

Other providers are available in our network. The provider network may change at any time. You will receive notice when necessary.

Limitations on healthcare and prescription services delivered via virtual visits and communication options vary by state. Virtual visits are not a substitute for emergency care and are not intended to replace your primary care provider or other providers in your network. This material is provided for informational use only and should not be construed as medical advice or used in place of consulting a licensed medical professional.

Important!

At Humana, it is important you are treated fairly.

Humana Inc. and its subsidiaries comply with applicable Federal Civil Rights laws and do not discriminate on the basis of race, color, national origin, age, disability, sex, sexual orientation, gender identity, or religion.

English: ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call the number on your ID card.

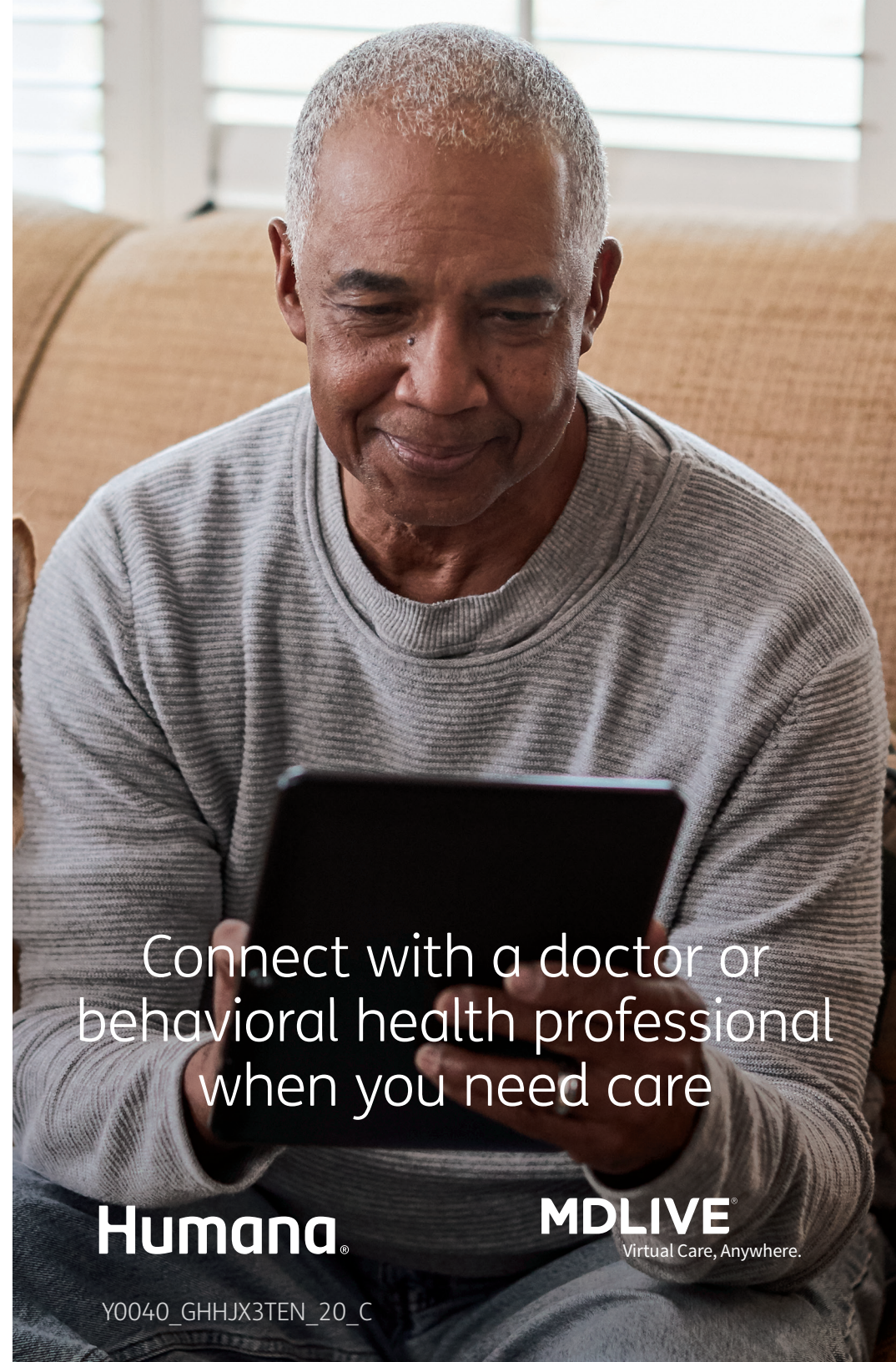
Español (Spanish): ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al número que figura en su tarjeta de identificación.

