



A complete and convenient solution for **employee assistance programs.**



- + Fast, convenient access to high-quality EAP assistance is an essential benefit when hiring and retaining top-level employees in today's competitive job market, particularly in the face of ongoing pandemic stressors.
- + MD Live EAP services offer support and guidance to employees by providing mental health assessments, short-term counseling, and referrals to foster a return to peak productivity at work.
- + Our network of licensed therapists, combined with our integrated administrator, member, and provider platform, enables best-in-class employee assistance programs that help increase employee satisfaction, retention, and productivity. They also aid in decreasing workplace accidents, absences, employee health care costs, turnover, and workplace violence.

## MD Live 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.



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**MD Live**

By **EVERNORTH**

## MD Live EAP advantages

- + **Our provider network is comprised of over 1,000 licensed therapists and counselors** with an average of 10 years of clinical experience and additional specialized, ongoing training in telehealth modalities and EAP care. We adhere to all NCQA standards and guidelines.
- + **Employees have convenient access to counseling sessions** conducted by video or phone from the privacy of home. EAP care is available in all 50 states and Puerto Rico. Evening and weekend appointments are available for increased access and satisfaction. MD Live providers can also refer employees to continued care services after EAP benefits have been exhausted to avoid gaps in care.
- + **Our self-serve model leverages custom client landing pages and member registration** for a flexible, tailor-made implementation.
- + **The MD Live platform is configurable to address your EAP offering's unique requirements**, from authorization and billing to patient portal integrations and reporting. Issues, patterns, and outcomes can be tracked to influence support and process improvement strategies for employees and employer.
- + **MD Live EAP services cover many common conditions that affect productivity**, including financial/legal stress, parenting and relationship issues, work-life balance, grief and loss, substance abuse, mild depression, anxiety, and more.



### Reasons EAP administrators are selecting MD Live

- + 76+ NPS score in 2023
- + 1-stop platform for primary care, urgent care, dermatology, behavioral health, and employee assistance programs
- + 80% of patients suffering from anxiety or depression felt better after three sessions with an MD Live therapist.<sup>1</sup>



MD Live 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.

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1. Percentage of assessed patients that showed clinical improvement in PHQ-9 or GAD-7 scores after three or more virtual therapy sessions with their MD Live provider in 2020.