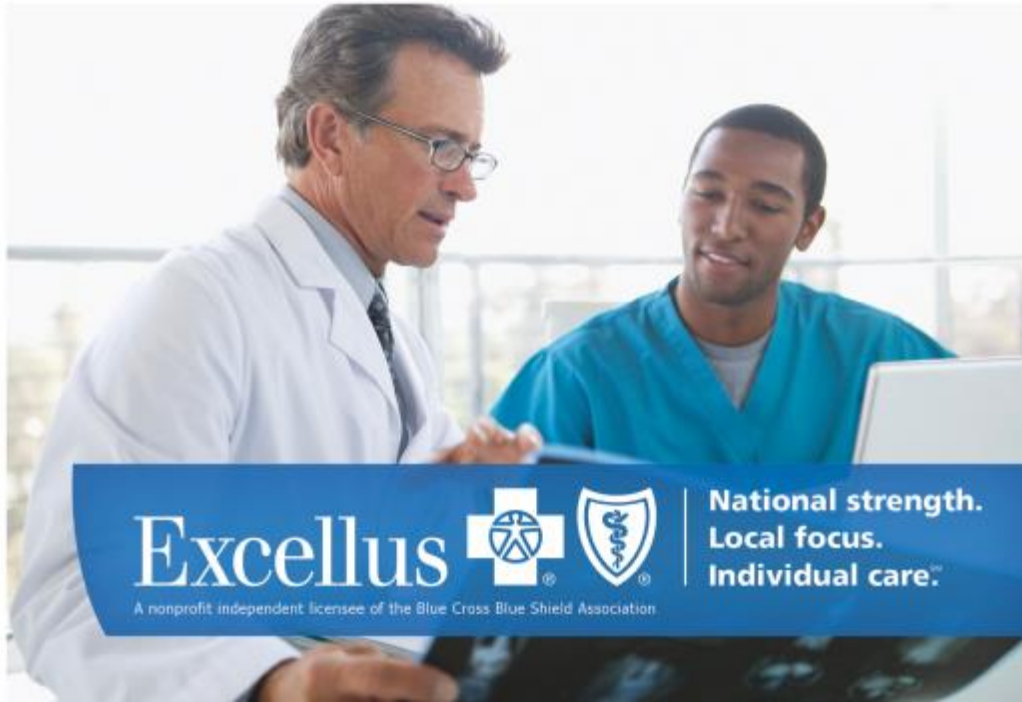




Telemedicine: A New Avenue for Patient Care



Excellus



National strength.
Local focus.
Individual care.™

A nonprofit independent licensee of the Blue Cross Blue Shield Association

Virtual Care, Anywhere.

- Founded in 2009 and headquartered in Sunrise, Florida
- Leading provider of integrated virtual health services, offering online and on-demand health care that benefits consumers, employers, payers and accountable care organizations.
- Privately held and led by expert team of healthcare, technology and consumer engagement veterans
- Operate HIPAA and PHI-compliant system that ensures private, secure and confidential connections



About Our Partner, **MDLIVE**[®]

Virtual Care, Anywhere.

