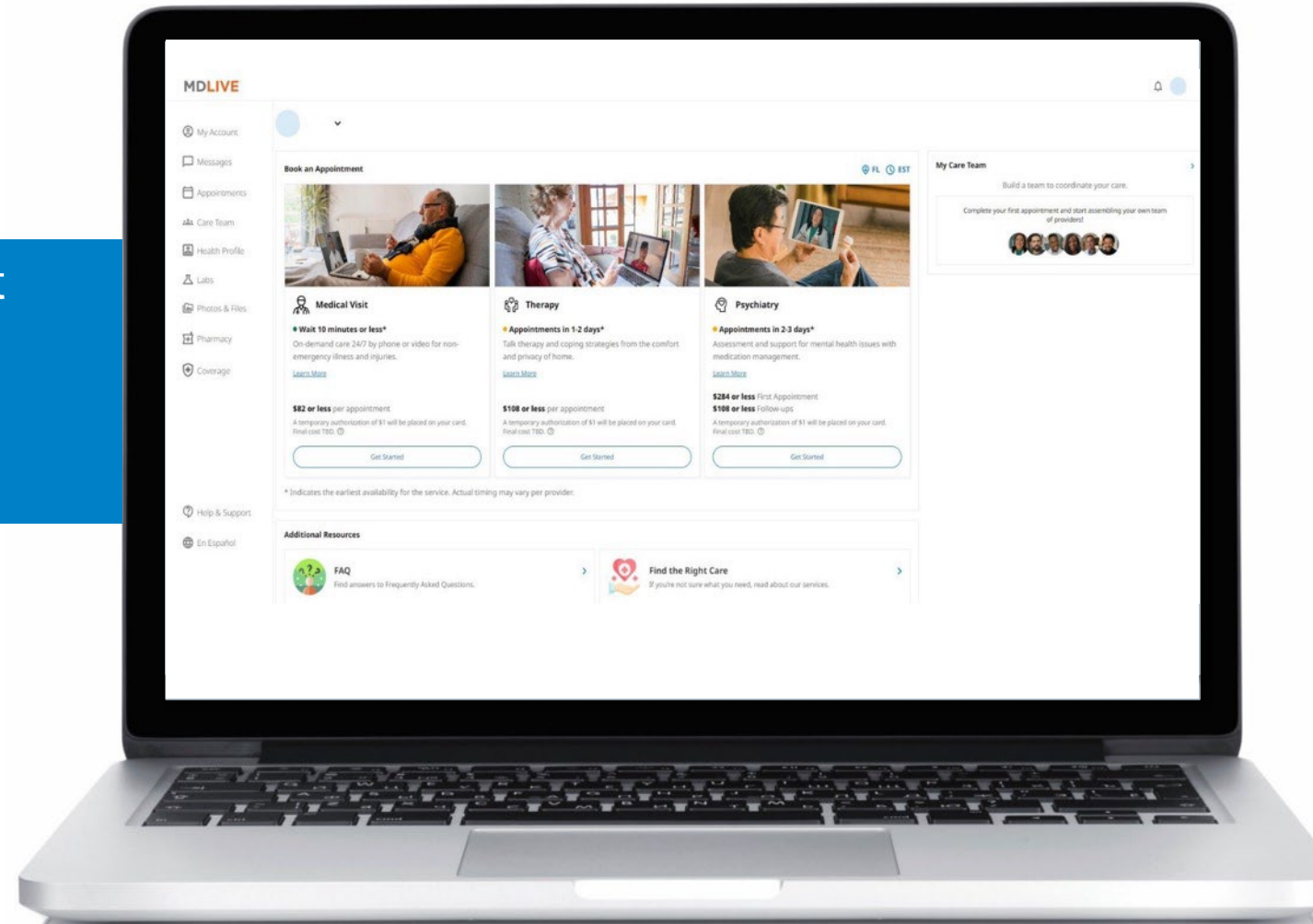
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# Patient Portal

Once you reach the patient portal, your registration is complete and account is active

