

Telehealth



A Comprehensive Telehealth Program

1.800MD members have around-the-clock access to a national network of physicians (24/7/365), and can request consult via telephone, email or bi-directional video.

- **Telephone Consultations** – During phone consultations, physicians answer medical questions, provide general information, diagnose illnesses, recommend treatment plans and prescribe medication (when deemed appropriate).
- **Email Consultations** – Physicians answer general questions and provide general health information only.
- **Video Consultations** – Physicians answer questions, provide general information, diagnose illnesses, recommend treatment plans and prescribe medication (when deemed appropriate). 1.800MD provides a secure video link. Members need a standard web camera and internet connection.



Member Services Number: 1-800-530-8666

Employee Monthly Cost
\$6.00

Monthly Cost covers employee and all eligible dependents.

Convenient Care. Anywhere.

Founded in 2009, 1.800MD is one of oldest and most reliable virtual care companies.

1.800MD's national network of **board-certified, licensed physicians** diagnose non-emergent illnesses, recommend treatment and prescribe medications over the telephone or through secure bi-directional video and email. 1.800MD's remote behavioral health service provides on-going psychotherapy sessions through secure bi-directional video.

Fully Credentialed Physicians. All physicians are fully credentialed, independent providers. The credentialing process is performed by a national third-party agency in accordance with the National Committee for Quality Assurance (NCQA), and the Utilization Review Accreditation Committee (URAC) guidelines. Credentialing includes a thorough review of medical licensure, training, education, and work and malpractice history.



Around-the-clock Availability. 1.800MD provides fast, convenient access to quality telemedicine care 24 hours a day, 7 days a week, 365 days a year throughout the United States. Behavioral telehealth services are available from 9:00 am- 9:00 pm in the member's local time zone.



An Affordable Alternative. 1.800MD is an easily accessible, inexpensive alternative to emergency room and urgent care visits. 1.800MD also prevents the inconvenience of traveling to primary care physician or behavioral health provider for non-emergent appointments during or after normal business hours.



Commonly Treated Conditions

TELEMEDICINE

- Allergies
- Minor Burns
- Sprains and Strains
- Ear Infections
- Arthritic Pain
- Respiratory Infections
- Urinary Tract Infections
- Laryngitis
- Cold/Flu
- Insect Bites
- Gastroenteritis
- Pink Eye

BEHAVIORAL HEALTH

- Depression
- Eating Disorders
- Childcare, Eldercare
- Anxiety
- Drug/Alcohol Issues
- Smoking Cessation
- Grief and Loss
- Parenting Issues
- Marriage Issues



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I. My 1800MD Health Portal – secure and password protected. In addition, to requesting consultations, the health portal also features:

- **Preventative Health Tools** – members can store physician contact information, family health history, chronic conditions and medical records. The portal then produces age, gender and health history based screening and preventative maintenance tools. The portal also includes a video medical condition library and healthcare blogs.
- **Wellness Tools** – online access to resources that help users set and monitor general wellness goals including weight loss, nutrition, exercise, stress relief and smoking cessation for a healthier, more productive lifestyle.
- **Electronic Medical Records (EMR)** – secure and HIPPA-compliant that allows members to safeguard and store medical records. 1.800MD providers use the platform to upload and store all patient medical encounter information. Members can take control of their health records by importing or exporting external medical information for safekeeping, or by forwarding 1.800MD medical records to primary care physicians.

II. Behavioral Telehealth Program - Research has shown that caring for your body emotionally, physically, and mentally directly correlates to one's life span, happiness and overall well-being. 1800MD's remote behavioral clinicians assess, diagnose, consult, and provide brief psychotherapy to address various behavioral health needs via live, interactive videoconferencing.

III. Prescription Medications - Physicians may prescribe medication during remote consultations as a part of a member's treatment plan. Prescriptions can be e-prescribed to a member's pharmacy of choice.



Member Experience

ACCOUNT ACTIVATION

- New members activate their accounts using the unique group and member numbers located on 1.800MD membership cards.

CONSULTATION REQUEST

- Members can request a medical consultation by logging into the client portal, using the 1.800MD mobile app or calling 1.800MD directly. Health information must be confirmed and updated in the portal and on the mobile app before seeking a consultation.

MEMBER SERVICES

- Upon receiving the consultation request, a member service representative forwards the information to a local physician. Wait times - video (scheduled); phone (15 mins – hour); email (2 hours). Behavioral health is video only.

PHYSICIAN CONSULTATION

- The physician contacts the member, conducts a consultation, recommends treatment and/or refers the member to a specialist or his/her primary care physician.

PRESCRIPTIONS

- The 1.800MD physician will e-prescribe medication to the member's preferred pharmacy (when deemed necessary).

ONLINE MEDICAL RECORDS

- The 1.800MD physician documents and completes a patient encounter form. The record is uploaded into the member's 1.800MD medical record portal. The member now has the option of forwarding the record to a primary care physician or specialized care provider.

98.5%

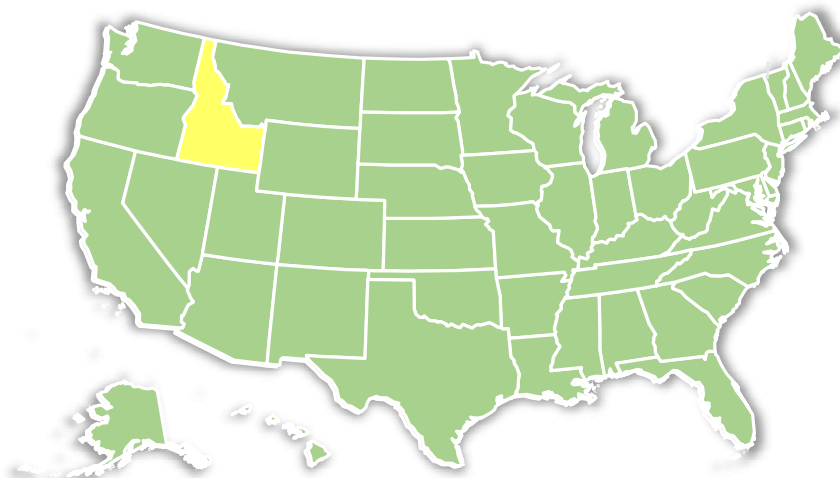
CLIENT
RETENTION

97%

MEMBER
SATISFACTION

92%

MEDICAL
ISSUES SOLVED



MAP OF SERVICES

- **1.800MD provides service in compliance with state regulations.**
- **Idaho currently only allows two-way video consultations.**



Video consultations only with Rx

Phone & video consultations with Rx

1.800MD does not replace primary care physicians. 1.800MD does not guarantee that a prescription will be written. 1.800MD operates subject to state regulation and may not be available in certain states. 1.800MD does not prescribe DEA controlled substances, non-therapeutic drugs and certain other drugs which may be harmful because of their potential for abuse. 1.800MD physicians reserve the right to deny care for potential misuse of services.