See a doctor
anytime, anywhere

Telemedicine is a convenient and low-cost option when you can’t get to your doctor.

You can see a board-certified doctor by secure video, phone, or mobile app — anytime, anywhere — who can treat non-emergency medical conditions such as:

- Colds and flu
- Allergies
- Asthma
- Pink eye
- Ear infections
- Sinus problems
- Respiratory infections
- Joint aches and pains
- Vomiting and nausea
- And more

It’s quicker and more cost-effective than visiting the ER for an illness that’s not an emergency. Check your plan to see how telemedicine is covered.

Don’t wait until you’re sick — activate your account once you have your member ID card.

Text IBX to 635-483 to chat with Sophie, a virtual assistant who will help you sign up.

Download the MDLIVE app on your smartphone.

Visit mdlive.com/ibx

Call 1-877-764-6605
Let Sophie help you activate your MDLIVE account

You’re just a few steps away from anytime, anywhere access to local board-certified doctors. Here’s how to activate your account with Sophie, your virtual Personal Health Assistant.

Step 1: Get started
Using your smartphone, text IBX to 635-483. Be sure to have your Independence Blue Cross member ID card on hand when you’re activating your account.

Step 2: Connect with Sophie
You will receive a welcome text message, where you can tap to launch a web browser page, which will simulate a text conversation.

Step 3: Access your account
Answer a series of questions from Sophie to complete your registration. Once your account has been activated, you’ll be ready to begin using your telemedicine benefit.