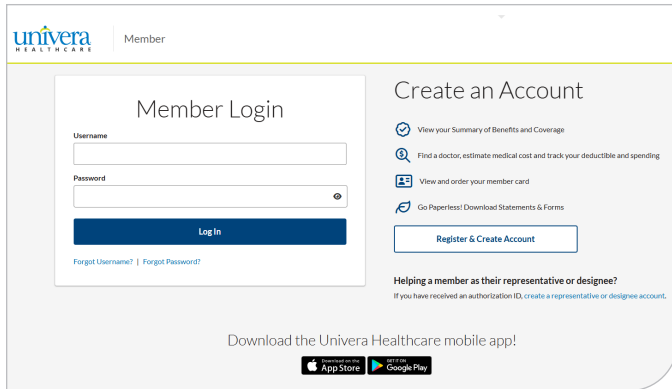


5 easy steps to get started with telemedicine

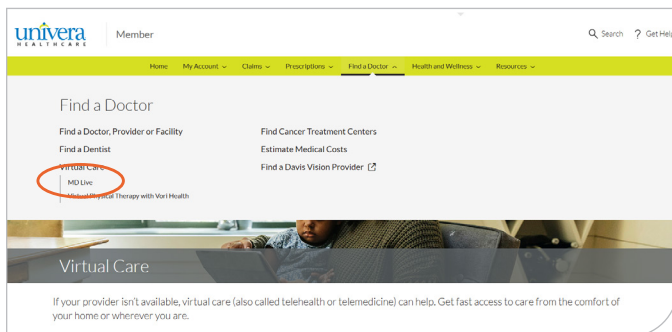
When your doctor isn't available, we have partnered with **MD Live®** to give our members 24/7 access to U.S. board-certified doctors for non-emergency medical services. MD Live also provides care with psychiatrists and other mental health providers for behavioral health conditions.

- 1 Register or log in to your account at **UniveraHealthcare.com/login**.



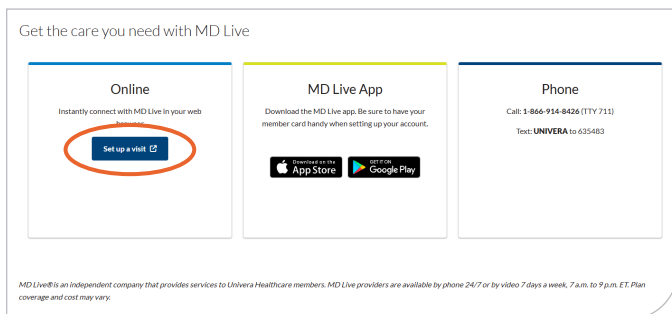
The screenshot shows the Univera Healthcare Member Login and Create Account page. The login section has fields for Username and Password, a Log In button, and links for 'Forgot Username?' and 'Forgot Password?'. The 'Create an Account' section lists benefits like viewing benefits, finding doctors, and ordering member cards, with a 'Register & Create Account' button. At the bottom, there's a link to download the Univera Healthcare mobile app from the App Store and Google Play.

- 2 From the main menu, click on the **Find a Doctor** drop down, and then click **MD Live**.



The screenshot shows the Univera Healthcare 'Find a Doctor' page. The 'Find a Doctor' dropdown menu is open, and 'MD Live' is highlighted. Other options include 'Find a Doctor, Provider or Facility', 'Find a Dentist', 'Virtual Care', 'Find Cancer Treatment Centers', 'Estimate Medical Costs', and 'Find a Davis Vision Provider'.

