



VIRTUAL VISIT OVERVIEW





VIRTUAL VISITS

Care When and Where You Need It

Non-Emergency Medical and Behavioral Health

- Access via mobile app, online video or phone
- Integration with Health Advocate, BAM, Mobile App, and Provider Finder
- Zero \$ Patient Responsibility



A virtual visit is, on average:

- **\$70 LESS THAN**
an in-person PCP visit
- **\$130 LESS THAN**
an urgent care visit
- **\$730 LESS THAN**
an emergency room visit

COMMON CONDITIONS WE TREAT

Our doctors can treat over 50 non-emergency conditions, including:

- Allergies
- Common cold
- Constipation
- Cough
- Diarrhea
- Ear Problems
- Fever
- Flu
- Headache
- Insect Bites
- Nausea
- Pink Eye
- Rashes & Skin Conditions
- Respiratory Problems
- Sore throat
- UTI (Adult Females, 18+)
- Vomiting
- and more...



BEHAVIORAL HEALTH COUNSELING

Therapists & psychiatrists available by appointment from the comfort and privacy of your home.

Offering help with:

- Panic disorders
- Parenting issues
- Postpartum depression
- Relationship and marriage issues
- Child and adolescent issues
- Trauma and PTSD
- Women's issues
- LGBTQ support
- Men's issues
- Bipolar disorders
- Eating disorders
- Grief and loss
- Depression
- Stress



ABOUT MDLIVE

- **Leading provider of telehealth platform and services for Medical & Behavioral Health**
- **Founded in 2009. Headquartered in Sunrise, FL**
- **39M plan and employer members**
- **3000 visit consults/day**
- **24x7 nationwide coverage: all 50 States + Puerto Rico**
- **Average wait time under 9 minutes**
- **Video and mobile virtual care**
- **HIPAA-compliant cloud-based platform ensures private, secure and confidential connections**
- **Multi-lingual and Language Line capabilities**



WORLD CLASS CONSUMER EXPERIENCE

MDLIVE®

Recent Survey Results

It was great! I really liked that **the doctor took time to explain my options** and that he gave practical non- expensive suggestions. As if he were my own personal doctor...5 stars.

This service is fantastic as it **saves a time consuming and expensive trip to the physician's office** and I had medical advice and a prescription within one hour of my contacting MDLIVE.

Telemedicine is perfect for minor issues and **this service is the way to the future. I love the text message updates and how fast** I was able to have my issue resolved. Thank you!

“Thank you for making this **far simpler** than it has ever been before.”

“**Within minutes** of completing my information I was speaking with a doctor. I didn't have to leave work to go to a doctor's office. **Super convenient, easy to use and the physician was very nice and helpful. I will definitely use again.**”

“**LOVED the ease, privacy getting counseling from home, not having to drive for an appointment.** Technology worked very well and was easy to use. I appreciated being notified so I could join my appointment early. **My provider was wonderful and I will schedule additional sessions with her.**”

I **love** that it wasn't expensive, it was convenient and fast. **I was able to talk to the Dr. during my lunch break, I didn't have to miss any time off work,** and it was a lot less than going to UC or my PCP. Super easy, cheap, fast, convenient. I will definitely try again and **recommend to family and friends.**

What I **LOVE:** receiving medical care over the phone, from the comfort of my home when I am not feeling well. Having all of my questions answered, being given a 'game plan' of how to tackle my diagnosis, and having the meds called in quickly. **I am a stay at home mom with very little time to take care of myself...thanks MDLIVE** for making it a bit easier for me to get the care I needed and start feeling better!

I was really impressed with the prompt and courteous attention I received. The intake individual was really thorough and very pleasant. **She was really great helping me get my card registered for payment and on line sign up.** Also no sooner did we hang up the Dr called me!! I was able to do a consult in 20 minutes and have medications sent to the pharmacy promptly. Thank you I would highly recommend this service, it was time and cost effective.

