

**MDLIVE**<sup>®</sup>  
Always there.



Online Therapy

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**Frequently  
Asked  
Questions**

## Enterprise MDLIVE Member Facing Behavioral FAQs

### **What is online therapy?**

you can see a counselor or psychiatrist through our secure, live video connection using your laptop or smart phone.

### **What types of providers can I see?**

MDLIVE has a national network of licensed therapists as well as board-certified psychiatrists. Each provider is trained on best practices in online therapy. They have a wide variety of specialties and some offer their services in multiple languages.

### **What is the difference between therapists and psychiatrists?**

Therapists provide guidance and support talk therapy. They do not prescribe medications. Psychiatrists are medical doctors who primarily prescribe medication for the treatment of behavioral health conditions.

### **What are the common issues we treat?**

We can help with stress due to grief, parenting or other major life changes all the way up to chronic concerns, like depression, anxiety or substance use.

### **Do you have to be an adult to use behavioral health services through MDLIVE?**

Minors, 10 yrs or older can be seen with parent or guardian consent.

### **Why should I choose online therapy?**

Online therapy provides a way to access services when it's not easy to find a therapist near you or when you just can't fit therapy into your busy schedule. Online visits allow you to see a licensed provider from the privacy of your home or office with no drive time and no waiting room.

### **What if I need medication?**

Only psychiatrists can prescribe medications. If your psychiatrist feels it's warranted, he or she will send your prescription electronically to the pharmacy of your choice.

### **What types of medications are prescribed?**

Our psychiatrists can prescribe many types of antidepressants and mood stabilizers, among other things. They cannot prescribe controlled substances (narcotics, benzodiazepines, or stimulants).

### **I currently have a prescription for medication from a previous psychiatrist. Can MDLIVE refill that?**

An initial visit with a psychiatrist is necessary to determine how to best address your needs.

### **How will I communicate with my provider?**

MDLIVE provides secure messaging to communicate with your online therapist between visits.

### **Can I have a visit by phone instead of video?**

While we recommend video consultations as best practice for behavioral health sessions, we do offer telephone visits as a secondary option.

### **Is there an app that I can use for my visits?**

Yes, you can download the MDLIVE mobile app from the iOS App Store or on Google Play to schedule your appointment and see your therapist.

### **Can I speak with the same provider each time I have a visit?**

Absolutely, and we encourage you to find a therapist that you feel comfortable with so you can build the trust you need to work through your difficulties. However, if at any time you feel you need to choose another therapist, you can. Because we often have multiple providers available in each state, you are welcome to explore and find the right provider for you.

### **Can I see a provider if I live outside of the United States?**

MDLIVE currently operates only in the United States.

### **Are online therapists available on demand?**

Online therapy visits must be scheduled in advance. You can usually get an appointment within seven days or less.

### **Can I see someone if I'm in crisis or experience an emergency?**

Online therapy is not meant for emergencies or crisis situations. If you are experiencing an emergency, call 911 or go to your nearest emergency room. For crises, you may also call the National Suicide Prevention Lifeline at 1-800-273-8255. The call is free and help is available 24 hours per day, seven days per week.

### **How quickly can I get an appointment?**

The average wait time for in-office visits is an average of 14 days. Our services can be scheduled, on average, in seven days or less.

### **Can I schedule recurring appointments?**

Absolutely! Relationships with our therapists are meant to be ongoing. At the end of your visit, your therapist will schedule a follow-up appointment.

### **When can I talk to a provider?**

Many providers have availability for appointments not only during daytime hours, but evenings and weekends too. Once you choose a therapist, you can set an appointment with them directly at a time convenient for you.

### **How long is an average visit?**

Visits with a counselor are typically 45 minutes. Initial visits with a psychiatrist last approximately 1 hour, while follow-up visits for medication management are 15 minutes.

### **Will I receive a reminder of an upcoming appointment?**

Yes, you will receive a notification of your upcoming appointment via email and through the MDLIVE app when you set up notifications.



### **What should I do if miss an appointment?**

You can cancel or change your appointment online. We ask that you give us 24 hours notice to cancel or change appointments. In the event you are not able to give notice, please contact your provider as soon as possible or you may be subject to a fee.

### **Is my information secure?**

Confidentiality is an important part of MDLIVE's Code of Ethics. We take your privacy very seriously. Laws are also in place to protect your privacy. MDLIVE is a private, secure, HIPAA-compliant platform that allows you to safely and confidentially consult with one of our therapists online.

### **Will my primary care provider be notified about my visit?**

You can choose to share the visit notes with your primary care provider. If you choose to share your notes, your therapist will securely fax or electronically transmit to your primary care physician.

### **Will I be charged more if I speak to a provider on a night or weekend?**

No. The cost is the same no matter when you have your visit.

### **What type of customer service is available if I have a question?**

We have highly trained health service specialists standing by to take your call, 24/7! Call us at **1-888-365-1663**