Telemedicine: A New Avenue for Patient Care
About MDLIVE

Virtual Care, Anywhere.

- Founded in 2009 and headquartered in Sunrise, Florida
- Leading provider of integrated virtual health services, offering online and on-demand health care that benefits consumers, employers, payers and accountable care organizations.
- Privately held and led by expert team of healthcare, technology and consumer engagement veterans
- Operate HIPAA and PHI-compliant system that ensures private, secure and confidential connections
About Our Partner, MDLIVE®
Virtual Care, Anywhere.

470 Group Clients
(5M+ MEMBERS)

800 Providers Nationally
WITH 2,000 LICENSES

3 Convenient ways
TO GET CARE:
Video, telephone, secure mobile app

9.5 Minute response from
ON CALL PROVIDERS

1 Experience
INTEGRATING WITH EMRS
The only telehealth company with extensive
experience integrating Electronic Medical
recordsRs

120,000+ Consults
DELIVERED ANNUALLY
Arkansas: Services temporarily suspended in Arkansas due to differing interpretations between respective state medical boards and MDLIVE over state regulations that govern telemedicine. MDLIVE is engaged in dialogue with Arkansas board and hopes to return comprehensive telemedicine in Arkansas as soon as possible.

This map is not a legal opinion. It represents MDLIVE’s understanding of state telehealth regulations and the applicability to MDLIVE’s program. Please seek the advice of counsel for a legal opinion as to specific state regulations. MDLIVE reserves the right to revise this document at anytime in its sole discretion.
3 Easy Ways to Access Care

**Step 1**
- Call Toll-Free

**Step 2**
- Speak with a Care Coordinator

**Step 3**
- Speak with the Doctor

**Step 1**
- Visit Website

**Step 2**
- Find a Doctor

**Step 3**
- See the Doctor Online

**Step 1**
- Open Mobile App

**Step 2**
- Find a Doctor

**Step 3**
- See the Doctor on Your Smartphone

* Will be less than $10 when the cost share for an office visit is less than $10 or when a member is participating in Hybrid or HDHP.
## Medical Conditions Addressed When Your Primary Care Physician is Not Available

<table>
<thead>
<tr>
<th>Adult Care</th>
<th>Pediatrics</th>
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<tbody>
<tr>
<td>• Acne</td>
<td>• Cold &amp; Flu</td>
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<tr>
<td>• Allergies</td>
<td>• Constipation</td>
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<td>• Asthma</td>
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<td>• Bronchitis</td>
<td>• Fever</td>
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<tr>
<td>• Cold &amp; Flu</td>
<td>• Nausea &amp; Vomiting</td>
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<td>• Fever</td>
<td>• Pink Eye</td>
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<td>• Headache</td>
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<td>• Infections</td>
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<td>• Joint Aches &amp; Pains</td>
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<td>• Nausea &amp; Vomiting</td>
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<td>• Rashes</td>
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<td>• Sinus Infection</td>
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<td>• Sore Throat</td>
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<td>• Sunburn</td>
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<td>• Urinary Tract Infection</td>
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*Excellus*
Provider Network

High Quality Providers

- State licensed, Board-Certified and credentialed physicians
- Average 15 years of practice experience
- More than 800 physicians (2,000+ licenses)
- Family medicine, pediatrics, and ER physicians
- Pediatricians take calls for children <3 years old
- Adhere to highest quality standards and NCQA and URAC guidelines
- Specialized training in communication and diagnosing patients over the phone and through online video to ensure “webside manner”
After the Appointment

1. Customer receives discharge instructions (via patient portal and secure email).
2. Members Personal Health Record gets updated with consultation information.
3. Primary Care Physician Receives Data
Questions?