

**MDLIVE**<sup>®</sup>

Virtual Care, Anywhere.



Telehealth Program

**Frequently Asked Questions**

## What is MDLIVE?

With MDLIVE, you can access a board-certified doctor via secure online video, phone or the MDLIVE App – anytime, anywhere, 24/7/365. MDLIVE was designed as an alternative to expensive urgent care visits or waiting days to get an appointment with your primary care doctor for non-emergency medical conditions. Our doctors can diagnose your symptoms, prescribe non-narcotic medication (if needed), and send e-prescriptions to your pharmacy of choice.\*

## Is MDLIVE appropriate for every medical condition?

No. MDLIVE is designed to handle non-emergency medical conditions and can often substitute for a doctor's office, urgent care center or emergency room visit for common conditions like the flu or pink eye. However, it is not intended to replace your primary care doctor or to be used in life-threatening emergencies.

You should not use MDLIVE if you are experiencing a medical emergency. In case of a life-threatening emergency, dial 911 immediately.

## What are the most common conditions you treat?

Our doctors can diagnose and treat many non-emergency conditions, including:

- Acne
- Allergies
- Cold / Flu
- Constipation
- Cough
- Diarrhea
- Ear problems
- Fever
- Headache
- Insect bites
- Nausea / Vomiting
- Pink eye
- Rash
- Respiratory problems
- Sinus problems
- Sore throats
- Urinary problems / UTI
- Vaginitis
- And more

## How do I sign up for MDLIVE or activate my MDLIVE account?

You can easily sign up or activate your account by using one of the following methods:

1. Visit [mdlive.com](http://mdlive.com) and click "Get Started."
2. Just call us at +1 (800) 400 MDLIVE (6354) and choose Option #1.
3. Download the MDLIVE App, available for iPhone, Android, and Windows smartphones.

## When can I start using MDLIVE?

You can start using MDLIVE immediately after you sign up or activate your account. Sign up and activation are completely free. Once you have an MDLIVE account, you can browse doctor profiles, view available appointment times and schedule an appointment with the doctor of your choice.

If you are required to pay an appointment fee or insurance copay, you will only be asked for your credit card information after you make an appointment with a doctor. Want to go one step further? Be sure to fill out your medical history profile to better prepare your MDLIVE doctor for your appointment.

## When is MDLIVE available?

MDLIVE phone consultations are available 24/7/365, even holidays, while video consultations are available during the hours of 7 a.m. to 9 p.m., 7 days a week or by scheduled availability. Once you log in, you'll have the option to select a doctor who is currently available, schedule an appointment, or talk to the next available doctor on call. Use MDLIVE anytime you have a non-emergency medical condition and are unable to see your primary care doctor, or simply prefer a convenient, cost-effective alternative to the emergency room, urgent care center, or clinic.

## Where is MDLIVE available?

MDLIVE is available anywhere in the United States\*\*. We make sure that each doctor shown to you when you log in is fully licensed to practice medicine in your state.

## How much does it cost to use MDLIVE?

Getting started is totally free. MDLIVE only asks you to pay when you make an appointment, so you won't get tied into any recurring membership payments. If you're receiving MDLIVE as part of a group benefit, you may not be required to pay at all. If you are required to pay, you will only be charged after you choose to visit with a doctor and your appointment time and payment information are confirmed. You can cancel your appointment and receive a full refund, provided that you cancel at least 24 hours before your appointment time. MDLIVE accepts most major credit and debit cards.



## Can MDLIVE be accessed on mobile devices?

Yes, MDLIVE can be accessed on most mobile devices with an Internet connection. The MDLIVE App is available for download in the Apple App Store, the Google play Store, and the Windows Store.



## Who are the MDLIVE doctors?

All MDLIVE doctors are U.S. board certified, have on average 15+ years of experience, and are able to treat a wide range of conditions. When you log in and request an appointment, you will only be shown doctors who are licensed to practice in your state.

We're proud to partner with excellent doctors, and we make it a priority to provide you with a top-notch experience. Following each appointment, our members are given a survey to evaluate their doctor. The results are analyzed and reviewed for quality assurance, and used as part of our continuous improvement process. Randomly selected appointments are also reviewed by our internal medical board.

