

# How to Register for Telemedicine



## Activate Your Mobile Account

Excellus BCBS logo

When asked "Do you receive MDLIVE as a benefit through an employer, insurance provider, organization," the member should check the box to the right

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## Download the MDLIVE Mobile App

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Download the MDLIVE mobile app from the Apple Store or Google Play Store

Open the app, once download is complete and click create account/join now

Be sure to select "create free account" at the bottom of the page

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## Activate Your Mobile Account

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Enter **employer name** into the company name field **OR** enter **Excellus BCBS**

Employer/Insurance names will start to populate when you start typing

**\*\*Be careful to select either your company or Excellus BCBS!!**

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## Activate Your Mobile Account

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## Registration Complete

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Registration is complete

**Thank You!**

You can now visit board certified doctors anytime, from anywhere

**Please Note:** If an error occurs, make sure you implemented the correct member ID# (including the 3 letter prefix and the numbers) and the employer name or insurance company is correct!

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