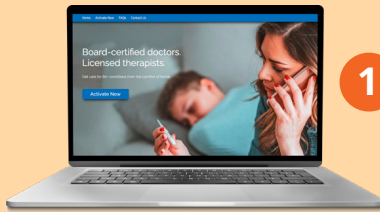


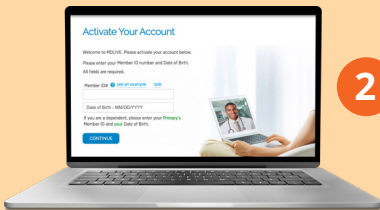
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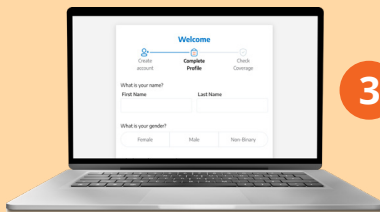
HOW TO CREATE AN ACCOUNT THROUGH THE MDLIVE WEBSITE



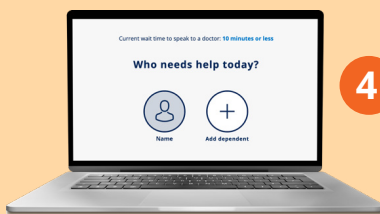
1 Visit mdlive.com/bcbsil and click "Activate Now."



2 Enter your BCBSIL member ID number and date of birth. If you're a dependent, enter the **primary policy holder's ID information** and **your date of birth**. Click "Continue."



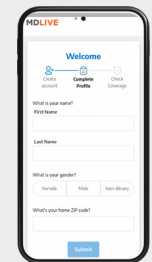
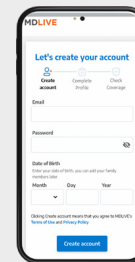
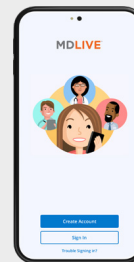
3 Create your username and password and then complete your profile. **Make sure to enter your name exactly as shown on your member ID card.** Click "Submit."



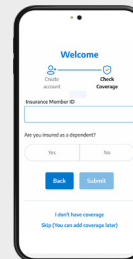
4 Your secure MDLIVE account is now created. We'll send you an email; just click "Sign In To Your Account" to load your MDLIVE dashboard.

HOW TO CREATE AN ACCOUNT THROUGH THE MDLIVE APP

1 Get the MDLIVE app in the App Store or Google Play Store.

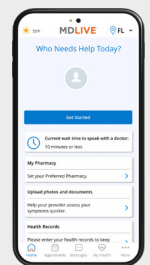


2 Click "Create Account." Enter your email address and create a password. Then complete your profile information on the next page. Click "Submit."



3 Enter the required information as shown on your BCBSIL member ID card and verify your coverage. If you're a dependent, enter the **primary policy holder's information**.

4 Your secure MDLIVE account is now created. We'll send you an email; just click "Sign In To Your Account" to load your MDLIVE dashboard.



Meet Sophie, your MDLIVE personal assistant. Sophie can guide you in creating your account. Text BCBSIL to 635483 to get started.

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