



BlueCross BlueShield of Texas



Virtual Visits: Good Mental Health Starts Early

Growing up is a challenge. Surveys report that kids and young adults are suffering increased levels of anxiety and depression caused by academic and peer pressures, social media exposure and isolation caused by the COVID-19 pandemic.

Whatever your age, good mental health is as important as good physical health, and Virtual Visits is here to help.

The Virtual Visits behavioral health benefit from MDLIVE® and offered through Blue Cross and Blue Shield of Texas (BCBSTX) connects you and your dependents ages 10 and up* with independent board-certified doctors and licensed therapists.

Appointments are on your schedule either online, by phone or through the MDLIVE app. No need to miss work or school. College students can get treatment at home or on campus. Virtual Visit doctors can also send e-prescriptions to local pharmacies.

Services are available in both English and Spanish with translation services available in other languages.

First, contact your doctor's office; they may also offer telehealth consultations by phone or online video. If you have any questions about this or any other BCBSTX benefit, please call the number on the back of your ID card.

It's okay to ask for help. Take the next step with Virtual Visits.

Virtual Visits can help with:

- Depression
- Anxiety
- Stress
- Grief and loss
- Eating disorders
- Parenting issues

Visit MDLIVE.com/bcbstx or call 888-676-8646 to activate your account and schedule a consultation.

* The MDLIVE Medical Benefit is open to covered dependents of all ages. Only the Behavioral Health benefit is limited to covered dependents ages 10 and up.

Virtual Visits may be limited by plan. For providers licensed in New Mexico and the District of Columbia, Urgent Care service is limited to interactive online video; Behavioral Health service requires video for the initial visit but may use video or audio for follow-up visits, based on the provider's clinical judgment. Behavioral Health is not available on all plans.

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