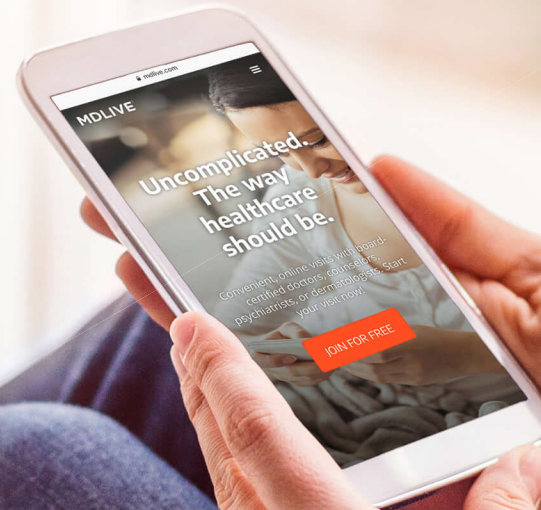


**MDLIVE<sup>®</sup>**  
Always there.

# MDLIVE Registration Process



# Registration Process

24 x 7 x 365 Availability



On a Desktop or Laptop  
Computer?



Web Portal

[mdlive.com/NCVIDEODOC](https://mdlive.com/NCVIDEODOC)



On Smartphone  
or Tablet?



Mobile App



On regular  
Phone?



