



Happy you. Healthy you.

HELLO
MDLIVE

Your Rewards Resource



With MDLive you can access a doctor from your home, office, or on the go—24/7/365. MDLive offers Board Certified doctors that you can have a “virtual visit” either by phone or secure video to help treat any non-emergency medical issues such as sinus and ear infections, sore throats, and skin problems. MDLive also provides Behavioral Health services--access a psychologist, psychiatrist and family or individual counseling. MDLive doctors can diagnose your symptoms, prescribe medication (when appropriate), and send prescriptions to the Walgreens pharmacy you choose. MDLive is available almost everywhere in the United States. The Board Certified doctors are fully licensed to practice medicine and are available to you based on the state in which you're located.

Eligibility

Walgreen active team members and their covered spouses/domestic partners enrolled in a Walgreen medical plan with one of the following carriers: BCBS of Illinois, Cigna, UnitedHealthcare and Dean Health/Prevea 360. (Contact Kaiser Permanente to learn about any telehealth services they offer. Not offered to Healthnet members).

How it Works

- Those enrolled in the Walgreens medical plan, will pay a **\$5 copay*** for each virtual visit. You can sign up and activate your account, at no cost, by visiting www.MDLive.com/WAGFamily, or call 1-888-782-0153 or through the Walgreens mobile App.
 - Walgreens mobile app: Go to Walgreens.com and click on Prescriptions & Health, then Live Doctor Consultation. You will be taken to the MDLive landing page. Make sure you are logged to the Walgreens App and click “Start Consultation”. Please note, if you already registered via the web, you will need to register again. MDLive will need to assign you a new unique number in their system, which will allow you to use the web or mobile for consultations. You will also be asked to update your medical information so the most up-to-date information is on file for the doctor.
***NOTE: MDLive- Behavioral Health is only available through the web at this time.*
 - To receive a \$5 consultation through the Walgreens app, click on “Apply Offer Code” once you reach the billing screen, enter “walgreens” and click “apply”. You will then start the insurance verification process.
- After you set up your account with MDLive and want do a video consultation you can follow a simple online simulation to test your configuration to make sure you are ready to go. If you have any problems you can call the MDLive support team for assistance at 1-888-782-0153.
- MDLive phone and video consultations are available 24/7/365 through web (mdlive.com/wagfamily), the Walgreens app or by calling 1-888-782-0153.

MDLIVE now features a video platform for patients using video consultation over a computer with Chrome or Firefox, MDLIVE Connect enables video without having to download video applications.

To learn more about MDLIVE, visit www.MDLive.com/WAGFamily

*Currently, the service is only billable to a credit card and the cost is eligible as an FSA/HRA expense and note that HSA rules apply.**For complete terms of use visit www.mdlive.com/pages/terms.html