



Virtual visits

Connect with a doctor or behavioral specialist when you need care

Humana's virtual visit benefits, powered by MDLIVE®, allow you to connect to a board-certified doctor, describe your symptoms and get a diagnosis all from your phone, tablet or laptop. This includes medical and behavioral healthcare.* Where available and when appropriate, MDLIVE doctors send an e-prescription to a local pharmacy. Whether you're at home or on vacation, you'll get professional care fast. No travel time, no waiting rooms.



This is how it works

Step 1

You decide to seek care for a nonemergency issue such as minor sickness, anxiety, stress, cough or sore throat.

Step 2

Using your computer, mobile app or phone, you'll sign in or call to connect to MDLIVE.**

Step 3

Connect in minutes with a board-certified U.S.-based doctor or schedule an appointment with a behavioral health specialist.

Step 4

The doctor or behavioral health specialist may diagnose your symptoms, prescribe non-narcotic medication where available and send e-prescriptions to your pharmacy of choice.

*Behavioral health visits are scheduled appointments for a future date and time.

**Internet access required. Data fees may apply. Not offered on all plans.

Telephonic visits not available in Idaho or New York.

Check your Summary of Benefits and Coverage for more information.

What nonemergency conditions can be discussed during a virtual visit?

What are the commonly treated conditions?

- Acne
- Allergies
- Anxiety
- Constipation
- Cough
- Depression
- Diarrhea
- Ear problems
- Fever
- Flu-like symptoms
- Headache
- Insect bites
- Nausea
- Pink eye
- Rash
- Respiratory problems
- Sore throat
- Stress
- Urinary problems or UTI
- Vaginitis
- Vomiting

Some of the commonly treated behavioral health conditions are:

- Addictions
- Anxiety
- Bipolar disorder
- Depression
- Eating disorder
- Grief and loss
- LGBTQ support
- Life changes
- Men's and women's issues
- Panic disorders
- Parenting concerns
- Postpartum depression
- Relationship and marriage issues
- Stress
- Trauma and PTSD

A virtual visit may be a suitable alternative for treating nonemergency medical issues and routine ailments when your primary doctor or behavioral health specialist is not available. It's generally more cost-effective than a trip to the ER or urgent care center.

How it works

Here are the steps:



Activate

Get started now before you're sick by downloading the **MDLIVE mobile app** from the App Store® or Google Play™, by creating an MDLIVE account online at MDLIVE.com/HumanaMedicare or calling **1-888-673-1992 (TTY: 711)**.

Select

When you become sick or have a mental health concern, you'll choose a board-certified doctor or a behavioral health clinician.

Consult

Connect with a doctor or a behavioral health clinician and get care almost anywhere.

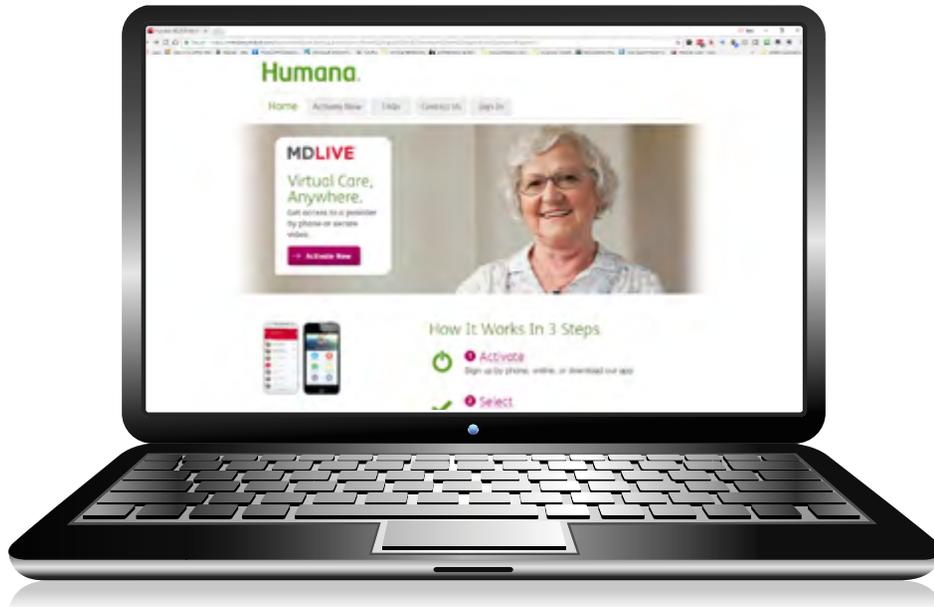
Let's get started

What steps do I need to take before talking with a doctor or behavioral health specialist?

Before having a consultation with an MDLIVE doctor or behavioral health specialist, you must first activate your account. Registration is free and available through the website (for information on registering online, please visit the section **Register on the website**) or mobile app (for information on registering on the mobile app, please visit this section **Register on the mobile app**). Once you've registered, you can use the same website or app to request your virtual consultation.

Note: If you do not have a computer or smart device, you may also activate your account and have a phone consultation with a doctor or behavioral health specialist by calling MDLIVE at **1-888-673-1992 (TTY: 711)**, 24 hours a day, seven days a week.*

