

MDLIVE[®]

Virtual Care, Anywhere.



Telehealth Program

Frequently Asked Questions

What is MDLIVE?

With MDLIVE, you can access a doctor from your home, office or on the go- 24/7/365. Our Board Certified doctors can visit with you either by phone or secure video to help treat many non-emergency medical conditions. Our doctors can diagnose your symptoms, prescribe medication and send prescriptions to your pharmacy of choice.*

Is MDLIVE appropriate for every medical condition?

No. MDLIVE is designed to handle non-emergency medical conditions. **You should not use MDLIVE if you are experiencing a medical emergency. In case of a medical life threatening emergency, you should dial 911 immediately.** While MDLIVE is not intended to replace your primary care doctor for common or chronic conditions, a virtual doctor's appointment can sometimes substitute a doctor's office, urgent care or an emergency room visit.

What are the most common conditions you treat?

Our doctors are trained to treat a wide range of conditions. Some of the most common are:

- Acne
- Allergies
- Asthma
- Bronchitis
- Cold & Flu
- Diarrhea
- Ear Aches
- Fever
- Headache
- Infections
- Insect Bites
- Joint Aches
- Nausea
- Rashes
- Sinus Infections
- Sore Throat
- UTI
- 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. Go online and visit: mdlive.com/hma
2. Call our toll free number: 1-877-596-0967
3. Download the MDLIVE App, available on the iTunes store and Google Play.

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 totally free. If you are required to pay, you will only be asked for your credit card information after you visit with a doctor. 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. 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 is available 24 hours a day, 7 days a week and 365 days a year, even on holidays. Use MDLIVE anytime you have a non-emergency medical condition, are unable to see your primary care doctor or when you 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**. Our network of Board Certified doctors will be provided to you based on the state where you are located. We make sure that each doctor 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 iTunes Store and the Google Play Store.



Who are the MDLIVE doctors?

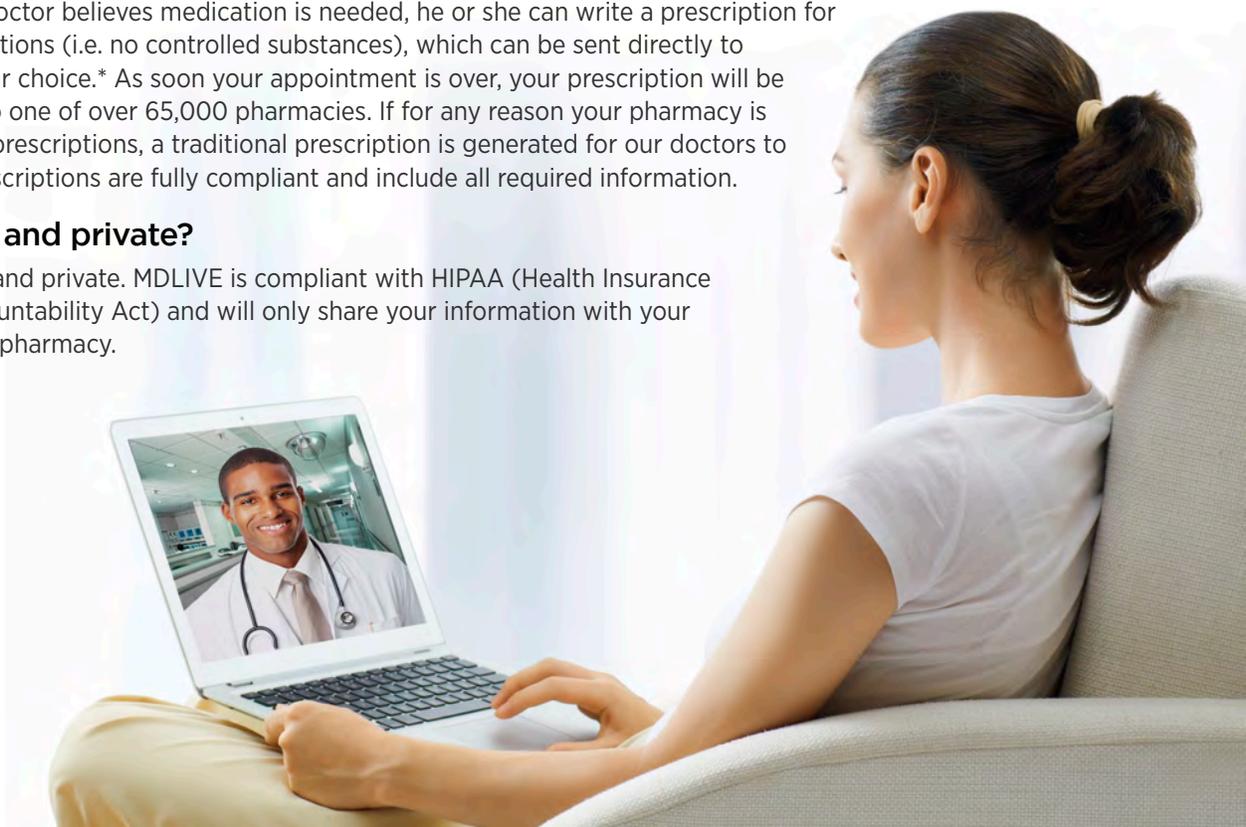
All MDLIVE doctors are U.S. Board Certified and able to treat a wide range of patients and conditions. Following each appointment, our members are given a survey to evaluate their doctor. The results are analyzed and reviewed for quality assurance and used as part of our continuous improvement process. 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 the pharmacy of your choice.* As soon your appointment is over, your prescription will be sent electronically to one of over 65,000 pharmacies. If for any reason your 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 (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:

- Windows®7, Vista, or XP
- A Mac running OSX 10.6 (Snow Leopard) or superior.
- Highspeed internet connection
- A webcam with at least 1.3 megapixels
- 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 1-877-596-0967. We have highly trained health service specialists standing by to take your call, 24/7/365.

Disclaimers

*Please note: Some state laws require that a doctor can only prescribe medication in certain situations and subject to certain limitations.

MDLIVE Prescription Policy

Doctors providing consultations for MDLIVE members offer prescriptions for a wide range of products that deliver direct medicinal value. These include, but are not limited to, drug classes such as antibiotics and antihistamines. Convenience prescriptions for maintenance medicines may also be obtained in cases where a member is in transition to a new insurance plan or doctor. MDLIVE phone consultations are available 24/7/365, while video consultations are available during the hours of 7 am to 9 pm 7 days a week or by scheduled availability. MDLIVE and the MDLIVE logo are registered trademarks of MDLIVE, Inc. and may not be used without written permission.

It is important to note that MDLIVE is not a drug fulfillment warehouse. In the event a doctor does prescribe medication, he/she will usually limit the supply to no more than thirty days. Patients with chronic illnesses should visit their primary care doctors or other specialists for extended care. MDLIVE doctors do not issue prescriptions for substances controlled by the DEA, for non-therapeutic use, and/or those which may be harmful (potential for abuse or addiction). For a current list of DEA controlled substances, visit <http://www.dea diversion.usdoj.gov/schedules/>

**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.