

HiDoc® User Guide

Virtual Care in Minutes

Please verify with your plan administrator that this service is available to you.

HWMG's free telemedicine service, HiDoc® (hosted by MD Live by Evernorth), provides 24/7 access to a local and national network of physicians and therapists online or by phone. HiDoc® is intended to work in tandem with your primary care physician (PCP) and not as a replacement. If you don't have a PCP, HiDoc® also offers primary care. Consultations are confidential and secure, and a HiDoc® telemedicine visit has **no out-of-pocket cost!** Skip the waiting room and speak with a doctor usually within 30 minutes from anywhere, or schedule an appointment for a later date and time.

There are three ways to schedule a consultation – by phone, online, or mobile app. To verify your eligibility, you may need to provide information from your health plan ID card.

Phone

- Call the HiDoc® Call Center at **(888) 838-8075**. The automated system will ask for your consent to receive care, then connect you with a Call Center Representative.
- The Call Center representative will help you set up your account, schedule a consultation, and provide further instructions.

Online

- Visit www.HiDocOnline.com using a web browser. A HiDoc® online account is required for video consultations from your computer or mobile device. Your HiDoc® account also provides access to your telemedicine records.

System requirements for video consultations are as follows.

- Windows®7, Vista, or XP
- A Mac running OSX 10.6 (Snow Leopard) or superior.
- Highspeed internet connection
- A webcam with at least 1.3 megapixels
- Microphone (most webcams already have a microphone built-in)

Mobile App

- Download the MDLIVE mobile app and create or login to your account.

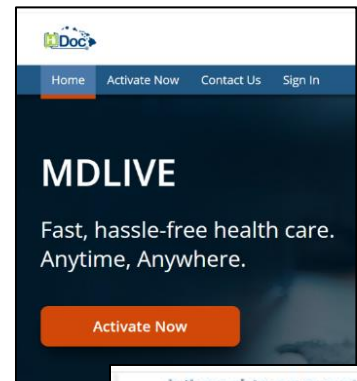


Note: Consultations cannot be scheduled from accounts registered prior to March 1, 2025, and the previous HiDoc online app is discontinued.

Create an Account

From HiDoc's MDLIVE site or on the mobile app, select *Activate Now* and follow the prompts to create an account. Your first and last name must be entered exactly as they appear on your health plan ID card. The password you choose must meet the password requirements. If your eligibility cannot be confirmed, you will need to contact the HiDoc® Call Center for assistance.

- You will receive an email from HiDoc® (noreply@comms.mdlive.com) with a button to click to verify your email, and/or a text with an authentication code. If you have any dependents on your health plan, your dependents will be automatically added to your account.
- The system will require Two-Factor Authentication using your phone number or email address to ensure the security of your account.
- Once your account is created, you will receive an email welcoming you and your dependents to HiDoc's MDLIVE site.
 - Adult dependents must activate their account separately for privacy reasons. To activate an adult family member, log into your account, click on the left navigation bar and enter your dependent's email information to send them an activation email.
- Access your account to:
 - Schedule a telephone or video appointment.
 - View upcoming or past appointments.
 - Send a chat message.
 - View or edit your profile and contact details.
 - Upload your medical records and images. You should send all of your health-related questions, records and images to your HiDoc® physician through your HiDoc® account, and not through email or other methods which may not be secure.
- When you're done, for security purposes be sure to log out of your account before closing your browser.



Let's complete your account

If signing up on behalf of your dependent, create your own account and add them after you sign up.

What's your email?

Create a password

What's your first name? What's your last name?

What's your gender?

Female Male Non-Binary

What's your date of birth?

Month Day Year

What's your phone number?

What's your home ZIP code?

Clicking Create account means that you agree to MDLIVE's Terms of Use and Privacy Policy.

Create account

Already have an account?
Want to add a dependent to an existing account?

Schedule a Consultation

1. Sign in to your HiDoc® account. From the home page, select *Book an Appointment*.
2. Select the type of consultation.
 - *Urgent Care* for acute care conditions.
 - *Routine Care* for routine care or annual screenings.
 - *Therapy* for talk therapy and coping strategies.
 - *Psychiatry* for mental health concerns.
 - *Dermatology* for skin conditions.
3. Select *Get Started*. Depending on your consult type, you may need to select a care option (e-treatment, first available, or schedule appointment).
4. Confirm your Patient Information. Depending on the consult type, a chatbot may assist you with documenting your symptoms.

