

Telehealth (\$0 copay)

Avoid the wait. Your life is 24/7. Now your doctor is too.

Why use telehealth?

- Inexpensive alternative to the emergency room or urgent care center, the service is available to members at no additional charge
- Visit a doctor, counselor, psychiatrist, or dermatologist whenever, wherever
- Available after hours, nights, weekends, and even holidays
- Prescriptions sent directly to your local pharmacy if medically necessary
- Getting medical care during business trips and vacations is easier and less stressful

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
- Vaginitis
- And more

How it works:

1. Sign-up and activate your account online at: https://members.mdlive.com/hta/landing_home. We recommend signing up and activating your account before you need the service; it's not required, however.
2. Or use Sophie, a virtual assistant. Simply Text HTA to 635483 and Sophie will help you register.
3. Choose a doctor from a large network of board-certified doctors.
4. Resolve your issue; select the method of using the service (phone, video, or app) and receive care when you need it.

For additional support contact MDLIVE by phone at: 1-888-798-8062 TTY:1-800-770-5531 24 hours a day, 7 days a week.



HealthTeam Advantage, a product of Care N' Care Insurance Company of North Carolina, Inc., is a Medicare Advantage organization with a Medicare contract. Enrollment in HealthTeam Advantage depends on contract renewal.