470 Group Clients
(5M+ MEMBERS)

800 Providers Nationally
WITH 2,000 LICENSES

3 Convenient ways
TO GET CARE:
Video, telephone, secure mobile app

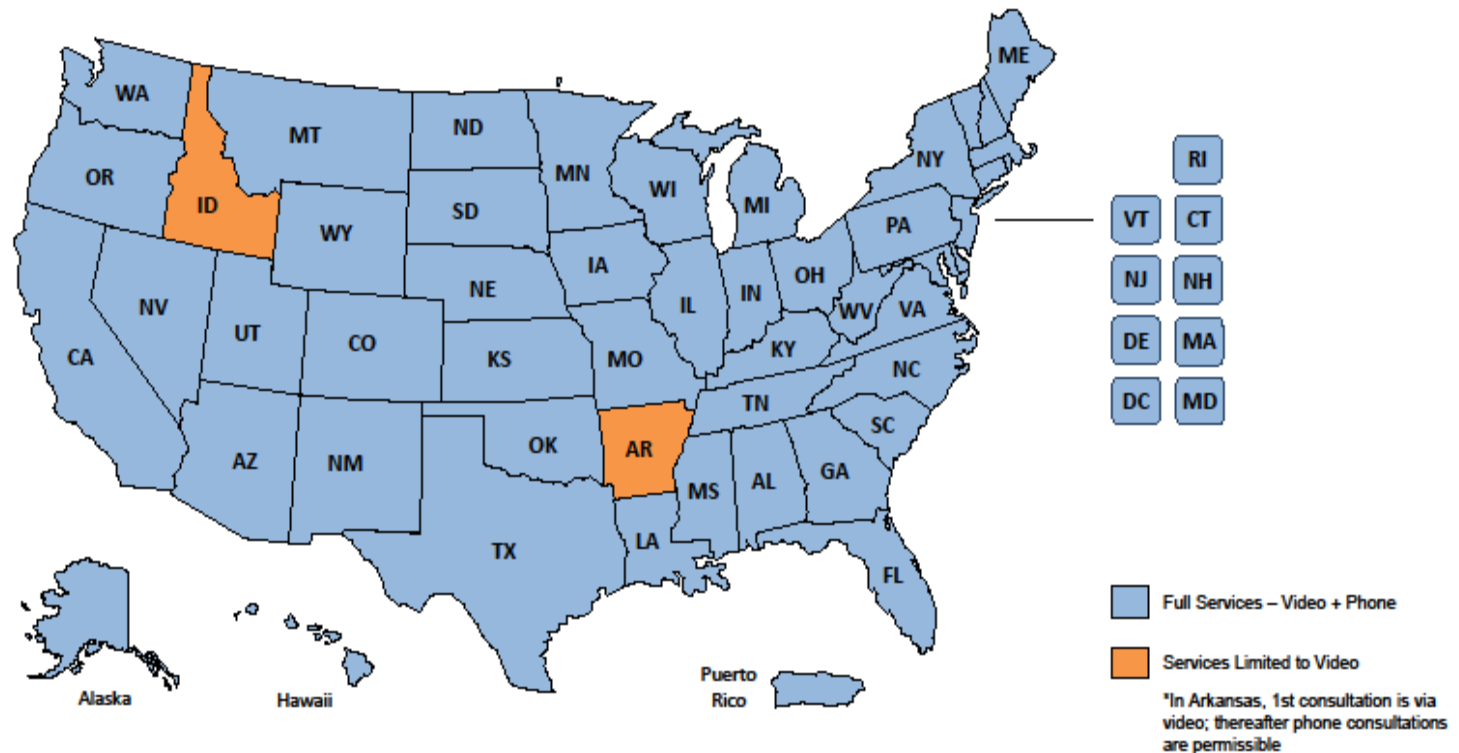
9.5 Minute response from
ON CALL PROVIDERS

1 Experience
INTEGRATING WITH EMRS
The only telehealth company with extensive
experience integrating Electronic Medical
recordsRs

120,000+
Consults
DELIVERED ANNUALLY

Near Universal Adoption

2018 03 02



This map is not a legal opinion. It represents MDLIVE's understanding of state telehealth regulations and the applicability to MDLIVE's program. Please seek the advice of counsel for a legal opinion as to specific state regulations. MDLIVE reserves the right to revise this document at anytime in its sole discretion