To request a visit, choose the patient and click **CONTINUE**

You may also complete your profile or log out until next time



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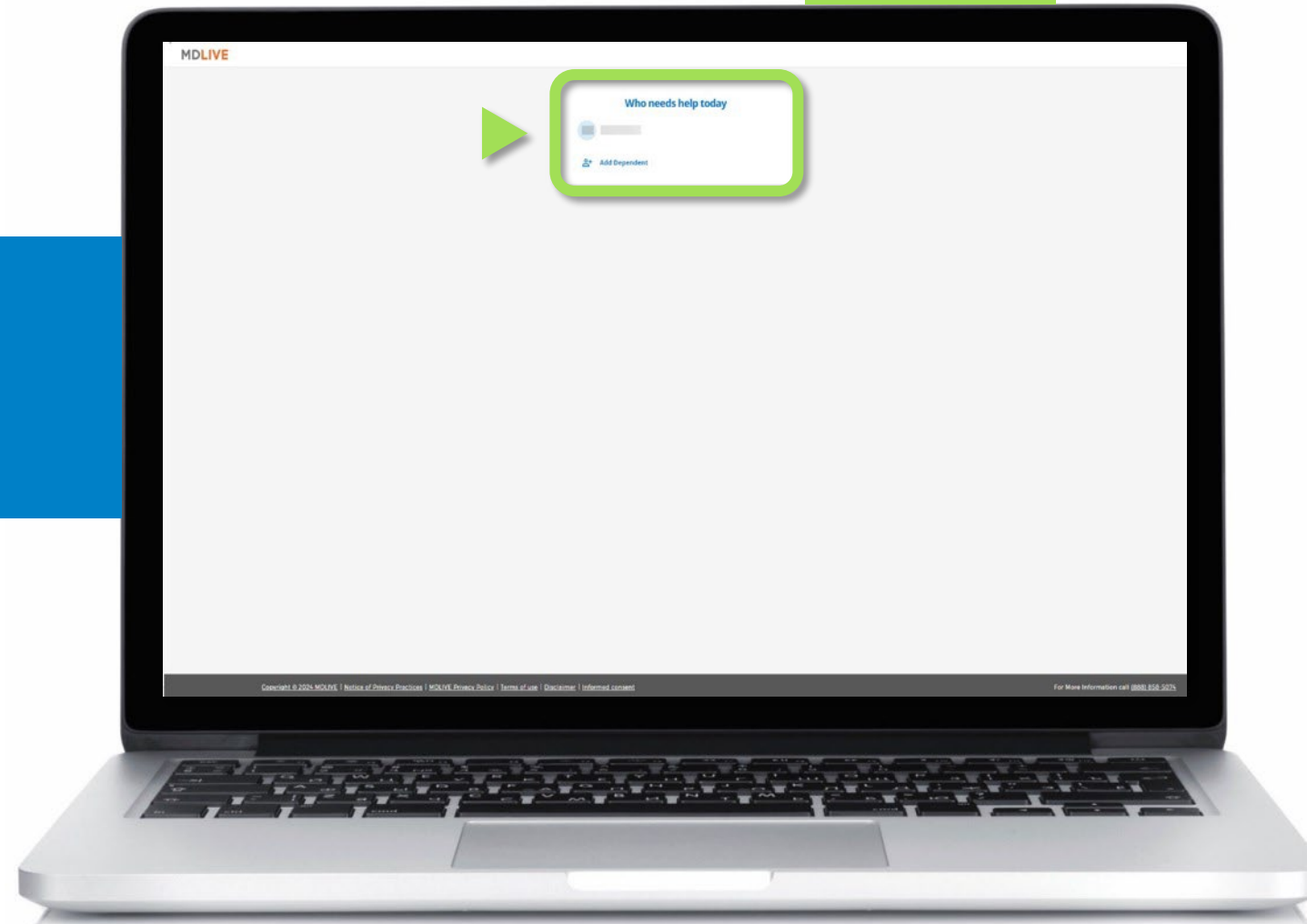
# Requesting a Service Website



