



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.¹

- + **24/7/365** availability, including nights, weekends, and holidays
- + Treatment plans delivered in under 10 minutes on average²
- + Designed for accessibility – intake questionnaire written at the 4th grade reading level, no broadband required
- + **86%** of encounters treated without escalation²
- + **46%** new patients engaged²

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 needed³



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MD Live
By EVERNORTH

More than 100+ conditions treated, including:

Acute Conditions	Pediatric Conditions*	Everyday Health
<ul style="list-style-type: none">+ Acute Gastroenteritis+ Bacterial Vaginosis+ Burn (Including Sunburn)+ Constipation+ Ear & Eye Concerns+ Gout+ Motion Sickness+ Mouth Sores+ Rash+ Respiratory Illnesses+ UTI (Females, 18+)⁴+ Yeast Infections	<ul style="list-style-type: none">+ Acne+ Allergies+ Burn (Including Sunburn)+ Cold & Flu+ Cough+ COVID-19⁵+ Ear & Eye Concerns+ Head Lice+ Rash	<ul style="list-style-type: none">+ Acne+ Allergies+ Birth Control⁶, Including Emergency Birth Control⁷+ Erectile Dysfunction (ED)⁸+ Hair Loss⁹+ 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.



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¹If 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.

²MD Live Internal Data, July 2024 – July 2025

³Prescriptions are available at the physician's discretion when medically necessary.

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

⁵MDLIVE 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.

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

⁷Emergency 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.

⁸Treatment for erectile dysfunction is not permitted through telehealth in North Dakota.

⁹MDLIVE 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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