

MDLIVE (PhysicianNow) FAQ

MDLIVE Telehealth (PhysicianNow) is a convenient way for Medicare Advantage members to get care during off hours for minor illnesses. They can talk to a doctor from home or on the go – 24 hours a day, seven days a week – even on holidays.

PhysicianNow doctors are board-certified and consult with members by phone or secure video to help treat several non-emergency medical conditions like allergies, cold/flu, fevers, sinus infections, respiratory issues, rashes or insect bites, sore throats or urinary tract infections. If members need a prescription, the PhysicianNow provider will send it electronically to the member's nearest pharmacy. The PCP of record provided during patient registration will also receive a visit summary.

PhysicianNow is not intended to replace the member's Primary Care Physician (PCP). However, a virtual doctor's consultation can be an acceptable alternative for visiting the urgent care center or emergency room for non-emergency situations.

PhysicianNow providers do not write prescriptions for controlled substances or refills for chronic medical conditions.

Members should consult with their PCP or call Customer Service at the number on the back of their ID card for assistance finding a PCP.

It's easy for Medicare Advantage members get started using PhysicianNow

Members can use PhysicianNow immediately after signing up and activating their account. After they have an account, they can browse doctor profiles, view available appointment times and schedule appointments.

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If you have questions, please call Customer Service at **1-800-924-7141**, Monday through Friday, 8 a.m. to 6 p.m. (ET).



Setting up an account is free, but members will have to pay the equivalent of their PCP copayment for the consultation. Customer Service can help anyone with questions about PhysicianNow benefits or cost-share.

Medicare Advantage members can download the PhysicianNow app

The mobile app is available at the Apple® App Store® or Google Play™ (search PhysicianNow as one word).

PhysicianNow is safe and private

PhysicianNow is compliant with the Health Insurance Portability and Accountability Act (HIPAA). Member information will only be shared with their selected PCP and pharmacy.



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BlueCross BlueShield of Tennessee, Inc. and BlueChoice Tennessee, Independent Licensees of the BlueCross BlueShield Association

BlueCross BlueShield of Tennessee, Inc. is a PPO plan with a Medicare contract.

Enrollment in BlueCross BlueShield of Tennessee, Inc. and BlueChoice Tennessee depends on contract renewal.

MDLIVE is an independent company that does not provide BlueCross branded products and services.

MDLIVE is solely responsible for the services they provide.