# Requesting a Visit When You Activate Your Account

Process is the same using the mobile app

From the Patient Portal screen, choose **THE PATIENT** to continue to the visit request type



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# Choose the Type of Provider You Are Seeking

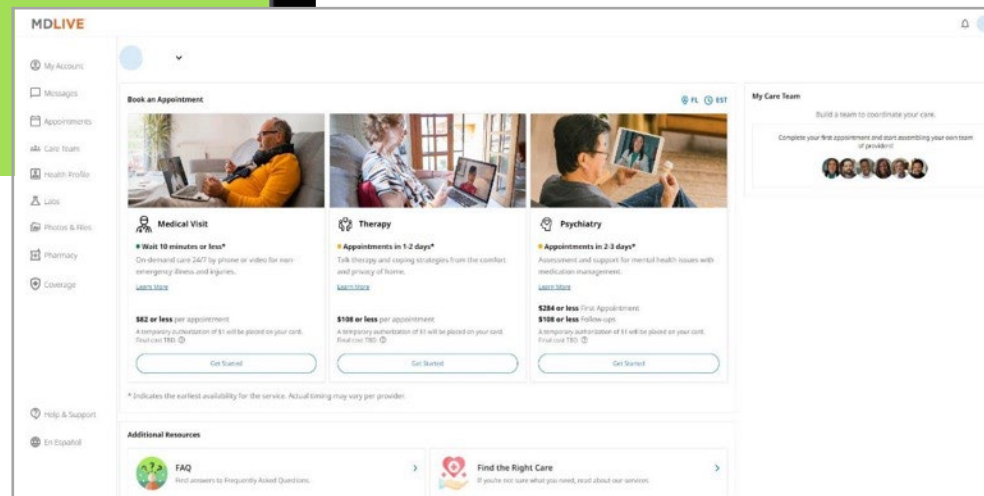
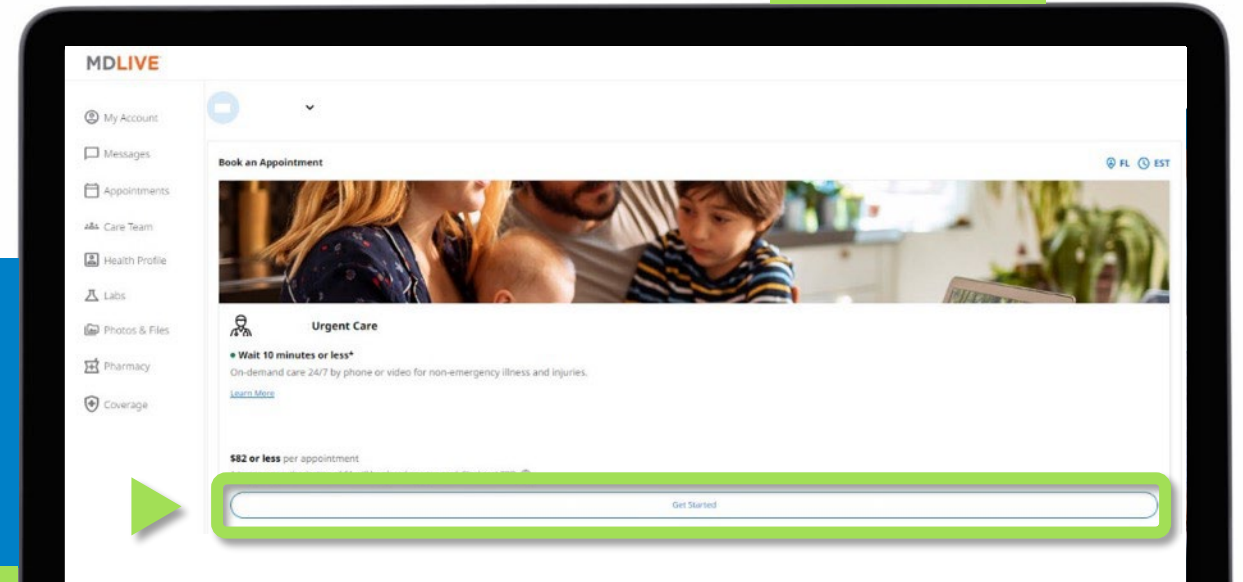
Process is the same using the mobile app