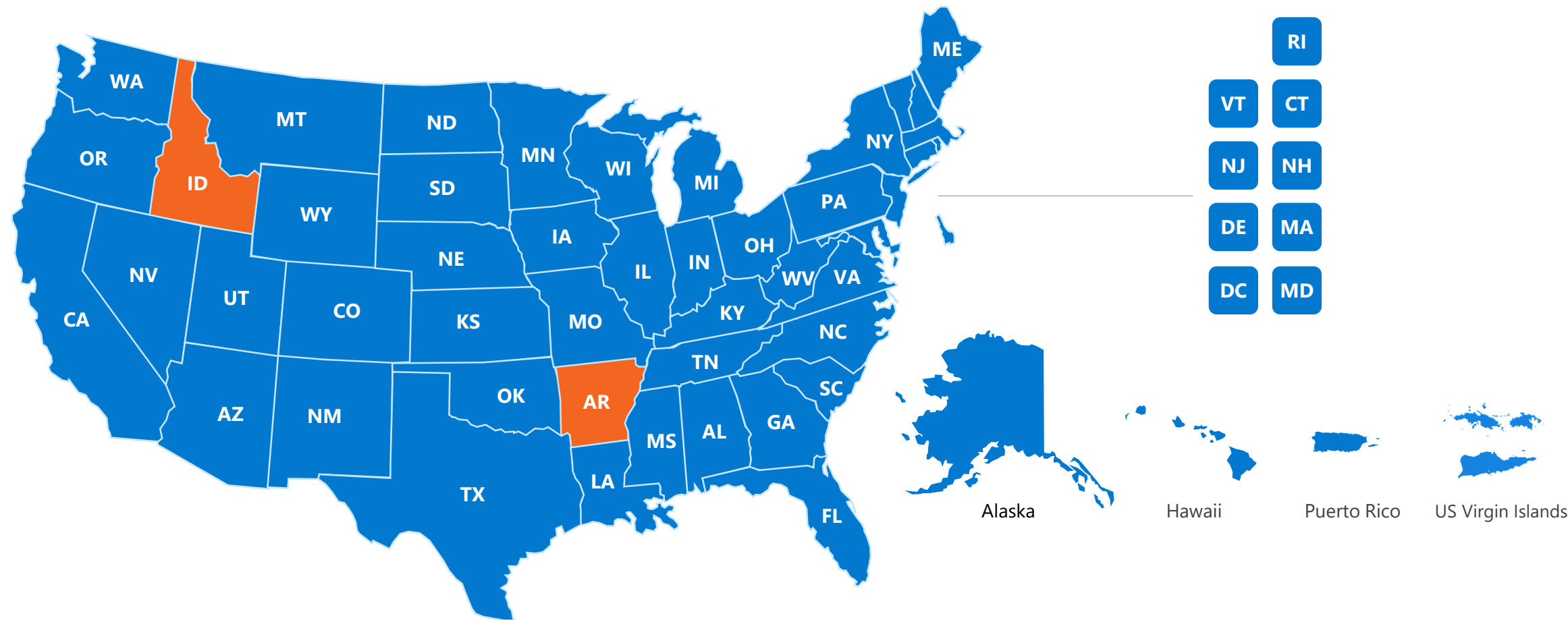
I **loved** that it was quick and easy and personally online with the doctor. She covered more with me in 15 minutes than a typical in person doctor visit in the past. The doctor was very thorough, and she provided me everyday information as far as vitamins and books to read for my Asthma in addition the medication I needed today! **She gets 5 stars. I hope that in the future I can click on her name and use her specifically if ever needed.**

MDLIVE PROVIDERS

- State licensed, board certified, and credentialed physicians
- 1,800+ licensed providers in every US state, and PR
- Average 15 years of practicing experience
- **WEBSITE MANNER:** Specialized training in communication and diagnosing patients over the phone and through online video
- Adhere to highest quality standards and NCQA and URAC guidelines



