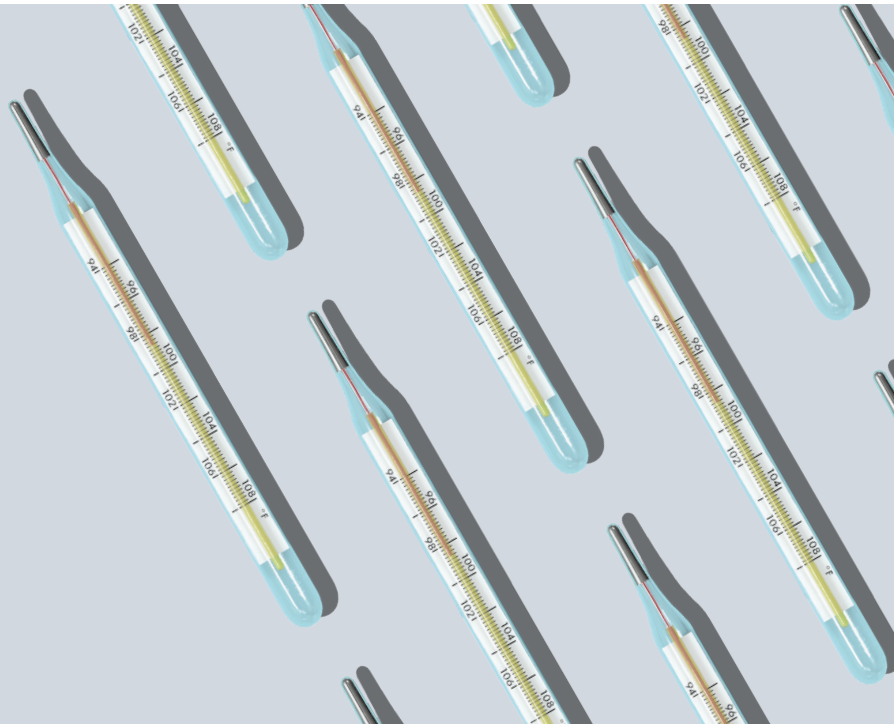


## 24/7/365 access to high-quality and cost-effective urgent care.



MDLIVE provides valuable urgent care telehealth services that keep your members out of more expensive, less convenient urgent care clinics and strained emergency departments for common issues. On average, each MDLIVE Urgent Care visit that successfully diverts an emergency department visit generates over \$250 in cost savings.<sup>1</sup>

MDLIVE IS



### PROVEN

We deliver proven scale, outcomes, and affordability — and back it up with value-based care arrangements.



### PATIENT-DRIVEN

Our high-quality provider network, easy-to-use single platform, and consumer expertise create industry-leading patient satisfaction.



### INNOVATIVE

We innovate where it matters to deliver best-in-class core virtual care solutions.

## MDLIVE URGENT CARE ADVANTAGES

- 1 MDLIVE provides care for more than 80 common medical conditions**, including allergies, cold and flu, COVID-19, pink eye, sinus problems, sore throat, UTI<sup>2</sup>, and medication refills.
- 2 Contagion avoidance.** Members benefit from the safety and security of receiving treatment without exposure to viruses, germs, or other ill patients in an in-person setting.
- 3 Convenience.** Our chatbot helps your members register for appointments 24/7/365 and guides them through a triage form. Their MDLIVE provider is made aware of their symptoms prior and can then diagnose, create a treatment plan, and prescribe appropriate medications more quickly — saving time for patient and provider.
- 4 Our provider network is comprised of over 2,500 providers**, with over 5,500 licenses and an average of 15 years of experience with additional specialized ongoing clinical training in telehealth care. We adhere to all NCQA standards and guidelines.
- 5 MDLIVE solutions meet the highest standards of data and privacy protection.** Our secure platform is HiTrust certified, and all our telehealth services are HIPAA compliant.
- 6 Patient satisfaction.** Our Net Promoter Score<sup>®</sup> has been 75+ annually since 2019.
- 7 Fast service.** Our average wait time was under 16 minutes in 2021.

MDLIVE believes in the power of providing impactful and innovative health care to improve lives. Let's work together to deliver on that promise to your members.

VIRTUAL URGENT CARE  
REDUCES COSTS



Approximately 20% of all ED visits could potentially be avoided via virtual urgent care offerings.<sup>3</sup>

An average MDLIVE Urgent Care visit reduces costs by \$250 for our clients.<sup>1</sup>

MDLIVE Urgent Care visits are highly efficient, resulting in 16% less duplication of care when compared to other virtual PCPs and specialists.<sup>4</sup>

<sup>1</sup> Internal MDLIVE data, 2021

<sup>2</sup> Females 18+

<sup>3</sup> McKinsey and Company, *Telehealth: A quarter-trillion-dollar post-COVID-19 reality?* <https://www.mckinsey.com/industries/health-care/systems-and-services/our-insights/telehealth-a-quarter-trillion-dollar-post-covid-19-reality>

<sup>4</sup> Cigna, *Does Virtual Care Save Money?* <https://newsroom.cigna.com/convenient-cost-effective-and-high-quality-virtual-care-is-here-to-stay/sf158818767-1>