



Your Consult A Doctor™ Program

Get the medical advice you need, when you need it.

Sometimes you need to speak with a doctor when it's not possible to attend an office visit. That's why the Consult A Doctor program is available to you and your family, and can be used in a variety of ways:

- During weekends, holidays or after business hours, when general practitioners don't typically schedule appointments.
- When you can't attend a medical appointment, such as when traveling or at work.
- If you need a prescription medication or refill for a common condition.

The Consult A Doctor program provides more than just on-demand medical support.

This convenient program is available, free of charge, and can help you to:

- **Save time.** Avoid waiting for an appointment or sitting in a doctor's office.
- **Save money.** You'll realize dramatic savings compared with an office or ER visit.
- **Get healthier.** Our network of U.S. based, board-certified doctors are on-hand to provide you with the best medical care and advice available.
- **Gain peace of mind.** Get medical support, when you need it, as often as you need it.

There's more than one way to contact a physician.

Doctors can be reached by phone at **1.800.362.2667**. If you prefer, you can also email a doctor through the online health portal, My Personal Health Manager. Simply login at www.MyDrConsult.com to set up your personal account (see instructions on setting up your account online beginning on page 2).

In addition, you can access online health tools such as:

- **Health Library.** Research the latest health articles, then click to consult with a doctor.
- **Personal Health Record.** Store your consultation and medical history within a single, secure location. Share it with your primary care physician.
- **Symptom Checker.** Use interactive tools designed to help you get well.
- **Health Centers.** Comprehensive resource guides for every medical condition, with medical tests, drug reference libraries and corresponding links to community reference forums.

Common conditions treated:

- Cold/flu
- Allergies
- Sinus infections
- Bronchitis
- Headaches/migraines
- Stomach ache/diarrhea
- Respiratory infections
- Urinary tract infections
- Prescription refills*
- Many other conditions

**Consult A Doctor makes no warranty as to the content of any treatment response. You and your physician are solely responsible for all information and/or communication sent during a teleconsultation or other communication. Consult A Doctor is not health insurance. Its services do not replace your primary care doctor or regular office visits. You agree to contact your Primary Care Physician should your condition change or your symptoms worsen. Priority and By Appointment Tele-Consults do not guarantee prescriptions as requested. Consult A Doctor is not a prescription distribution center. Consult A Doctor's physicians do not prescribe DEA-controlled medications or lifestyle drugs. If you require urgent care, you should contact your local emergency services immediately or dial 911. Consult A Doctor, at its sole discretion, reserves the right to cancel your membership at any time. Services are not available in Oklahoma.*



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Compare your potential savings with Consult A Doctor.

Without Consult A Doctor 24/7		
Description	Time (min.)*	Cost*
Call doctor, unavailable	10	
Drive to clinic/ER (gas)	15-30	\$3
Wait to be seen	30-60	
See healthcare professional	20	
Pay for the visit (clinic/ER)	10	\$90-750
Pay for parking	6	\$5
If RX treatment is necessary		
Drive to the pharmacy (gas)	20	\$3
Wait for RX medications	20	
Shop for over-the-counter (OTC) medications	20	
Pay for RX and OTC	4	\$62
Drive home (gas)	20	\$3
Total	175-220 min.	\$166-\$826

With Consult A Doctor 24/7 Membership		
Description	Time (min.)*	Cost*
Contact CADR	5-10	\$0
Consult with Dr via phone/online	15	\$0
Get treatment plan/prescription	0-30	\$0
Total	60 min. or less	\$0

If RX treatment is necessary		
Drive to the pharmacy (gas)	20	\$3
Wait for RX meds	20	
Shop for over-the-counter (OTC) medications	20	
Pay for RX and OTC	4	\$62
Drive home (gas)	20	\$3
Total	84 min. or less	\$68

* Assumptions are based on estimates. Actual cost and time may vary depending on member variables.

How to activate your Consult A Doctor™ account.

■ Online.

1. Go to www.MyDrConsult.com.
2. Click "Activate Account."
3. Enter the first name, last name, (name must be entered exactly as it appears on your Consult A Doctor ID Card) date of birth and gender of the primary member.
4. Click "Validate."
5. Create a username and password for the account**

■ By phone.

1. Call 1.800.DOC.CONCONSULT (1.800.362.2667).
2. Provide the first name, last name, date of birth and gender of the primary member.
3. You may also register dependents at this time by providing their first name, last name, date of birth and gender.
4. Create a user name and password for the account.** (The primary member may opt to create the usernames and passwords for the dependents at this time as well.)

**Usernames cannot be an email address. Passwords must be 8-20 characters, begin with a letter and contain at least one number. Passwords cannot include any special characters.



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How to register your dependents on your online account.

■ If your dependent is **NOT** covered on your plan.

Once the primary member has activated his/her account, he/she must register dependents by phone. Only the primary member can register dependents.

1. Call 1.800.DOC.CONSULT (1.800.362.2667).
2. Provide the dependent's first name, last name, date of birth and gender.
3. Create a username and password for the account.

■ If your dependent **IS** covered on your plan.

The primary member must activate his/her account before dependents can be registered.

Only the primary member can register dependents.

Online:

1. Go to www.MyDrConsult.com.
2. Click "Activate Account."
3. Enter the dependent's first name, last name, date of birth and gender.
4. Click "Validate."
5. Create a username and password for the account.**

By phone:

1. Call 1.800.DOC.CONSULT (1.800.362.2667).
2. Provide the dependent's first name, last name, date of birth and gender.
3. Create a username and password for the account.**

**Usernames cannot be an email address. Passwords must be 8-20 characters, begin with a letter and contain at least one number. Passwords cannot include any special characters.

Complete your Medical Assessment.

Once you activate your account, you are ready to complete your Medical Assessment. You will be required to complete the Medical Assessment Questionnaire in order to take advantage of By Appointment or Priority Tele-Consultations. The Medical Assessment questionnaire can be completed online or over the phone and it allows you to document existing conditions, drug allergies, family medical history, and any additional information your doctor should know about your health.

■ How to complete your Medical Assessment online.

1. Visit www.MyDrConsult.com.
2. Log in to our secure member portal.
3. Click on "My Health Records."
4. Enter your medical information.

■ How to complete your Medical Assessment by phone.

1. Call 1.800.DOC.CONSULT (1.800.362.2667).
2. Press "0" to connect to a care coordinator.
3. Request to complete your Medical Assessment over the phone.
4. Answer questions about your medical and family history.

With Consult A Doctor:

- Always have a doctor available, 24/7
- Never wait for appointments
- Save hundreds or thousands of dollars in copays and/or out-of-pocket costs
- Avoid missing work unnecessarily

Information you will need to complete your Medical Assessment

It would be helpful to gather some simple medical information or records in order to complete this process. You will be asked to provide the following information:

- Date of birth, height and weight
- Details or description of any diagnosed or undiagnosed medical conditions
- Treatments you are currently receiving
- Medications that are being taken
- Any allergies or reactions to any drugs or medicines
- Personal and Family past medical conditions and past surgeries
- Most recent blood pressure, if known
- Habits—smoking, alcohol and substance usage
- Mental Health
- Primary Care Physician—name, phone number, address and date of last doctor visit
- Dates of last preventive medical procedures or exams



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Now you're ready to consult with a doctor
anytime, anywhere.