TELEHEALTH COVERAGE



This map is not a legal opinion. It represents MDLIVE's understanding of state telehealth regulations and the applicability to MDLIVE's program. Please seek the advice of counsel for a legal opinion as to specific state regulations. MDLIVE reserves the right to revise this document at anytime in its sole discretion

ANYTIME, ANYWHERE, FROM ANY DEVICE

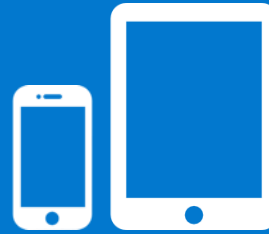


On a Desktop or Laptop
Computer?



**Blue Access for
Members:**
bcbstx.com/member

mdlive.com/bcbstx



On Smartphone
or Tablet?



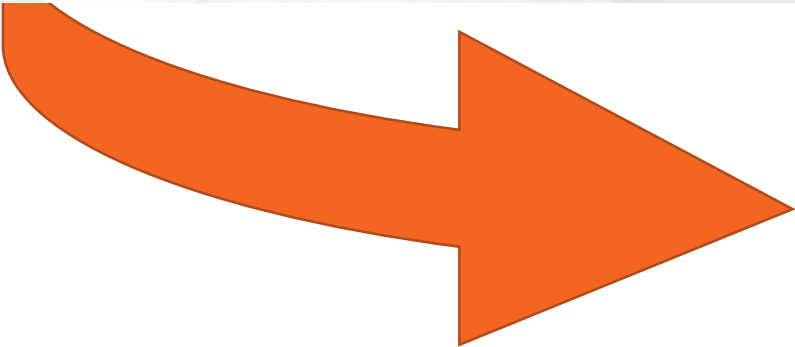
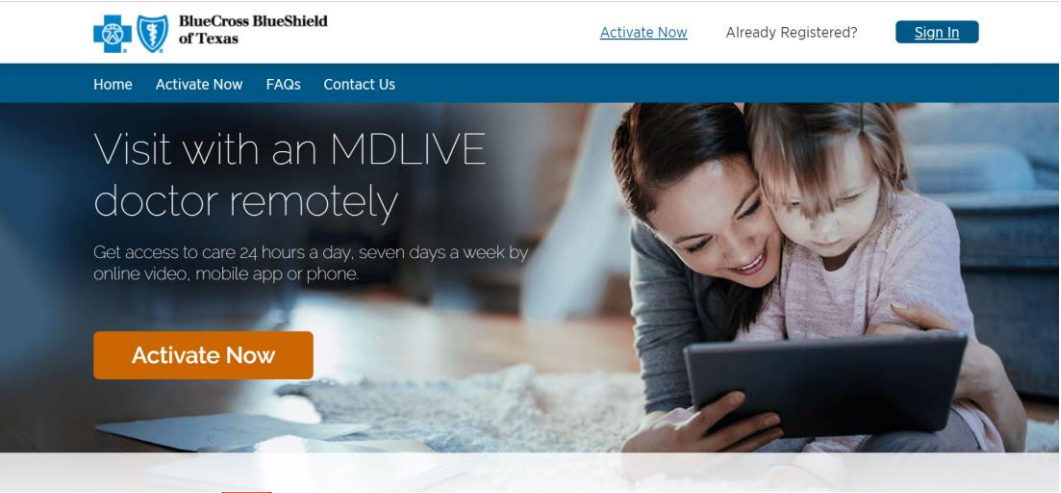
On regular
Phone?



