

INTRODUCING

A Telehealth Program for you and your family!



We are pleased to announce that you and your family have access to MeMD – your telehealth service. Telehealth allows you to reach a medical provider or therapist by phone, app or webcam when access to your regular doctor is not available.

Q What is telehealth?

Telehealth utilizes technology to give you and your family affordable and convenient access to urgent care and behavioral health services online. Using MeMD's telehealth service and national network of US-licensed, board-certified medical providers and therapists, you can connect with a provider online, and receive a diagnosis and personalized treatment plan, including prescriptions for common medications, when medically necessary. Telehealth can help when you need medical attention after-hours, when your regular doctor is not available, or when travel is difficult; it does not replace seeing a doctor in-person for your annual office visit.

Q How does MeMD work?

When you have a health issue, either call MeMD or visit the website listed below. Once online you will be asked to register and log on. After you've created your account it's simple to request an Urgent Care or Behavioral Health video, app or phone exam with one of MeMD's providers. Request a same-day Urgent Care exam or schedule a Behavioral Health appointment.

Q What medical conditions can MeMD help treat?

URGENT CARE

- Abrasions, bruises
- Colds, flu and fever
- Sore throat, cough, congestion
- Allergies, hives, skin infections
- Bites and stings
- Minor headaches, arthritic pains
- Medication refills (short-term)*
- Diarrhea, vomiting, nausea
- Urinary tract infections
- Headaches, body aches
- Eye infections, conjunctivitis

And more!

BEHAVIORAL HEALTH

- Addiction, anxiety
- Bipolar disorder
- Depression, grief/loss
- Divorce, relationships
- Domestic violence
- Eating disorders
- Mood swings, panic attacks

And more!

*Prescriptions cannot be written for controlled substances or elective medications.

Q Does MeMD take the place of a primary doctor or specialist?

No. The MeMD telehealth program is designed to supplement care when your regular doctor is not available. For example, in the evening, on holidays and weekends, or when you cannot get an appointment or connect with your regular provider. A primary care doctor or specialist is still the best choice for ongoing treatment and care.

Q Who is eligible to use the service?

The program is available to you, your spouse or domestic partner, and children up to the age of 26.

Q Will I see a quality provider?

Yes. Urgent Care is provided by our medical team of US-licensed, board-certified physicians, nurse practitioners and physician assistants. Behavioral Health Medical providers and therapists provide Behavioral Health care.

Q Do I need an email address?

Yes. An email address is required to create a profile for patients who are over the age of 18.

Q Is this service confidential?

Yes. MeMD services are HIPAA compliant and completely confidential.

Q How much does the service cost?

MeMD is being offered to you at a special rate of \$0 for Urgent Care exams and \$0 for Behavioral Health.

Q Can Health Savings Account (HSA) or Flexible Spending Account (FSA) funds be used for MeMD?

Yes. Because MeMD is a qualified medical expense, you can use your FSA and HSA funds to pay for a MeMD video or phone consultation.

Q Is a webcam required?

Yes, in most cases. Many ailments can be treated by phone, though we highly encourage using a webcam when available, since it allows our providers to better assess your condition and deliver the best possible care. Note - a webcam may be required in certain states. Please contact MeMD for further information.

Next Steps:



STEP 1

Visit your MeMD Website to **sign up/activate** your MeMD account:
www.memd.me/group/lvmpd



STEP 2

Complete your medical profile and set a password. The email address you enter will be your username. You can now request An Urgent Care or Behavioral Health exam 24/7.



STEP 3

Speak with a medical provider in real-time by video or phone. Prescriptions can be sent to your pharmacy when medically necessary.

