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**

Independence

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.

Meet Sophie, your virtual Personal Health Assistant!

Sophie makes creating your MDLIVE account quick and easy using your smartphone.

Text **IBX** to **635-483**, and Sophie will walk you through the process.

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ibx.com