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3 Easy Ways to Access Care

Step 1



Call Toll-Free

Step 2



Speak with a
Care Coordinator

Step 3



Speak with
the Doctor

Step 1



Visit Website

Step 2



Find a Doctor

Step 3



See the
Doctor Online

Step 1



Open Mobile App

Step 2



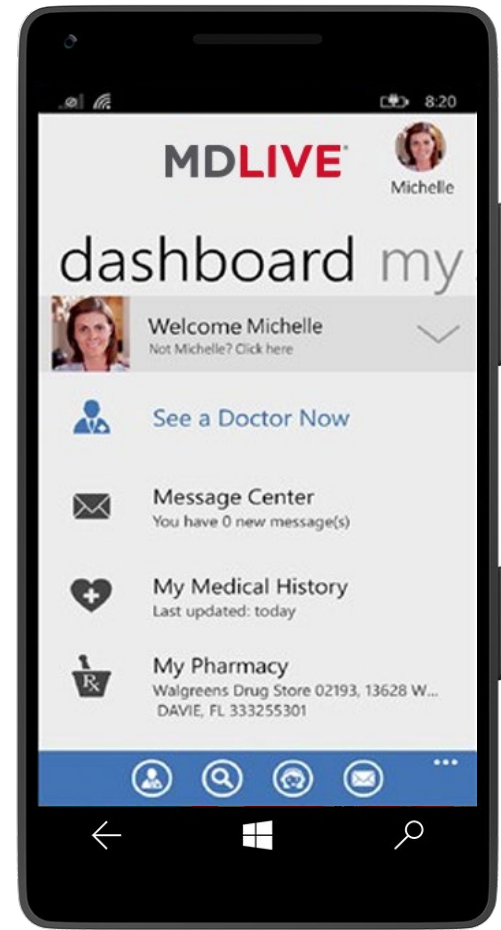
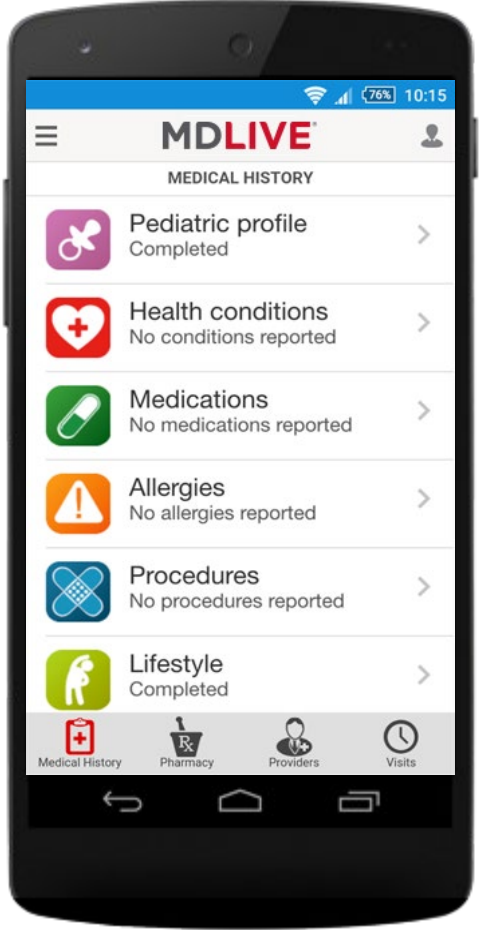
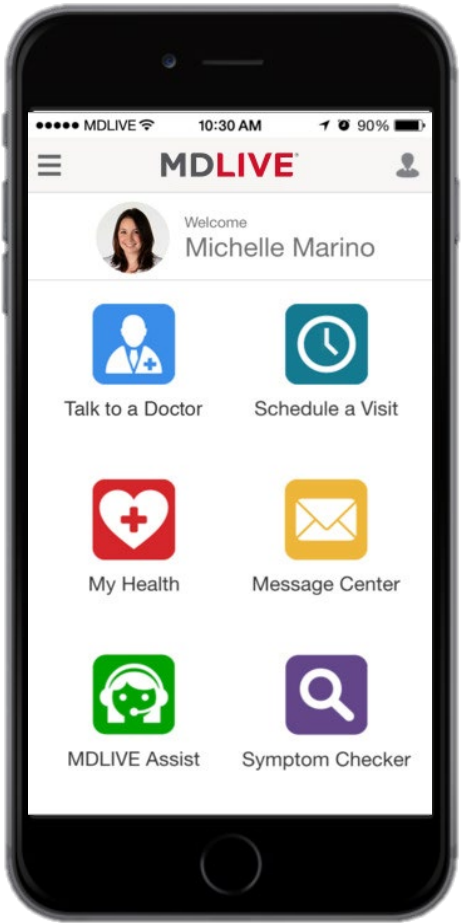
Find a Doctor

Step 3



See the Doctor
on Your Smartphone

* Will be less than \$10 when the cost share for an office visit is less than \$10 or when a member is participating in Hybrid or HDHP.



