



# Did you know that you have access to Telemedicine services with your medical benefits?

(For Non-Medicare eligible retirees - Excluding Pre-1991 and ERO'92)

Connecting with your health care provider online is a great way to get the health care you need from the comfort and safety of your home.

## What are the benefits of telehealth?

Having a telehealth visit is just like a regular visit, but you are in one place and your health care provider is in another. While you may need to see your health care provider in person sometimes, telehealth has many benefits.

- It keeps you and others from getting sick by being close to each other.
- You can see your health care provider anywhere: home, work, or even your car.
- saves time because you don't need to travel.
- It You may get an appointment faster.
- You have more choices. You can have a visit with a health care provider who may be far from you.

Telehealth may not be right for everyone or every health care condition. Always talk to your health care provider if you have questions or concerns.

## MDLIVE

Non-Medicare eligible retirees and covered dependents (if applicable) enrolled in a Lumen medical plan (CDHP, HDHP, Doctors Plan and Surest Health PPO) can access the MDLIVE program.

This means you can get reliable 24/7 health care in minutes from the comfort of home, 24/7 by phone or video. MDLIVE gives you personalized care and access to a national network of board-certified doctors, pediatricians, dermatologists, psychiatrists, and therapists with a \$0 copay. MDLIVE doctors have an average of 10 years of experience, are specially trained in telehealth care, and are dedicated to helping you get better and stay well.

### Create your free MDLIVE account and schedule an appointment today; it's easy.

The information in this newsletter is intended to provide guidance about the retiree benefit plans presently sponsored by Lumen Technologies, Inc. and doesn't waive any reserved rights the company has with regard to the plans or their benefits, nor does this affect the terms of the written agreement specific to Legacy Qwest Pe-1991 and Legacy Qwest ERO'92 retirees. If there is any difference between the information in this newsletter and the terms of the official plan documents, the terms of the official plan documents will govern. If you have questions regarding your benefits, please consult the Annual Enrollment Summary of Material Modifications (SMM), the Summary Plan Description, and prior SMMs or call the claims administrator for the plan or the Service Center directly.

- **Online:** [lumen.com/mdlive](https://lumen.com/mdlive)
- **Phone:** 888-910-8622
- can also text "lumenuhc" or "lumensurest" to MDLIVE (635483)
- You Download the **MDLIVE App**, available for free in the App Store and on Google Play.

## UnitedHealthcare Virtual visits

Non-Medicare eligible retirees and covered dependents (if applicable) enrolled in the CDHP, HDHP or Doctors Plan can access Virtual Visits.

### See a primary care provider or get same-day urgent care on your phone, tablet or computer.

- Virtual primary care:
  - Annual wellness visits
  - Regular follow-ups for conditions like asthma, diabetes, etc.
  - Lab tests and preventive screenings
  - Referrals to quality network specialists
  - Medication review and prescriptions, if needed
  - Cost aligns with PCP benefit
- 24/7 virtual visits:
  - Non-emergency care for common health issues like the flu, fevers, sore throats, etc.
  - Non-emergency care for sudden health issues like pinkeye, migraines, back pain, even allergies and anxiety
  - Prescription refills, if needed
  - **\$0 Copay** for employees enrolled in the UHC Consumer Driven Health Plan (CDHP), UHC High Deductible Health Plan (HDHP), Doctors Plan

**Note:** Certain prescriptions may not be available, and other restrictions may apply.

To schedule a virtual primary care appointment or access urgent care through 24/7 Virtual Visits, download the UnitedHealthcare® app or visit [myuhc.com/virtualcare](https://myuhc.com/virtualcare).

## K Health

Non-Medicare eligible retirees and covered dependents (if applicable) enrolled in the Surest Health PPO have access to K Health.

With **K Health**, you have 24/7 access to doctors for your routine primary care, acute care, and chronic disease management needs—like colds and coughs, asthma, sinus infections, urinary tract infections, chronic heartburn, allergies, rashes, migraines and more (no appointment needed). For **\$0 copay** you can connect and get help from a provider as well as have rapid prescriptions sent to your local pharmacy. With over 300 conditions treated, K Health makes it easy for you to get the care you need on your time.

You can download the K Health app, [khealth.com/surest](https://khealth.com/surest) for more information.

## Doctor on Demand

Non-Medicare eligible retirees and covered dependents (if applicable) enrolled in the Surest Health PPO have access to Doctor on Demand.

With Doctor on Demand, you have access to Virtual Visits that let you skip the waiting room. It's a cheaper, faster option suited for a wide range of common, non-emergent health issues. Access care anytime from anywhere. Talk with real, board-certified doctors via phone, chat or video conference and obtain a diagnosis and treatment.

To request an appointment, visit [patient.doctorondemand.com](https://patient.doctorondemand.com).