MDLIVE Registration Process
Registration Process
Registration is Easy!

24 x 7 x 365 Availability

- On a Desktop or Laptop Computer?
  - Web Portal
  - mdlive.com/NCVIDEODOC

- On Smartphone or Tablet?
  - Mobile App

- On regular Phone?
  - Call Center
  - 1-877-657-9982

- By Text
  - Sophie
  - Text videodoc to 635-483
Web Based Registration
To activate your MDLIVE account, navigate to the homepage, www.mdlive.com/ncvideodoc

Click on ACTIVATE NOW to get started
Activate Your Account by Web

- Complete the required fields.
- Create Username/password
- Click ‘Next’ to complete the Activation
Activate Your Account by Web

- Complete the Patient Demographic portion
- Click ‘Next’ to complete the Activation
Activate Your Account by Web

- Complete the plan verification portion
- Enter Subscriber ID
- Verify if you are the subscriber or dependent
- Click ‘Next’ to complete the Activation
Real Time Eligibility

- Managed via a direct, encrypted connection between MDLIVE and BCNC
- Allows MDLIVE to verify member benefits prior to every consultation
- Enables MDLIVE to confirm appropriate member responsibility (i.e.: Copay, Deductible, Coinsurance, Out of Pocket Max) in seconds!
Mobile App Registration
Member begins process by downloading the MDLIVE Mobile Application from Apple Store or Google Play Store

Once downloaded and the app is opened, the initial screen will prompt the member to “Join Now”.

Completed the “Let’s Get Started” page and click NEXT.
When asked “Do you receive MDLIVE as a benefit through an “employer, insurance provider, organization?” the member should check the box.

The member also has to agree to the Terms of Service.

Then click CREATE ACCOUNT
Enter **Group Name** into the Benefit provider field and select appropriate group from the drop-down listing and click NEXT.
Activate Your Account via Mobile

- Registration is complete.
- Member will then be prompted to Access their Account.
Sophie Assisted Registration
Activate your Account with Sophie

Member begins the process by texting VIDEODOC to 635-483.

This triggers a simulated text conversation with our IA chatbot, Sophie.

Sophie asks the member a series of questions in a conversational format in order to assist the member with registration.

At the end of the “chat” the member is registered for MDLIVE.
Marketing & Engagement