As part of your Independence Blue Cross health insurance plan, you’re covered for telemedicine—a convenient, low-cost option when it’s not possible to visit your doctor’s office. 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

Plus, it’s more cost-effective than visiting the ER for an illness that’s not an emergency. There is no out-of-pocket cost for Telemedicine services through MDLIVE. Please note, if you have a PPO High Deductible Health Plan, you will pay $40 until you reach your deductible; then Telemedicine services are covered at 100%.

Don’t wait until you’re sick — activate your account now!

You have three ways to register:

- Download the MDLIVE app on your smartphone
- Visit mdlive.com/ibx
- Call 1-877-764-6605.

Sign up for telemedicine
How to activate your MDLIVE account

You’re just a few steps away from video access to local board-certified providers. Be sure to have your Independence Blue Cross ID card on hand when you activate your account.

Step 1: Get started

- Go to mdlive.com/ibx and click Activate Now.
- Include the three character alpha-prefix that precedes your member ID (e.g. ABC2345678901)

Step 2: Access your account

- Complete your profile and security settings. When the Sign-Up Completed page appears, click Access your account.
- A welcome email will be sent from MDLIVE. Verify your email address by clicking Verify Email.

Step 3: Add account details

Add dependents:

- Click My Account, then Family Members. Click Add Family Member for each family member you wish to add.
- An email will be sent to each dependent for verification.
- Each dependent will need their own account created before they conduct a consultation.

Set your Primary Care Provider (PCP):

- From the Dashboard menu, click My Health, then My Providers.
- Click Add Provider, fill in all requirements, then click Add.

Select a pharmacy:

- From the Dashboard menu, click My Health, then My Pharmacy.
- Click Select Pharmacy to search the network.
- The pharmacy can always be updated based on the member’s location at the time of the consult.

Avoid long waits and eliminate the cost of unnecessary visits to the ER or Urgent Care. Activate your MDLIVE account today!

If you call MDLIVE to register your account, inform the representative that you work for the Archdiocese of Philadelphia.

This plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.


Chinese: 注意：如果您讲中文，您可以得到免费的语言协助服务。请致电 1-800-275-2583。