




Save time and money with virtual care



With virtual care benefits from AmeriHealth Administrators, you have several options to receive care quickly and conveniently from a doctor, specialist, or a behavioral health professional.

When it's not an emergency, virtual care is a fast, convenient, and affordable option.

Whether you're connecting with your own doctor or need to talk with someone after hours or when you're away from home, Independence provides you with options in every situation.

	MDLIVE®		Primary care provider (PCP) or specialist	
Treatment for:	Access	Cost-share	Access	Cost-share
 <p>Telemedicine</p> <p>Non-emergency conditions, such as:</p> <ul style="list-style-type: none"> • Sinus pain • Pink eye • Earaches • Sore throat • Flu • E-prescribing (when appropriate) 	Confidential and secure access via phone, video, or the app with independently contracted MDLIVE board-certified physicians, including pediatricians, for non-urgent care	Refer to your health plan benefits	Available if your PCP or a specialist offers virtual care.	Refer to your health plan benefits
 <p>Telebehavioral health</p> <p>Support for conditions such as:</p> <ul style="list-style-type: none"> • Anxiety • Depression • Bipolar disorders • Adjustment disorders • E-prescribing (when appropriate) 	Confidential and secure access via phone, video, or the app with therapists and psychiatrists from the MDLIVE behavioral health provider network	Refer to your health plan benefits	Available if your licensed behavioral health care provider (including psychiatrists, psychologists, and counselors) offers virtual care.*	Refer to your health plan benefits
 <p>Teledermatology</p> <p>Diagnosis and treatment for a variety of skin, hair, and nail conditions, and e-prescribing (when appropriate)</p>	Access to board-certified dermatologists from the MDLIVE network via secure messaging within app or website	Refer to your health plan benefits	Available if your specialist offers virtual care.	Refer to your health plan benefits



How to access virtual care

MDLIVE

It takes a few minutes to register for MDLIVE using your member ID number. There are several ways to activate your MDLIVE account:



Text **AHATPA** to **635-483**



Download the MDLIVE app



Visit **mdlive.com/ahatpa**



Call **1-888-964-0942**

PCP and specialists

Contact your in-network provider directly to set up a virtual care appointment. If the provider offers virtual care, the provider will give you instructions for setting up your appointment. Additionally, our Find a Doctor tool on myahabenefits.com identifies if a provider offers virtual care services.

Behavioral health care providers

To find a behavioral health provider, call the Mental Health/Substance Abuse number on the back of your member ID card* or use the Find a Doctor tool on myahabenefits.com.



*You must have mental health benefits through AmeriHealth Administrators and should refer to your health plan for information about how mental health and telebehavioral health are covered.

MDLIVE is an independent company providing telemedicine, telebehavioral health, and teledermatology services for AmeriHealth Administrators members.

In addition to AmeriHealth Administrators behavioral health network, Magellan Behavioral Health, Inc., an independent company, provides limited network and management services for mental health and substance abuse benefits.