Book an Appointment

Urgent Care
• Wait 15 minutes or less*
On-demand care 24/7 for e-Treatment, phone, or video for non-emergency issues and injuries.
Learn More
10 per appointment
Get Started

Routine Care
• Appointments in 3-5 days*
Consult with a physician about chronic care questions, medication refills and lab testing.
Learn More
10 per appointment
Get Started

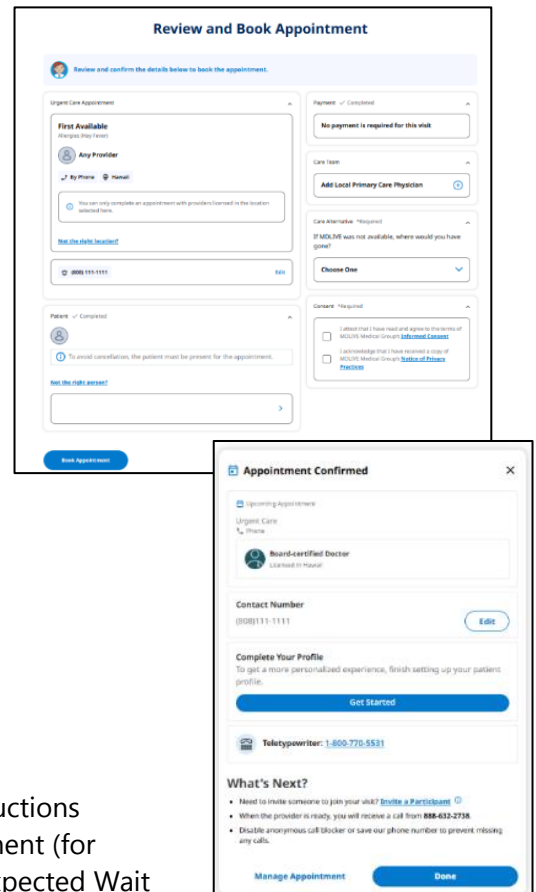
Therapy
• Appointments in 1-2 days*
Talk therapy and coping strategies from the comfort and privacy of home.
Learn More
10 First Appointment
10 Follow-ups
Get Started

Psychiatry
• Appointments in 3-5 days*
Assessment and support for mental health issues with medication management.
Learn More
10 First Appointment
10 Follow-ups
Get Started

Dermatology
• Responses within 48 hours*
Dermatology appointments via secure messaging. Receive a treatment plan within 48 hours.
Learn More
10 per appointment
Get Started

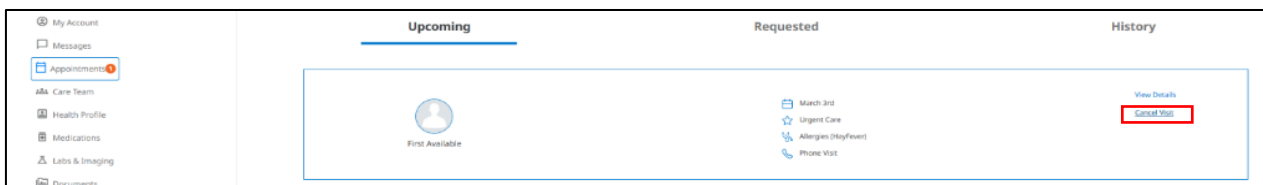
* Indicates the earliest availability for the service. Actual timing may vary per provider.

5. Confirm your Location of Care and time zone (where you are currently located – even if traveling).
6. Complete your Health Profile by describing your health concern(s) and following the prompts.
7. Select a Pharmacy.
8. Select your preferred appointment type, and confirm your contact information. If you are requesting a specialty other than Urgent Care, you'll be asked to select the provider and date/time of your appointment based on availability.
9. Review your information, provide consent, and confirm the booking. Your physician will be assigned based on availability, and you will receive an email confirmation of your appointment.
10. Information will appear on your screen with next steps, and a Clinical Coordinator will call you to confirm your appointment and collect pharmacy information. You have the option to add your medical information to the portal prior to your phone call with the clinical coordinator.
11. Go to *Appointments* to view your appointment details. Your pending appointment will appear on the Home screen under *Upcoming Appointments*.
12. When it's time for your appointment, you'll see a screen with instructions including the name of the provider, date and time of the appointment (for scheduled appointments), an "Add to Calendar" option, and an "Expected Wait Time" (for immediate appointments). On this screen, the section labeled "What's next?" indicate when to login to the platform for virtual visits, the phone number from which you should expect a call for telephonic consultations, and directions to call the toll-free number if you'd like to change your visit.
13. During your consultation, you may request a doctor's note for your employer/school.
14. After your appointment, you'll receive an email with information about your appointment, prescription instructions (if applicable), and an option to provide feedback about your experience.