## Can a doctor prescribe medication as part of an MDLIVE appointment?

Yes. If the MDLIVE doctor believes medication is needed, he or she can write a prescription for non-narcotic medications (i.e. no controlled substances), which can be sent directly to one of over 65,000 pharmacies. If for any reason your preferred pharmacy is unable to receive e-prescriptions, a traditional prescription is generated for our doctors to sign and fax. All prescriptions are fully compliant and include all required information.

## Is MDLIVE safe and private?

Yes, MDLIVE is safe and private. MDLIVE is compliant with HIPAA (the Health Insurance Portability and Accountability Act) and will only share your information with your selected doctor and pharmacy.



## What system requirements do I need for MDLIVE video conferencing?

To use video conferencing, you need:

- A PC running Windows® XP or newer, or a Mac running OSx 10.6 (Snow Leopard) or newer.
- A high-speed Internet connection
- A webcam with a resolution of at least 1.3 megapixels
- A microphone (most webcams already have microphone built in)

After you set up your account, you will be able to use a simple online simulation to test your configuration and check if you are ready for a virtual consultation.

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

Don't see your question? Don't worry. Just call us at +1 (800) 400 MDLIVE (6354) and choose Option #1. We have highly trained health service specialists standing by to take your call, 24/7/365.

### MDLIVE, INC. NOTICE AND DISCLAIMER:

MDLIVE does not provide any healthcare services and is not an insurance product or a prescription fulfillment warehouse. MDLIVE does not replace the primary care physician. MDLIVE operates subject to state regulation and may not be available in certain states. Contents in this material are not a substitute for professional healthcare advice, diagnosis or treatment. MDLIVE healthcare professionals reserve the right to deny care for potential misuse of services. MDLIVE interactive audio consultations with store and forward technology are available 24/7/365 for medical services only, while video consultations are available during the hours of 7 am to 9 pm 7 days a week or by scheduled availability for medical and behavioral services. MDLIVE and the MDLIVE logo are registered trademarks of MDLIVE, Inc. and may not be used without written permission. For complete terms of use visit [www.mdlive.com/pages/terms.html](http://www.mdlive.com/pages/terms.html)

### MDLIVE Prescription Policy

When your medical condition calls for a prescription, our doctors can send an e-prescription straight to your local pharmacy. Please note that for your own safety and to comply with state pharmacology laws, the following restrictions apply:

- Temporary prescription refills (2-3 days) may be issued only when the patient is able to demonstrate an existing prescription.
- MDLIVE doctors are unable to write prescriptions for more than a 30-day supply. Patients with chronic illnesses should visit their primary care doctors or other specialists for extended care.
- 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 a current list of DEA controlled substances, visit <http://www.deadiversion.usdoj.gov/schedules/>.
- MDLIVE does not guarantee that a prescription will be written; that will be determined by the physician based on your clinical presentation. However, you are always guaranteed quality healthcare.

\*Some state laws require that a doctor only prescribe medication in certain situations and subject to certain limitations.

\*\*MDLIVE services are limited to only phone consultations with the ability to prescribe in Iowa, Louisiana, and Texas. California permits both phone and video consultations with short term prescription limitations. Telehealth services are currently not available in Idaho. Please check back soon.

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Teletherapy Program

**Frequently Asked Questions**

## What is teletherapy?

Teletherapy is a new, more convenient, and more affordable way to receive behavioral healthcare. With MDLIVE Behavioral Health Services, you can see a licensed therapist from home, the office, or on the go, via phone or secure video—on your schedule. Our HIPAA-compliant teletherapy service is easy to use, and requires no special hardware. It's behavioral health therapy made easy.

## What are the common issues we treat?

Our online therapists are trained to help you with a wide range of concerns, including:

- Addictions
- Bipolar disorders
- Child and adolescent issues
- Depression
- Eating disorders
- Gay/Lesbian/Bisexual/Transgender issues
- Grief and loss
- Life changes
- Men's / Women's issues
- Panic disorders
- Parenting issues
- Postpartum depression
- Relationship and marriage issues
- Stress
- Trauma and PTSD
- And more

## Who will be helping me?

MDLIVE behavioral health therapists are all fully licensed and thoroughly screened to ensure you have access to only the most trustworthy professionals. It's important to find the right therapist for you, which is why you can browse our network of therapists, read their profiles, and check their credentials before you choose to make an appointment.

