member benefit guide

MyLiveDoc

Your health, your time



welcome to your benefit .

MyLiveDoc is revolutionizing healthcare, shattering the norms, delivering unmatched convenience, providing best-in-class care, and making access easier than ever before. While navigating life's demands, your access to healthcare needs to be easy and flexible, this does just that. You are in control of when and where you receive care. Whenever you need assistance, our unwavering team is ready to support you at every step. This guide explores your benefits in full detail.

what is this benefit?

MyLiveDoc delivers effortless access to healthcare benefits through your member portal, so you can access care whenever it's convenient for you. Complete your enrollment today and gain instant access to on-demand, personalized care.

You can find information on how to get enrolled in the next few pages of this guide. Should you need more help, please reach out to your benefits administrator.



membership services.

As a member, you have access to the services described in this guide with no copays, no deductibles, and no out of pocket costs.

CONCIERGE SUPPORT SERVICES

For any questions about your membership of benefits:

855-226-6567

WHO'S ELIGIBLE?

Primary members are eligible for this benefit. Please check with your benefits administrator if you have questions about adding family and dependents.



portal guide:
how to enroll

MyLiveDoc
Your health, your time



Enrolling with the welcome email

STEP 1 You'll receive welcome emails from **info@mylivedoc.health**

STEP 2 Click on the button to **complete your enrollment.**

STEP 3 Enter your date of birth to **confirm your identity** and create a password when prompted.

STEP 4 You can now access your virtual care clinic anytime at **member.mylivedoc.net**

Get the Support You Need

Contact your HR team to learn more
and get your questions answered today!

portal guide:
how to enroll

MyLiveDoc
Your health, your time



Enrolling with Registration Search

STEP 1 Click the button below, scan the QR code or go to member.mylivedoc.net/registration-lookup

STEP 2 You will be taken to a webpage where you will be prompted to enter a code.
Enter code: **MyLiveDoc25**

STEP 3 Next, enter your **First** and **Last Name** and **Email Address**, then click **Submit**.

STEP 4 You will be taken to a page to complete the registration process to access the program. When asked, create a unique password and click Submit.

STEP 5 You will now be sent to your personal portal to access the care services that have been selected for you.

Register Now

portal guide:

how to add family members

MyLiveDoc
Your health, your time

Process Overview

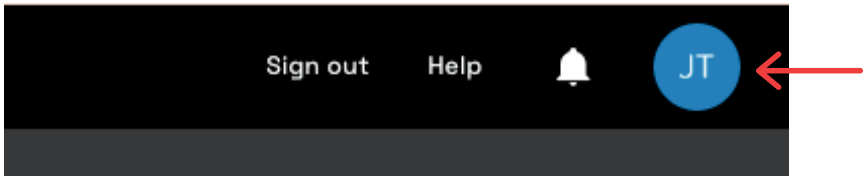
1. Log into your member portal.
2. Head to your profile.
3. Select 'Family Information.'
4. Add Your Family Members.
5. Enter the respective information.
6. Select SAVE - and you are all set!

