

## 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 telehealth service. Telehealth allows you to reach a medical provider or therapist by phone, app or webcam when access to your regular doctor is not available.

### Q What is telehealth?

Telehealth utilizes technology to give you and your family affordable and convenient access to medical and behavioral health services online. Using MeMD's telehealth service and national network of US-licensed medical providers and therapists, you can connect with a provider online, and receive care and a personalized treatment plan. Telehealth 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 your annual office visit. Teletherapy can be a more convenient and private way to speak to someone, and can also be an alternative or supplement to in-office therapy.

### Q How does MeMD work?

When you have a health issue, either call MeMD or visit the website listed below. Once online you will be asked to register and log on. After you've created your account it's simple to request a Medical or Behavioral Health video, app or phone exam with one of MeMD's providers. Request a same-day Urgent Care exam or schedule a Behavioral Health appointment.

### Q What health concerns can MeMD help treat?

#### MEDICAL

- 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!**

#### BEHAVIORAL HEALTH

- Addiction, anxiety
- Bipolar disorder
- Depression, grief/loss
- Divorce, relationships
- Domestic violence
- Eating disorders
- Mood swings, panic attacks

**And more!**

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

## Q Can I get a prescription?

When medically necessary MeMD Medical providers can submit an electronic prescription for pick-up at your local pharmacy. Please note, MeMD therapists do not prescribe medication.

## Q When is online therapy available?

We schedule therapy sessions Monday – Friday from 9 am to 7 pm local time. Many patients are able to meet with a Therapist in as little as 48 hours of requesting an appointment.

## Q Who is eligible to use MeMD?

The program is available to you, your spouse or domestic partner, and children up to the age of 26. You must be 16+ to have a therapy session.

## Q Will I see a quality provider?

**Yes.** Medical care is provided by our team of US-licensed, board-certified physicians, nurse practitioners and physician assistants. Licensed therapists provide talk therapy.

## Q Do I need an email address?

**Yes.** An email address is required to create a profile for patients who are over the age of 18.

## 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 rate of \$25 for medical exams and \$65 for 50-minute talk therapy sessions.

## 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 MeMD video or phone consultation.

## Q Is a webcam required?

**Yes,** in most cases. Many ailments can be treated by phone, 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. Note - a webcam may be required in certain states. Please contact MeMD for further information.

## Next Steps:



### STEP 1: SIGN IN TO MeMD

Visit your MeMD website to sign up/activate your MeMD account

Visit: [www.memd.me/group/holidayretirement](http://www.memd.me/group/holidayretirement)



### STEP 2: REQUEST A VISIT

For medical and behavioral health issues, you can request and schedule a visit using your smartphone, tablet or computer.



### STEP 3: SPEAK WITH A PROVIDER

Consult with your medical provider or therapist in real-time by video or phone. For medical visits prescriptions can be sent to your pharmacy when medically necessary.

