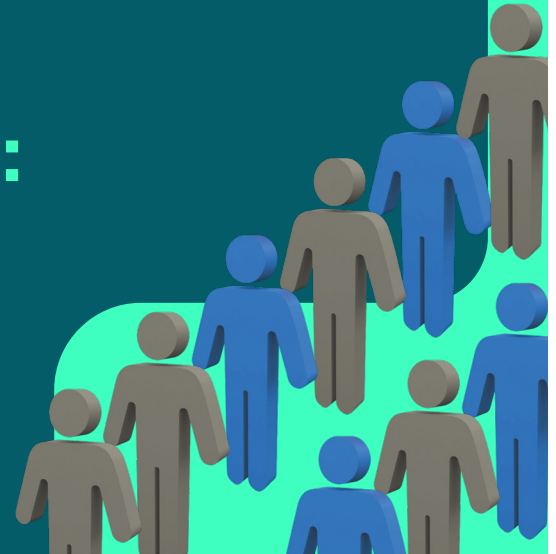




MD Live by Evernorth:

Solving your eligibility needs with unmatched speed & scale.



Eligibility doesn't have to be a headache for your team or members. With MD Live, we offer a customizable system that provides flexibility for group-level benefits backed by end-to-end, personalized support. And, all at scale.

Our proprietary system:

where a tailored approach meets vast capabilities.

- ✓ Accommodative eligibility needs across health plans, employer groups, health systems, resellers, and more
- ✓ Flexibility to support diverse eligibility forms, including eligibility files, real-time 270/271 transactions, real-time API, and direct API
- ✓ Custom flags and rules unique to your benefit plans
- ✓ Ability to onboard thousands of group IDs at once
- ✓ Real-time price transparency

Service and scale.

- + 62 million health plan and employer members.
- + 18.6 million members with access to whole-person care solutions.
- + 93% client retention rate with three of the six largest health plans as clients.

Unlike many virtual care solutions, MD Live can efficiently customize benefits at the group level, reducing time and resource burdens for your team. There may be no getting around eligibility, but MD Live gives your team the expert support to meet your diverse needs with unmatched flexibility, speed, and scale.



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MD Live

By EVERNORTH

Ongoing partnership you can count on.

Our team works with you to provide support from implementation through claims processing:



Dedicated consultant partners with you to understand your unique needs



Quick onboarding through collaboration with our operation experts



Continuous back-end support for claims processing and adjudication

With our ability to understand and solve unique client needs at scale, we can work together with you to redefine eligibility as a part of the process rather than a burden for both clients and members.

Removing barriers to care.

Virtual care is supposed to make treatment more accessible. Yet, questions about insurance coverage are the third-biggest reason members don't seek virtual care.¹

Upfront cost transparency 💰 is a primary driver for ❤️ member satisfaction.¹

Real-time eligibility empowers members to make informed decisions about their health. With accurate price transparency, our members can be confident MD Live is the right option for them and utilize their virtual care benefit.

MD Live will also never deny a member access to care. Once a member is treated, we perform an eligibility check for 30 days after their visit. We're not just here to ease the burden of eligibility; we're here to improve the health of all.



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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¹MD Live Attitudes & Usage Study, 2024.

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