



# E-Treatment from MD Live by Evernorth

Offer your members talk-free, high-quality care in just minutes.



E-Treatment from MD Live by Evernorth is an asynchronous care option for common low-acuity and everyday health needs. Members get talk-free access to board-certified physicians on their terms, for quality care that can fit any lifestyle.<sup>1</sup>

- + **24/7/365** availability, including nights, weekends, and holidays
- + Treatment plans delivered in under 10 minutes on average<sup>2</sup>
- + Designed for accessibility – intake questionnaire written at the 4th grade reading level, no broadband required
- + **86%** of encounters treated without escalation<sup>2</sup>
- + **46%** new patients engaged<sup>2</sup>

## From click to care in 3 easy steps:

1

### Symptom intake

8-10 minute questionnaire



2

### Provider review

board-certified physician reviews and determines care



3

### Diagnosis and treatment

plan delivered, prescriptions sent if needed<sup>3</sup>



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**MD Live**  
By EVERNORTH

## More than 100+ conditions treated, including:

### Acute Conditions

- + Acute Gastroenteritis
- + Bacterial Vaginosis
- + Burn  
(Including Sunburn)
- + Constipation
- + Ear & Eye Concerns
- + Gout
- + Motion Sickness
- + Mouth Sores
- + Rash
- + Respiratory Illnesses
- + UTI (Females, 18+)<sup>4</sup>
- + Yeast Infections

### Pediatric Conditions\*

- + Acne
- + Allergies
- + Burn  
(Including Sunburn)
- + Cold & Flu
- + Cough
- + COVID-19<sup>5</sup>
- + Ear & Eye Concerns
- + Head Lice
- + Rash

\*Age limitations for MD Live E-treatment are in compliance with MD Live clinical protocols. Medical conditions not supported by telehealth include, but are not limited to, children under three months of age with a fever, eye issues in children under three, or ear pain or children under three.

### Everyday Health

- + Acne
- + Allergies
- + Birth Control<sup>6</sup>,  
Including Emergency  
Birth Control<sup>7</sup>
- + Erectile  
Dysfunction (ED)<sup>8</sup>
- + Hair Loss<sup>9</sup>
- + Headaches
- + Low Back Pain

## Your members deserve better access.



We're here to help you give your members the care they need and the access they deserve. Reach out to our team to see MD Live in action.

## Request a demo



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<sup>1</sup>If your MD Live doctor believes your condition requires a higher level of care, they can quickly and easily move you to a phone or video consultation so you don't have to start your visit over.

<sup>2</sup>MD Live Internal Data, July 2024 – July 2025

<sup>3</sup>Prescriptions are available at the physician's discretion when medically necessary.

<sup>4</sup>MDLIVE doctors can treat females 18 and older with symptoms of UTI as medically appropriate.

<sup>5</sup>MDLIVE doctors can prescribe the antiviral, Paxlovid, in the treatment of COVID-19 to patients ages 18 and older when medically appropriate. MDLIVE doctors cannot prescribe Molnupiravir or other medications beyond Paxlovid in the treatment of COVID-19.

<sup>6</sup>Available in pill, patch, and ring forms as medically appropriate for females 18 and older.

<sup>7</sup>Emergency contraception (e.g., Plan B) is available for females 18 and older as medically appropriate. Emergency contraceptive prescribed through MD Live E-Treatment may not be available in all states and subject to state regulations.

<sup>8</sup>Treatment for erectile dysfunction is not permitted through telehealth in North Dakota.

<sup>9</sup>MDLIVE doctors cannot treat hair loss conditions that require an in-person evaluation.

Not all plans include MD Live E-Treatment. Please check your plan for coverage. MDLIVE E-Treatment is not available in Kansas, Mississippi, New Mexico, and West Virginia.

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