Medical Conditions Addressed When Your Primary Care Physician is Not Available

Adult Care

- Acne
- Allergies
- Asthma
- Bronchitis
- Cold & Flu
- Fever
- Headache
- Infections
- Joint Aches & Pains
- Nausea & Vomiting
- Pink Eye
- Rashes
- Sinus Infection
- Sore Throat
- Sunburn
- Urinary Tract Infection

Pediatrics

- Cold & Flu
- Constipation
- Earache
- Fever
- Nausea & Vomiting
- Pink Eye

High Quality Providers



- State licensed, Board-Certified and credentialed physicians
- Average 15 years of practice experience
- More than 800 physicians (2,000+ licenses)
- Family medicine, pediatrics, and ER physicians
- Pediatricians take calls for children <3 years old
- Adhere to highest quality standards and NCQA and URAC guidelines
- Specialized training in communication and diagnosing patients over the phone and through online video to ensure “webside manner”

** 6% unresolved: 2% Out of Scope for Telehealth, 2% Seeking Medication Only, 1% Referred Elsewhere, 1% Sent to the ER*

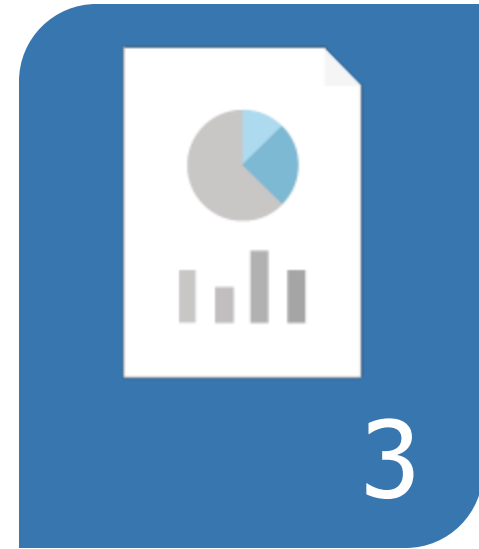
After the Appointment



Customer receives discharge instructions (via patient portal and secure email).



Members Personal Health Record gets updated with consultation information.



Primary Care Physician Receives Data

BEHAVIORAL HEALTH TELEMEDICINE PROGRAM



Importance of Behavioral Health Services

The problems with the healthcare delivery system are vast and the use cases for virtual care are many. For behavioral health, the numbers are staggering:

National average number of days for an initial psychiatric appointment is 45.

Over 50% of counties in the United States have severe shortages of licensed behavioral health professionals.

1 in 6 Americans live in a rural county with little to no behavioral health access.

At least 20% of Americans suffer from a behavioral health condition.

Total medical costs continue to grow at unsustainable rates.

ABOUT THE PROGRAM

Excellus BCBS has expanded its current telemedicine partnership with MDLIVE to offer a wide array of behavioral health via telemedicine staffing solutions, from ad-hoc rounding and diagnostic assessments to scheduled, ongoing services.

MDLIVE allows for the diagnoses and treatment of a wide variety of behavioral health specialties, leveraging industry best practices as well as validated, industry-standard assessments (PHQ, GAD, and CAGE-AID) within our patient/provider workflow.

- The assessments are intentionally chosen not only for their clinical reliability and validity but also due to the wide utilization they enjoy within a variety of specialties, medical and behavioral alike.



