

## TO OUR VALUED PHMP CLIENTS

Together, we are facing a truly unprecedented situation. The global coronavirus pandemic has affected all of our families, businesses, and communities. As the world navigates the uncertainty of COVID-19, your PHMP team wants to assure you: we are here for you. We are here for your business and for its employees.

We are thrilled to announce that our teams have expanded the benefits of the PHMP. Starting June 1, family telemedicine and behavioral health services will be included with your PHMP enrollment at no additional cost.

### TELEMEDICINE

NOW AVAILABLE FOR THE  
WHOLE FAMILY

Your employees already have access to the PHMP telemedicine services, powered by MDLIVE, granting them 24/7/365 access to board-certified nurses and physicians from the comfort of their homes. Starting June 1, the PHMP telemedicine benefit will also be made available to their families at no additional cost. Please refer to [this PDF flier](#) that will go out to your employees enrolled in the PHMP.

### BEHAVIORAL HEALTH SERVICES

RIGHT WHEN THEY'RE  
NEEDED MOST

Navigating our ever-changing world can be overwhelming even under the best of circumstances—and now, managing stress can be significantly more difficult. The PHMP is here to help. We are making it easier than ever to get the help you need, when and where you need it. With the PHMP's behavioral health services, your staff can virtual-visit therapists, PhDs, and physicians by phone, secure video, or app. The PHMP's behavioral health services provide confidential, convenient online therapy that can address a wide variety of topics, including parenting issues, grief and loss, or general life changes.

In order to give these upgraded health benefits to your new employees that are not currently enrolled in the PHMP, send us your updated new hire census today. **Note:** *There is no change to the census format and there is no need to update your contract or any paperwork—adding these new features is seamless.*

For employees already enrolled in the PHMP, these expanded telemedicine and behavioral health benefits will be automatically available starting Monday, June 1. PHMP Members will receive text and email communications from us, providing step-by-step instructions on how to take advantage of these benefits. All we ask is that you help us spread the word with your teams and connect with your Client Vice President if you have any questions.

Our team is here for you; this moment reminds us that we're all connected like never before. On behalf of all of us at the PHMP, we're committed to being your partner and persevering together in all the days and years ahead.

SINCERELY,

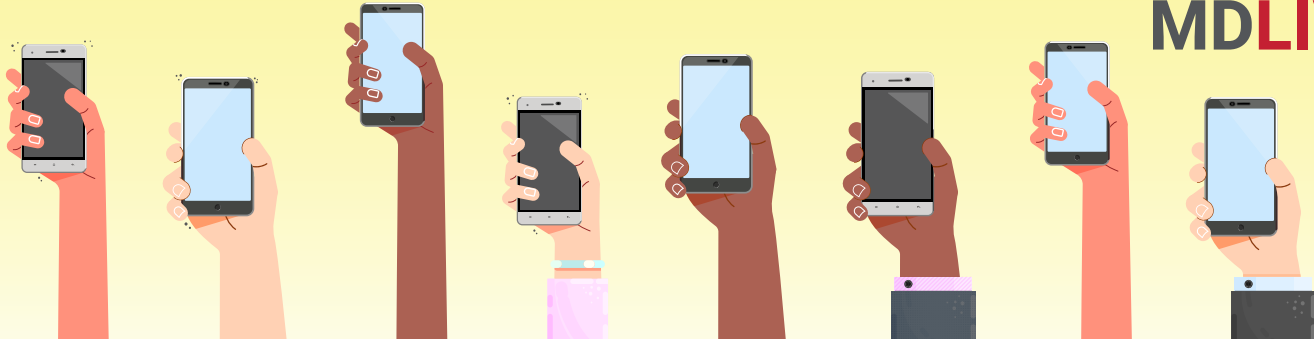
THE PROACTIVE HEALTH MANAGEMENT TEAM



RealTimeTelemed

# Benefits for the Whole Family

Powered by  
**MDLIVE**



## TELEMEDICINE

NOW FOR THE WHOLE FAMILY

## BEHAVIORAL HEALTH

RIGHT WHEN IT'S NEEDED MOST

With RealTimeTelemed,  
you make the schedule.



Confidential, convenient  
online therapy.

Visit a doctor 24/7/365

Talk to a therapist from your couch

### Telemedicine: healthcare, anywhere

- Board-certified physicians and nurses
- Available anytime, day or night
- \$0 co-pay
- Consult by app, video, or phone
- Prescriptions can be sent to your local pharmacy

### Now available for the whole family!

- Give your family telemedicine access for no additional cost starting June 1, 2020
- Individual logins for each family member so health matters stay private

### Over 50 routine conditions covered

- Allergies
- Cold/Flu
- Cough
- Diarrhea
- Nausea/Vomiting
- Respiratory problems
- Sore throats
- *And more*

### We can help you address:

- Parenting issues
- Stress
- Relationship and marriage issues
- Grief and loss
- Depression
- Child and adolescent issues
- Life changes
- Addictions
- Men's issues
- Women's issues
- Postpartum depression
- Panic disorders
- Bipolar disorders
- Eating disorders
- Trauma and PTSD
- *And more*

### Help you need, when you need it

- Available anytime, day or night
- Consult by app, video, or phone
- Stay on schedule with reminders, notifications, and secure messaging
- Board-certified therapists, PhDs, and physicians





## MEET SOPHIE

### YOUR PERSONAL HEALTH ASSISTANT

Sophie makes creating an account quick and easy using your smartphone—anytime, anywhere! It's easy to register!

### How to Connect with Sophie

1. Text **PHMPFAM** to **635483**
2. Tap to load preview. You'll also see Stop/Help language to stop receiving messages or to get additional assistance.
3. Tap **"Let's Chat"** to launch a web browser page that simulates a texting conversation
4. Sophie will guide you through the MDLIVE account registration process



## HOW TO REGISTER YOUR FAMILY

### GIVE YOUR FAMILY TELEMEDICINE ACCESS QUICKLY & EASILY

Registering your family for the telemedicine benefit is easy using the MDLIVE app or the MDLIVE website

- Download the MDLIVE app from the [Apple App Store](#) or [Google Play](#)
- Or, visit [MDLIVE.com](#)
- Sign into your MDLIVE account
- On the homescreen of the app, you'll see an **"Add New"** button. On the MDLIVE website, that button appears as **"Add Dependents."** Click that and complete all required information
- If the family members you are adding share your same address, click the **"Same Address as Primary Account Holder"** box. Otherwise, assign new addresses to each additional family member.