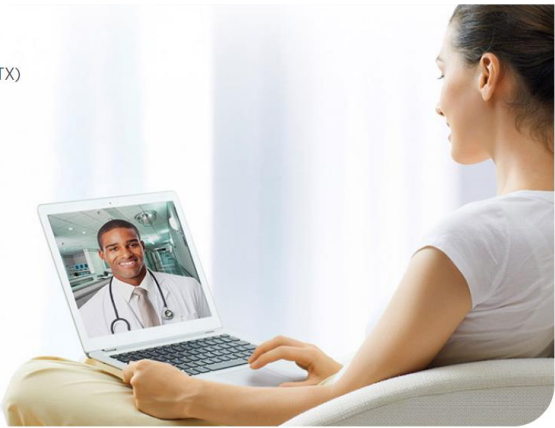
Call Center:
1-888-680-8646

WEB REGISTRATION

mdlive.com/BCBSTX

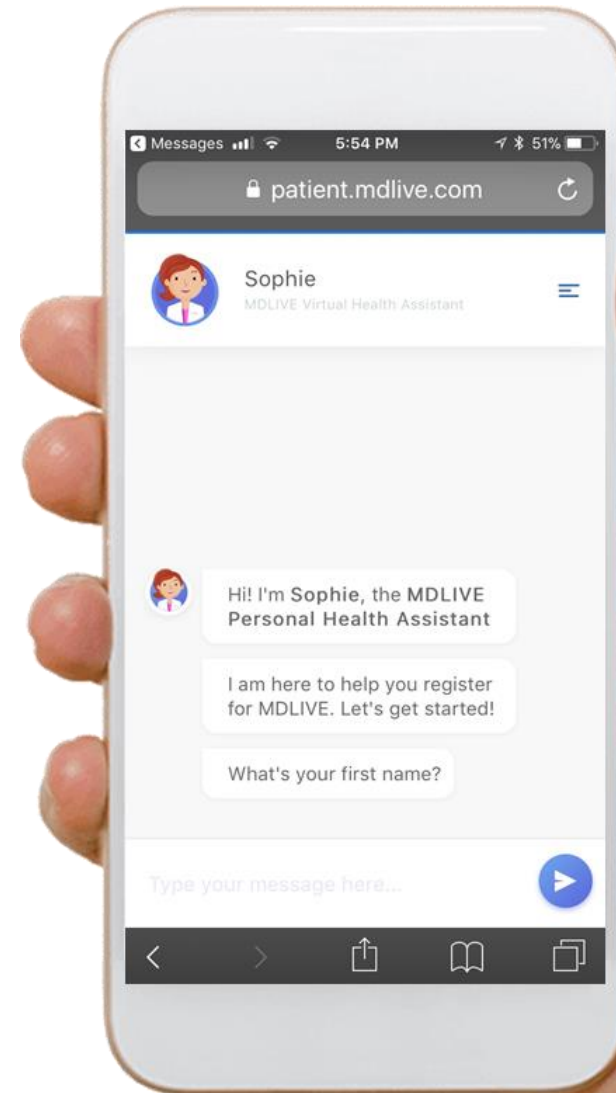


Activate Account

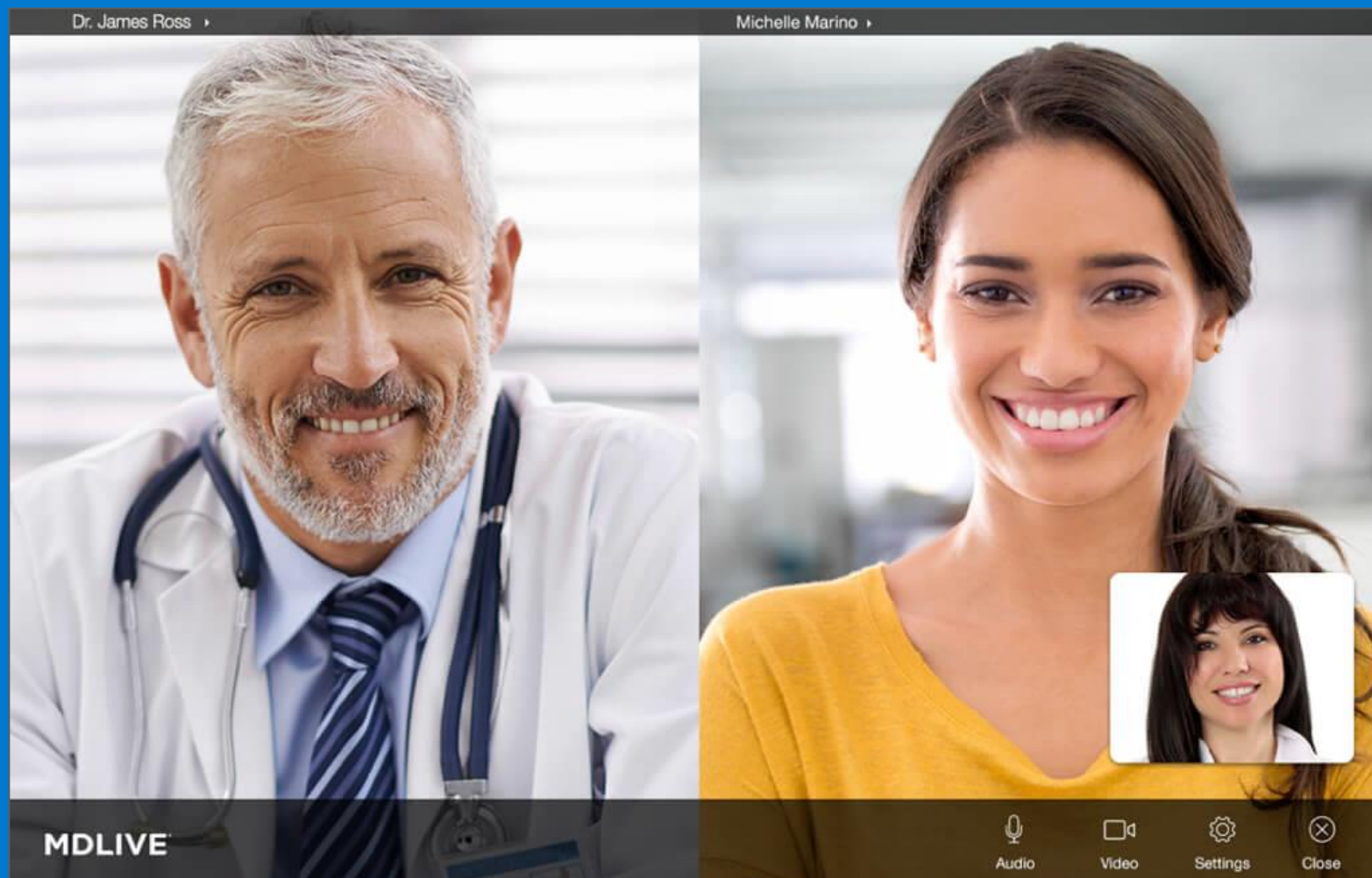


Text Message to: "BCBSTX" to 635-483

- Streamlined option for registration
- Simple, natural language interface
- Secure site
- Nothing to download
- Not a mobile app
- Currently focused on helping members activate the benefit



PLATFORM DEMONSTRATION



MDLIVE®

APPOINTMENTS

MESSAGES

PHOTOS & FILES

HEALTH PROFILE

PHARMACY

HELP & SUPPORT

MY ACCOUNT

PRIME

SECOND OPINION

EN ESPAÑOL

Current Location: Texas ▾

Daniel

×

Confirm your location

Daniel Lee, it looks like you're a little away from home.

Please confirm your current location:

Wyoming

▾

CONFIRM

+

Add dependent

Choose your interests to get personalized video content

MDLIVE®

📅

APPOINTMENTS

✉

MESSAGES

📁

PHOTOS & FILES

❤

HEALTH PROFILE

🏠

PHARMACY

+

HELP & SUPPORT

⚙

MY ACCOUNT

📍


Current Location: Texas ▾

Daniel


 ⚙

Who needs help today?