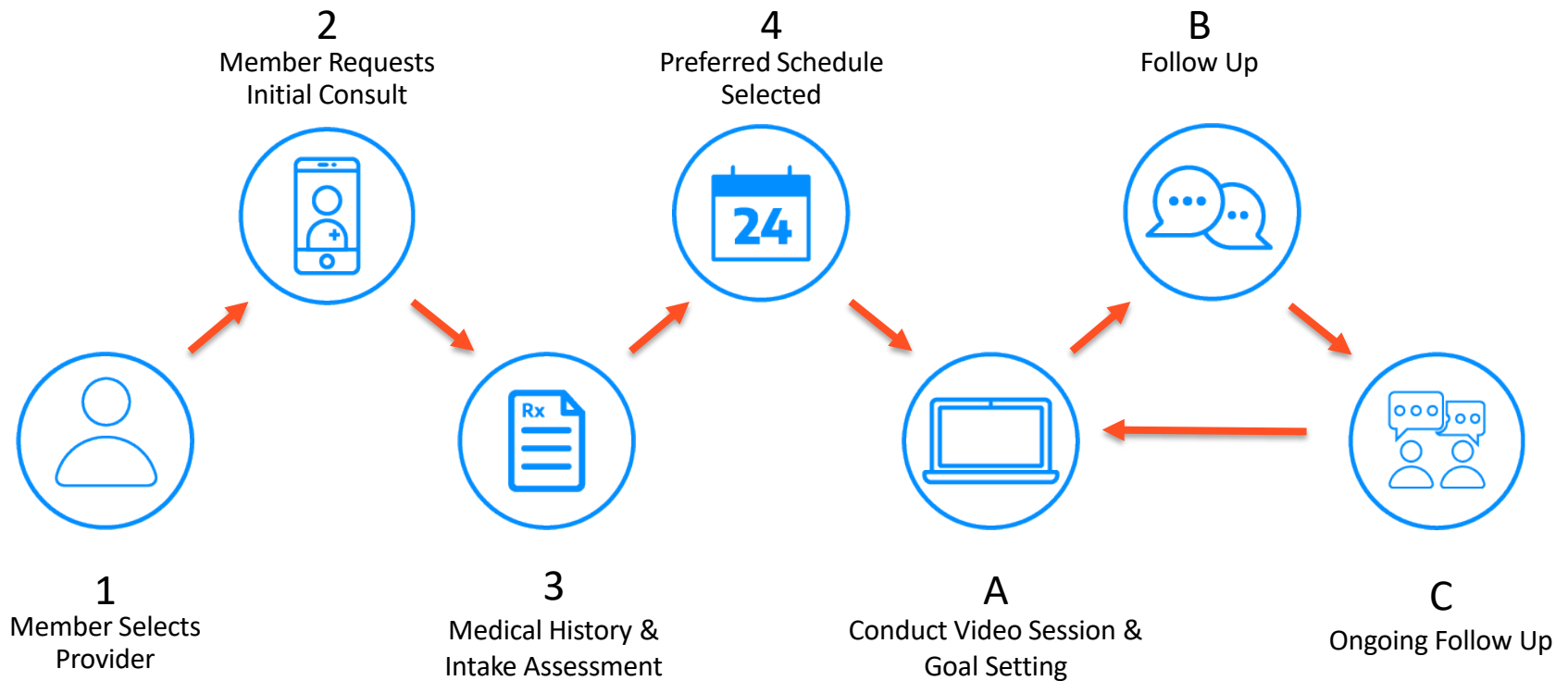
Features

- 24/7 on-line scheduling
- Robust provider selection
- Secure messaging
- After hours and weekend appointments
- Sessions from the comfort of your home
- Industry-standard, validated assessments
- Automatic appointment reminders
- Web and Mobile App available
- Live telephonic member support 24/7/365
- After hours and weekend call center support

Member Experience

How It Works

MDLIVE's mobile app was designed and optimized using best practices for client engagement and customer experience



PROVIDER TYPES

MDLIVE has the largest national virtual behavioral health network of 600+ NCQA credentialed providers.

There are two types of BH providers:

Non-MDs/Therapists

- Master's-prepared clinicians
- Licensed Professional Counselors (Marriage and Family Therapists)
- Licensed Social Workers
- Psychologists