Your available services and cost will be displayed

For medical visits, you may select **SEE A DOCTOR NOW** or **SCHEDULE A VISIT** for later

This plan covers medical visits

Some plans include both medical and behavioral health visits



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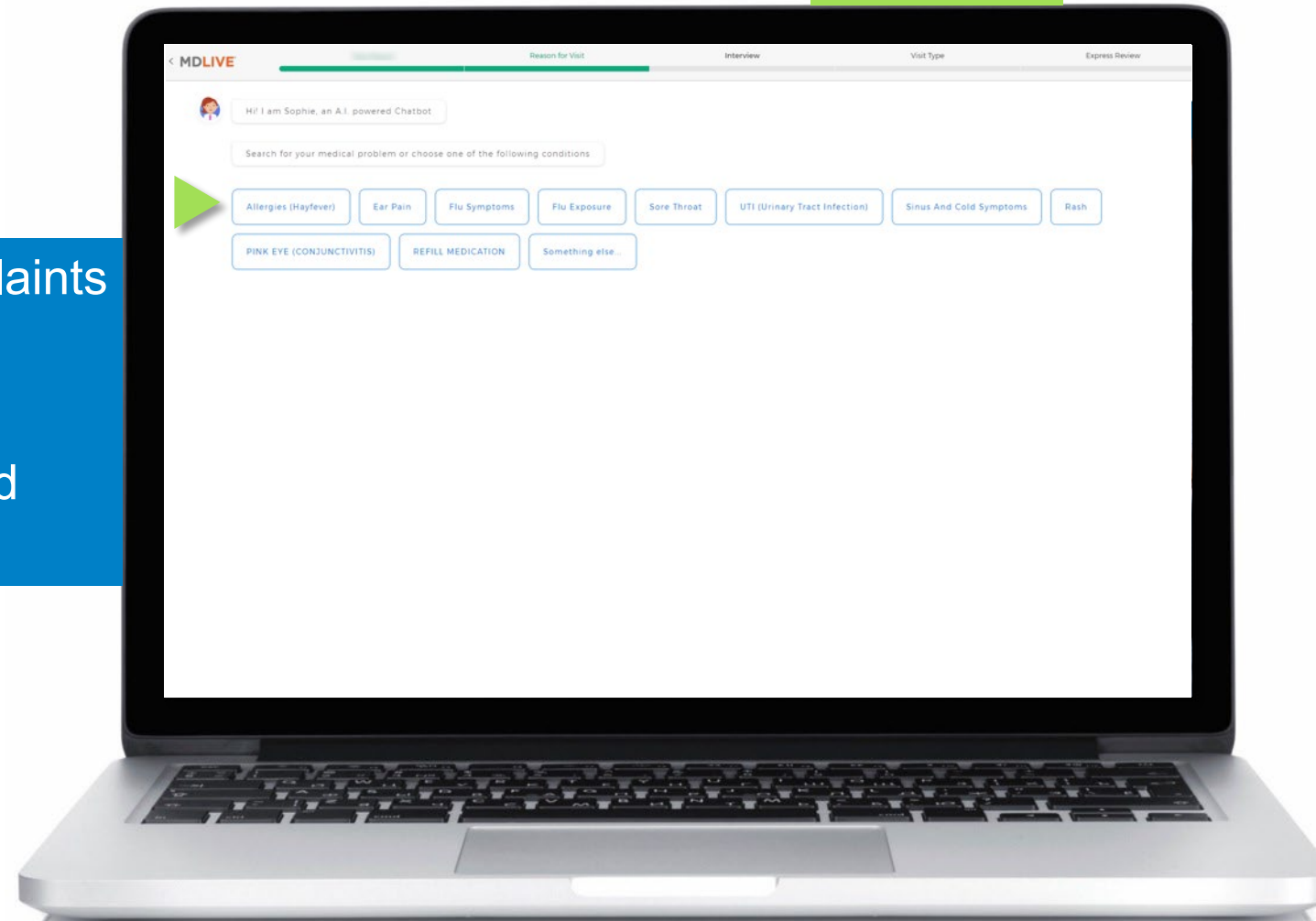