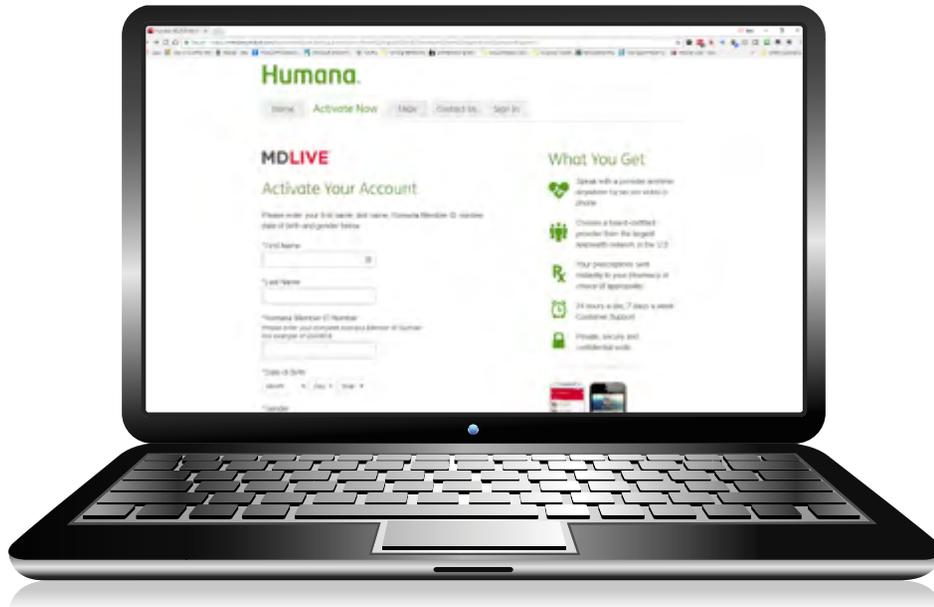
*Telephonic visits not available in Idaho or New York. Virtual visits in Idaho and New York must be video only.



STEP 1 / 4

To register for MDLIVE, visit MDLIVE.com/HumanaMedicare.

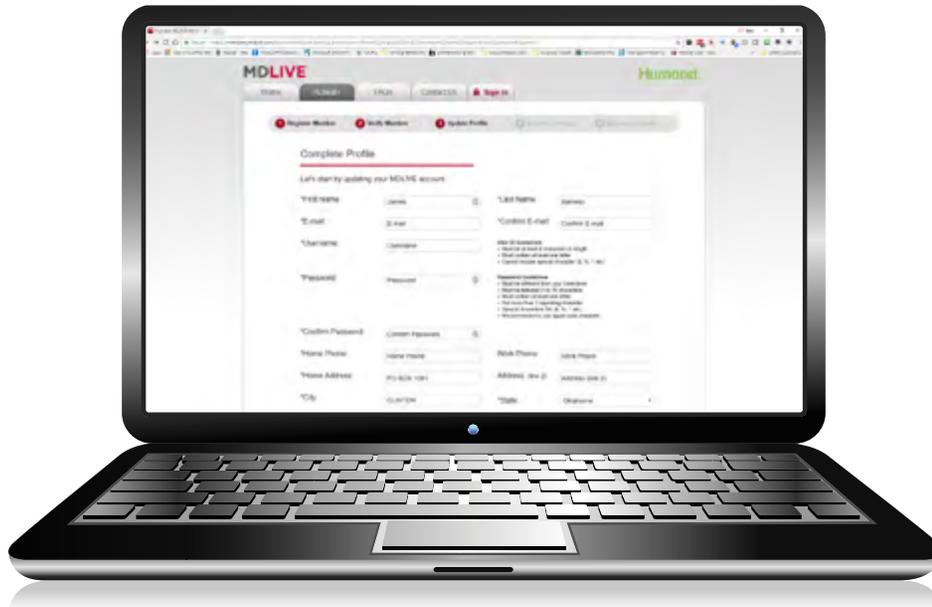
Click the **Activate Now** button or tab.



STEP 2 / 4

Enter your name, member ID number, date of birth and gender.

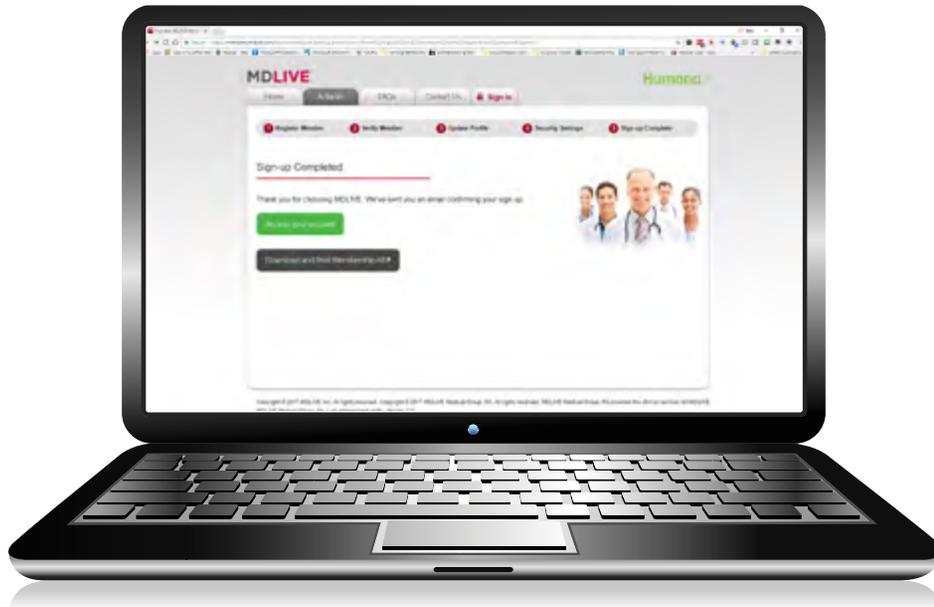
Click **Continue**.



STEP 3 / 4

Once the information is verified, you'll be asked to complete your profile, which includes creating a username, password and security question.

Enter the information and click **Continue**.