****Important Note: Therapists only provide talk therapy; they do not prescribe medications.***

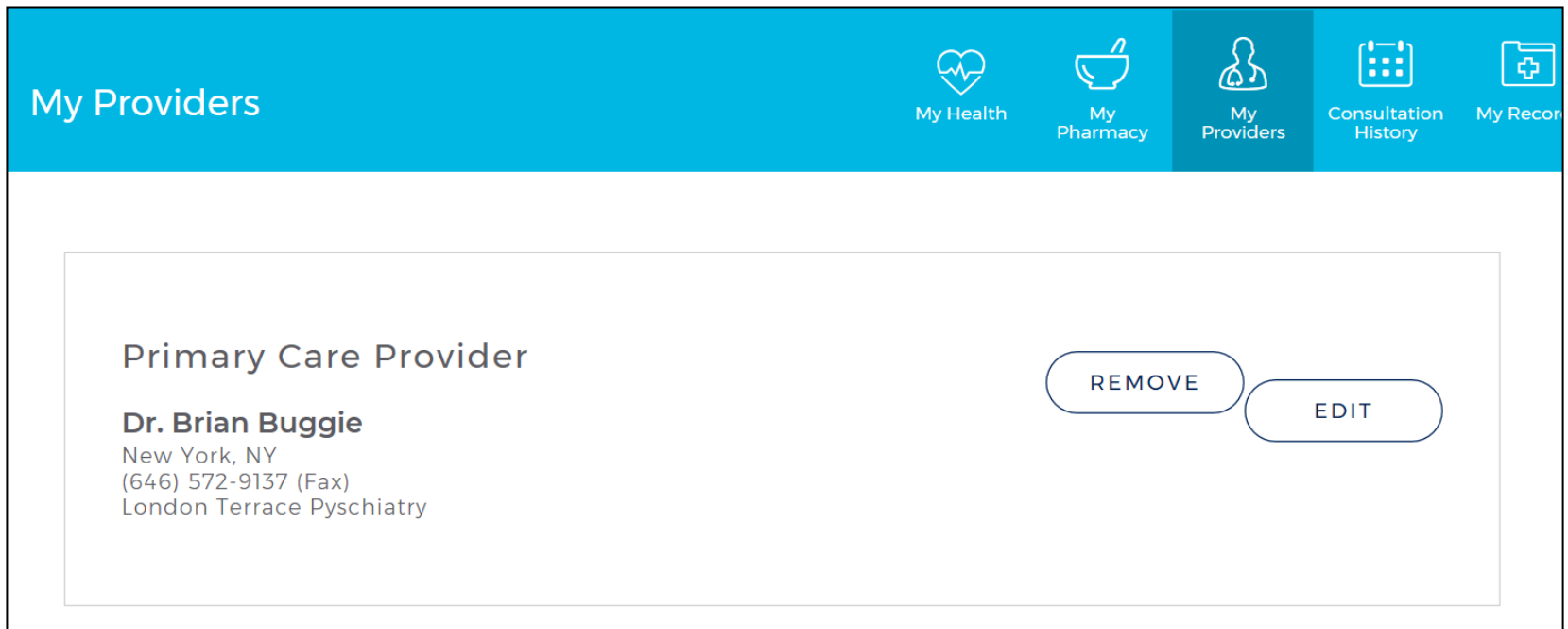
MD/Psychiatrists

- These providers primarily prescribe medications for behavioral health conditions.
- MDLIVE physicians are allowed to refill prescriptions for a member up to a total of 3 times per 12 months, but no more than 2 consecutive months.
- Note that this requires an additional consultation after 30 days, and does NOT allow for a refill of 60 days on any refill request.
- Providers may limit the supply based on state regulations, if applicable.

CLINICAL SUMMARIES POST CONSULTATIONS

Members have the ability to send information to their PCP; however, members can actually designate any provider by inserting the providers information and fax number in the same area of the MDLIVE platform.

The clinical summary is sent via secure fax.



The screenshot displays the 'My Providers' section of the MDLIVE platform. The top navigation bar includes icons for 'My Health', 'My Pharmacy', 'My Providers' (which is highlighted), 'Consultation History', and 'My Records'. Below the navigation bar, a card for a 'Primary Care Provider' is shown. The provider's name is 'Dr. Brian Buggie', and their contact information includes 'New York, NY', '(646) 572-9137 (Fax)', and 'London Terrace Pyschiatry'. To the right of the provider information are two buttons: 'REMOVE' and 'EDIT'.



Behavioral Services

- Diagnostic Assessment
- Ongoing Counseling
- E-Prescribing
- Ongoing Med Management
- Care Coordination
- BH HEDIS
- Psychiatric Staffing



Common Issues

- Depression and anxiety
- Substance Use
- Child behavior
- Family counseling
- Grief and Loss
- Stress