

VIRTUAL HEALTH

Care. Anytime. Anywhere.

Your employees need healthcare 24/7. And, if the doctor's office can't see them, they will look for care alternatives and may end up in urgent care or the emergency room. Beginning July 1, 2019, employees on your fully insured health plan have access to medical help on their smartphone or computer. It's called virtual health, and it means expert medical care — and even medicine — at their fingertips.

Easy to sign up, simple to use

Virtual health is user friendly. Employees simply go to **MyVirtualHealth.com** and follow the simple instructions.

*(Note: Employees must be registered for My Blueprint, our member portal, to sign up for virtual health. They can do both at **MyVirtualHealth.com**.)*

Virtual health services (powered by MDLIVE):

- Allow covered employees and their dependents to see a physician after hours or away from home
- Boast an average wait time of less than 10 minutes
- Feature 24/7/365 availability of state-licensed, board-certified physicians (including pediatricians)

Virtual health visits are treated the same as an office visit — normal copayments, coinsurance and deductibles apply. Members pay online at the time of service.



What can virtual health be used for?

Virtual health is intended for nonemergency conditions such as:

- | | | |
|----------------|----------------|------------------------|
| ▪ Allergies | ▪ Fever | ▪ Rash |
| ▪ Common cold | ▪ Flu | ▪ Respiratory problems |
| ▪ Constipation | ▪ Headache | ▪ Sore throat |
| ▪ Cough | ▪ Insect bites | ▪ Urinary problems |
| ▪ Diarrhea | ▪ Nausea | ▪ Vomiting |
| ▪ Ear problems | ▪ Pink eye | ▪ And more ... |



If an employee has a broken bone, excessive bleeding, dangerously high fever, bad burn, symptoms of heart attack or stroke, etc., he/she should visit the nearest ER as soon as possible.

Questions? Talk to your Arkansas Blue Cross representative or agent to learn more about engaging your employees in virtual health. And encourage your employees to visit [MyVirtualHealth.com](https://www.mylive.com) to sign up for virtual health to access care. Anytime. Anywhere.

Copyright © 2018 MDLIVE Inc. All Rights Reserved. MDLIVE does not replace the primary care physician and is not an insurance product. MDLIVE may not be available in certain states and is subject to state regulations. MDLIVE does not prescribe DEA controlled substances and may not prescribe non-therapeutic drugs and certain other drugs, which may be harmful because of their potential for abuse. MDLIVE does not guarantee patients will receive a prescription. Healthcare professionals using the platform have the right to deny care if based on professional judgment a case is inappropriate for telehealth or for misuse of services. MDLIVE and the MDLIVE logo are registered trademarks of MDLIVE, Inc. and may not be used without written permission. For complete terms of use visit <https://welcome.mdlive.com/terms-of-use/>. MDLIVE is an independent company which provides telehealth services on behalf of Arkansas Blue Cross and Health Advantage.