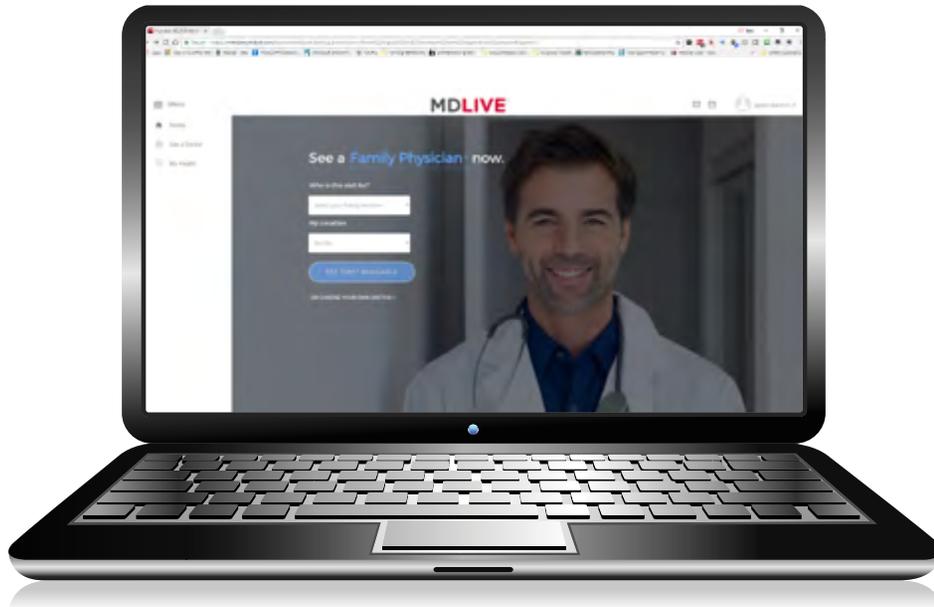


STEP 4 / 4

Your registration is now complete!

Click **Access Your Account** to load the MDLIVE Dashboard. You may want to bookmark this link. From here, you can fill out your medical and/or behavioral health history, connect to a doctor or schedule an appointment to connect to a behavioral health specialist.* You'll want to complete this step before connecting to a doctor or behavioral health specialist.

*If available on your plan.

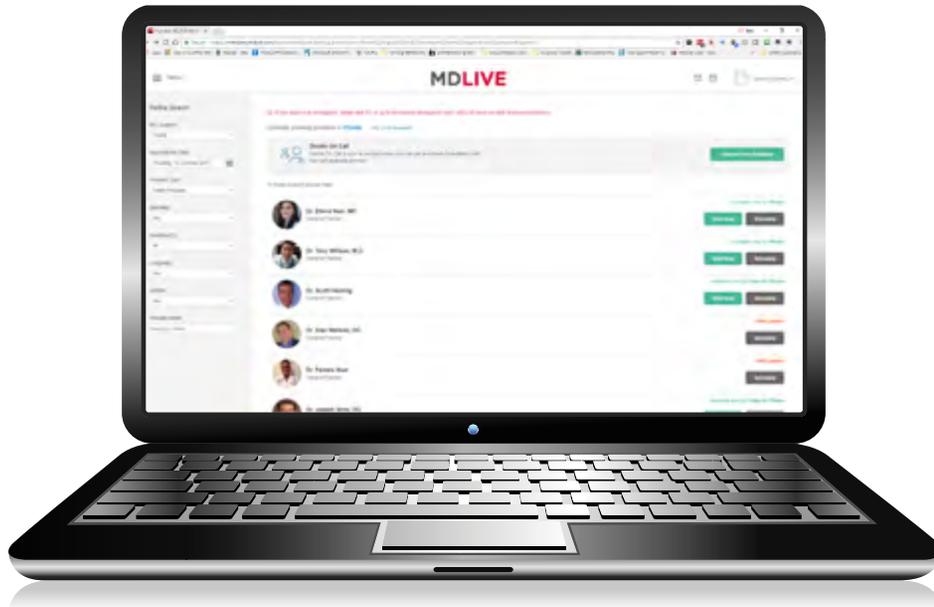


STEP 1 / 9

Go to **MDLIVE.com** and click **Sign In** at the top right. Enter the username and password you created during registration.

Once you are signed in, you will have the option to select the provider type you want to see (medical visit, therapy counseling* or psychiatry*).

*If available on your plan.



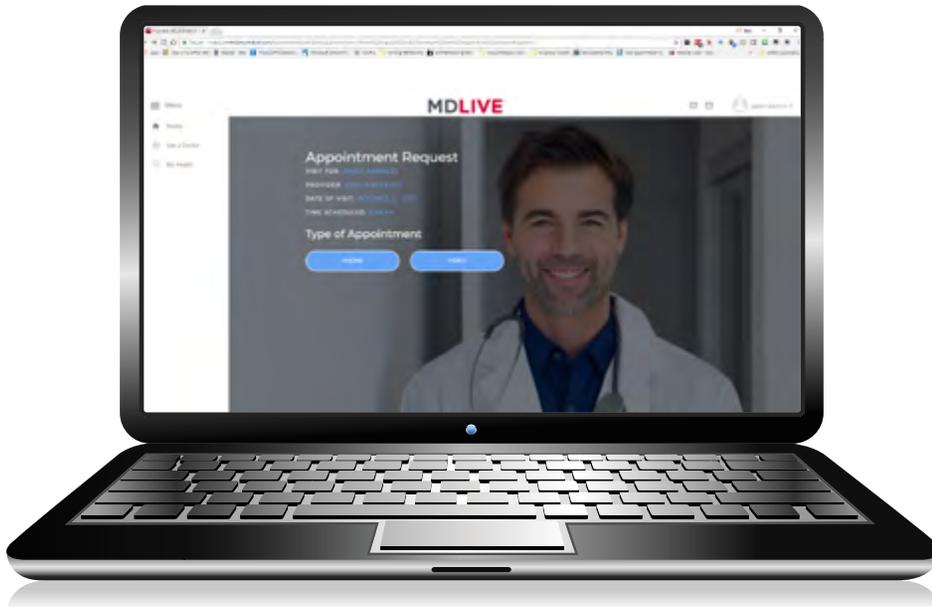
STEP 2 / 9

A list of providers will be displayed. You can narrow the list by clicking any of the three filters in the top left (Specialty, Language, Gender).

From here, you have two choices:

1. For medical visits, you can select the doctor on call by clicking **Choose First Available**; or
2. Select a specific doctor by clicking either **Visit Now** or **Schedule**.

For behavioral and mental health visits, you will schedule an appointment by clicking the **Schedule** button beside the provider you have chosen.



