## Questions

If you have questions, we can help. Call AmeriHealth Caritas VIP Care Plus Member Services at **1-888-667-0318 (TTY 711)**, 8 a.m. to 8 p.m., seven days a week.

AmeriHealth Caritas VIP Care Plus is a health plan that contracts with both Medicare and Michigan Medicaid to provide benefits of both programs to enrollees.

AmeriHealth Caritas VIP Care Plus complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-888-667-0318 (TTY 711)** de 8 a.m. a 8 p.m., los siete días de la semana. La llamada es gratuita.

تنويه: إذا كنت تتحدث العربية، تتوفر خدمات المساعدة اللغوية لك مجانًا. يُرجى الاتصال بالرقم **(TTY 711) 1-888-667-0318**، من 8 صباحًا إلى 8 مساءً، سبعة أيام في الأسبوع. المكالمة مجانية.

**AmeriHealth** *Caritas*
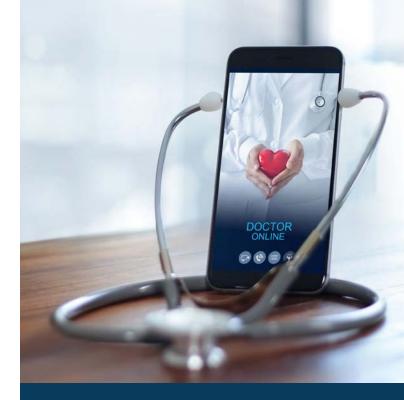**VIP Care Plus**

**www.amerihealthcaritasvipcareplus.com**

For a full list of AmeriHealth Caritas VIP Care Plus health care providers, visit **www.amerihealthcaritasvipcareplus.com** .

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# MDLIVE®
# TELEHEALTH BENEFIT

**AmeriHealth** *Caritas*
**VIP Care Plus**

# GETTING TO A HEALTH CARE PROVIDER'S OFFICE ISN'T ALWAYS EASY.

## We can help you through access to a telehealth provider called MDLIVE.

MDLIVE is an AmeriHealth Caritas VIP Care Plus (Medicare-Medicaid Plan) provider that offers our members access to health care professionals 24 hours a day, seven days a week, for medical care they need that is not an emergency. MDLIVE can connect members to a health care provider on their phone, tablet, or computer when their health care provider is not available to see them or does not offer telehealth.

- What if you don't feel well enough to leave home?
- What if your provider doesn't have an appointment soon enough?
- What if you need a short-term refill on your medicines?
- What if you can't get off work?
- What if you can't find a ride?

MDLIVE's health care providers can help with over 80 routine medical conditions, including:

- Allergies.
- Cold symptoms.
- Fever.
- Flu.
- Pink eye.
- Rash.
- Respiratory issues.
- Sinus infections.
- Sore throat.
- Urinary tract infections (for female members age 18 and older).
- And more.

MDLIVE's licensed therapists are here to help with:

- Addictions.
- Anxiety.
- Attention deficit hyperactivity disorder (ADHD).
- Bipolar disorder.
- Depression.
- LGBTQ+ support.
- Relationship issues.
- Parenting issues.
- Postpartum depression.
- Stress management.
- Trauma and post-traumatic stress disorder.
- And more.

Please visit **www.amerihealthcaritasvipcareplus.com** for more details.

To sign up for MDLIVE or connect to an MDLIVE health care provider:

- Download the MDLIVE app in the Google Play™ store or Apple App Store®.
- Visit **https://mdlive.com/acvipcaremi**.
- Call **1-855-938-5266 (TTY 1-800-770-5531)**, 24 hours a day, seven days a week.
- Text **PLAN** to **635483**.

Message and data rates may apply based on any agreements members have with their network service providers.

MDLIVE is only for routine medical care. If this is an emergency, call 911.

View the terms of use: **https://www.mdlive.com/terms-of-use**

View the privacy policy: **https://www.mdlive.com/privacy-policy**