Call Center

**1-877-657-9982**



By Text



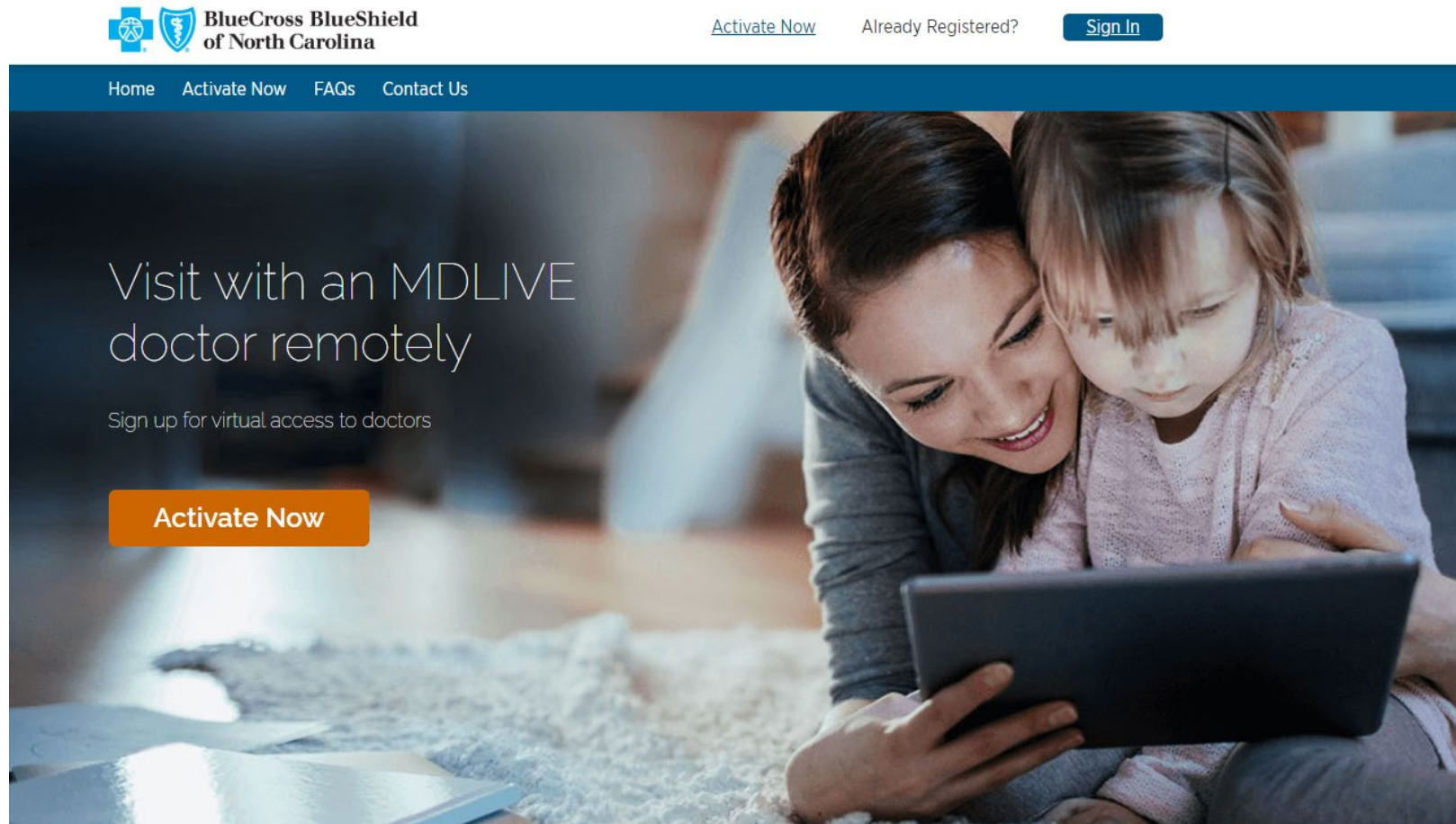
Sophie

**Text  
videodoc to  
635-483**

# Web Based Registration

# Activate Your Account by Web

MDLIVE®

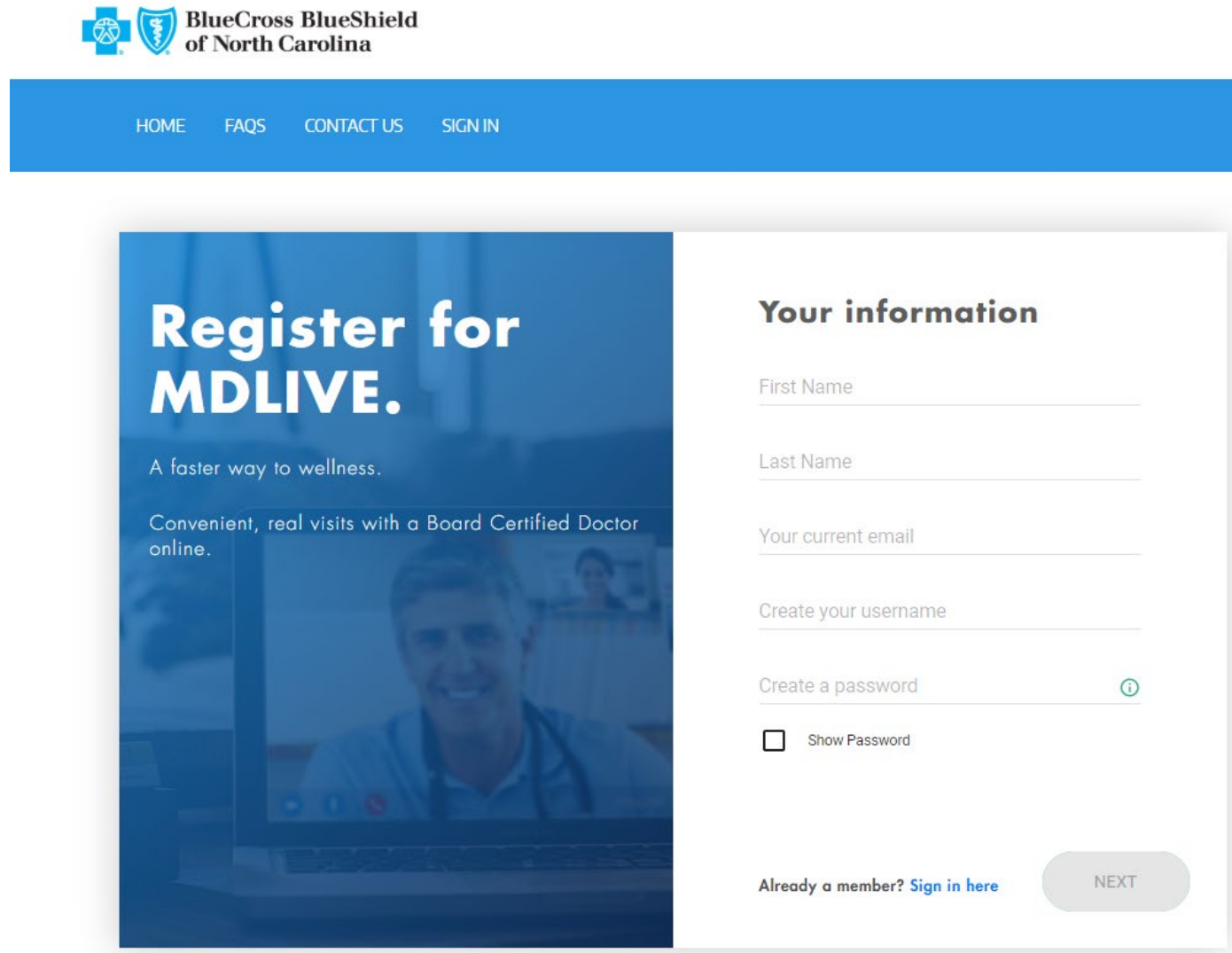


To activate your MDLIVE account, navigate to the homepage, [www.mdlive.com/ncvideodoc](http://www.mdlive.com/ncvideodoc)

Click on ACTIVATE NOW to get started



- Complete the required fields.
- Create Username/password
- Click 'Next' to complete the Activation



The screenshot shows the MDLIVE registration interface. At the top, the BlueCross BlueShield of North Carolina logo is displayed. Below it is a blue navigation bar with links for HOME, FAQs, CONTACT US, and SIGN IN. The main content area is split into two panels. The left panel, titled 'Register for MDLIVE.', features a background image of a doctor on a video call and text stating 'A faster way to wellness.' and 'Convenient, real visits with a Board Certified Doctor online.' The right panel, titled 'Your information', contains a registration form with the following fields: First Name, Last Name, Your current email, Create your username, and Create a password (which includes a password strength indicator icon). Below the password field is a checkbox labeled 'Show Password'. At the bottom of the right panel, there is a link 'Already a member? Sign in here' and a grey 'NEXT' button.

BlueCross BlueShield  
of North Carolina

HOME FAQs CONTACT US SIGN IN

**Register for MDLIVE.**

A faster way to wellness.

Convenient, real visits with a Board Certified Doctor online.

**Your information**

First Name

Last Name

Your current email

Create your username

Create a password ⓘ

☐ Show Password

Already a member? [Sign in here](#) **NEXT**

- Complete the Patient Demographic portion
- Click 'Next' to complete the Activation

