

# Telehealth

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

Telehealth visits through MDLive® are doctor visits via your phone or computer. These \$0 copay visits are a less expensive alternative to the emergency room or urgent care center. You can visit with a provider from the comfort and safety of your home, any time from any location. Providers can also prescribe short-term refills of your regular medications (with some restrictions) and send it directly to your pharmacy.

Telehealth visits are 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 session.

MDLIVE is a nationally recognized telehealth provider that treats millions of patients each year for many common (non-emergency) medical conditions.

### 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 throat
- ◆ 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. Or, visit [https://members.mdlive.com/hta/landing\\_home](https://members.mdlive.com/hta/landing_home) to register online.
2. Choose from a large network of board-certified doctors.
3. Resolve your issue. Receive care when you need it.

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HealthTeam Advantage, a product of Care N’ Care Insurance Company of North Carolina, Inc., is a PPO and HMO Medicare Advantage plan with a Medicare contract. Enrollment in HealthTeam Advantage depends on contract renewal.