

INTRODUCING

A NEW Telehealth Program for you and your family!



We are pleased to announce that you and your family now have access to MeMD – your new telemedicine service. Telemedicine allows you to reach a medical provider by phone, app or webcam when access to your regular doctor is not available.

Q What is telemedicine?

Illness or injury can strike suddenly. Telemedicine gives you and your family access to medical help via telephone or web, any time, day or night. Using MeMD's nationwide telemedicine service and national network of US-licensed, board-certified medical providers, you can connect with a provider online from any location, and receive an accurate diagnosis and a personalized treatment plan, including prescriptions for common medications, if needed. While telemedicine can help when you need medical attention after-hours, when your regular doctor is not available, or when travel is difficult, it does not replace seeing a doctor in-person for care.

Q How does MeMD work?

When you have a health issue, either call MeMD or visit the website. If you go online you will be asked to register and log on. Once online, simply request a webcam, app or phone consultation with one of MeMD's providers. The provider will then review your medical history and perform a WebXam™ or phone consultation within 30 minutes – often less.

You will then receive a medical record and care instructions electronically including any necessary prescriptions. If you require urgent care you will be immediately referred to the nearest emergency room or urgent care center. The entire telemedicine visit is completed on average within 30-45 minutes.

Q What medical conditions can MeMD address?

Below is a sample of medical conditions that MeMD providers can evaluate:

- Abrasions, bruises
- Colds, flu and fever
- Sore throat, cough, congestion
- Allergies, hives, skin infections
- Bites and stings
- Minor headaches, arthritic pains
- Medication refills (short-term)*
- Diarrhea, vomiting, nausea
- Urinary tract infections
- Headaches, body aches
- Eye infections, conjunctivitis

And more!

*Prescriptions cannot be written for controlled substances or elective medications.

Q Does MeMD take the place of a primary doctor or specialist?

No. The MeMD telemedicine program is designed to supplement care when your regular doctor is not available. For example, in the evening, on holidays and weekends, or when you cannot get an appointment or connect with your regular provider. A primary care doctor or specialist is still the best choice for ongoing treatment and care.

Q Who is eligible to use the service?

The program is available to you, your spouse or domestic partner, and children up to the age of 26.

Q Will I see a quality provider?

Yes. Care is provided by our medical team of US-licensed, board-certified physicians, nurse practitioners and physician assistants who practice in healthcare facilities across the United States.

Q Do I need an email address?

Yes. An email address is required in order to create a profile.

Q Is this service confidential?

Yes. MeMD services are HIPAA compliant and completely confidential.

Q How much does the service cost?

MeMD is being offered to you at a special discounted rate of \$0 (copay) for each consultation.

Q Can Health Savings Account (HSA) or Flexible Spending Account (FSA) funds be used for MeMD?

Yes. Because MeMD is a qualified medical expense, you can use your FSA and HSA funds to pay for a WebXam or MeMD phone consultation.

Q Is a webcam required?

No, in most cases. Many ailments can be treated by a phone only consultation, though we highly encourage using a webcam when available, since it allows our providers to better assess your condition and deliver the best possible care. A webcam is required by law in the following states: New Mexico

Next Steps:



STEP 1

Visit your MeMD Website to **sign up/activate** your MeMD account:
www.memd.me/group/rok



STEP 2

Complete your medical profile and set a password. The email address you enter will be your username. You can now request a visit 24/7/365.



STEP 3

Speak with a medical provider in real-time by video or phone. Prescriptions can be sent to your pharmacy when medically necessary.

