



MDLIVE

Comprehensive telehealth platform offering 24/7 on-demand urgent care, scheduled primary care, mental health, and dermatology services via phone or video.

<https://www.mdlive.com>

Overview

MDLIVE is a leading telehealth platform, founded in 2009, that provides virtual medical and behavioral health care services in the U.S. and Puerto Rico. It is part of Evernorth (a Cigna company) and offers 24/7/365 access to a national network of board-certified doctors, pediatricians, dermatologists, psychiatrists, and licensed therapists via secure online video or phone. The platform serves over 60 million individuals nationwide through partnerships with health plans, health systems, and self-insured employers.

Key Services and Features:

Urgent Care: On-demand care for common, non-emergency illnesses and injuries like cold, flu, rash, and UTIs. This includes the option for **MDLIVE E-Treatment**, which provides talk-free, asynchronous urgent care with a diagnosis and treatment plan typically within an hour.

Primary Care: Scheduled visits for routine care, wellness screenings, and ongoing management of chronic conditions such as diabetes, asthma, and high blood pressure. Providers can order lab work and specialist referrals.

Mental Health: Scheduled talk therapy and psychiatry for a wide range of conditions including anxiety, depression, OCD, and trauma. The service is available for adults and children ages 10 and older.

Dermatology: Fast, customized care for skin, hair, and nail conditions like acne, eczema, and cold sores.

Medication Management: Doctors can send e-prescriptions for non-narcotic medications directly to a patient's preferred pharmacy.

The platform is designed to be a convenient and affordable alternative to in-person urgent care or long waits for primary care appointments. It is HIPAA-compliant and utilizes multi-factor authentication (MFA) for security.

Key Features

- 24/7 On-Demand Urgent Care
- Virtual Primary Care
- Scheduled Mental Health (Therapy & Psychiatry)
- Dermatology Consultation
- E-Treatment (Asynchronous Urgent Care)
- e-Prescriptions and Refills
- Lab and Specialist Referrals

Pricing

Model: usage_based

Account creation is free. Costs are per appointment and vary based on insurance coverage (can be as low as \$0). Out-of-pocket costs without insurance typically range from \$85-\$89 for Urgent Care, \$108-\$179 for Therapy, and \$284-\$299 for initial Psychiatry visits.

Starting at: USD \$85

Target Company Size: medium, enterprise

Integrations

Partner API for Health Plans/Employers, PCP Record Sharing

Compliance & Certifications

HIPAA, HITRUST

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