# Reason for Visit

Process is the same using the mobile app

Choose from a list of common complaints or select **SOMETHING ELSE** if your condition is not listed

Complete the series of questions and click **CONTINUE**



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# Option to Upload Photo

Process is the same using the mobile app

Upload a photo, if applicable or needed for your condition, and select **CONTINUE**

## A photo may be helpful for treatment.

You can upload a photo or document if you believe it will help the provider understand your problem better.

UPLOAD FROM A PHONE

UPLOAD FROM THIS DEVICE

We will send a text message with instructions on how to upload photos

Already have the photos ready? Upload them right now from here



### Why do I need to upload a photo?

Photos can be very helpful for problems related to your Skin, Eye, Throat, or any issue that shows a change in color or swelling. A photo of your prescription bottle also helps if you need a refill.

BACK



CONTINUE

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# Choose Phone or Video Visit

Process is the same using the mobile app

Select the type\* of visit — **PHONE** or **VIDEO**

If you choose a phone visit, enter your callback number and click **CONTINUE**

**TIP:** For a phone visit, the doctor will call you, so you may log out once you reach the waiting room screen

The screenshot shows a mobile app interface with the following elements:

- Title:** "What type of visit would you like?"
- Options:** Two circular icons are presented side-by-side: a telephone handset icon labeled "PHONE" and a video camera icon labeled "VIDEO". Both options are enclosed in a light green rounded rectangular border.
- Text:** Below the options is the text "Video vs phone visits. Learn how they work."
- Next Question:** "What's the best number to reach you at during your visit?"
- Input:** A text input field with a light blue border is shown, followed by the text "Why do we need this?"
- Navigation:** At the bottom, there are two buttons: a white "BACK" button on the left and a grey "CONTINUE" button on the right.

\*Options could vary, based on your current location.

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# Payment Information and Your Profile

- Your visit cost is confirmed on this screen; please double-check your payment method
- Please update your health profile, pharmacy and primary care physician, as needed

Process is the same using the mobile app

Click **CREATE APPOINTMENT** to move to the waiting room

**Review and Book Appointment**

Review and confirm the details below to book the appointment.

**Medical Visit Appointment**

**First Available**  
Sinus And Cold Symptoms

**Any Provider**

By Phone

Edit

**Member Details** ✓ Completed

**Health Profile** ✓ Completed

**Preferred Pharmacy** ✓ Completed

**Payment \*Required**

**Add Payment Method** +  
\*Update your credit card information

**Add Coupon** +

Estimated Cost: \$82.00  
Authorized Amount: \$1.00

We apologize, but your health plan is unable to confirm your benefit information at this time. Please verify the information provided in the coverage screen. To confirm your health benefit coverage, please contact your benefits provider directly. In order to validate your payment method, a temporary authorization of \$1 will be placed on your credit card. Your final payment amount will be adjusted based on your eligibility and benefit design.

We will adjust your payment due and charge you when we are able to electronically verify your eligibility. In the event we're not able to verify your health plan coverage and amount due within 28 days of your visit, you authorize us to charge the regular e-visit amount.

**Care Team**

**Add Local Primary Care Physician** +

**Care Alternative \*Required**

If MDLIVE was not available, where would you have gone?

