

Virtual Appointments

Empowered by: **MDLIVE[®]**

Optima Health has partnered with MDLIVE, a national telehealth company, to expand access to quality, convenient healthcare through virtual appointments. As an Optima Health member, you are able to take advantage of virtual appointments for the cost of a Primary Care Doctor visit or as otherwise noted in your benefit documents.

What is MDLIVE?

With MDLIVE, you can visit with a doctor virtually from your home, office, or on the go. Our U.S. board certified doctors are available anytime, anywhere, 24/7, by phone or secure video. Our doctors can diagnose your symptoms, prescribe medication, and send prescriptions to your pharmacy of choice.*

What would I use it for?

MDLIVE is designed to handle non-emergency medical issues. You should not use MDLIVE if you are experiencing a medical emergency. MDLIVE serves as a complement that provides another option when you need quality and convenient healthcare, and is not intended to replace your primary care doctor for common or chronic conditions. For a minor illness in the middle of the night, on a holiday, or in the middle of a packed work week, a virtual doctor's appointment can sometimes substitute a doctor's office, urgent care, or an emergency room visit.



When should I use MDLIVE?

- For non-emergency issues that do not require a trip to the ER or an urgent care center.
- During or after normal business hours, nights, weekends and even holidays.
- If your primary care physician is not available.
- If you need to request prescription refills when appropriate (see prescription policy*).
- If you are traveling and in need of medical care.

Who are the doctors?

The MDLIVE provider network (MDLIVE PA Group) consists of physicians who are U.S. board certified in internal medicine, family practice, emergency medicine and pediatrics, as well as licensed mental health professionals, able to treat a wide range of patients and conditions. Doctors in the MDLIVE network are credentialed using National Committee for Quality Assurance (NCQA) and Utilization Review Accreditation Commission (URAC) guidelines. If you have a MDLIVE appointment, just make sure to inform your primary care doctor.

How do I get started?

Accessing MDLIVE is easy. To begin using MDLIVE, activate your account online or by phone.



Sign in at optimahealth.com/cova and select Access MDLIVE



1-866-648-3638

Continued on other side



Optima Health Appointments, Empowered by MDLIVE

Common Conditions

General Health

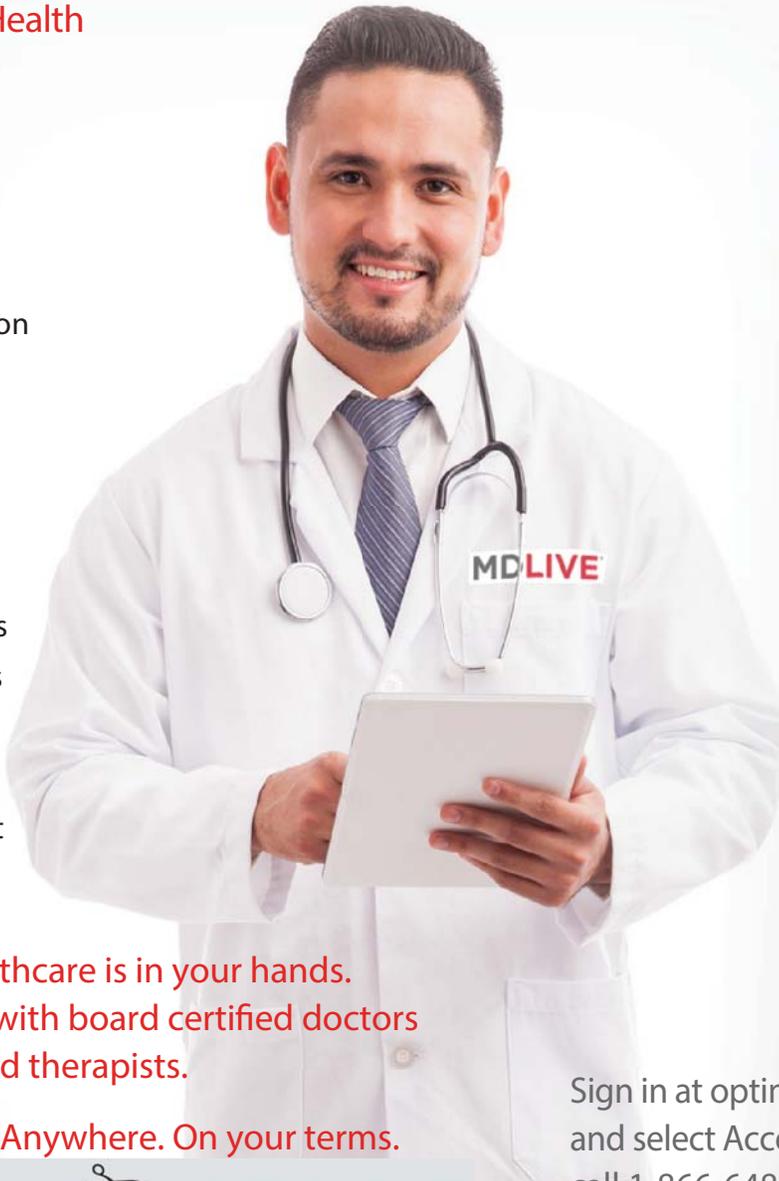
- Acne
- Allergies
- Asthma
- Bronchitis
- Cold & Flu
- Constipation
- Diarrhea
- Ear Ache
- Fever
- Headache
- Infections
- Insect Bites
- Joint Aches
- Nausea
- Rashes
- Sore Throat

Pediatric Care

- Cold & Flu
- Constipation
- Ear Ache
- Fever
- Nausea & Vomiting
- Pink Eye

Mental Health

- Child Behavior & Learning Issues
- Coping With Loss & Grief
- Financial Hardship
- Relationship & Family Issues
- Marital Problems
- Parenting Counseling & Advice
- Problems at Work
- Stresses & Challenges of Everyday Life



Now healthcare is in your hands.
Connect with board certified doctors
or licensed therapists.

Anytime. Anywhere. On your terms.

Sign in at optimahealth.com/cova
and select Access MDLIVE or
call 1-866-648-3638.

What can I use it for?	When can I use it?
<ul style="list-style-type: none">AllergiesEar AchesPediatric CarePrescriptions, if neededNausea & VomitingRespiratory InfectionsSinus problemsUrinary tract infections and more...	<ul style="list-style-type: none">You need care nowYou are considering the ED or urgent care center for non-emergency issues.Traveling and need medical care

*MDLIVE does not replace the primary care physician. MDLIVE does not guarantee that a prescription will be written. MDLIVE does not prescribe DEA controlled substances, non-therapeutic drugs, and certain other drugs which may be harmful because of their potential for abuse. MDLIVE physicians reserve the right to deny care for potential misuse of services.

For complete terms of use visit:
www.mdlive.com/pages/terms.html