



FlexCare Telemedicine Program

Frequently Asked Questions

What is FlexCare?

With FlexCare, you can access a board-certified physician via secure online video, phone or mobile app – anytime, anywhere, 24/7/365. FlexCare was designed as an alternative to expensive urgent care visits or waiting days to get an appointment with your primary care doctor for non-emergency medical conditions. Our doctors can diagnose your symptoms, prescribe non-narcotic medication (if needed), and send e-prescriptions to your pharmacy of choice.*

Is FlexCare appropriate for every medical condition?

No. FlexCare is designed to handle non-emergency medical conditions and can often substitute for a doctor's office, urgent care center or emergency room visit for common conditions like the flu or pink eye. However, it is not intended to replace your primary care doctor or to be used in life-threatening emergencies.

You should not use FlexCare if you are experiencing a medical emergency. In case of a life-threatening emergency, dial 911 immediately.

What are the most common conditions you treat?

Our doctors can diagnose and treat many non-emergency conditions, including:

- Acne
- Allergies
- Cold / Flu
- Constipation
- Cough
- Diarrhea
- Ear problems
- Fever*
- Headache
- Insect bites
- Nausea / Vomiting
- Pink eye
- Rash
- Respiratory problems
- Sinus problems
- Sore throats
- Urinary problems / UTI*
- Vaginitis
- And more

How do I activate my FlexCare account?

You can easily activate your account by using one of the following methods:

1. Visit MyFlexCare.com, click on Member Portal, then click "Register Now." You will need a copy of your FlexCare member ID card to register online.
2. Just call us at 1-888-501-2405.
3. Text FLEXCARE to 635483 and let Sophie, your personal health assistant, get you signed up.

When is FlexCare available?

Phone consultations with a physician are available 24/7/365, even holidays. Once you log in, you'll have the option to select a doctor who is currently available, schedule an appointment, or talk to the next available doctor on call. Use FlexCare anytime you have a non-emergency medical condition and are unable to see your primary care doctor, or simply prefer a convenient, cost-effective alternative to the emergency room, urgent care center, or clinic.

Where is FlexCare available?

FlexCare is available anywhere in the United States, Puerto Rico and the US Virgin Islands. We make sure that each doctor shown to you when you log in is fully licensed to practice medicine in your state.

How much does it cost to use FlexCare?

With FlexCare, you, your spouse and dependent children (up to the age of 26) have access to physician consults at NO COST. If the physician prescribes a medication, you will be responsible for the cost of the prescription.

Who are the physicians?

All doctors are U.S. board certified, have on average 15+ years of experience, and are able to treat a wide range of conditions. When you log in and request an appointment, you will only be shown doctors who are licensed to practice in your state.

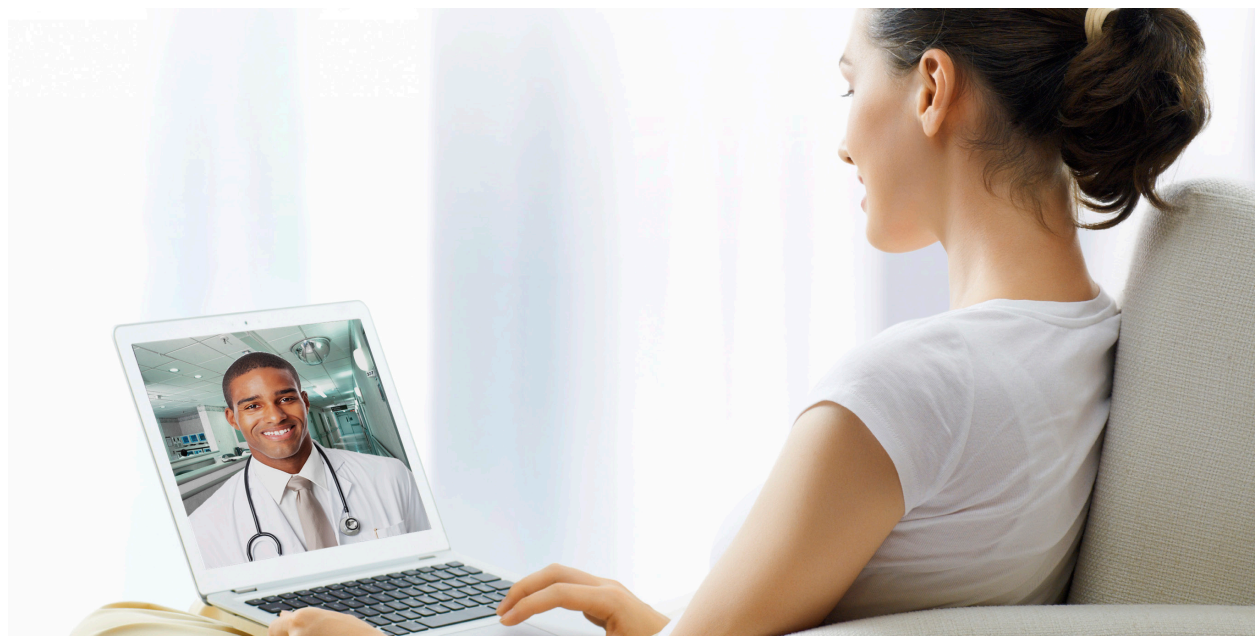
We're proud to partner with excellent doctors, and we make it a priority to provide you with a top-notch experience. Following each appointment, our members are given a survey to evaluate their doctor. The results are analyzed and reviewed for quality assurance, and used as part of our continuous improvement process. Randomly selected appointments are also reviewed by our internal medical board.