Choose One

**Consent \*Required**

I certify that I have read the terms of MDLIVE Medical Group

Informed Consent  
Notice of Privacy Practices

Back Book Appointment

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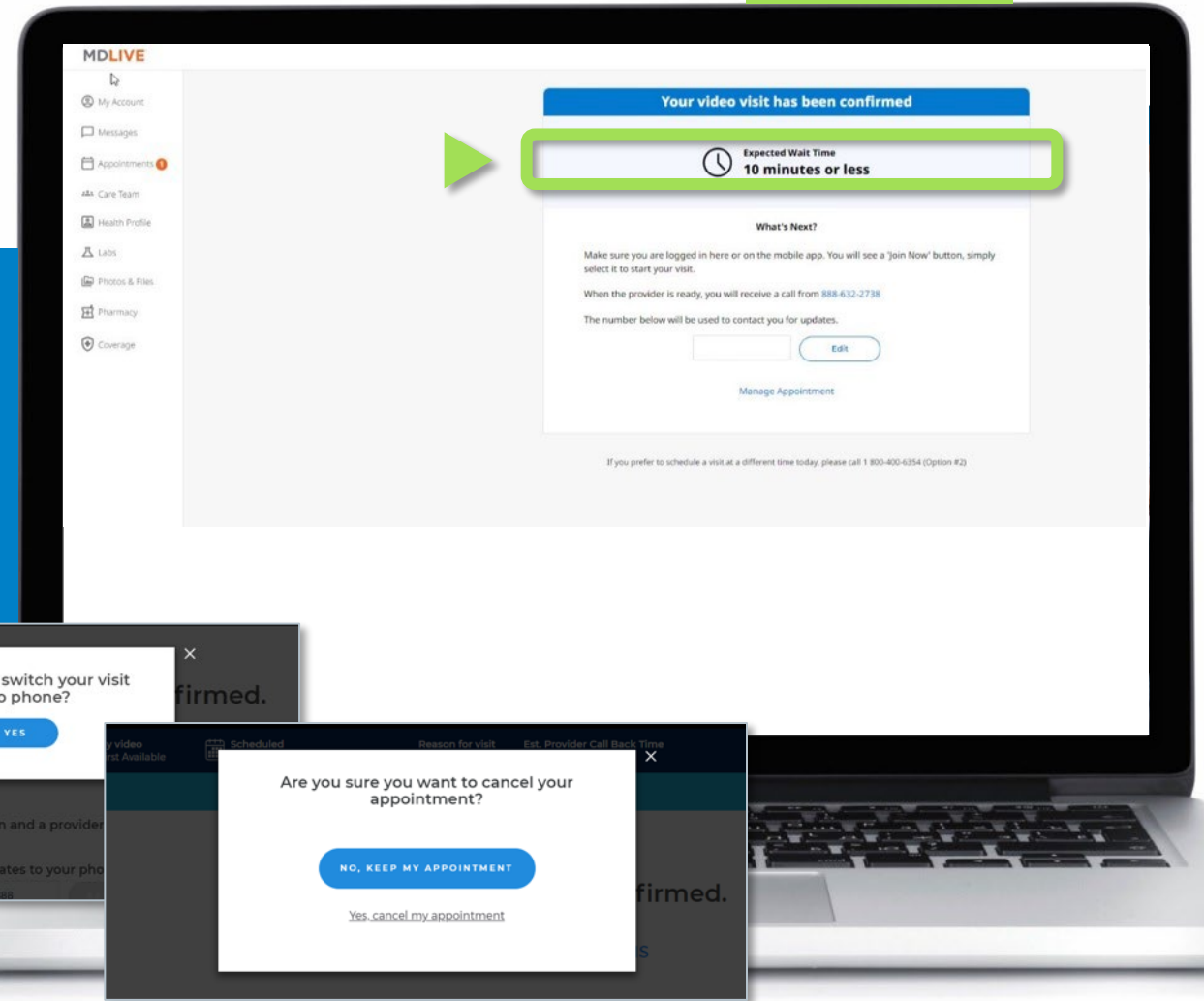
# Waiting Room Screen

Process is similar using the mobile app.