Member Portal

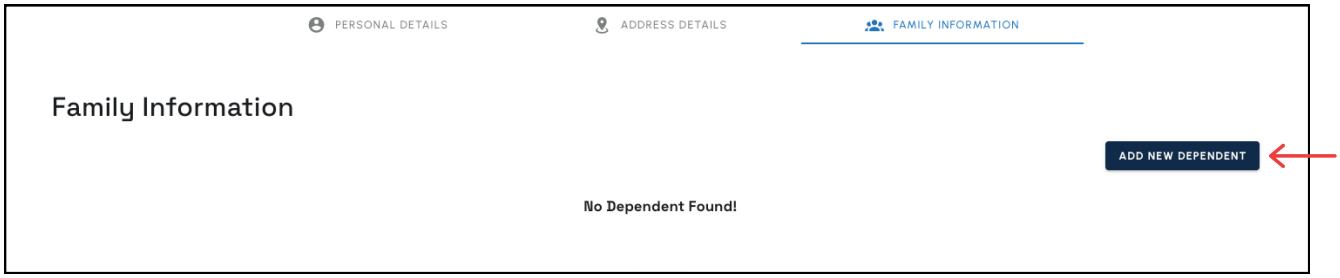
How to Add Family Members

1. Log into your member portal, at member.mylivedoc.net

2. Select your profile icon in the upper right hand corner.



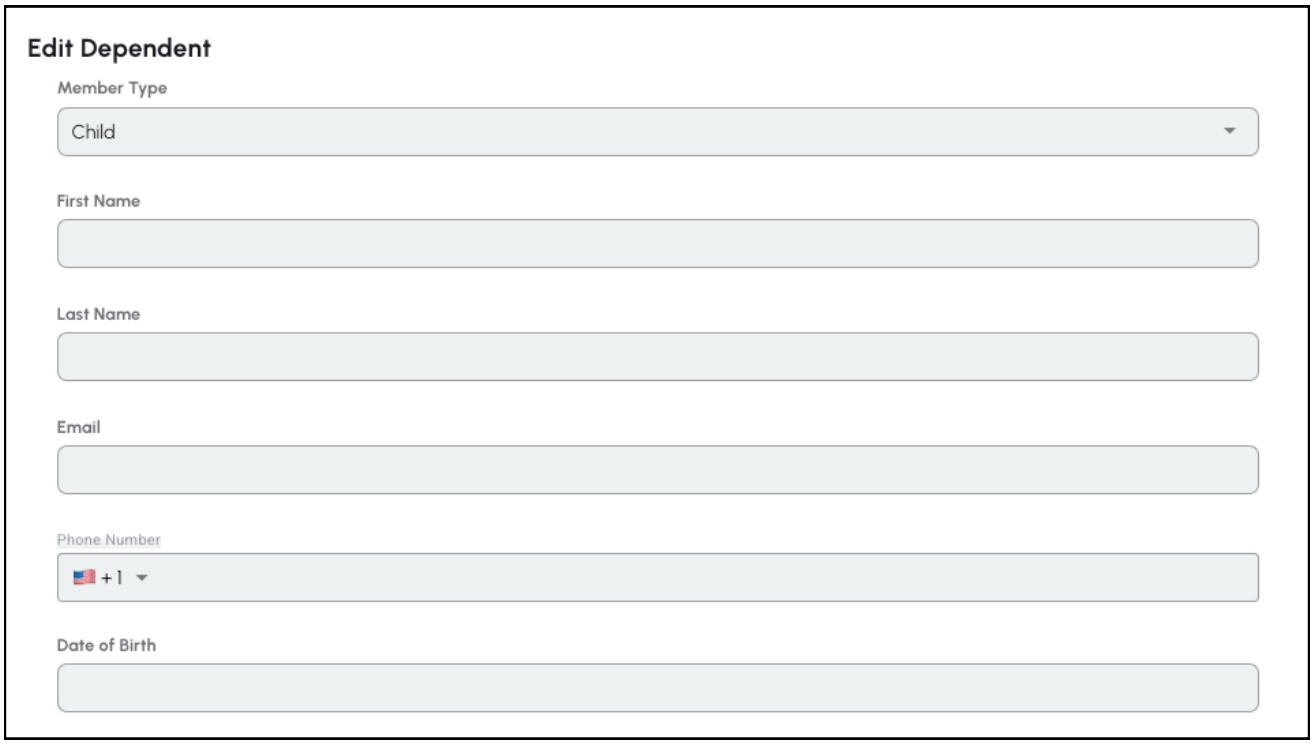
3. Select the 'Family Information' tab, and click 'Add New Dependent'.



portal guide:
how to add family members

MyLiveDoc
Your health, your time

4. Enter your family member's or dependent's information and select **'SAVE'** at the bottom of the page.



Notes

TOTAL DEPENDENTS

You are eligible to add up to 6 dependents (child, adult child, partner, spouse).

ADDING DEPENDENTS OVER 18

For any member added over the age of 18, a separate email will need to be used to create their profile. They will then receive a welcome email, prompting them to complete their enrollment and head to their member portal. You will not be able to see this members personal health information and account information.

MyLiveDoc
Your health, your time

urgent care.

Emergencies are inconvenient. Getting help shouldn't be.



Experience 80% faster expert medical care care. Save up to 100 minutes with virtual urgent care visits.

No claims/copays | Quick availability | Nationwide coverage | Continuous care

member benefit.

You have 12 virtual urgent care visits per member per year.

- Care is available 24/7/365
- Rapid, same-day appointments - 94% of visits occur in less than 20 minutes
- Ability to schedule appointments for your convenience
- Exclusive provider network trained to provide the quality care you deserve
- In-person care referrals when needed

HOW TO SCHEDULE AN URGENT CARE VISIT

common conditions treated.

