

Announcing...

NEW Telemedicine Program in Collaboration with MeMD

Health Advocate™ is pleased to announce the availability of the MeMD telemedicine program. During the past year, we have received numerous requests and inquiries from clients about this growing area. After considerable research and evaluation, we have established a relationship with MeMD, one of the nation's leaders in the field. We can now offer Health Advocate clients access to MeMD's outstanding telemedicine program at a special rate.

Q Why Telemedicine?

Minor acute medical illnesses can affect all of us without warning. Now, your employees can get medical help virtually, any time, day or night. Using MeMD's advanced telemedicine service and national network of US-licensed physicians, employees can connect with a medical provider online from any location, and receive a diagnosis and a personalized treatment plan, including prescriptions for common medications, if needed.

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

No. The MeMD telemedicine 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. A primary care doctor or specialist is still the best choice for ongoing treatment and care.

Q Who is eligible to use the service?

If your organization decides to offer MeMD, you can determine who will have access to the service.

Q Is this service confidential?

Yes. MeMD services are HIPAA compliant and completely confidential.

Q 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™ 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.

Q Will MeMD coordinate with the member's primary care or other providers?

Yes. Patients that use MeMD will receive a summary of their telemedicine visit and care instructions immediately following their call. Patients can then share this information with their doctor for follow-up care and ongoing treatment.



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Q 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:

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

And more!

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

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

Yes. Because MeMD's telemedicine service is a qualified medical expense, employees can use their FSA and HSA funds to pay for a WebXam consult.

Q 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. To learn more about the MeMD special pricing arrangement for Health Advocate's clients, contact your Health Advocate Sales Representative or broker for details.

Q 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.

Q How does the program benefit my organization?

A MeMD 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.

Q How Does Health Advocate fit in?

If you are already a Health Advocate client, your employees will have unlimited access to their own Personal Health Advocate for ongoing help and support. Employees can get help gathering and transferring medical records, locating providers, making appointments, arranging second opinions, understanding their benefit coverage and more. Health Advocate's Personal Health Advocates can help employees with any follow up needs after their telemedicine consult.

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 time- and money-saving solutions by calling toll-free **866.799.2655**.

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