The screenshot shows the MDLIVE registration interface. At the top is the BlueCross BlueShield of North Carolina logo and a navigation bar with links for HOME, FAQs, CONTACT US, and SIGN IN. The main content area is split into two columns. The left column has a blue background with the text 'Register for MDLIVE.', 'A faster way to wellness.', and 'Convenient, real visits with a Board Certified Doctor online.' Below this is a video of a doctor. The right column is white and titled 'Your information'. It contains input fields for 'Date of Birth' (with a placeholder 'mm/dd/yyyy'), 'Phone Number', and 'Zip Code'. There is a 'Gender' dropdown menu and a checkbox for 'I agree to the Terms of Service and Privacy Policy.' At the bottom of the right column are two buttons: '< BACK' and a grey 'NEXT' button.

BlueCross BlueShield of North Carolina

HOME FAQs CONTACT US SIGN IN

**Register for MDLIVE.**

A faster way to wellness.

Convenient, real visits with a Board Certified Doctor online.

**Your information**

Date of Birth  
mm/dd/yyyy

Phone Number

Zip Code

Gender

☐ I agree to the Terms of Service and Privacy Policy.

< BACK NEXT

- Complete the plan verification portion
- Enter Subscriber ID
- Verify if you are the subscriber or dependent
- Click 'Next' to complete the Activation

The screenshot shows the MDLIVE account activation interface. At the top is the BlueCross BlueShield of North Carolina logo and a navigation bar with links for HOME, FAQs, CONTACT US, and SIGN IN. The main content area is split into two panels. The left panel has a green background with the text 'MDLIVE as a benefit.' and an image of a doctor on a laptop screen. The right panel, titled 'Your information', contains the following fields: 'Benefit Provider Search' with the value 'BCNC ASO' and an information icon; 'Medical Insurance ID' with a placeholder 'Please enter your complete Blue Cross NC Subscriber ID#...' and an information icon; and a question 'Are you insured as a dependent?' with radio button options for 'Yes' and 'No'. At the bottom of the right panel are two buttons: '< BACK' and a rounded 'VERIFY' button.

