



Behavioral Health Frequently Asked Questions (Updated November 2023)

Who is MDLIVE?

MDLIVE offers convenient, affordable and contagion-free virtual healthcare services to more than 60 million members nationwide. Our network of board-certified physicians, dermatologists, psychiatrists and therapists are specially trained in virtual care and are committed to the highest quality treatment and the best possible patient experience.

What is MDLIVE Behavioral Health?

With the MDLIVE web or mobile app, members can see a therapist or psychiatrist through our secure, live video connection using a computer or phone.

Where is MDLIVE Behavioral Health available?

MDLIVE offers Behavioral Health services in all 50 states. (MDLIVE does not operate outside of the United States.)

What types of providers can patients see?

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

What are the common issues MDLIVE Behavioral Health providers treat?

We can help with stress due to parenting, finances, career or other major life changes all the way up to chronic concerns. Some examples of commonly treated conditions include:

- Anxiety
- Depression
- Bipolar
- Stress management
- Grief and Loss
- LGBTQ support
- Trauma & PTSD
- Relationship issues
- Panic disorders

Does MDLIVE see patients with all behavioral and substance use disorder diagnosis?

No, we do not see anyone who is actively suicidal, psychotic, in the process of detox, or with compounding medical or psychosocial conditions that make it too difficult to treat via telemedicine.

What are the advantages of online behavioral health visits?

Virtual care provides a way to access services for those who may otherwise be unable for any number of reasons, including a lack of providers in their area and transportation and mobility issues. Additionally, because virtual visits allow patients to see licensed providers from the comfort of their homes, they are a highly convenient and private option for getting the care they need.

What does the patient need to know before scheduling an MDLIVE Behavioral Health visit?

The patient must register with MDLIVE before scheduling a visit. They can do so online, through the MDLIVE app, or by calling the MDLIVE call center. They will be asked to provide their insurance information and to do an assessment. Once those steps are completed, the patient can choose a psychiatrist or therapist from the MDLIVE providers who are licensed in their state. (Patients can visit MDLIVE.com/healthflex for more information.)

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

Patients can choose to see the same provider each time or may try different providers first in order to find a good fit. Because we often have multiple providers available in each state, patients are welcome to explore and choose the right provider for them. However, patients are encouraged to develop an ongoing relationship with a provider for continuity of care and best treatment outcomes.

What if the patient needs medication?

MDLIVE psychiatrists can prescribe medications. If the patient's doctor determines the patient needs medication, they will send the prescription electronically to the patient's pharmacy of choice. In the event the 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 things. They cannot prescribe controlled substances (narcotics, benzodiazepines, or stimulants). If the patient currently has a prescription for medication from a previous psychiatrist, an initial visit with an MDLIVE psychiatrist will be required to determine how to best address their needs.

What options are available to the patient for communicating with their MDLIVE provider?

MDLIVE encourages video visits for optimal assessment and relationship building. Additionally, MDLIVE offers a variety of tools such as secure messaging and an online scheduling system to connect with their provider for additional questions and scheduling options.

Can the patient have a visit by phone instead of video?

Video is encouraged for initial assessments, but in some instances, providers will agree to phone visits.

Is there an App the patients can use for visits?

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

Are behavioral health providers available on-demand?

All behavioral health visits are scheduled in advance.

What if the patient is in crisis or experiencing an emergency?

MDLIVE Behavioral Health services are not meant for emergencies or crisis situations. If the patient is experiencing an emergency, they should call 911 or go to their nearest emergency room. For crises, they 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 patients get appointments?

Visits through MDLIVE Behavioral Health can be scheduled, on average, in seven days or less. As a point of comparison, the average wait time for in-office behavioral health visits is 35 days.

Can patients schedule recurring appointments?

MDLIVE Behavioral Health services are meant to be ongoing. At the end of each visit, the provider will attempt to schedule a follow-up appointment and help the patient determine the length of treatment.

When are appointments available?

Many providers have availability for appointments not only during daytime hours, but evenings and weekends too. Once the patient chooses a provider, they can set an appointment with them directly for a time convenient for them.

How long is an average visit?

Visits with a therapist typically average 45-60 minutes. Initial visits with a psychiatrist can vary but average about 45 minutes, while follow-up visits for medication management average 15 minutes. Patients receive notifications of their upcoming appointment via email and through their online accounts. They can cancel or change appointments online.

How much does a visit cost?

Through the end of 2024, there are no out-of-pocket costs to use MDLIVE services (behavioral health and medical telehealth) for HealthFlex participants and dependents (ages 10 and over).

Can the patient's primary care provider be notified about their visit?

The patient can choose to share the visit notes with their primary care provider by submitting a formal medical records request or sharing the Visit Summary they receive following each visit.

Can a primary care provider fax or email a referral to MDLIVE?

Referral for treatment is not required.

Can the primary care provider talk to the consulting psychiatrist at MDLIVE if necessary?

Yes, if the patient signs a release with his/her MDLIVE psychiatrist.

Is there a way patients can share information from previous diagnoses and treatment with their MDLIVE providers?

Patients can upload any documents from previous treatment into the MDLIVE portal so the MDLIVE provider can see any prior diagnosis or past recommendations.

Does MDLIVE employ child psychiatrists and child therapists?

MDLIVE Behavioral Health providers see children age 10 and older.

Is MDLIVE able to provide family therapy services?

Yes, one member of the family will be the primary patient with the presenting problem and family sessions can be held in support of that patient after the initial meeting with the primary patient.