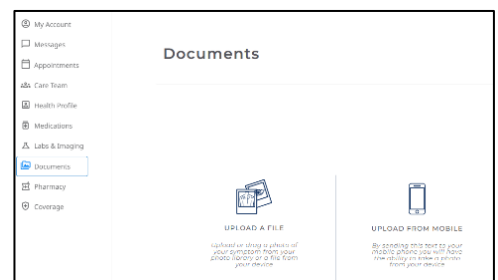
Cancel or Reschedule a Consultation

To cancel an appointment, please contact the HiDoc® Call Center at **(888) 838-8075** or select your appointment from your online account and click *Cancel Visit*.



Upload Medical Records or Images

To upload medical records or images, select *Documents*. Upload your medical records or images by dragging the file into the space indicated, or browse your computer or device and select the file. The file must be in image, doc, text, or pdf format.

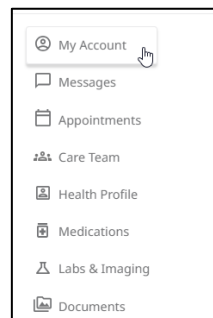


Update Your Account Profile or Password

You can update your email address and password under *Account Details*. Enter your new information, then click or press *Save*, and your Profile will reflect your updated information. Your personal details (name, date of birth, etc.) cannot be updated online. You will need to contact the HiDoc® Call Center at **(888) 838-8075**.

Forgot Username

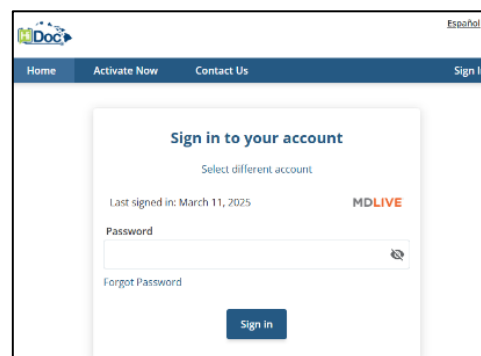
- Select *Sign In*.
- Select *Forgot Username* and enter your name, date of birth, and the authentication code sent to your email or phone number.
- Enter your password and access your account.
- To view your username, select *My Account*, then *Security & Login*.



Forgot Password

- Select *Sign In* and enter your username.
- Enter the authentication code sent to your email or phone number, then select *Forgot Password*.
- Enter the information associated with your account and select *Continue* to reset your password.

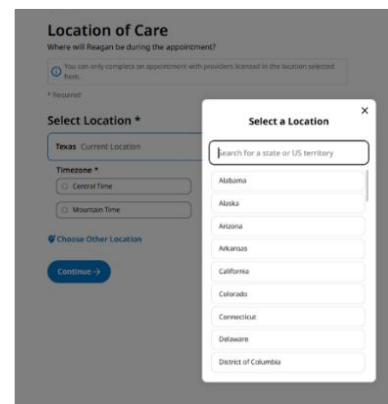
After 5 failed attempts to login to your user account, the system will temporarily disable your account, and you will need to contact the HiDoc® Call Center at **(888) 838-8075** to unlock it. We recommend that you reset your password before 5 failed attempts, to prevent your account from being locked.



Consultations While Traveling

If you are on the Mainland or outside the U.S., follow the steps described in the "Schedule a Consultation" section above. Under *Location of Care*, select the state or country you are in at the time of the appointment.

For consultations outside the U.S., you can see a HiDoc® physician; however, the physician will only be able to provide medical advice and answer questions. They are unable to treat conditions or arrange for medication outside the U.S.



Assistance

If you have questions or need assistance, the following resources are available.

- Watch this [video](#) for instructions on registering and scheduling a HiDoc consultation from the MDLIVE app.
- View [FAQs](#) on the HiDoc site.
- Call (888) 838-8075 for immediate assistance.
- [Contact Us online](#) from the HiDoc site.
- Email [HWMG's Wellness Team](#).

Hosted by MD Live by Evernorth. Last updated March 13, 2025.

The instructions in this User Guide conform to the requirements of the HiDoc® portal. In case of any conflict between this Guide and the online portal, the online portal takes precedence. Although HWMG makes every reasonable effort to ensure the accuracy and validity of the information provided in this Guide, HWMG acknowledges that errors and omissions may occur, and information sometimes changes before those changes can be reflected in this Guide. HWMG does not warrant the content of this Guide and does not assume liability for its completeness, accuracy, or any losses or damages resulting from its use or application.