

MDLIVE

MDLIVE Employee Activation:

Visit 247MDAccess.com

Dial 1-888-674-2490

- The employees will need to provide the primary insured's DOB and last name.
- Company name will always be "Colonial."
- Remember it takes 48 hours from the time the post enrollment spreadsheet is submitted to Competitive Health for employees to be recognized in the MDLIVE system.
- MDLIVE will provide a "Welcome Kit" in the mail a few weeks following the enrollment.
- Are my children eligible? YES MD Live has pediatricians on call 24/7/365. Please note, a parent or guardian must be present during any interactions involving minors. They ask parents to establish a child record under their account. Parents must be present on each call for children 18 or younger.

How to add dependents?

- Website
 - Through the primary member's patient portal - click on your name in the right-hand corner of the patient portal.
 - A drop-down box will appear which includes the "Add New Dependent" button:
 - Upon selecting "Add New Dependent", members will fill out an "Add New Family Member" form.
- Mobile
 - Members can also contact MDLIVE at 1.888.674.2490 and add their dependents over the phone.
- App
 - First, select "Access your account details."
 - Second, select "Family."
 - Next, you will see a + symbol in the upper right-hand corner of your screen.
 - Finally, select the + symbol and you will be directed to the "Add a Family Member" page

Phone When should I use MDLIVE?

- Instead of going to the ER or an urgent care center for a non-emergency issue
- During or after normal business hours, nights, weekends and even holidays
- If your primary care doctor is not available
- To request prescription refills (when appropriate)
- If traveling and in need of medical care

How much does it cost?

It's completely complimentary.

Common Conditions Treated

- | | |
|------------------|--------------------------|
| • Allergies | Insect Bites |
| • Asthma | Joint Aches |
| • Bronchitis | Rashes |
| • Cold & Flu | Respiratory Infections |
| • Diarrhea | Sinus Infections |
| • Ear Infections | Skin Infections |
| • Fever | Sore Throats |
| • Headache | Urinary Tract Infections |
| • Infections | And More! |