



Office of the Chancellor
THE TEXAS A&M UNIVERSITY SYSTEM

March 17, 2020

Dear Presidents and CEOs:

Chancellor Sharp has decided to temporarily reduce the copay for MDLive telehealth services to a \$0 copay beginning Thursday, March 19, in an effort to facilitate access to medical care for all A&M Care members. MDLive Virtual Visits is a telehealth feature through the Blue Cross and Blue Shield A&M Care Health Plans.

MDLive has board-certified doctors prepared to assess your symptoms based on clinical guidelines directed from the CDC and determine the appropriate next steps for you or your covered family members. It is available to covered employees and retirees in the A&M Care Plans. You can schedule visits with doctors and therapists via telephone, online video or mobile app. This alternative to in-person appointments provides safe and convenient health care for simple, non-emergency medical and behavioral health conditions 24/7/365. They can treat over 50 non-emergency conditions such as the common cold and flu, allergies, ear problems, headaches, nausea, vomiting, sore throat, and more. When appropriate, prescriptions can be sent to your pharmacy of choice.

To use MDLive, go to <https://mdlive.com/bcbstx> and activate your account. You can also download the MDLive app on your phone or call customer service at 1-888-680-8646. You'll need your BCBSTX member ID card if registering on MDLIVE's website or by phone.



John Sharp
Chancellor