



Around-the-clock medical care with MeMD® telemedicine services

It never fails. You feel fine, but as soon as the doctor's office closes – BAM – illness strikes! MeMD is providing a solution for that. MeMD telemedicine services enable you to talk to a medical provider or licensed behavioral specialist for nonemergency illnesses, such as sinus or respiratory infections, allergies, colds and flu.

Here are the details:

- Available 24/7 on mobile devices such as smartphones, tablets and computers. All you'll need is an internet connection.
- MeMD is staffed by board-certified medical providers who can call in certain prescriptions* to the pharmacy of your choice. If you need a prescription, video access is usually required.
- The average MeMD exam is 10 minutes.
- MeMD is private and secure.

The best time to sign up is before you're sick. Here's how:

- Go to <https://memd.me/aflac>. Be sure to use this website to ensure that you are only billed \$25.
- Fill out the required information to create your profile. It will also give you the option to add your spouse/domestic partner and children to your profile.
- You can also download the free MeMD app from the app store on your smartphone or tablet so you can have access to a doctor anytime, anywhere.

How to request an exam:

1. Once you have created your profile and are ready to see a medical provider, visit <https://www.memd.me/aflac> and log in.
2. From your patient dashboard click "Start Visit" and select the patient who needs medical care. You will be prompted to indicate your chief complaint, as well as additional details relevant to your medical care.
3. Once you've paid for today's exam using your FSA, HSA or credit card, you will be placed in a virtual waiting room where you will await your MeMD medical provider.

Should you have any questions during this time, feel free to reach out to a MeMD Care Coordinator.



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When medically necessary, MeMD providers can submit a prescription electronically for purchase and pick-up at your local participating pharmacy; however, MeMD providers cannot prescribe elective medications, narcotic pain relievers, or controlled substances. MeMD's providers are each licensed by the appropriate licensing board for the state in which they are providing services and all have prescriptive authority for each of the states in which they are licensed.

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