STEP 3 / 9

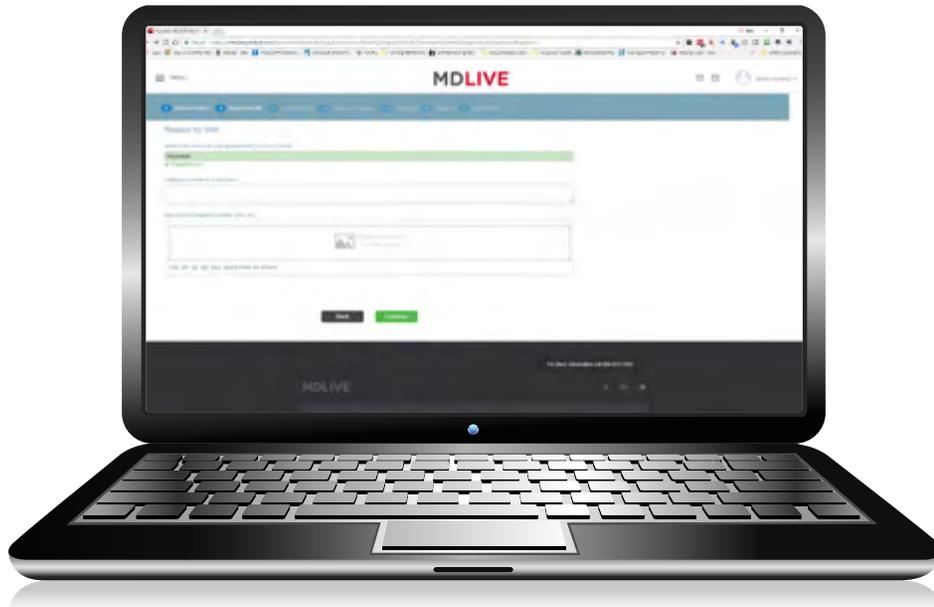
If the doctor is available (by phone or video), select the type of consultation you would like.*

Click **Continue**.

The next page is an acknowledgment of the conditions MDLIVE treats and its medication policy.

Click **Continue**.

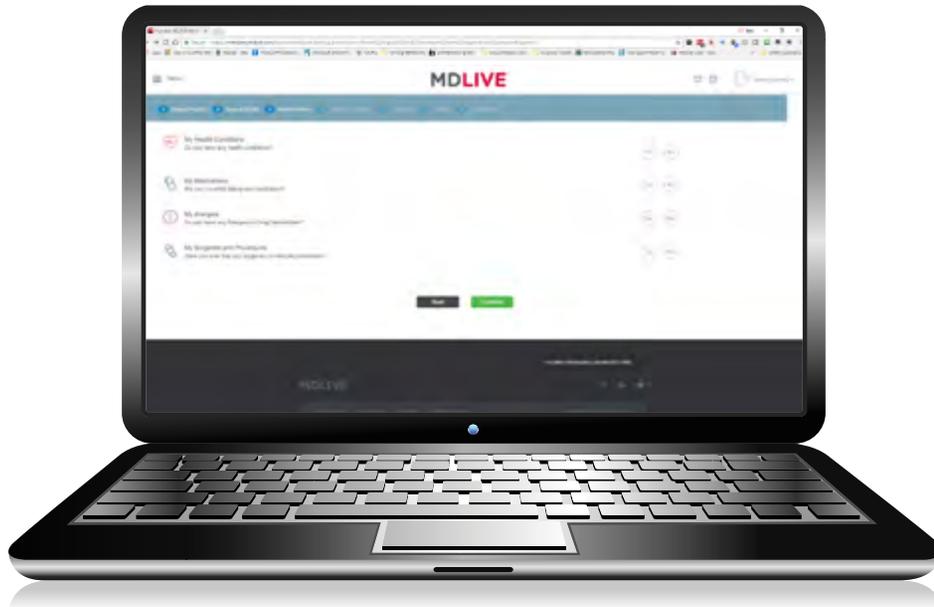
*Visits in Idaho and New York must be video only.



STEP 4 / 9

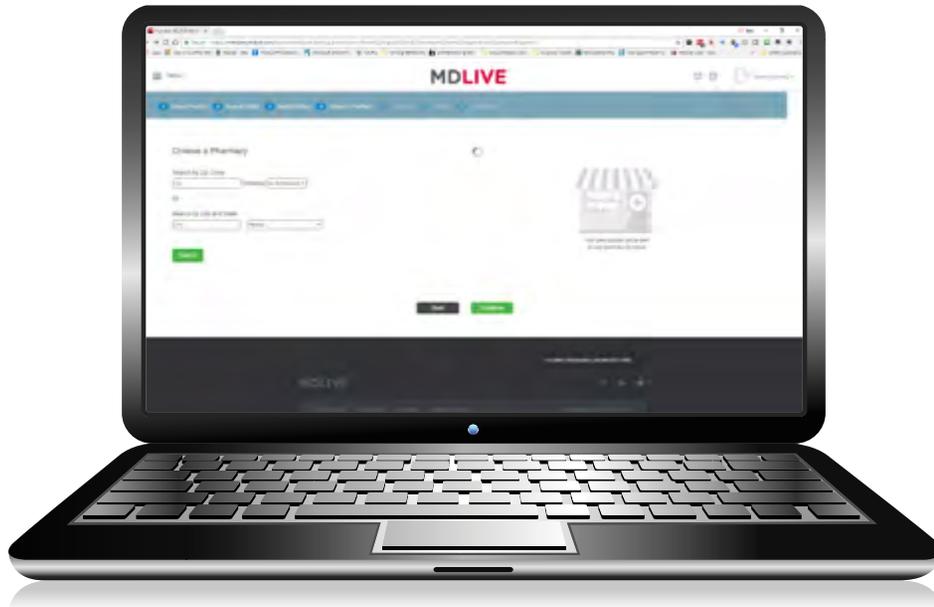
Next, enter the reason for your visit, additional comments and/or upload a photo. A photo is helpful if the concern is medically related, like a rash or cut.

Click **Continue** when done.



