

MDLIVE

Frequently Asked Questions

Get Started:

With MDLIVE you can speak with a board-certified doctor or licensed therapist at anytime, from anywhere, by video conference or phone.

1. Activate: Setting up MDLIVE is easy. Sign in to your account and access Virtual Visit to use MDLIVE.

Note: You must register on optimahealth.com to use MDLIVE.

2. Choose a doctor: Choose a board-certified doctor or licensed therapist from the nation's largest virtual provider network. You can see the next available doctor on call, or choose your preferred provider. You can search by provider specialty, gender, speaking language, and more.

3. See a doctor: MDLIVE's network is available 24/7/365, including holidays, to assist with many non-emergency medical conditions. Our doctors can diagnose, treat and even prescribe medication when appropriate, providing care whether you're at home, at the office, or on the go.

1. What can I use MDLIVE for?

Medical Conditions

- Acne
- Allergies
- Constipation
- Cough
- Diarrhea
- Ear problems
- Fever
- Flu
- Headache
- Insect bites
- Nausea / vomiting
- Pink eye
- Rash
- Respiratory problems
- Sore throats
- UTI (Adult Females Only)
- Vaginitis
- and more

Behavioral Health Concerns

- Addictions
- Bipolar disorders
- Child and adolescent issues
- Depression
- Men's issues
- Panic disorders
- Parenting issues
- Postpartum depression
- Relationship and marriage issues
- Stress
- Trauma and PTSD
- Women's issues

2. How much does it cost?

Simply pay the applicable in-network copay, deductible or coinsurance..

3. Who are the MDLIVE providers?

- MDLIVE providers are State–licensed, board–certified, and credentialed physicians and behavioral health care providers.
- On average, MDLIVE providers have over 15 years of practice experience.
- Providers undergo specialized training in communication and diagnosing patients via phone and online video.
- Together, they comprise the nation’s largest network of board-certified physicians and licensed therapists.
- MDLIVE providers adhere to the highest quality standards; they meet NCQA and URAC guidelines.

4. Can MDLIVE doctors write prescriptions?

Yes. Your prescriptions may be sent to a nearby pharmacy of your choice after your virtual visit (when appropriate). If you have prescription drug coverage through your Optima Health plan, you may be able to use the same independently contracted pharmacy network.

MDLIVE does not guarantee that prescriptions will be written and prescriptions are subject to state regulation. MDLIVE doctors reserve the right to deny care.

5. Is MDLIVE safe and private?

MDLIVE offers safe, secure and confidential medical advice and care. MDLIVE is compliant with Health Insurance Portability and Accountability Act (HIPAA) and will only share details with your chosen doctor and pharmacy.

6. When can I start using my MDLIVE service?

You can start using MDLIVE immediately after you activate your account.

Once you activate your MDLIVE account, you can browse doctor profiles, view available appointment times, and schedule an appointment with the doctor of your choice.

If you are required to pay for your visit, you will be asked for your credit card information after you complete your visit with a doctor.

Want to go one step further? Be sure to fill out your medical history profile to better prepare your MDLIVE doctor for your appointment.

7. Is there a direct phone number I can call to schedule a telehealth visit?

Yes.

You can call **1-866-648-3638 (TTY: 711)** to schedule a telehealth visit.

Disclaimers: MDLIVE does not replace the primary care physician. 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. For complete terms of use:

mdlive.com/consumer/terms.html

8. How can I find out more information?

More information will be available by calling Optima Medicare Member Services at 1-800-927-6048 (TTY: 711).

October 1–March 31 | 7 days a week | 8 a.m.–8 p.m.

April 1–September 30 | Monday–Friday | 8 a.m.–8 p.m.

For a full description of your benefits, please see your Evidence of Coverage at optimahealth.com/members.