

Dear BlueCross BlueShield of Tennessee Member,

Your employer has selected PhysicianNow – powered by MDLIVE – to provide you with 24/7 access to board-certified doctors. Connect with a doctor by phone, computer or mobile device.

Whether you're at home, at work, traveling or you simply want the most convenient way to see a doctor, PhysicianNow is easy to use and always available. It's secure, confidential and meets all medical privacy regulations.

Visit by logging in to bcbst.com clicking on **Managing Your Health** and then **PhysicianNow**, or call **1-888-283-6691** toll free to get started.

Best of Health,

Your Member Care Team

How to Use PhysicianNow

1 Video Consultation

Talk to a doctor using your smartphone or computer's webcam. Take advantage of video consultations seven days a week, between 7 a.m. and 9 p.m.

2 Phone Consultation

No webcam? No problem! Speak to a doctor over a landline or your cell phone.

How do I sign up for PhysicianNow and activate my account?

You can register for PhysicianNow through BlueAccess, over the phone or with the PhysicianNow mobile app. After you sign up, save the PhysicianNow phone number to your contacts so you have it when you need it.



Sign up through BlueAccess

- Visit bcbst.com/member and log in to BlueAccess.
- Click on **Managing Your Health**.
- Select **PhysicianNow**.
- Be sure to have your BlueCross Member ID card handy.



Download the PhysicianNow mobile app

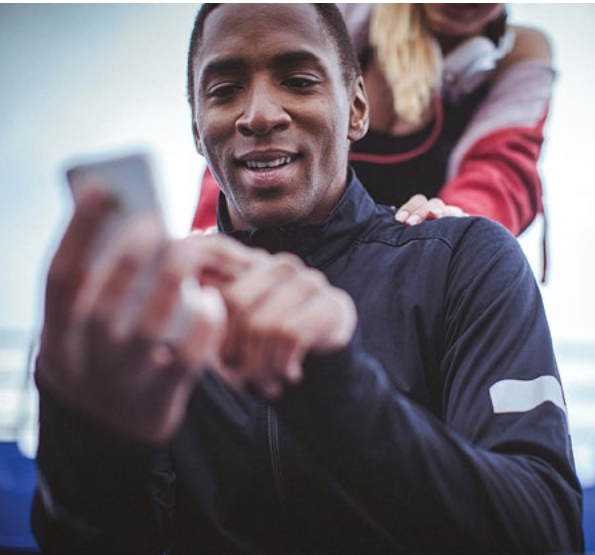
- Search for **PhysicianNow** (one word) in the App Store® or Google Play® and download the app.
- Set up a password so your account is ready when you need it.



Sign up by phone

- Call **1-888-283-6691**.
- You'll need your BlueCross Member ID card.

You'll be asked to complete a brief medical history for you and your dependents (spouses and dependents over age 18 will need to set up their own accounts).



Welcome to PhysicianNow®

Connect with doctors 24 hours a day,
seven days a week.

PhysicianNow is a convenient way to access a doctor from your home, office or while traveling. **All you need is a phone, computer or mobile device.***

- For non-emergency medical issues (especially as an alternative to a costly emergency room or urgent care center visit)
- Nights, weekends and even holidays

Use PhysicianNow for:

- Allergies
- Cold and flu
- Fever
- Sinus infections
- Respiratory issues
- Skin conditions (rashes or insect bites)
- Sore throat
- Urinary tract infections

Common Pediatric Conditions Include:**

- Cold and flu
- Constipation
- Ear aches
- Diarrhea
- Nausea and vomiting
- Pinkeye

Our doctors can diagnose your symptoms and if a prescription is needed, send it to your pharmacy.***

* Some state exclusions apply.

** Children 36 months and under with a fever will be automatically referred to their regular primary care pediatrician.

*** Some state laws require that a doctor can only prescribe medication in certain situations and can be subject to certain limitations. BlueCross members should have their prescriptions filled at a network pharmacy in compliance with the BlueCross drug formulary.

Register for PhysicianNow



Visit bcbst.com/member and log in to BlueAccessSM. Select **Managing Your Health** and then click on **PhysicianNow**.



Call **1-888-283-6691**.



Download the PhysicianNow app at the App Store® or Google Play®.



BlueCross BlueShield of Tennessee

1 Cameron Hill Circle | Chattanooga, TN 37402 | bcbst.com

BlueCross BlueShield of Tennessee complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. For TDD/TTY help call 1-800-848-0298. BlueCross BlueShield of Tennessee, Inc., an Independent Licensee of the BlueCross BlueShield Association

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-565-9140 (TTY: 1-800-848-0298).

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 800-565-9140-1 رقم هاتف الصم والبكم: 1-800-848-0298.

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-565-9140 (TTY:1-800-848-0298)。

The PhysicianNow program operates subject to state regulation and may not be available in certain states. PhysicianNow phone consultations are available 24/7 while video consultations are available during the hours of 7 a.m. to 9 p.m. seven days a week or by scheduled availability. MDLive is an independent internet based service that allows consumers to select and interact with independent physicians and other health care providers. For complete terms of use, visit: welcome.mdlive.com/terms-of-use. iPhone is a registered trademark of Apple, Inc. Android is a trademark of Google, Inc.

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BHS PhysicianNow Member Kit Letter