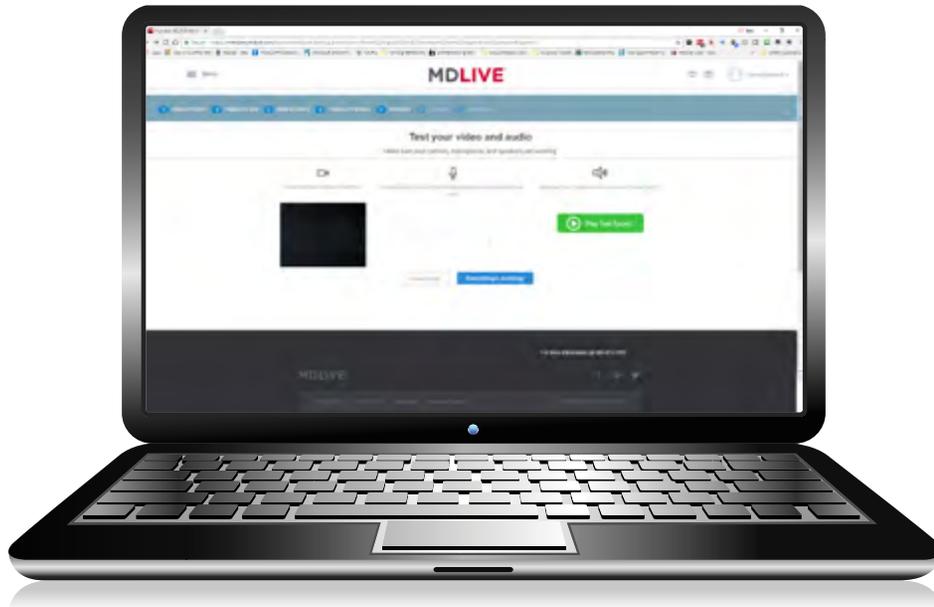
STEP 5 / 9

On the next page, you'll be asked to verify or update your medical and behavioral health history.



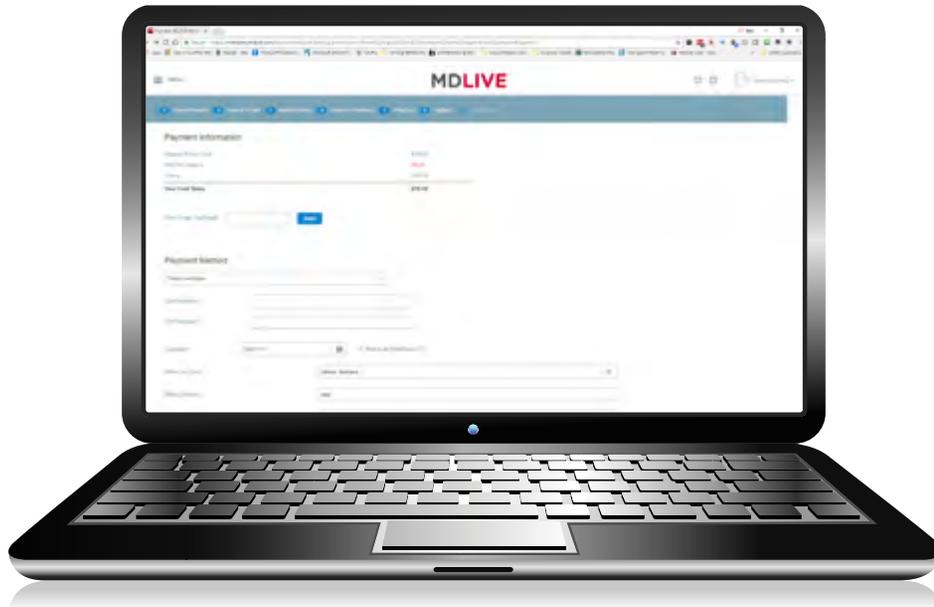
STEP 6 / 9

Next, select the pharmacy you want to use in case a prescription is needed.



STEP 7 / 9

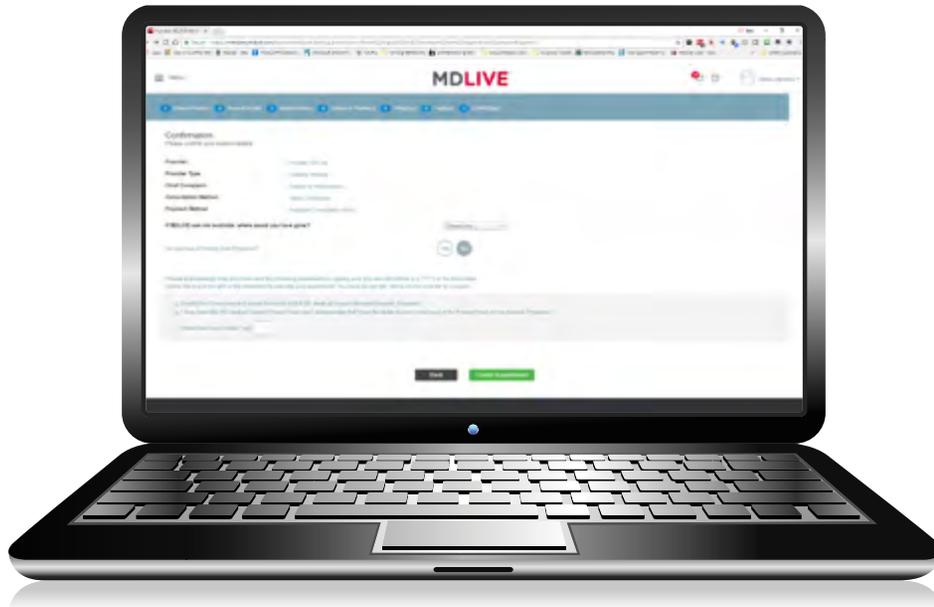
For a video consultation, you may need to install and/or set up the video connection. If this is required, you'll be prompted on screen with instructions.



STEP 8 / 9

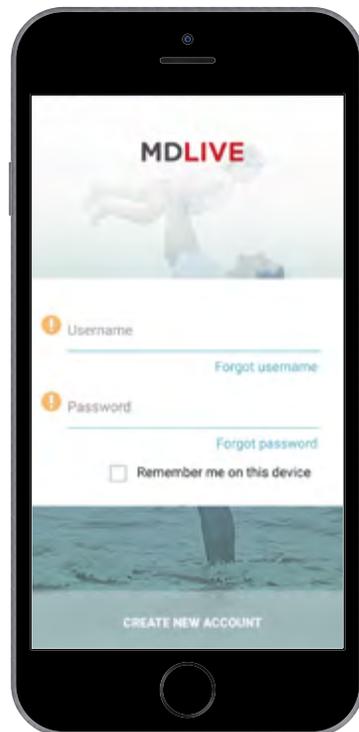
Next, you will see the payment page.
Your cost, if any, will be displayed.
Enter your payment method here.

