



MDLIVE Update Change to Telehealth Visits

Your employer offers MDLIVE services through the O'Grady Catholic Health Trust medical plan administrator, CareFirst Administrators. MDLIVE gives you access to board-certified doctors by secure online video, phone, or the MDLIVE app – anytime, anywhere, 24/7/365. MDLIVE is available 24 hours a day, 7 days a week, and 365 days a year, even on holidays. It is a low-cost, convenient alternative to Urgent Care Clinic visits or waiting days to get an appointment with your primary care doctor for non-emergency medical conditions.

In response to updated individual state telehealth rules and regulations, MDLIVE will no longer be offering telephonic visits in some states. MDLIVE is moving to video-only services in Arizona, Delaware, Washington D.C., Mississippi, Oklahoma, South Dakota, and Vermont.

Please reference the dates below to see when MDLIVE will make the switch to video-only visits in the states mentioned:

- April 5th: Delaware and Washington D.C.
- April 12th: South Dakota, Mississippi & Vermont
- May 3rd: Oklahoma and Arizona

To learn more about MDLIVE or to register, visit mdlive.com/ect or call their toll-free number: **1-888-632-2738**.

Should you have additional questions about this change, please contact the customer service number listed on the back of your CareFirst Administrators ID card.