



Welcome to 1.800MD! Your employer has implemented 1.800MD telemedicine and behavioral health services as a valuable benefit available to you and your covered dependents.

### **Telemedicine**

1.800MD's telemedicine service provides you and your dependents around-the-clock access to board-certified physicians (available 24/7/365) via telephone or secure video. Our doctors can answer questions, give advice, and even diagnose and treat illnesses - without long wait times and high costs.

Your employer has established this program specifically to be the least expensive, most convenient access to a doctor for minor medical needs. Telemedicine is available for you and your dependents.

### **Commonly treated telemedicine conditions :**

- Allergies
- Arthritic Pain
- Cold/Flu
- Gastroenteritis
- Bronchitis
- Headaches
- Insect Bites
- Sprains & Strains
- Respiratory Infections
- Skin Infections
- Diarrhea
- Upset Stomach
- Sinus Infections
- Urinary Tract Infections
- And more!

### **Behavioral Health**

Proponents of mental and physical well-being, 1.800MD's behavioral health program offers confidential assessments, short-term counseling, referrals, and follow-up services to members suffering various personal and/or work-related problems. From anxiety and depression to marital issues, 1.800MD offers behavioral health services on a secure, HIPAA compliant platform. Master-level clinicians are available for immediate counseling. First 2 sessions are free.

### **Commonly treated behavioral health conditions:**

- Anxiety
- Marital Issues
- Alcohol/Drug Issues
- Depression
- Eldercare Issues
- Stress management
- Grief and Loss
- Eating Disorders
- And more!

### **About 1.800MD:**

1.800MD provides fast and convenient access to quality medical care 24 hours a day, 7 days a week, 365 days a year throughout the United States. 1.800MD saves you and your family time and money as an alternative to non-emergent Emergency Room visits, Urgent Care Clinic visits or the inconvenience of traveling to a scheduled appointment with your Primary Care Physician.

## **How It Works:**

### **I. Telemedicine**

#### **Step 1: Activate Membership**

To activate your account, please visit [www.1800md.com](http://www.1800md.com) and choose Member Login. Click the Activate button and enter your Group # & Member # (This can be found on your Membership Card).

Once you are logged into your Member Portal, you will need to complete your quick and easy Health History form. This **MUST** be completed before requesting a consultation.

#### **Step 2: Request a Consultation**

Simply request a consultation straight from your **Member Portal**. Your basic member information, pharmacy information and symptoms will be noted at this step.

#### **Step 3: Talk to a Doctor**

A physician will call you within one hour for a diagnosis and, if necessary, e-prescribe to your pharmacy of choice.

#### **Step 4: Continued Care**

Your consultation notes and prescription information can be found on your member portal for you to share with your care coordinator or primary care physician if desired.

### **II. Behavioral Health**

**Step 1: Intake-** Simply login to the 1.800MD Member Portal and complete your Behavioral Health Preliminary Intake Form. Follow the instructions on the screen after you submit your Intake Form.

**Step 2: Assessment-** Complete your assessment by speaking with a Clinical Manager to determine your individual plan of care. Schedule a session(s) at a time convenient for you.

**Step 3: Receive Care-** Utilizing a secure videoconferencing system, connect with your clinician from the comfort and privacy of your own home or other locations via a smartphone or other connected device

Behavioral Health assessments are available Monday through Friday from 9:00 am – 9:00 pm EST. Sessions with a clinician may be scheduled to take place 24 hours a day, 7 days a week. Behavioral health services are available in all 50 states.

If you have any questions regarding your 1.800MD membership, please do not hesitate to contact our Customer Care Center at 1.800.530.8666 or your Human Resources department.

We wish you and your family the best of health!