Click **Save payment** to continue.



STEP 9 / 9

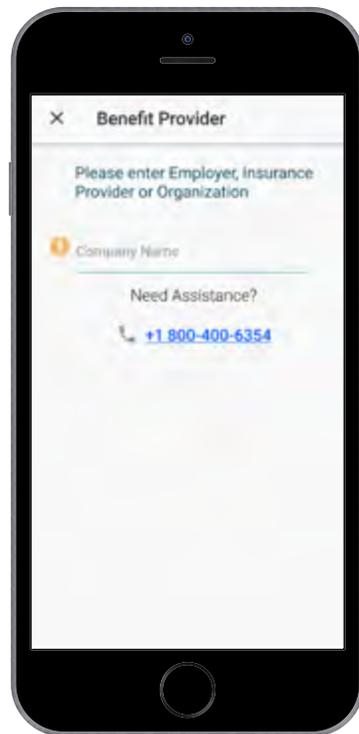
Finally, a confirmation dialog is displayed. Answer the required questions and acknowledgments, then click **Create Appointment**.



STEP 1 / 6

Search the App Store or Google Play for MDLIVE. Download the **MDLIVE: Talk to a Doctor 24/7** application.

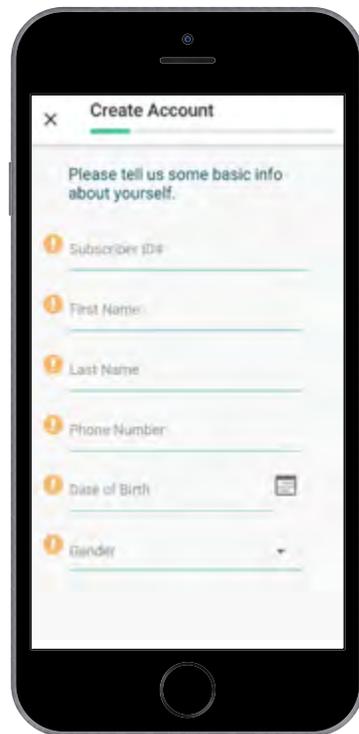
When you open the app, tap **Create new account** at the bottom of the screen.



STEP 2 / 6

On the next screen, select **yes**.

Then, enter **Humana** as the company name.



STEP 3 / 6

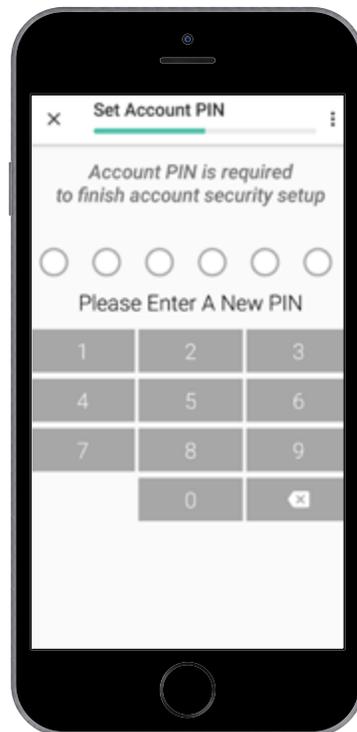
Enter your name, member ID number, date of birth and gender.

Tap **Continue**.



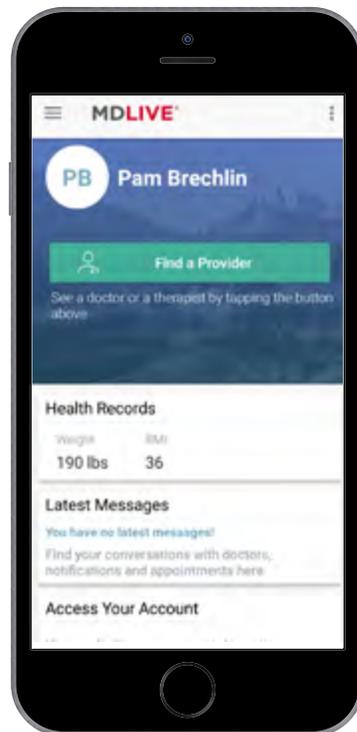
STEP 4 / 6

Once the information is verified, you'll be asked to complete your profile, which includes creating a username and password.



STEP 5 / 6

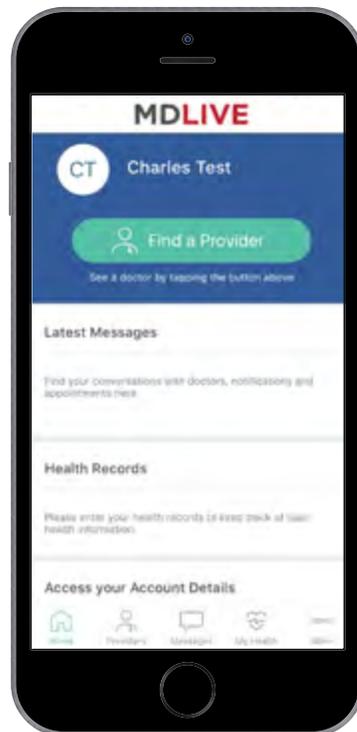
Secure your account by creating a six-digit PIN. Be sure to write down or remember your PIN for future account access.



STEP 6 / 6

Your activation is now complete!