Current wait time to speak to a doctor: Under 15 minutes




Daniel




Jill



Alison



Meredith



Add dependent

ES

EN ESPAÑOL

Copyright © 2019 MDLIVE Medical Group, PA. | [Privacy policy](#) | [Terms of use](#) | [Disclaimer](#) | [Informed consent](#)

For More Information call [888-632-2738](tel:888-632-2738)

Private and Confidential. © 2019 MDLIVE Inc.

15

MDLIVE®

CONSULTAS

MENSAJES

FOTOS/ARCHIVOS

PERFIL DE SALUD

FARMACIA

AYUDA

MI CUENTA

EN

IN ENGLISH

Ubicación Actual: Texas

Daniel

¿Quien necesita ayuda hoy?

El tiempo de espera para hablar con un doctor: Under 15 minutes



Daniel



Jill



Alison



Meredith



Agregar depen...

Copyright © 2019 MDLIVE Inc. | [Política de privacidad](#) | [Términos de uso](#) | [Renuncia de responsabilidad](#) | [Consentimiento informado](#)

Para Más Información llama al 888-632-2738

Private and Confidential. © 2019 MDLIVE Inc.

16

MDLIVE®

- APPOINTMENTS
- MESSAGES
- PHOTOS & FILES
- HEALTH PROFILE
- PHARMACY
- HELP & SUPPORT
- MY ACCOUNT
- PRIME
- SECOND OPINION

EN ESPAÑOL

Choose Your Provider Type

Medical Visit

Board-certified doctors and pediatricians available 24/7

\$0 Per Visit

Use it for:
Cold & Flu
Pink Eye
Sinus Infection
Sore Throat
UTI (Females only)
and more...

SEE A DOCTOR NOW

SCHEDULE A VISIT

Therapy Counseling

Private, secure and confidential therapy sessions.
By appointment only

\$0 Per Session

Use it for:
Anxiety
Grief and Loss
Relationship Issues
Sadness & Stress
Sexuality
and more...

Learn More →

SCHEDULE A VISIT

Psychiatry

Psychiatrists typically don't provide therapy, but can prescribe medications when appropriate

\$0 Per Session

Use it for:
Anxiety
Bipolar Disorder
Depression
Insomnia
Trauma and PTSD
and more...

Learn More →

SCHEDULE A VISIT

BACK

SOPHIE POWERED INTELLIGENT TRIAGE



< MDLIVE


Daniel Lee

Reason for Visit

Interview


Choose Provider

Express Review

 Hi! I am Sophie, MDLIVE's health assistant chatbot

Search for your medical problem or choose one of the following conditions


Flu Exposure

 Sorry to hear you were exposed to the Flu!


Influenza ("The Flu") is a viral illness that usually causes fevers, muscle aches and a bad cough. It is most commonly seen between October and March. It is highly contagious, but if you are exposed, our telehealth providers may prescribe an anti-viral medication (e.g. Tamiflu) to help decrease your chance of getting the Flu. This is particularly important for younger or older people, as well as anyone with chronic medical conditions - but it must be started within 48 hours of exposure.

Have you been exposed to the flu in the past 48 hours and are ready for your online visit?

Yes (I think I have been exposed to the Influenza Virus)

 When did your problems start?

1-3 days ago

 How do you feel (how much do your symptoms impact you)?


Normal

Mildly bothersome (can do normal activities)


Moderately bothersome (normal activities limited somewhat)

Severely bothersome (cannot do normal activities)

Moderately bothersome (normal activities limited somewhat)

 Have you had a fever?

Low grade fever (under 99 F)

 Is there any other information you would like to share with the doctor?

Rash

UPLOAD PHOTO (optional)

< MDLIVE

Daniel Lee

Reason for Visit

Interview

Choose Provider

Visit Type

Express Review

A photo may be helpful for treatment.

You can upload a photo or document if you believe it will help the provider understand your problem better.

UPLOAD FROM A PHONE

We will send a text message with instructions on how to upload photos

UPLOAD FROM THIS DEVICE

Already have the photos ready? Upload them right now from here



Why do I need to upload a photo?
Photos can be very helpful for problems related to your Skin, Eye, Throat, or any issue that shows a change in color or swelling. A photo of your prescription bottle also helps if you need a refill.