BlueCross BlueShield of North Carolina

HOME FAQs CONTACT US SIGN IN

**MDLIVE as a benefit.**

**Your information**

Benefit Provider Search  
BCNC ASO ⓘ

Medical Insurance ID  
Please enter your complete Blue Cross NC Subscriber ID#... ⓘ

Are you insured as a dependent?

☐ Yes ☐ No

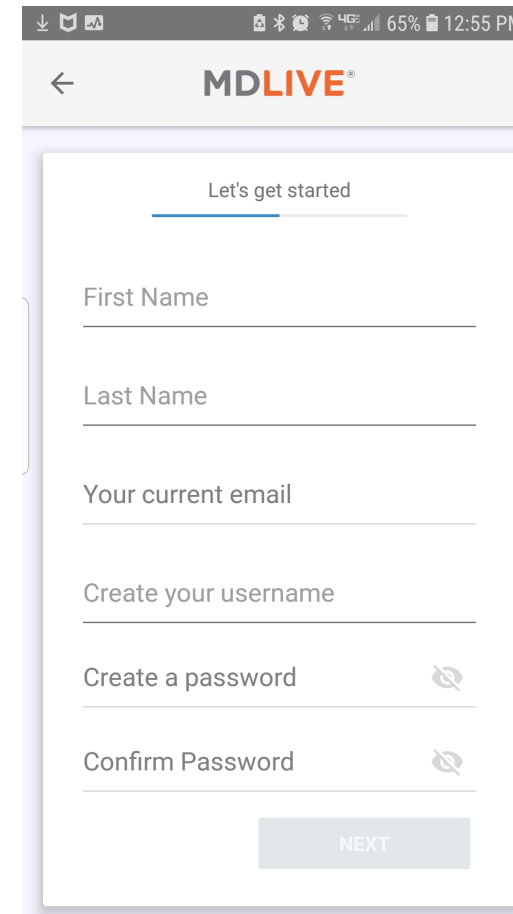
< BACK VERIFY



- 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.



The screenshot shows the MDLIVE mobile application interface. At the top, there's a status bar with various icons and the time 12:55 PM. Below that is a header with a back arrow and the MDLIVE logo. The main content area is titled "Let's get started" with a progress indicator. It contains several input fields: "First Name", "Last Name", "Your current email", "Create your username", "Create a password" (with an eye icon for toggling visibility), and "Confirm Password" (also with an eye icon). A "NEXT" button is located at the bottom right of the form.

Let's get started

Date of Birth  
Jan 1, 1980

Phone Number

Zip Code

Sex

☐ Do you receive MDLIVE as a benefit through an employer, insurance provider or organization?

☐ I agree to the [Terms of Service](#) and [Privacy Policy](#)

PREVIOUS CREATE ACCOUNT

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.

MDLIVE®

Benefit Provider

Benefit Provider

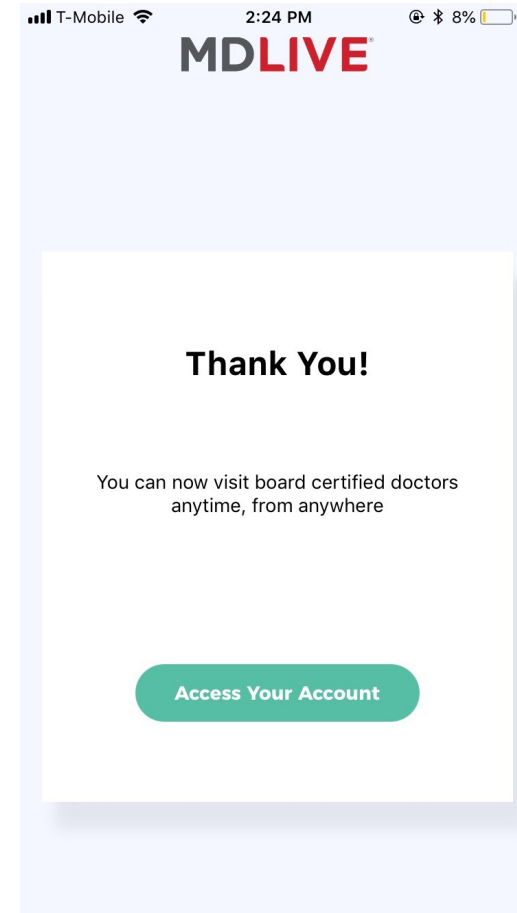
Please enter Employer, Insurance Provider or Organization affiliation

