



Health Advocate Telemedicine

POWERED BY **MeMD**

Minor acute medical illnesses can affect all of us without warning.

Health Advocate offers employees 24/7 access to online medical consultations with MeMD's advanced telemedicine service and national network of US-licensed medical providers for common, minor conditions. This easy access to board-certified providers anytime, anywhere, offers a safe, effective and money-saving alternative for care when an individual's regular physicians are not available.

What can employees generally expect from Telemedicine?

Connecting with a MeMD medical provider, employees can expect to receive a diagnosis and a personalized treatment plan, including prescriptions for common medications, if needed.

Does Health Advocate Telemedicine take the place of a primary doctor or specialist?

No. The program is designed to supplement care when an individual's 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 doctor.

Who is eligible to use the service?

Your organization can determine who will have access to the service.

Is this service confidential?

Yes. MeMD services are HIPAA compliant and confidential.



HealthAdvocate
Always at your side

How does the program work?

When an employee or family member has a health issue, they simply visit the special website MeMD has set up for Health Advocate clients. After registering and logging on, the patient then requests a webcam or phone consultation with one of MeMD's providers. MeMD's staff will match the member to a board-certified medical provider, that is licensed to practice in the member's state of residence. The provider will review the patient's medical history and, within 30 minutes or less, perform a WebXam™ online or phone consultation. The patient then receives care instructions. When indicated, an electronic prescription can be transmitted to the pharmacy of their choice. Patients with more serious issues are immediately referred to an urgent care center or an emergency room. The entire telemedicine visit is completed on average within 30-45 minutes.

What conditions can they address?

Telemedicine consultations are available for many common illnesses and medical issues. Below is a sample of medical conditions that MeMD providers can evaluate:

- Colds, flu and fever
- Sore throat, cough, congestion
- Allergies, hives, skin infections
- Bites and stings
- Minor headaches, arthritic pains
- Medication refills (short term while travelling)*
- Diarrhea, vomiting, nausea
- Eye infections, conjunctivitis

And more!

*Prescriptions cannot be written for controlled substances or "lifestyle" related medications

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

Yes. The service is a qualified medical expense, employees can use their FSA and HSA funds to pay for a WebXam consult.

How much does the service cost?

Several pricing options are available to Health Advocate clients. Program pricing typically includes a low PEPM program access fee and patients pay a per visit fee at the time of the telemedicine consultation.

Who is MeMD and who are the doctors who provide care?

MeMD is a national telemedicine service provider utilizing a secure telehealth platform and a national network of board-certified urgent care providers to streamline care delivery. Care is provided by licensed physicians, nurse practitioners and physician assistants, in a variety of specialties, who practice in healthcare facilities across the U.S.

How does the program benefit my organization?

A telemedicine consult can be a time- and money-saving alternative to an urgent care center or emergency room visit. It can help employees get care for many common medical problems when access to other providers is not available. Patients using telemedicine services save the costs of time away from work and travel to medical facilities, and are able to start treatment without delay.

The Health Advocate Advantage

What sets our Telemedicine program aside from competitors is that each member has access to their own Personal Health Advocate available for ongoing help and support after their consultation. Health Advocate has contracted with MeMD to provide access to its online telemedicine healthcare services, provided through MeMD's network of U.S.-licensed physicians. All medical consultations and treatment plans are confidential and are the sole responsibility of the individual requesting services and MeMD. Health Advocate does not provide care or recommend treatment.

Contact Health Advocate or your broker to learn more about our telemedicine program and special pricing by calling:

866.799.2655

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