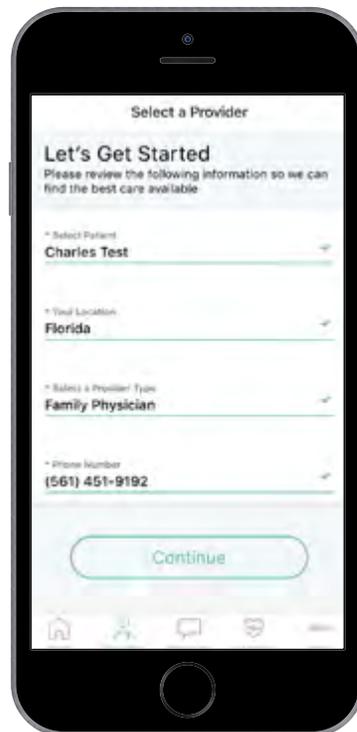
Tap **Access Your Account** to load the MDLIVE Dashboard, where you can fill out your medical and/or behavioral health history, connect to a doctor or schedule an appointment to connect to a behavioral health specialist. You'll want to complete this step before connecting to a doctor or behavioral health specialist.



STEP 1 / 8

Open the **MDLIVE app** on your mobile device and sign in to your account. Your home dashboard should look like this.

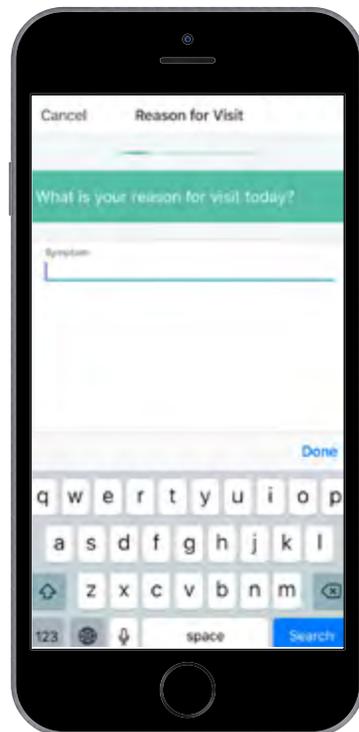
Tap **Find a Provider** to get started on a new appointment.



STEP 2 / 8

The information you entered during registration should populate here.

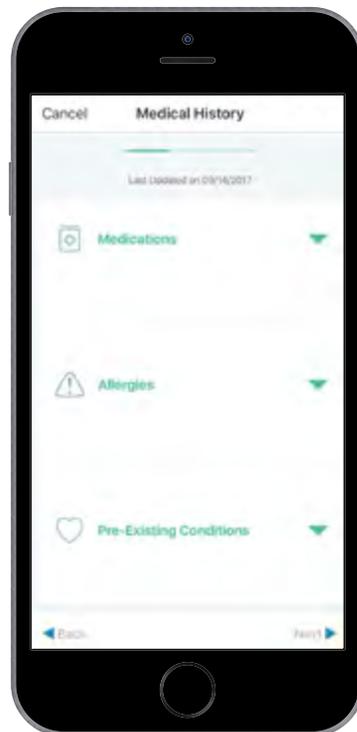
Check it for accuracy, then tap **Continue**.



STEP 3 / 8

Next, you'll be prompted to enter the reason for your visit. Be sure to include your symptoms, additional comments and/or upload a photo. A photo is helpful if the concern is medically related, like a rash or cut.

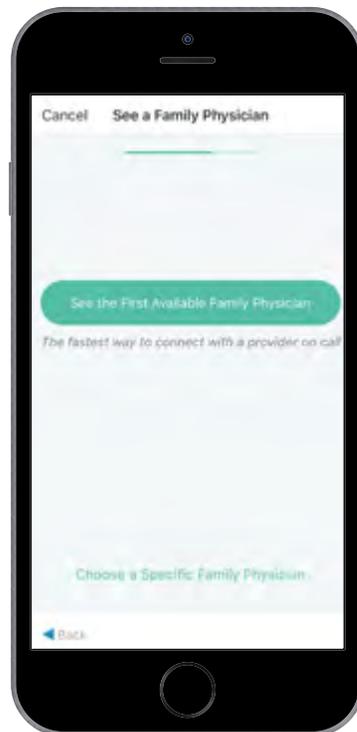
Tap **Next** when done.



STEP 4 / 8

On the next page, you'll be asked to verify or update your medical and/or behavioral health history.

Tap the arrows on the right to expand the view. If everything is correct, tap **Next**.

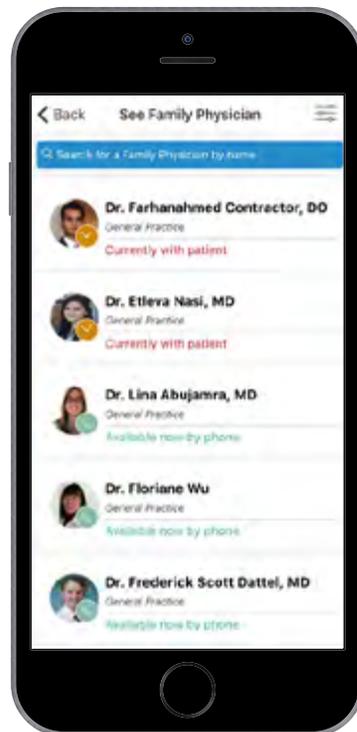


STEP 5 / 8

From here, you have two choices:

1. For medical visits, select the doctor on call by clicking **Choose First Available**; or
2. Select a specific doctor by clicking either **Visit Now** or **Schedule**.

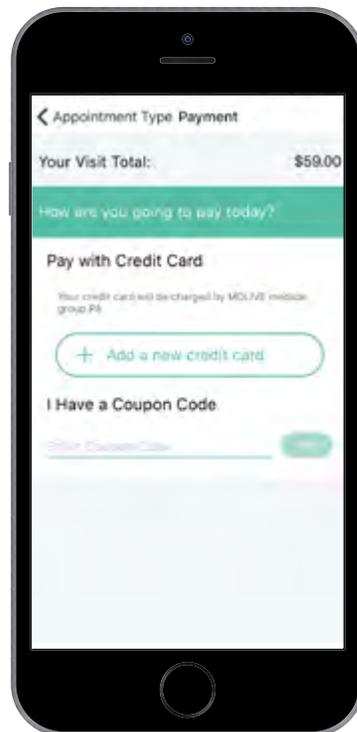
For behavioral and mental health visits, you will schedule an appointment by clicking the **Schedule** button beside the provider you have chosen.



STEP 6 / 8

Next, a list of available providers will appear, along with the type of consultation they accept (phone or video).

