

MDLIVE[®]

Virtual Care, Anywhere.



Telebehavioral Health

Frequently Asked Questions

What is telebehavioral health?

With the MDLIVE web or mobile app, you can see a counselor or psychiatrist through our secure, live video connection using your laptop or smartphone.

What types of providers can I see?

MDLIVE has a national network of licensed doctoral-level psychologists and master's level counselors, as well as board-certified psychiatrists. Each provider is credentialed according to NCQA guidelines, and trained on best practices in telebehavioral health. Our providers have a wide variety of specialties, and some offer their services in multiple languages.

What is the difference between counselors and psychiatrists?

Counselors provide guidance and support by talking to you. They do not prescribe medications. Psychiatrists are medical doctors who primarily prescribe medication for the treatment of behavioral health conditions.

What are the common issues we treat?

We can help with stress due to grief, parenting, or other major life changes, all the way up to chronic concerns, like depression, anxiety, or substance use.

Do you have to be an adult to use behavioral health services through MDLIVE?

Minors can be seen with parent or guardian consent.

Why should I choose online visits?

Unfortunately, half of the counties in the United States lack behavioral health providers. Virtual care provides a way to access services for those who may otherwise be unable. We also know it's hard to fit things into a busy schedule or find a provider who is the right fit for you. Online visits allow you to see licensed providers from the comfort of your own home.

How do online visits differ from office visits?

Many studies have shown that online visits are just as effective as in-person visits. With online visits, you have the added convenience of not having to travel, and visits can be completed from anywhere you're comfortable. Your provider will work with you to understand how you're currently feeling, important medical and behavioral health history, what you'd like to accomplish, and then identify the right treatment plan for you.

What if I need medication?

Only psychiatrists can prescribe medications. If your psychiatrist feels it's warranted, he or she will send your prescription electronically to the pharmacy of your choice. In the event your pharmacy is unable to receive e-prescriptions, a traditional prescription is generated for our doctors to sign and fax.

What types of medications are prescribed?

Our psychiatrists can prescribe many types of antidepressants and mood stabilizers, among other medications. They cannot prescribe controlled substances (narcotics, benzodiazepines, or stimulants).

I currently have a prescription for medication from a previous psychiatrist. Can MDLIVE refill that?

An initial visit with a psychiatrist is necessary to determine how to best address your needs.

How will I communicate with my provider?

All visits are delivered via video; we offer a variety of secure tools, such as secure messaging, and an online scheduling system that enables you to connect with a provider for additional questions and scheduling options.

Can I have a visit by phone instead of video?

Currently, visits are only offered through secure online video.

Is there an app that I can use for my visits?

Yes, MDLIVE can be accessed on most mobile devices with an internet connection. Our mobile app is available for both iOS and Android devices.

Can I speak with the same provider each time I have a visit?

We know that finding the right provider is a very personal choice. You can select to see the same one each time, or choose to see someone else. Because we often have multiple providers available in each state, you are welcome to explore and choose the right provider for you.

Can I see a provider if I live outside of the United States?

MDLIVE currently operates only in the United States.

Are behavioral health providers available on-demand?

All behavioral health visits are scheduled in advance.

Can I see someone if I'm in crisis or experience an emergency?

Our behavioral health services are not meant for emergencies or crisis situations. If you are experiencing an emergency, call 911 or go to your nearest emergency room. For crises, you may also call the National Suicide Prevention Lifeline at 1-800-273-8255. The call is free, and help is available 24/7.

How quickly can I get an appointment?

The average wait time for in-office visits is 35 days; our services can be scheduled, on average, in 7 days or less.

Can I schedule recurring appointments?

Absolutely! Our behavioral health services are intended to be ongoing. At the end of your visit, your provider will schedule a follow-up appointment.

When can I talk to a provider?

Many providers have availability for appointments not only during daytime hours, but evenings and weekends too. Once you choose a provider, you can directly set an appointment with him or her, at a time convenient for you.

How long is an average visit?

Visits with a counselor are typically 45 minutes. Initial visits with a psychiatrist last approximately 1 hour, while follow-up visits for medication management are 15 minutes.

Will I receive a reminder of an upcoming appointment?

Yes, you will receive a notification of your upcoming appointment via email and through your online account.

What if I miss an appointment?

You can cancel or change your appointment online. We ask that you give us 24 hours notice to cancel or change appointments. In the event you are not able to give notice, please contact your provider as soon as possible or you may be subject to a fee.

Is my information secure?

Confidentiality is an important part of MDLIVE's Code of Ethics. We take your privacy very seriously. Laws are also in place to protect your privacy. MDLIVE is designed to be a private, secure, HIPAA-compliant tool that allows you to safely and confidentially consult with one of our behavioral health providers online.

Will my primary care provider be notified about my visit?

You can choose to share the visit notes with your primary care provider. If you choose to share your notes, your provider will securely fax or electronically transmit to your Primary Care Physician.

How much does a visit cost? Will my insurance cover this?

If MDLIVE is a covered benefit through your current health coverage, you will only be responsible for your outpatient mental health co-pay or co-insurance at the time of service.

Will I be charged more if I speak to a provider at night or on a weekend?

No. The cost is the same, no matter when you have your visit.

What payment options are accepted?

MDLIVE accepts most major credit cards, debit cards, and HSA/FSA.

What type of customer service is available if I have a question?

We have highly trained health service specialists standing by to take your call, 24/7! Call us at 1-888-632-2738.

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