

IMPORTANT HEALTH PLAN CHANGE

PLEASE READ

Effective May 1 your telemedicine benefit will be provided through Independence Blue Cross at **MDLive**. You will no longer be using MeMD after April 30 and if you call MeMD after April 30 you will be told that you no longer have that benefit.

Our partnership with Blue Cross will make it easier for you to access your benefit, directly through the Blue Cross website. We encourage you to activate your account with MDLive on or after May 1st to avoid any unnecessary hassle the first time you need to use the benefit. Pre -registering helps with overall experience, and is one less thing you'll need to do when you're sick and need to reach out for a doctor. ***You can simply go to MDLIVE.com/IBX or call 877-764-6605 and pre-register. But please remember that you cannot register before May 1.***

MDLive will provide the same benefits you enjoyed with MeMD, including short-term doctor notes. And there is still a \$0 copay for the Plan's telemedicine benefit. Why use the telemedicine benefit? It's easy to use, it's convenient, it saves you a copay and it saves the Health Plan money as well. Here's a break-down of typical Plan costs, depending on where you go for non-emergency services:

Emergency room visit for non-emergency treatment	\$ 843
Urgent Care Center	\$ 142
Retail Clinic	\$ 56
Telemedicine	\$ 40

With the same diagnosis, the Health Plan could pay anywhere from \$40 - \$843, depending on where you choose to receive treatment. Keeping our costs as reasonable as possible helps us keep our benefits as good as possible.

Additional details about the program are included on the notice enclosed with this letter but you will receive a more comprehensive welcome kit in the mail directly from Independence Blue Cross. We just wanted to be sure you had information prior to May 1st.

So, remember, as of May 1 the Health plan's telemedicine benefit is **MDLive** at **877-764-6605**.