



# Primary care telehealth

MDLIVE® puts health care at your fingertips

## Visit a doctor over the phone, video or app

We all have times when we need to see a doctor, but it's inconvenient—there's no time, the office is closed, or we're on the road. You know that feeling: "I wish I could just talk to someone over the phone and get what I need fast!" **Now you can.**

Your health plan includes a telehealth benefit, powered by MDLIVE, a national leader in telehealth. You can talk to any of MDLIVE's board-certified doctors any time by phone, video or through the app—**24 hours a day, 7 days a week, 365 days a year.\***

## Care you can count on

You can consult board-certified doctors who will diagnose and treat non-emergency medical conditions, prescribe medications and send prescriptions to your pharmacy.



Idaho regulations require telehealth services be video-enabled.  
By law, additional restrictions in other states may apply.

On average, MDLIVE 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.

### Common ailments treated via telehealth include:

All ages		Kids
Allergies	Pink eye	Cold & flu
Cold & flu	Rashes	Constipation
Ear infections	Sinus infection	Ear infections
Headache	Sore throat	Nausea
Infections	Sunburn	Pink eye

### What you need to know

MDLIVE is easy to use. Here are some basic things to know:

- MDLIVE can be a great option when your child isn't feeling good outside business hours; dependents will need a parent present during the visit.
- The average wait to connect with a physician is less than 15 minutes.
- You can use MDLIVE as often as you need to.
- We process each visit as a claim, and your costs count toward your deductible.
- This is more than a nurse advice line. With MDLIVE, a doctor can diagnose, treat and prescribe medications.
- You will work with an MDLIVE doctor, not your regular doctor.
- With your permission, the MDLIVE doctor will share your treatment information with your regular doctor.

**Go to [MDLIVE.com/regence-or](https://MDLIVE.com/regence-or) and register today. You'll want to create your online account in advance so when you need care, you will already be set.**

### Behavioral health is important too!

Your MDLIVE benefit includes a behavioral health program. It gives you access to mental health specialists for a wide variety of concerns—from grief counseling, family stress and marital problems, to other issues that impact your quality of life, as well as management of some psychiatric medications.

### What you need to know

- Behavioral health visits are offered as video visits.
- Per-visit rates for behavioral health vary depending on your needs and the type of provider you access.
- Behavioral health visits are scheduled in advance, and are not offered “on-demand” like primary care, but you can usually schedule a counseling visit within a few days.



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