- Allergies
- Arthritis pain
- Back or joint pain, strain or injury
- Cold Sores
- Conjunctivitis
- Earaches
- Fever and flu
- Headaches
- Insect bites and stings
- Lyme disease
- Nasal or respiratory congestion
- Neck and back pain
- Pink eye
- Sinusitis
- Sore throat
- Stomach ache and nausea
- Respiratory infections
- URIs / UTIs
- Vomiting
- Your individual concerns

Throughout the calendar year, you will be notified of how many appointments you have remaining.

MyLiveDoc
Your health, your time

primary care.

Making exceptional primary care accessible wherever you are.

Experience healthcare unique to you. With expert guidance and personalized care plans.



No claims/copays | Consults in 1-3 days | Nationwide coverage | Continuous care

member benefit.

You have 12 virtual primary care visits per member per year and 12 care visits per covered child per year.

- Care is available for children ages 3+
- Appointments can be scheduled and, in some instances, are available as early as the same day
- Appointments are available Monday - Friday from 8 AM to 5 PM ET
- You have the option to see the same providers every time
- If your doctor orders lab work, you will be able to locate the lab order in your member portal. You can then take the order to your preferred lab.
- Get personalized treatment from the same doctor to achieve your ongoing health goals
- Receive a tailored health strategy following your annual wellness visit to help you thrive
- All appointments are confidential, protected, and easy to schedule

common conditions treated.

- Arthritis
- Allergic conditions
- Blood pressure
- Diabetes
- GI tract issues
- Hypertension
- High cholesterol
- Obesity and weight management
- Rashes
- Respiratory conditions

Throughout the calendar year, you will be notified of how many appointments you have remaining.

MyLiveDoc
Your health, your time

mental health.

Asking for help can be scary.
Our expert mental health care isn't.



Discover mental healthcare tailored to you. With expert guidance and personalized mental wellness plans.

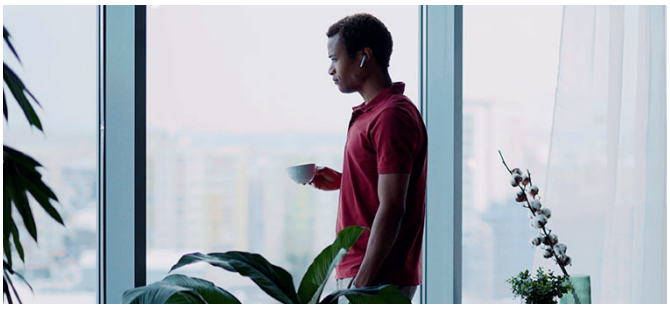
No claims/copays | Consults in 1-3 days | Nationwide coverage | Provider matching

member benefit.

You have 4 virtual mental health therapy visits per member per year.

- 24/7 support (ages 12+) with a master's level clinician
- Thorough needs assessment
- Streamlined session scheduling for mental health coaching and counseling
- Rapid appointments for urgent needs

Your mental health is personal, and we keep it that way. Services are completely confidential.



common conditions treated.

- Alcohol and drug dependency
- Anxiety
- Burnout
- Child or elder care matters
- Codependency
- Daily stress
- Depression
- Eating disorders
- Physical, emotional, or sexual abuse
- Relationship concerns
- Work conflicts

Throughout the calendar year, you will be notified of how many appointments you have remaining.

MyLiveDoc
Your health, your time

pharmacy.

Filling prescriptions can be a hassle.
We've made it fast & easy.

More than 1/3 of Americans (37%) say they haven't filled a prescription for medication because of its cost.



No claims/copays | Free home delivery | Nationwide coverage | Fast & easy refills

member benefit.

You have over 1,000 medications available via home delivery

- Access to 1,000+ of the most commonly prescribed generic medications and formulations
- It takes about 3-5 business days to process, send, and receive your prescription.
- All medications come in an unmarked box for privacy purposes.
- Twelve (12) free medication shipments/year; $7.99 per additional shipment. More than one prescription can be sent in a box.
- If you are currently taking a medication that is on our list, you can transfer it to our mail-order pharmacy to receive the medication at no charge.

You have over 70 medications available at retail pharmacies

- 70+ urgent care medications available at 64,000 pharmacies
- If your virtual urgent care visit provider prescribes an urgent medication, you can pick it up at your local retail pharmacy at no added cost

pharmacist consultation.

Get quick, reliable answers to all your medication-related questions.

pharmacy discount card.

Our discount card ensures affordability for medications not covered on our formulary.

Medication Formulary

Prescriptions Explainer



empowered selfcare to healthcare starts here.

Activate your account today and redefine your healthcare experience. If you need help getting started, contact your benefits manager or our concierge support team.

Member Portal

CONCIERGE SUPPORT

For any questions about your benefits:

855-226-6567