BACK

CONTINUE

CHOOSE PROVIDER

< MDLIVE

Daniel Lee

General Practice

Reason for Visit

Interview

Choose Provider

Visit Type

Express Review

See all available times

Dr. Susan Payberah, MD

General Practice

Available Today, 04:00 PM EDT

SCHEDULE

See all available times

Dr. Richard Schneider, MD

General Practice

Available Today, 04:00 PM EDT

SCHEDULE

See all available times

Dr. Tewodros Teketel

Hello, I am Dr. Tewodros (prefer to be called Dr Teddy). I am board certified in Internal Medicine and practiced for the past 4 years. I currently working an Urgent Care Center which has given me a unique perspective in my practice of medicine. It's my great pleasure to share this expertise with you. I currently practice in the Cypress, TX area.

Specialties
Internal Medicine

Qualifications

Licensed States
California, Texas

Publications

Location
Katy, TX

Languages Spoken
English, Amharic

Thu, 10 Oct 2019

03:00pm	03:15pm	03:30pm	03:45pm
04:00pm	04:15pm	04:30pm	04:45pm
05:00pm	05:15pm	05:30pm	05:45pm
06:00pm	06:15pm	06:30pm	06:45pm
07:00pm	07:15pm	07:30pm	07:45pm

Dr. Vontrelle Roundtree, MD

General Practice

Available Today, 04:00 PM EDT

SCHEDULE

See all available times

Dr. Vasudha Kaushik, MD

General Practice

With patient

Private and Confidential. © 2019 MDLIVE Inc.

20

[< MDLIVE](#)

Daniel Lee

Reason for Visit

Interview

Choose Provider

Visit Type

Express Review

Daniel, let's get you taken care of.

What type of visit would you like?



PHONE



VIDEO

[Video vs phone visits. Learn how they work.](#)

What's the best number to reach you at during your visit?

214-316-4357

[Why do we need this?](#)

BACK

CONTINUE

Welcome back Daniel! Has any of your information changed since you last updated it on October 10, 2019?

Visit Details

Change

Consultation Method: Phone
Reason for Visit: Flu Symptoms

Health Profile

Change

Last Updated: October 10, 2019
Height: 5'11 Weight: 187 lbs
Conditions: None
Allergies: None
Surgeries: None
Medications: None

Pharmacy

Change

CVS 16262 IN TARGET
12801 W SUNRISE BLVD, Sunrise, FL 33323
954-846-0716

Payment Method

No payment is required for this visit

Primary Care Physician

Change

Dr. Robert Dyo
Richardson, TX
Share Visit Info with PCP: Yes

If MDLIVE was not available, where would you have gone?

Urgent Care

- ☒ I certify that I have read and accept the terms of [MDLIVE Medical Group's Informed Consent](#). (Required)
- ☒ I have read [MDLIVE Medical Group's Privacy Policy](#) and I acknowledge that I have the ability to print a hard copy of the Privacy Policy for my records. (Required)

