

Get the support and care you need, virtually

Access the 24/7/365 Behavioral Health services through ECU HealthNow, today

Have the stresses and challenges of everyday life gotten a little more complicated as we head into the fall months? You are not alone.

Last year, ECU Health was pleased to introduce Behavioral Health services through ECU HealthNow. We offer you and your eligible dependents (ages 10 and up) who are covered under the medical plan access to the support needed to navigate common life challenges.

Through Behavioral Health services, you can see a licensed therapist by scheduling a video or phone therapy session. This approach can help you get the support and virtual care you need when you need it.

Our teletherapy service is easy to use. Just follow these four steps:

1. Visit members.mdlive.com/ecuhealth/landing_home
2. Activate your account
3. Choose a provider from a large network of board-certified providers and therapists
4. Request a virtual care visit when it works for you ... 24/7/365

This is a good time to lean into any of the following types of services including getting help navigating:

- ▶ Child behavior and learning issues
- ▶ Coping with loss and grief
- ▶ Financial hardship
- ▶ Marital problems
- ▶ Parenting counseling and advice
- ▶ Problems at work
- ▶ Stresses and challenges of everyday life

ECU HealthNow FAQs

- ▶ **Wait, remind me ... what is ECU HealthNow?** ECU HealthNow is a service which offers you access to virtual care from a board-certified provider to treat any non-emergency medical conditions. You can receive this care whether you are at home, at the office or on the go. ECU HealthNow providers can diagnose your symptoms, prescribe medication and send prescriptions to your pharmacy of choice.
- ▶ **What does ECU HealthNow cost?** ECU HealthNow is available at no cost for team members enrolled in the **Basic** or **Choice** medical plans through ECU Health; and a \$55 cost-per-visit (until you meet your deductible) for team members enrolled in the **Medical Savings Plan**.
- ▶ **Is ECU HealthNow designed to handle emergencies?** No. ECU HealthNow is designed to handle non-emergency medical issues. And, while ECU HealthNow is not intended to replace your primary care provider for common or chronic conditions, a virtual provider appointment can sometimes be an appropriate substitute for a visit to a provider's office, urgent care or emergency room visit.
- ▶ **What are the most common medical conditions treated through ECU HealthNow?** The ECU HealthNow providers are trained to treat a wide range of conditions. Some of the most common are:

▶ Acne	▶ Fever	▶ Rash
▶ Allergies	▶ Flu	▶ Respiratory Problems
▶ Constipation	▶ Headache	▶ Sore Throats
▶ Cough	▶ Insect Bites	▶ Urinary problems/UTI
▶ Diarrhea	▶ Nausea	▶ Vaginitis
▶ Ear Problems	▶ Pink Eye	▶ Vomiting
- ▶ **How do I get started?** You can easily sign up and activate your account by using one of the following three methods:
 1. Visit ECU HealthNow at mdlive.com/ecuhealth
 2. Call toll free **888-894-0199**
 3. Download our Mobile App which is available on the iTunes store and Google Play