

Virtual care (telehealth) services

We know you can get sick or hurt without warning. You should call your doctor when you need care. If your doctor is not available, you now have 24/7 access to video doctor for urgent care visits with MDLIVE®.

Stay connected to your doctor

Need to see a doctor but don't want to leave your home?

As a Humana Healthy Horizons™ in Florida member, you can have an audio and video doctor visit with your doctor, if he or she offers this type of service.

Many doctors offer audio and video visits when you're well and when you're sick.

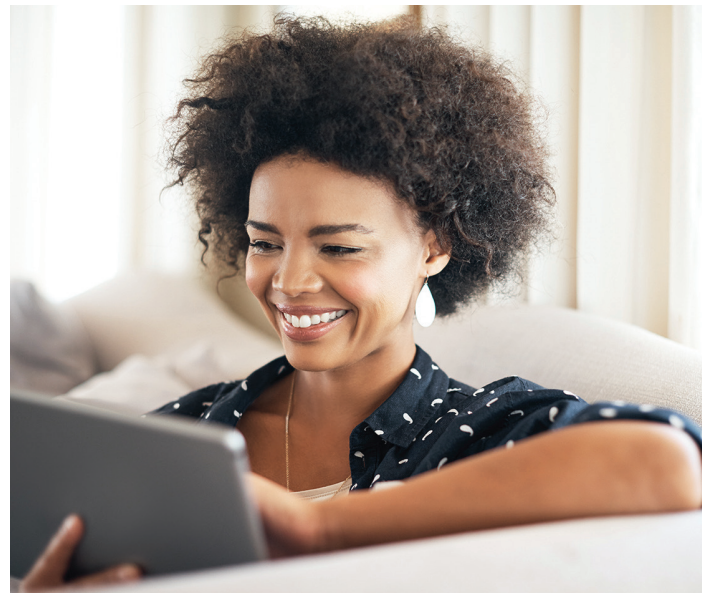
Audio and video visits are a good way to stay connected with your doctor without having to meet in person.

During an audio and video doctor visit, you can:

- Discuss your health concerns and collaborate on a treatment plan
- Select the pharmacy where you want to go, if you need to fill a prescription
- And more!

Having an audio and video visit from wherever you are also can help you:

- **Save time** – You can visit your doctor without spending time in a waiting room
- **Save money** – You can visit your doctor without having to leave your home or miss work
- **Feel better** – Get a diagnosis, treatment, and prescription when needed



Ask your doctor if he or she offers audio and video visits.

To learn more, call our Customer Care team at 1-800-477-6931 (TTY: 711), Monday – Friday, 8 a.m. – 8 p.m., Eastern time, or go to [Humana.com/FloridaVirtualCare](https://www.humana.com/FloridaVirtualCare).

Humana | Healthy Horizons™ in Florida

Video visits for urgent care

Can't see your regular doctor immediately? You can connect with board-certified doctors 24 hours a day, seven days a week, via virtual visits with MDLIVE®.

A video visit with MDLIVE may be right for you if you have:

- Allergies
- Bug bites
- Bumps, cuts, and scrapes
- Cold sores
- Cough, sore throat, congestion
- Ear pain
- Flu
- Gout
- Minor headaches, sprains, strains
- Nausea, vomiting, diarrhea
- Pink eye
- Sinus infection
- Strep throat
- Urinary burning

To get started:

- Go to **MDLIVE.com/HumanaMedicaid**
- Create an account
- Connect with a doctor



Need a mobile phone? We can help you get a free mobile phone. Learn how: **SafeLink Mobile Phone Flyer** (English and Spanish)

You should go to an emergency room immediately or call 911 if you have:

- Chest pain
- Difficulty breathing
- Open wounds
- Severe conditions (e.g., headache, stomach pain, etc.)
- Severe falls
- Trauma