Can a doctor prescribe medication as part of my appointment?

Yes. If the doctor believes medication is needed, he or she can write a prescription for non-narcotic medications (i.e. no controlled substances), which can be sent directly to one of over 65,000 pharmacies. If for any reason your preferred pharmacy is unable to receive e-prescriptions, a traditional prescription is generated for our doctors to sign and fax. All prescriptions are fully compliant and include all required information.

Is FlexCare safe and private?

Yes, FlexCare is safe and private. We are compliant with HIPAA (the Health Insurance Portability and Accountability Act) and will only share your information with your selected doctor and pharmacy.



What system requirements do I need for a video consult with a physician?

To use video conferencing, you need:

- A PC running Windows® XP or newer, or a Mac running OSx 10.6 (Snow Leopard) or newer.
- A high-speed Internet connection
- A webcam with a resolution of at least 1.3 megapixels
- A microphone (most webcams already have microphone built in)

After you set up your account, you will be able to use a simple online simulation to test your configuration and check if you are ready for a virtual consultation.

Can doctors order prescription refills?

Yes, our doctors can provide up to a 30-day supply of a prescription refill at your current dosage for things like birth control pills and other medications that are not restricted. Your doctor will need to confirm with your primary care doctor that the medication has been prescribed for you, and that you have been taking it for at least 30 days. This is very convenient for times when you can't reach your primary care doctor to renew your refills, your medication is lost or stolen, or you're between health insurance plans.

At this time, our physicians can only provide you a prescription refill if you:

- Have exhausted all attempts to get the refill from the prescribing doctor
- Are age 18 or older
- Have a reasonable explanation for your need for a refill
- Have been taking the requested medication for at least 30 days

The physician can provide a refill up to three times within a 12-month period, but for no more than two consecutive months.

Does FlexCare provide doctor's notes to excuse absences from school or work?

Yes. If your doctor recommends that you or your child take time away from work or school to recover from your illness, he or she can provide a note to excuse up to three days of absence. If you have already missed work or school due to your illness, your doctor can provide a note to excuse up to two missed days before you had your FlexCare visit.

To receive a doctor's note to excuse your absence, simply request this from your doctor during your visit. Your doctor will send you a link through your secure messaging center to download and print your note.

I have a question that isn't listed here. Can you help me?

Don't see your question? Don't worry. Just call us at 1-888-501-2405 and choose Option #1. We have highly trained health service specialists standing by to take your call, 24/7/365.

[†] Some state laws require that a doctor only prescribe medication in certain situations and subject to certain limitations.

^{*} Physicians may not treat any children with urinary symptoms. Parents/guardian will be required to complete different medical history disclosure form for children under the age of 36-months prior to making an appointment with a physician. Children under 36 months who present with fever must be referred to their pediatrician (medical home), child-friendly urgent care center or emergency department for clinical evaluation and care.