繁體中文 (Chinese): 注意：注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電會員卡上的電話號碼

Humana

MDLIVE
Virtual Care, Anywhere.

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Connect with a doctor or
behavioral health professional
when you need care

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Care when you need it

Your health care should always begin with your primary care doctor or behavioral health specialist. But sometimes you have a nonemergency illness in the middle of the night, need a prescription refill in between visits or you need someone to help you through a difficult time. In these times, you can have a virtual visit with MDLIVE.

- A virtual visit on your phone, tablet or laptop is a convenient way to get help from a U.S.-based, board-certified doctor 24 hours a day, seven days a week
- No appointment needed, you can connect to a doctor within minutes and may be less expensive than a trip to an urgent care facility*
- Private, secure and confidential visits
- Talk to a board-certified psychiatrist or a behavioral health clinician by appointment only

Three ways to talk to a doctor

- **MDLIVE.com/yourbenefit**
- **1-888-673-1992 (TTY: 711)**
- **Download the MDLIVE® mobile app from the App Store® or Google Play™**
 - Behavioral health visits are scheduled appointments for a future date and time
 - Internet access required. Data fees may apply**

What are virtual visits?

A virtual visit is an appointment with a virtual U.S. board-certified doctor or behavioral health provider for nonemergency medical and behavioral health conditions. Virtual visits should not replace your primary care provider, but can be used in nonemergency situations when your primary care provider's office is not available or convenient.

*Call the number on the back of your Humana member ID card for more information. Telephonic visits not available in Idaho and New York; visits in these states are video only.

**Based on MDLIVE'S connection times and speed of individual's internet connection.

When should I use it?

- For a nonemergency issue, instead of going to the emergency room (ER) or an urgent care center
- For nonemergency mental and behavioral health conditions (by appointment)
- On a holiday, weekend or if you are traveling and in need of medical care

You'll even have the option to share the records from your virtual visit with your primary care provider.

What kinds of conditions can be treated?

Doctors are available to treat a variety of conditions, including:

- Allergies
- Constipation
- Fever
- Sinus infection
- Depression, anxiety, stress and family and relationship counseling
- Cold and flu symptoms
- Diarrhea
- Insect bites
- Sore throat

Beginning in 2020, your telemedicine virtual visit benefits can address a wider range of nonemergency healthcare needs, including medication adjustments or refills, order for lab tests and/or screenings, treatment for minor infections, or to assist your PCP in managing chronic conditions such as high blood pressure or arthritis. If you choose, information about the care you receive during these virtual visits can be shared with your PCP to ensure care continuity. These virtual visits are by appointment.

Who are the doctors?

Humana has teamed up with MDLIVE, a group of in-network doctors, to provide nonemergency medical care. On average, MDLIVE doctors have 15 years of experience practicing medicine and are all U.S. based and U.S. board-certified. MDLIVE doctors are committed to providing convenient, quality care and are always ready to visit with you. All MDLIVE psychiatrists and therapists are U.S. board certified and in-state licensed and/or credentialed in the states they practice.

Remember, when you have a life-threatening injury or major trauma, call 911.