OR

I'm not eligible, [Skip](#)

PREVIOUS NEXT

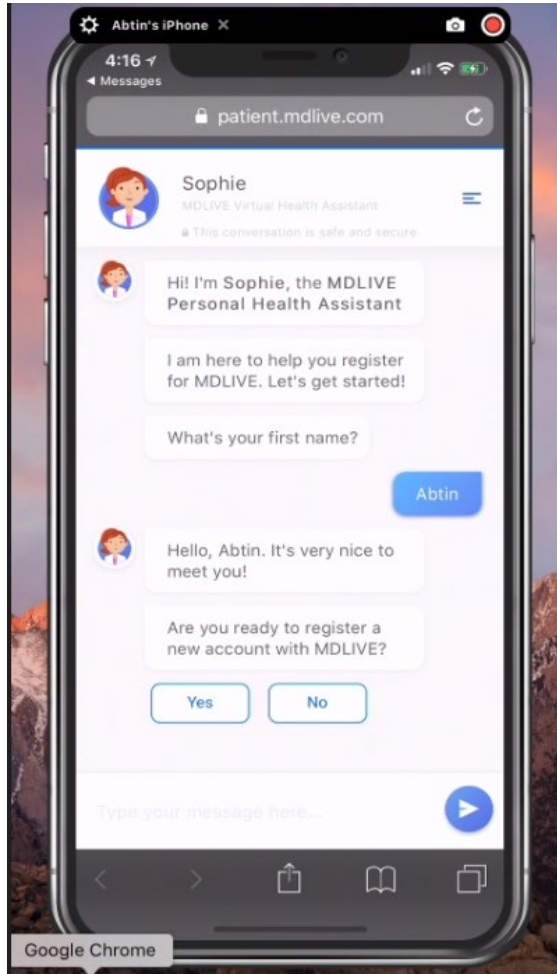
- Registration is complete.
- Member will then be prompted to Access their Account.





# Sophie Assisted Registration

# Activate your Account with Sophie

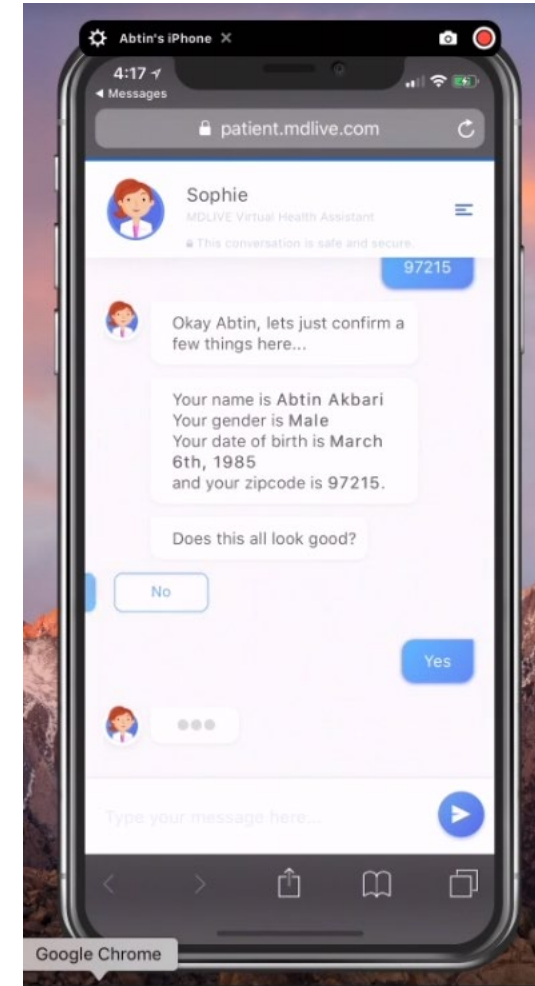


Member begins the process by texting VIDEOC to 635-483.

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