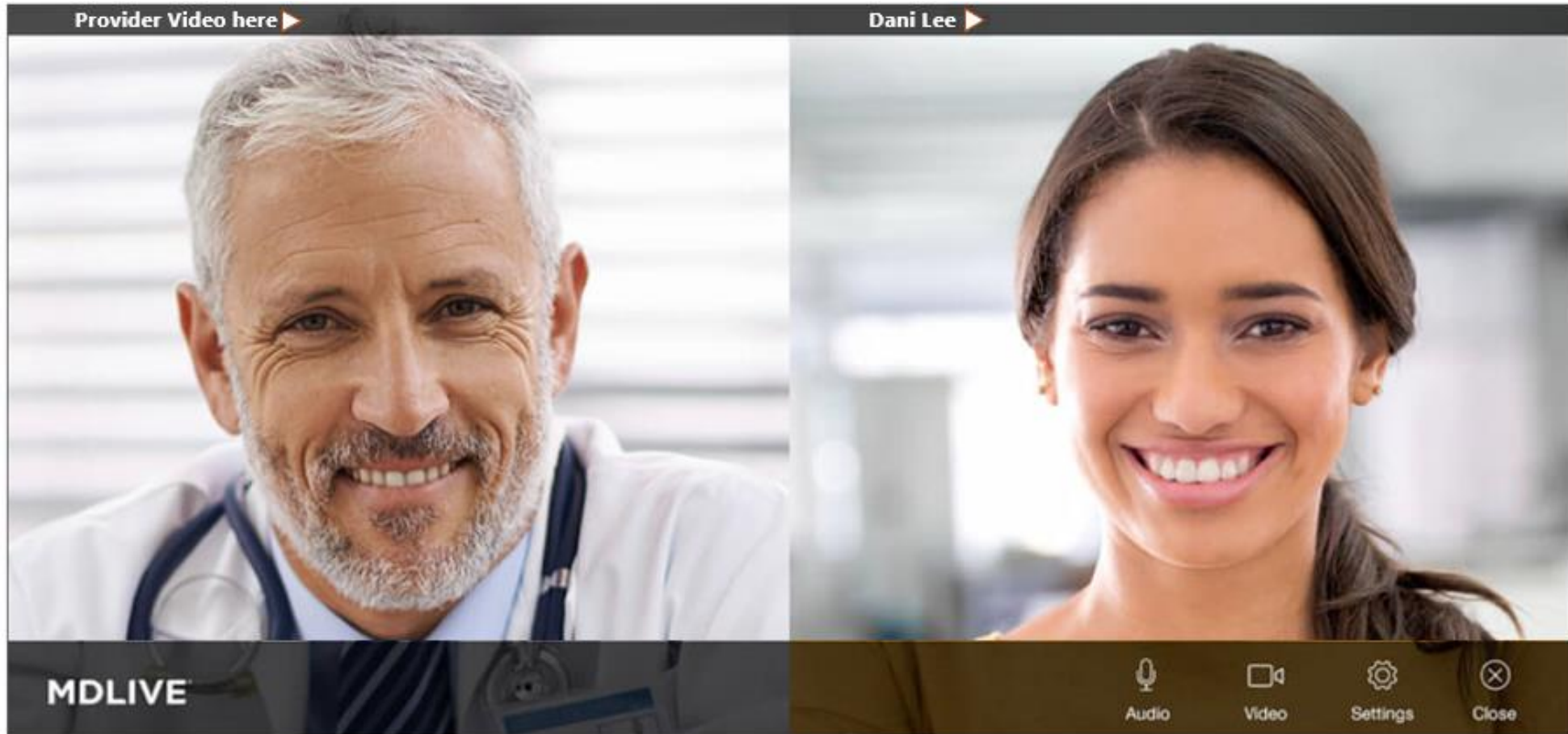
Please enter your initials:
"(DL)"

DL

BACK

CREATE APPOINTMENT

TELEHEALTH VIDEO SESSION



AFTER THE APPOINTMENT

The care continues...



Discharge Patient

MDLIVE sends discharge instructions to patient via patient portal and secure email.



E-Prescription

MDLIVE e-prescribes or calls in any prescriptions directly to patient's pharmacy of choice.



Update EHR

MDLIVE updates patient's Personal Health Record.



Notify PCP

Upon request, MDLIVE sends consultation history and SOAP note directly to patient's Primary Care Provider or save as PDF.

ANYTIME, ANYWHERE, FROM ANY DEVICE



On a Desktop or Laptop
Computer?



**Blue Access for
Members:**
bcbstx.com/member

mdlive.com/bcbstx



On Smartphone
or Tablet?



On regular
Phone?



Call Center:
1-888-680-8646

MDLIVE[®]
Always there.

Thank YOU!