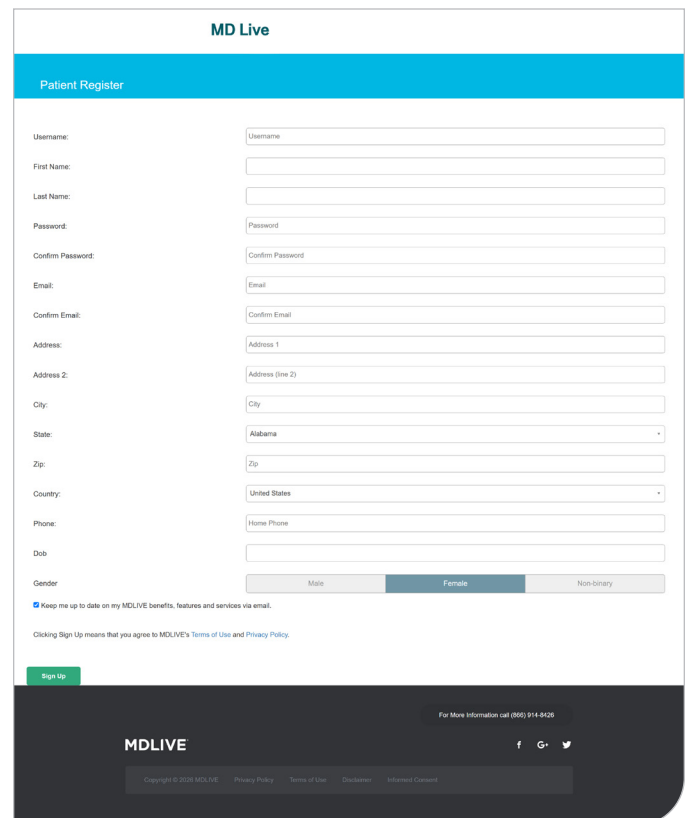
- 3 Scroll down on the page and click **Set up a visit**.



The screenshot shows the MD Live 'Set up a visit' page. It has three main sections: 'Online' (Instantly connect with MD Live in your web browser), 'MD Live App' (Download the MD Live app), and 'Phone' (Call 1-866-914-8426). The 'Set up a visit' button is circled in red.

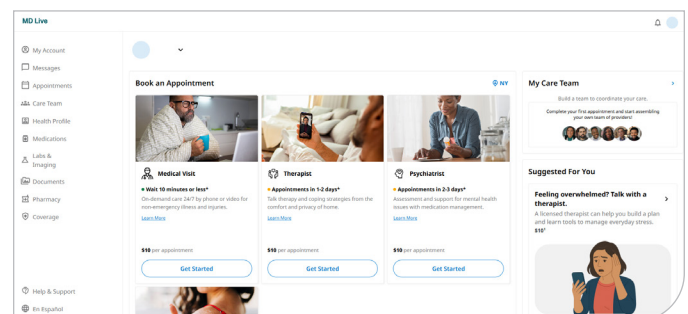
- 4 Complete the registration process on the **MD Live website**.

If you're a dependent, you will need to create your own account by entering the primary policy holder's ID information and your date of birth.



The screenshot shows the MD Live 'Patient Register' form. It includes fields for Username, First Name, Last Name, Password, Confirm Password, Email, Confirm Email, Address 1, Address 2, City, State (Alabama), Zip, Country (United States), Phone, and Date of Birth. There are also checkboxes for 'Keep me up to date on my MDLIVE benefits, features and services via email.' and 'Clicking Sign Up means that you agree to MDLIVE's Terms of Use and Privacy Policy.' The 'Sign Up' button is highlighted.

- 5 Once you complete the registration process your account will be created and you will receive an email confirmation.

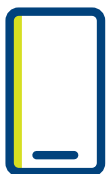


The screenshot shows the MD Live 'My Account' page. It includes a sidebar with links to My Account, Messages, Appointments, Care Team, Health Profile, Medications, Labs & Imaging, Documents, Pharmacy, and Coverage. The main content area has a 'Book an Appointment' section with options for Medical Visit, Therapist, and Psychiatrist. There's also a 'My Care Team' section and a 'Suggested For You' section.



Three additional options for registering your account:

1



Text UNIVERA to 635483

Register using MD Live's Health Assistant Chatbot from your smartphone or tablet. Message and data rates may apply.

2



Call 866-914-8426

(TTY 800-770-5531)

3



Download the MD Live app

