

# Telehealth

## A safe, convenient option to doctor visits; 24/7

Telehealth visits through MDLive are \$0 copay doctor visits via your phone or computer—they can happen anywhere, anytime. They're a less expensive alternative to the emergency room or urgent care center and you can visit with a provider from the comfort and safety of your home.

They're safe and secure. We take privacy seriously and meet all HIPAA Privacy Rules. Just as your regular doctor visit is confidential, so is your telehealth doctor visit.

Our telehealth benefits are provided by MDLive, a nationally recognized telehealth provider that treats millions of patients each year. Providers can prescribe short-term refills of your regular medications (with some restrictions) and send it directly to your pharmacy.

You can get treated for many common (non-emergency) medical conditions, but not everything. Telehealth providers cannot order tests for COVID-19. They can assess the likelihood of COVID-19 based on your symptoms and other risk factors and advise you on a course of action.

### Non-emergency conditions treated:

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

### How it works:

1. Activate your account. From your smart phone, text "HTA" to 635-483 or call 888-798-8062 (TTY: 800-770-5531) to get started 24 hours a day, 7 days a week.
2. Choose from a large network of board-certified doctors.
3. Resolve your issue. Receive care when you need it.