

# Get to know MDLIVE:

We are a proven new way to get professional healthcare, virtually, with more than 30 million customers!

## Q. What is MDLIVE?

**A.** MDLIVE is a virtual medical service that makes it easy to have doctor visits with board-certified physicians using your phone, computer, or the MDLIVE mobile app. It's a fast and effective way to get quality medical care, 24/7. Average wait time to see a doctor is less than 15 minutes!

## Q. What do I have to do to use MDLIVE?

**A.** Great news—MDLIVE is already part of the health benefits provided by your employer. The only thing you need to do to use MDLIVE is register. Text Sophie, your personal digital MDLIVE assistant to register, or go to the website for full information. Choose from three easy ways to register:

**Text:** [<BCBSTX> to 635483](tel:<BCBSTX> to 635483)

**Website:** [mdlive.com/BCBSTX](http://mdlive.com/BCBSTX)

**Customer service:** [\(888\) 680-8646](tel:(888) 680-8646)

## Q. How does a virtual doctor visit work?

**A.** You can have a doctor's visit by either phone or secure video. The doctor will ask detailed questions to understand your symptoms, discuss treatment options with you, and prescribe medication, as needed, including sending prescriptions to the pharmacy of your choice. Please note, MDLIVE can prescribe many common medications, but does not prescribe narcotics or other controlled substances.

## Q. Who are the MDLIVE doctors?

**A.** All MDLIVE physicians are U.S. board-certified and have an average of 15-years of experience. They are specially trained to deliver high-quality care virtually, and to treat a wide range of patients and conditions.

## Q. What medical conditions does MDLIVE treat?

**A.** Our physicians treat dozens of common medical conditions, such as:

|                       |                            |
|-----------------------|----------------------------|
| ■ Allergies           | ■ Mild Injuries            |
| ■ Asthma              | ■ Pink eye                 |
| ■ Cold or Flu         | ■ Rash                     |
| ■ Cough or Bronchitis | ■ Sinus Infection          |
| ■ Diarrhea or Nausea  | ■ Sore Throat              |
| ■ Ear Problems        | ■ Urinary Track Infections |
| ■ Fever               | (adult females, 18+)       |
| ■ Headache            | and more...                |

**MDLIVE should not be used for medical or life-threatening emergencies—always call 911 immediately in these cases.**

For conditions MDLIVE does not treat, please visit: [www.mdlive.com/what-we-do-not-treat/](http://www.mdlive.com/what-we-do-not-treat/)

## Q. How much does it cost to use MDLIVE?

**A.** MDLIVE is usually your lowest cost option for immediate care. If you're receiving MDLIVE as part of a group benefit, you may not be required to pay at all. If your plan does have a copay, you'll be glad to know that MDLIVE copays are lower than going to Urgent Care or the ER. To quickly check your copay for MDLIVE, go to: [mdlive.com/BCBSTX](http://mdlive.com/BCBSTX)



# Get to know MDLIVE:

Have a private, one-on-one consultation with a highly-qualified physician, virtually, in minutes!

## Q. Is MDLIVE safe and private?

**A.** Your MDLIVE consultations are entirely safe and private. MDLIVE is compliant with HIPAA (Health Insurance Portability and Accountability Act), and your information is shared only with your pharmacy if a prescription is authorized. You may request the doctor's report from your MDLIVE visit be sent to your primary care provider.

## Q. How is a doctor selected for an appointment?

**A.** If you want to get care right away, you'll be automatically connected with the next available doctor. However, if you schedule an appointment for a later time, you can select a specific doctor. If you're consulting with a psychologist or psychiatrist, you will always be able to choose the doctor.

## Q. Can I request to see the same doctor I previously saw using MDLIVE?

**A.** Yes, assuming your previous doctor is available when you want to be seen, it makes sense to schedule an appointment with him or her. For behavioral health visits, normal process is to schedule appointments with the same provider for the course of your treatment.

## Q. How are prescriptions handled with MDLIVE?

**A.** If the MDLIVE doctor determines a prescription is needed for your condition, a prescription can be sent immediately to your choice of pharmacy. However, there are important restrictions related to prescriptions, including that receiving a prescription is not guaranteed. Temporary prescription refills (up to 30 days) are available, but require you to demonstrate an existing prescription. See your primary care doctor or specialist for long term medication management and refills. MDLIVE physicians will not prescribe DEA-controlled substances, non-therapeutic drugs, and certain other drugs which may be harmful because of their potential for abuse. For full details, go to [MDLIVE.com](https://MDLIVE.com), or [www.deadiversion.usdoj.gov/schedules/](https://www.deadiversion.usdoj.gov/schedules/).

## Q. Does MDLIVE treat babies, toddlers, children, and teens as well as adults?

**A.** Yes! Our MDLIVE doctors include pediatricians and family physicians. A parent must participate in the virtual visit for patients under 18, and parents or guardians must complete medical histories and an appropriate consent form for minors. Here are a few other important guidelines:

- MDLIVE does not treat children under 3 who have a fever or any other sign of significant illness. These children should be seen immediately by a doctor in an office-based setting. For young children, MDLIVE is most appropriate for minor medical issues like diaper rash, questions about sleep or hydration, etc..
- Children under 12 with a possible bacterial infection should be seen by a doctor in an office-based setting due to their increased risk of complications.
- Any patient under 18 with urinary symptoms (e.g., UTI) should be seen by a doctor in an office-based setting due to the abnormal nature of this condition in that age group.

## Q. Where is MDLIVE available?

**A.** MDLIVE can treat patients virtually anywhere in the United States, but cannot treat patients who are traveling internationally.

## Q. Does MDLIVE offer services in languages other than English?

**A.** MDLIVE has Spanish-speaking customer service agents who can help answer questions, register you for MDLIVE, and connect you to a Spanish-speaking healthcare provider. Also, the MDLIVE web portal can be switched to a Spanish-language display. For languages other than Spanish, the MDLIVE customer service agent will arrange a language interpreter who will assist during a call, and can also arrange for translation services during the actual MDLIVE medical consultation.

## Q. I have a question that isn't listed here. Can you help me?

**A.** Don't see your question? Don't worry.

Just call us toll-free at 888-725-3097. We have health service specialists standing by to take your call, 24/7.

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MDLIVE is an Internet-based service allowing individuals to select and interact with independent healthcare and behavioral health professionals. MDLIVE is not an insurance product or a prescription fulfillment warehouse. MDLIVE is not intended to replace a personal relationship with a medical or behavioral healthcare provider. No statement is intended to imply that any person should seek services or treatment or that MDLIVE should be used in place of treatment recommended by a healthcare professional. MDLIVE operates subject to state and federal regulation, and all or some of its products or services may not be available in certain states. MDLIVE does not guarantee that a prescription will be written. MDLIVE does not prescribe DEA controlled substances, non-therapeutic drugs, drugs of concern, and certain other drugs which may be harmful because of their potential for abuse. MDLIVE makes no representations, warranties, or guarantees about the efficacy, appropriateness or suitability of any products, procedures, prescriptions, treatments, services, advice, opinions, healthcare professionals or any other information contained on or available through MDLIVE. MDLIVE reserves the right in its sole discretion to deny access for potential misuse of services or any other misconduct. MDLIVE and the MDLIVE logo are registered trademarks of MDLIVE, Inc. and may not be used without permission. For complete terms of use visit <https://www.mdlive.com/terms-of-use/>. © 2019 MDLIVE, Inc. All rights reserved. MCR2768