See a doctor anytime, anywhere

Telemedicine is a convenient and low-cost option when you can’t get to your doctor. It’s quicker and more cost-effective than the ER for illnesses that aren’t emergencies.

See a board-certified doctor by secure video, phone, or mobile app — anytime, anywhere — for non-emergency conditions like:

- Allergies
- Asthma
- Cold and flu
- Pink eye
- Vomiting and nausea
- And more

Check your plan to see how telemedicine is covered.

Activate your MDLIVE account today. Let Sophie help!

For the best experience, activate your MDLIVE telemedicine account before you’re sick… that way, it’s ready when you need it. To make telemedicine as easy and convenient as possible, we’ve created Sophie, a Personal Health Assistant, to walk you through the process.

**Step 1: Text IBX to 635-483.**
Reach Sophie by sending a text on your Smartphone. Be sure to have your Independence Blue Cross member ID handy.

**Step 2: Tap Let’s Chat**
When you receive your welcome text message, just tap Let’s Chat to get started.

**Step 3: Let Sophie walk you through it**
Sophie will ask a series of questions; once you’ve answered, she’ll activate your account.