



GET CARE ANYTIME WITH VIRTUAL VISITS

Consult a doctor anytime online or by phone

A virtual visit is an option when you can't get to your doctor, when you get sick while traveling, or as an alternative to the emergency room or an urgent care facility.

With virtual visits:

- You can speak to a doctor right away or make an appointment depending on what works best for you.
- There is no copay if you are enrolled in HealthSelect of Texas. Most virtual visits take 10 to 15 minutes.
- A board-certified doctor can see you 24/7 any time, seven days a week.
- A board-certified doctor can diagnose and treat a wide range of medical conditions. See the back page for examples of these conditions.
- If needed, prescriptions can be sent electronically to the pharmacy of your choice.
- Consumer Directed HealthSelect and HealthSelect Secondary members will be required to meet their annual deductible before virtual visits are covered, subject to the coinsurance for those plans after the deductible is met.

To get started, contact one of these virtual visits providers:

Doctor On Demand

- doctorondemand.com
- (800) 997-6196

MDLIVE[®]

- mdlive.com/healthselect
- (800) 770-4622 TTY: (800) 770-5531





Connect

Access using a mobile app, through online video or by telephone anywhere a connection is available



Consult

Real-time interaction with a board-certified doctor



Diagnose

After the doctor provides a diagnosis, prescriptions can be electronically sent to the pharmacy of your choice (when appropriate)

With virtual visits, doctors can provide general health treatment and pediatric care for the following conditions and more:

- Allergies
- Asthma
- Bladder and urinary tract infections
- Bronchitis
- Cold and flu
- Ear problems
- Headaches
- Nausea
- Pinkeye
- Sore throat
- Rash

For more information:

If you have questions or need help getting started, visit www.healthselectoftexas.com or call a Personal Health Assistant toll-free **(800) 252-8039** Monday–Friday 7 a.m.– 7 p.m. Saturday 7 a.m.– 3 p.m. central time.

In the event of an emergency, this service should not take the place of an emergency room or urgent care center. MDLIVE and Doctor on Demand doctors do not take the place of your primary care doctor. MDLIVE and Doctor on Demand are independent companies that operate and administer the virtual visit program and are solely responsible for their operations and that of their contracted providers. MDLIVE and the MDLIVE logo are registered trademarks of MDLIVE, Inc. and may not be used without written permission. The telemedicine services made available through Doctor on Demand are provided by licensed physicians practicing within a group of independently owned professional practices collectively known as "Doctor On Demand Professionals". These professional practices provide services via the Doctor On Demand telehealth platform. Doctor On Demand, Inc. does not itself provide any physician, mental health or other healthcare provider services. MDLIVE is not an insurance product nor a prescription fulfillment warehouse. MDLIVE operates subject to state regulations and may not be available in certain states. MDLIVE does not guarantee that a prescription will be written. MDLIVE and Doctor on Demand do not prescribe DEA-controlled substances, non-therapeutic drugs and certain other drugs that may be harmful because of their potential for abuse. MDLIVE physicians reserve the right to deny care for potential misuse of services. Internet/Wi-Fi connection is needed for computer access. Data charges may apply when using your tablet or smartphone. Check your phone carrier's plan for details. Service is limited to interactive-audio/video (video only), along with the ability to prescribe, when clinically appropriate, in Idaho, Montana, New Mexico and Oklahoma. Virtual visits are currently not available in Arkansas. Service availability depends on member's location.