



Iron Workers District Council of Western New York and Vicinity

Welfare, Pension, Annuity & Supplemental Benefit Funds

LOCAL UNIONS

9-NIAGARA FALLS

12-ALBANY

33-ROCHESTER

60-SYRACUSE

440-UTICA

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DATE: March 20, 2020

TO: Welfare Plan Participants

FROM: Sue Ranelli, Administrative Manager

RE: Telemedicine Service through Excellus

This is just a reminder that the Fund Office offers a telemedicine service through Excellus called MDLive. MDLive is a telephone and online based physician consultation service available 24 hours a day, 365 days a year. It is a convenient and affordable option that allows you to talk to a doctor who can diagnose, recommend treatment and prescribe medication, when appropriate, for many common medical issues.

MDLive does not replace your primary care physician. Rather, it is designed to improve your family's access to quality acute medical care at times when your physician's office is closed, does not have an available appointment time that works with your schedule or when you're traveling. At the same time, telemedicine has been shown to help minimize costs for members and benefit plans by preventing unnecessary and costly non-emergency ER and urgent care visits.

While MDLive physicians are licensed in NYS, they cannot prescribe prescriptions such as controlled substances. However, they are able to provide general prescription services to your local pharmacy for medical conditions such as cold and flu symptoms, bronchitis, allergies, sinus problems, ear infections and respiratory infections, to name a few.

When you use MDLive, you will only have to pay a \$10 copayment per consultation and is not subject to your deductible.

Enclosed is information from Excellus on how to register for Telemedicine/MDLive. Please visit ExcellusBCBS.com/Telemedicine to get started.

As always, if you have any questions regarding your benefits, please contact the Fund Office at (800) 288-0782.



Here's what you need to register for telemedicine

When you register, you'll be asked for:

- ▶ your name
- ▶ date of birth
- ▶ address
- ▶ phone number(s)
- ▶ Excellus BCBS membership ID Number
- ▶ a unique username and password
- ▶ the answer to a security question of your choice

You'll also need the name, address, fax number and phone number of your primary care provider and/or pediatrician.



You can register online
**ExcellusBCBS.com/
Telemedicine**



or call
1-866-692-5045

You also can register other members of your family who are covered under your Excellus BCBS plan.

Excellus BlueCross BlueShield is a nonprofit independent licensee of the Blue Cross Blue Shield Association.
B-5461 / 10446-161C

Excellus  | Powered by **MDLIVE**