

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 by 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/ncvideodoc
2. Call our toll free number: 1-888-657-9982
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 when scheduling a 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?

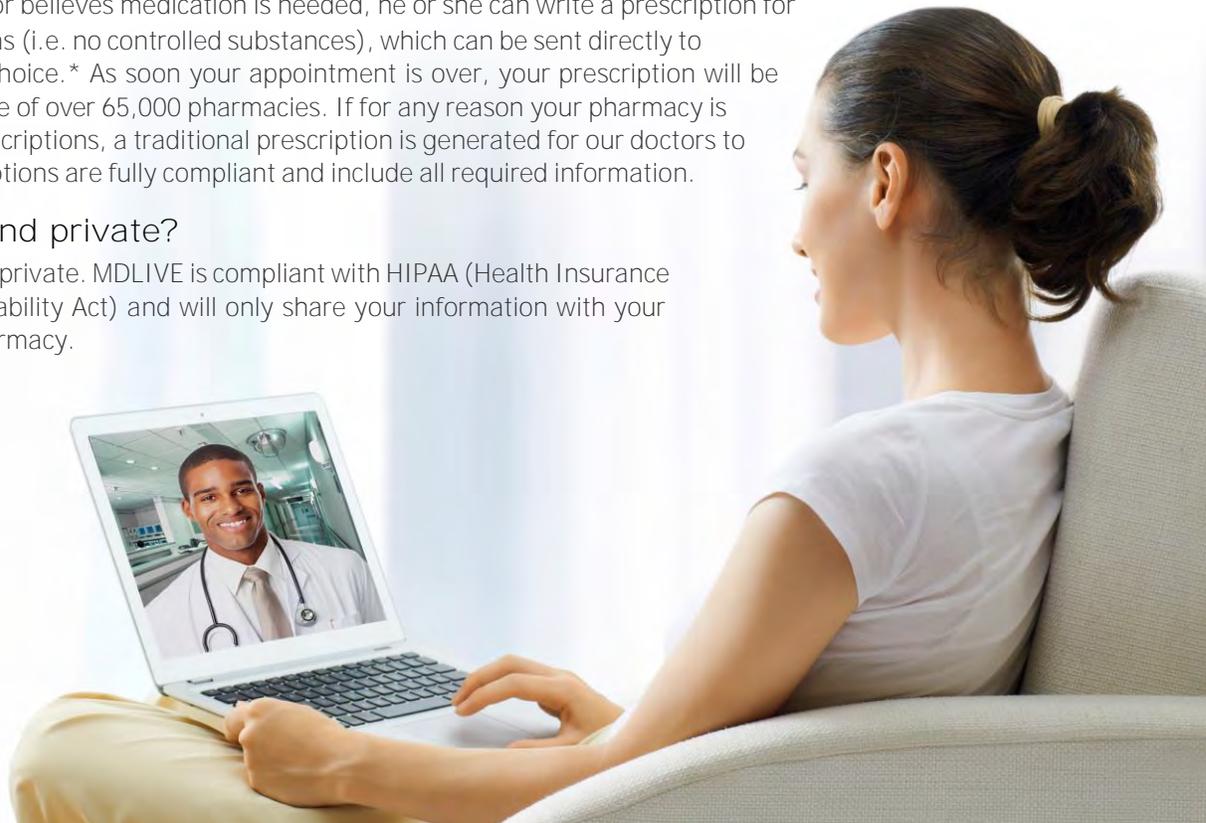
All MDLIVE doctors are U.S. Board Certified and able to treat a wide range of patients and conditions. Following each appointment, our members are given a survey to evaluate their doctor. The results are analyzed and reviewed for quality assurance and used as part of our continuous improvement process. 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 internetconnection
- 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 1-888-632-2738. 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 physicians may not treat any children with urinary symptoms.

* Parents/guardian will be required to complete a different medical history disclosure form for children under the age of 36-months prior to making an appointment with an MDLIVE physician. Children under 36 months who present with fever must be referred to their pediatrician (medical home), child-friendly urgent care center or emergency department for clinical evaluation and care.

*MDLIVE does not replace the primary care physician. MDLIVE is not an insurance product nor a prescription fulfillment warehouse. MDLIVE operates subject to state regulation and may not be available in certain states. 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. MDLIVE and the MDLIVE logo are registered trademarks of MDLIVE, Inc. and may not be used without written permission. For complete terms of use visit mdlive.com/ncvideodoc/terms_of_use

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.

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.deadiversion.usdoj.gov/schedules/>

** MDLIVE services are limited to only phone consultations with the ability to prescribe in Texas. Limited to video and ability to prescribe in Idaho. Telehealth services are currently not available in Arkansas. Please check back soon.

MDLIVE Frequently Asked Questions



See a Doctor. Skip the Office Visit.

With MDLIVE, you can visit with a doctor from your home, office or on the go. Our network of Board Certified doctors is available by secure video to assist with non-emergency medical conditions.

Who are our doctors?

MDLIVE has the nation's largest network of telehealth doctors. On average, our doctors have 15 years of experience practicing medicine and are licensed in the state where patients are located. Their specialties include primary care, pediatrics, emergency medicine and family medicine. Our doctors are committed to providing convenient, quality care and are always ready to take your call.

Are my children eligible?

Yes. MDLIVE has pediatricians on call 24/7/365. Please note, a parent or guardian must be present during any interactions involving minors. We ask parents to establish a child record under their account. Parents must be present on each call for children 18 or younger.

Common Conditions We Treat

- Allergies
- Asthma
- Bronchitis
- Cold & Flu
- Diarrhea
- Ear Aches
- Fever
- Headache
- Infections
- Insect Bites
- Joint Aches
- Rashes
- Respiratory Infections
- Sinus Infections
- Skin Infections
- Sore Throat
- Urinary Tract Infections
- And More!

When should I use MDLIVE?

- Instead of going to the ER or an urgent care center for a non-emergency issue
- During or after normal business hours, nights, weekends and even holidays
- If your primary care doctor is not available
- To request prescription refills (when appropriate)
- If traveling and in need of medical care

How much does it cost?

Signing up is free, you only pay per visit. If you're receiving MDLIVE as part of a group benefit, you may not be required to pay at all.

Costs per consult do vary. Sign up to find out your consult fee.



MD Download the MDLIVE App

Doctor visits are easier and more convenient with the MDLIVE App. Be prepared. Download today.