## When can I talk to my therapist?

You can talk to your therapist whenever it's convenient for you—during your lunch hour, evenings and weekends, or while your kids are sleeping. With MDLIVE, you no longer need to rearrange your schedule or travel to an office to meet with a therapist.

## Does teletherapy work just as well as face-to-face sessions?

Yes! In fact, in a 2013 study conducted by clinical researchers from the University of Zurich, it was determined that patients who received psychotherapy for depression via the Internet had outcomes that were just as good, if not better, than the same number of patients receiving conventional face-to-face therapy (53% vs 50%). In addition, 95% of those patients who received telehealth services were satisfied with their experience, versus 91% of patients who received conventional treatment. Both groups of patients in the study described their visits with their therapists as "personal."<sup>†</sup>

## Is teletherapy right for me?

Teletherapy is an excellent option if you're looking for a more convenient, private, and affordable way to receive behavioral therapy. MDLIVE makes it easy to get the help you need without the hassle, by giving you the flexibility to schedule therapy at a time that works best for you, and without the need for travel time, waiting rooms, or office visits. Our therapists are trained and licensed professionals who can help you manage stress, adapt to life changes, and navigate obstacles—whether you need just a few appointments, or a long-term course of therapy. We also have professionals that specialize in more specific issues, including bipolar disorders, grief and loss, addiction, marriage counseling, LGBT issues, parenting, and more.

<sup>†</sup>Birgit Wagner, Andrea B. Horn, Andreas Maercker. Internet-based versus face-to-face cognitive-behavioral intervention for depression: A randomized controlled non-inferiority trial. *Journal of Affective Disorders*. July 23, 2013. Doi:10.1016/j.jad.2013.06.032

## How much does it cost?

Many people avoid getting professional help because it can be so expensive. Choosing to receive care online allows you save on other expenses that are associated with office visits, such as gas, travel, or childcare. With MDLIVE, setting up an account and browsing therapist profiles is totally free. You're only asked to pay when you make an appointment. With no recurring membership payments or monthly fees, you're never locked in; you can choose who you meet with, and when—giving you the freedom to find therapy that works for you.

If you're receiving MDLIVE as part of a group benefit, the cost may vary depending on applicable copay, coinsurance, or deductibles—or you may not be required to pay at all. You can cancel your appointment and receive a full refund, provided that you cancel at least 24 hours before your appointment time.

MDLIVE accepts most major credit and debit cards.

## How do I connect with my therapist?

From the MDLIVE home page, just log in to your account and click the green “Talk to a Therapist” icon.\* You will be taken to MDLIVE’s Behavioral Health Services site called Breakthrough. Once on your Breakthrough dashboard, click the “Browse Therapists” menu selection. This is where you’ll be able to search for your therapist, and filter your selections by gender, language, or specialty. In each of the therapists’ individual profiles, you will find additional details about them.

Once you choose the therapist with whom you would like to speak, you can securely message them and/or request to schedule the appointment time that works best for you.

At your scheduled appointment time, log into your MDLIVE account and click on the green “Talk to a Therapist” icon. From there, the Breakthrough system will direct you to begin the secure video visit with your therapist.

If you have any issues setting up your account, our care coordinators are available to answer any questions 24/7/365 at +1 (888) 977 5703.

*\* If you do not have a green “Talk to a Therapist” icon, just choose “Therapist” from the Provider search area on your MDLIVE dashboard. Choose a therapist from there.*

## I am afraid that I am going to hurt myself or others. Can I talk to someone at MDLIVE?

If you have feelings that you may want to hurt yourself or someone else, please dial 911 or call the crisis counselors at +1 (800) 273 TALK (8255), where you'll be connected to a skilled, trained counselor at a crisis center in your area 24/7.

### MDLIVE, INC. NOTICE AND DISCLAIMER:

MDLIVE does not provide any healthcare services. MDLIVE behavioral healthcare products do not involve prescriptions for medications at this time. MDLIVE operates subject to state regulations and may not be available in certain states. Healthcare professionals reserve the right to deny care for misuse of services. Behavioral consultations are available by scheduled availability. MDLIVE and the MDLIVE logo are registered trademarks of MDLIVE, Inc., and may not be used without written permission.

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