

Support for your emotional health

Virtual care options are convenient and confidential



To stay healthy, you need to take care of your body and mind. We make it easy — and affordable — for you to get the support you need with telebehavioral health benefits and customized online resources.

Virtual care visits from MDLIVE®

You have access to care from therapists, psychologists, and psychiatrists who can help with concerns like anxiety, depression, and panic disorders. With telebehavioral health from MDLIVE, you can have a confidential visit in the comfort of your home, or wherever you are. Choose to have your virtual care visit by video chat, using the MDLIVE website or mobile app, or by phone.

How to activate your account

Registration is quick and easy. There are several ways to activate your MDLIVE account so you're ready for a virtual visit when you need one:



Text **IBX to 635-483** to chat with Sophie, a virtual assistant who will help you sign up



Download the MDLIVE app on a smartphone or tablet



Visit **mdlive.com/ibx**



Call **1-877-764-6605**

Virtual care visits with a Magellan provider

You also have the option to schedule a virtual visit with a behavioral health care professional (including psychiatrists, psychologist, and counselors) in the Magellan network. They can provide consultation, diagnosis, or treatment for your behavioral health concerns. Virtual visits are convenient, flexible, and completely confidential. You can choose to have them by phone or video chat.

Feel better and manage everyday stress

On To Better Health gives you access to guided online programs that use evidence-based cognitive behavioral therapy. These programs can be completed at your own pace on your computer or smartphone. You'll learn and practice skills to help you overcome challenges such as:

- Alcohol or substance abuse
- Anxiety, panic, or phobia
- Chronic pain
- Depression
- Insomnia
- Obsessions or compulsions



How to schedule a telebehavioral health visit

To locate a licensed in-network professional who offers virtual visits, call **1-800-688-1911**. You can also see if your current behavioral health provider offers virtual visits.



How to get started with On To Better Health

Follow these steps to get started:

1. Log in at ibx.com.
2. Select *Value Added Services* from the Health & Well-being menu.
3. Then select *On To Better Health*.

If it's your first visit, you'll be prompted to complete a short assessment about your mood, sleep habits, and lifestyle. Then, you'll get a list of recommended programs that would benefit you the most, based on your responses. When you're ready to jump into a program, you can choose to launch it right on your computer or download the mobile app on your Apple or Android device.

Note: For the best On To Better Health experience, use the internet browser Google Chrome™. Don't have Google Chrome? Download it at google.com/chrome.

Refer to your health plan benefits to see how telebehavioral health services are covered.

The information presented is not meant to provide clinical advice. Program modules are a supplement to your overall care and are not intended to replace care through your provider.

MDLIVE is an independent company providing telemedicine, telebehavioral health, and teledermatology services for Independence Blue Cross members.

Magellan Healthcare, Inc. is an independent company that manages mental health and substance abuse benefits for most Independence Blue Cross members

Google Chrome is a trademark of Google Inc. Use of this trademark is subject to Google Permissions.

Independence Blue Cross offers products through its subsidiaries Independence Hospital Indemnity Plan, Keystone Health Plan East and QCC Insurance Company, and with Highmark Blue Shield — independent licensees of the Blue Cross and Blue Shield Association.