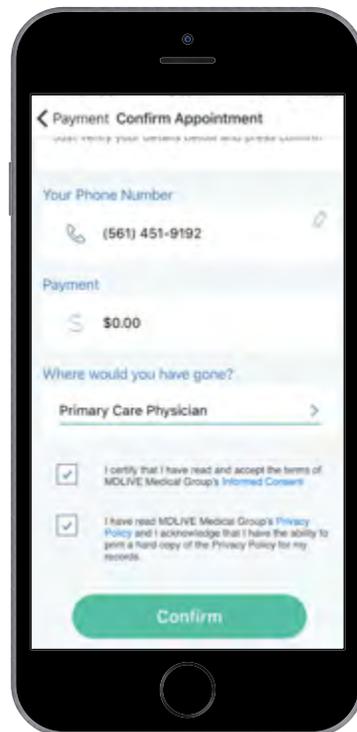
Tap the provider and (if applicable) the type of consultation you would like. Your selection will turn blue, then tap **Next** in the lower right-hand corner.



STEP 7 / 8

Next, you will see the payment page. Your cost, if any, will be displayed.

Tap to enter or confirm your credit card information. You may also add a coupon code if applicable.



STEP 8 / 8

Scroll further down to verify or enter the remaining information.

You will also be required to confirm you have read the Informed Consent and Privacy Policy.

Tap **Confirm** and you're all set!
Your appointment will begin shortly.



Humana is a Medicare Advantage HMO, PPO and PFFS organization with a Medicare contract. Enrollment in any Humana plan depends on contract renewal.

Behavioral health visits are scheduled appointments for a future date and time. Internet access required. Data fees may apply. Not offered on all plans. Check your Summary of Benefits and Coverage for more information. Telephonic visits not available in Idaho and New York; visits in these states are video only.

This communication doesn't guarantee benefits or indicate all services received will be covered by your plan. Please refer to your Evidence of Coverage or call Member Services at the number on the back of your Humana member ID card for more details. Humana's virtual visit benefit, delivered by MDLIVE, is available to members of some Humana Medicare Advantage plans.

Limitations on virtual visit healthcare and prescription services delivered via remote access technology and communications vary by state. Virtual visit services are not a substitute for emergency care and are not intended to replace your primary care provider or other providers in your network. This material is provided for informational use only and should not be construed as medical advice or used in place of consulting a licensed medical professional.

Telepsychiatry services are currently available to Humana Medicare Advantage members at selected locations. Limitations on healthcare and prescription services delivered via virtual visits and communications options vary by state. Virtual visit services are not a substitute for emergency care and not intended to replace your primary care provider or other providers in your network. This material is provided for informational use only and should not be construed as medical advice or used in place of consulting a licensed medical professional.

Important!

At Humana, it is important you are treated fairly.

Humana Inc. and its subsidiaries do not discriminate or exclude people because of their race, color, national origin, age, disability, sex, sexual orientation, gender identity, or religion. Discrimination is against the law. Humana and its subsidiaries comply with applicable Federal Civil Rights laws. If you believe that you have been discriminated against by Humana or its subsidiaries, there are ways to get help.

- You may file a complaint, also known as a grievance: Discrimination Grievances, P.O. Box 14618, Lexington, KY 40512-4618
If you need help filing a grievance, call **1-877-320-1235** or if you use a **TTY**, call **711**.
- You can also file a civil rights complaint with the **U.S. Department of Health and Human Services**, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at **U.S. Department of Health and Human Services**, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, DC 20201, **1-800-368-1019**, **800-537-7697 (TDD)**.

Complaint forms are available at <https://www.hhs.gov/ocr/office/file/index.html>.

Auxiliary aids and services, free of charge, are available to you. 1-877-320-1235 (TTY: 711)

Humana provides free auxiliary aids and services, such as qualified sign language interpreters, video remote interpretation, and written information in other formats to people with disabilities when such auxiliary aids and services are necessary to ensure an equal opportunity to participate.

Language assistance services, free of charge, are available to you. 1-877-320-1235 (TTY: 711)

Español (Spanish): Llame al número arriba indicado para recibir servicios gratuitos de asistencia lingüística.

繁體中文 (Chinese): 撥打上面的電話號碼即可獲得免費語言援助服務。

Tiếng Việt (Vietnamese): Xin gọi số điện thoại trên đây để nhận được các dịch vụ hỗ trợ ngôn ngữ miễn phí.

한국어 (Korean): 무료 언어 지원 서비스를 받으려면 위의 번호로 전화하십시오.

Tagalog (Tagalog – Filipino): Tawagan ang numero sa itaas upang makatanggap ng mga serbisyo ng tulong sa wika nang walang bayad.

Русский (Russian): Позвоните по номеру, указанному выше, чтобы получить бесплатные услуги перевода.

Kreyòl Ayisyen (French Creole): Rele nimewo ki pi wo la a, pou resevwa sèvis èd pou lang ki gratis.

Français (French): Appelez le numéro ci-dessus pour recevoir gratuitement des services d'aide linguistique.

Polski (Polish): Aby skorzystać z bezpłatnej pomocy językowej, proszę zadzwonić pod wyżej podany numer.

Português (Portuguese): Ligue para o número acima indicado para receber serviços linguísticos, grátis.

Italiano (Italian): Chiamare il numero sopra per ricevere servizi di assistenza linguistica gratuiti.

Deutsch (German): Wählen Sie die oben angegebene Nummer, um kostenlose sprachliche Hilfsdienstleistungen zu erhalten.

日本語 (Japanese): 無料の言語支援サービスをご要望の場合は、上記の番号までお電話ください。

فارسی (Farsi)

برای دریافت تسهیلات زبانی بصورت رایگان با شماره فوق تماس بگیرید.

Diné Bizaad (Navajo): Wóda'í beésh bee hani'í bee wolta'ígíí bich'í' hódíílnih éí bee t'áá jiik'eh saad bee áká'ánída'áwo'déé nika'adoowoł.

العربية (Arabic)

الرجاء الاتصال بالرقم المبين أعلاه للحصول على خدمات مجانية للمساعدة بلغتك