A summary of your upcoming visit will be displayed, including the **ESTIMATED WAIT TIME**

If you are waiting for a video visit, keep this window open; the doctor will contact you here

You may also change or cancel your visit here, if necessary



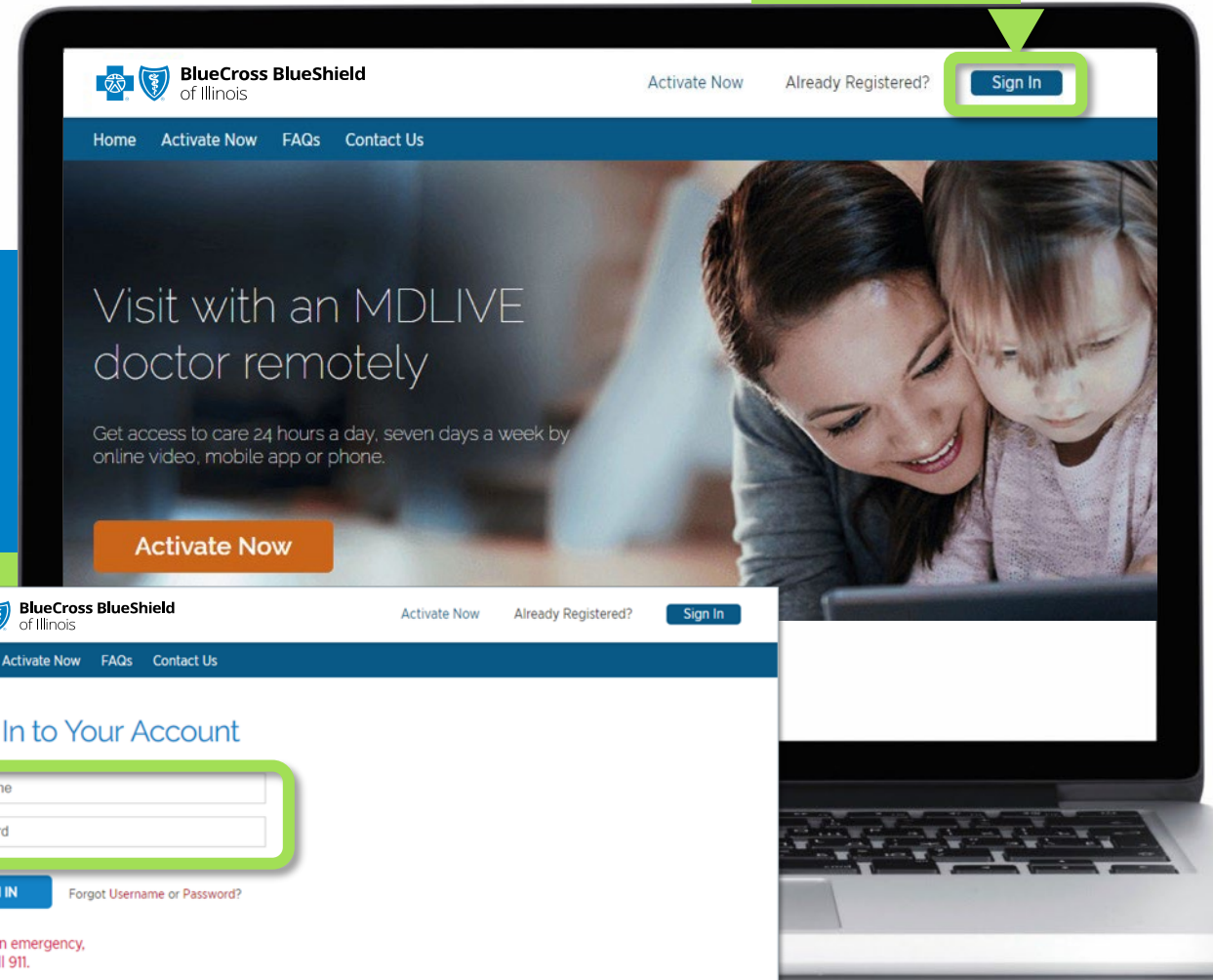
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# Return Visits

Process is the same using the mobile app

From your desktop computer, go to [mdlive.com/bcbsil](https://mdlive.com/bcbsil) (or open the MDLIVE mobile app) and click the **SIGN IN** tab

Enter your username and password, then follow the prompts to set up a new visit



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