MDLIVE Registration Process

Registration Process
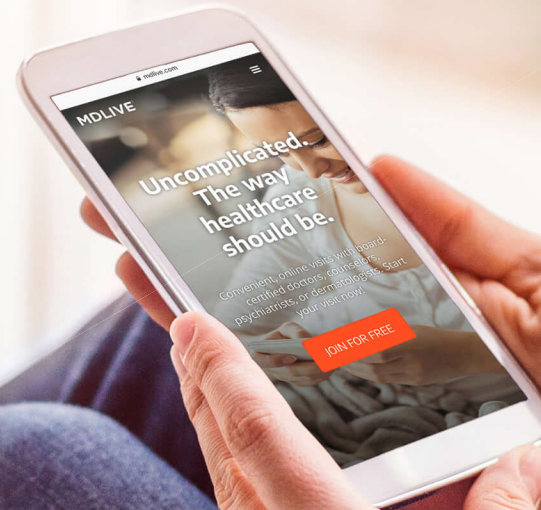
Registration is Easy!

MDLIVE®

24 x 7 x 365 Availability

On a Desktop or Laptop Computer?

On Smartphone or Tablet?

On regular Phone?

By Text

Web Portal

Mobile App

Call Center

Sophie

mdlive.com/NCVIDEODOC

ANDROID APP ON
Google play

Available on the
App Store
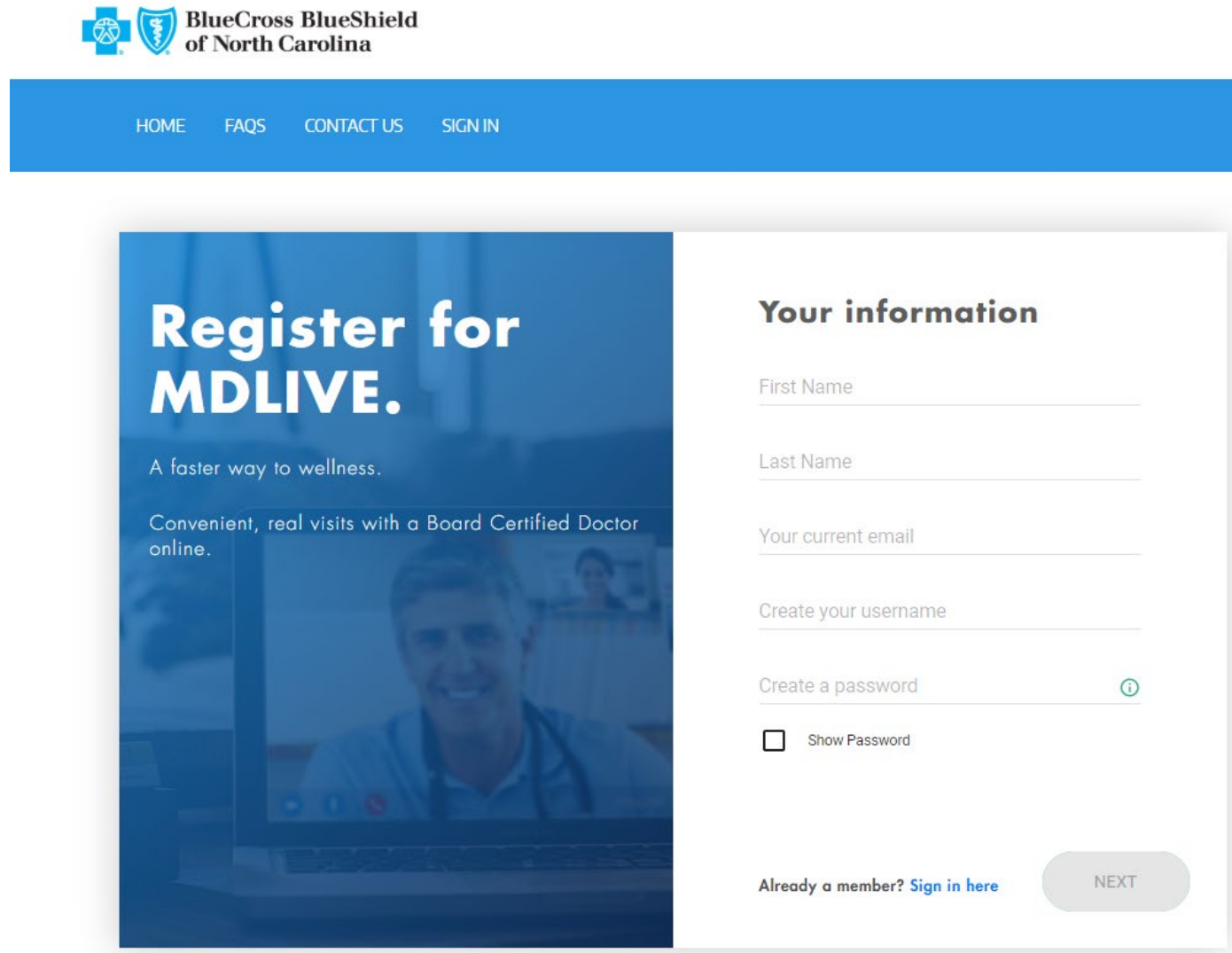
1-877-657-9982

**Text
videodoc to
635-483**

Web Based Registration

4

MDLIVE®

To activate your MDLIVE account, navigate to the homepage, www.mdlive.com/_ncvideodoc

Click on ACTIVATE NOW to get started

Activate Your Account by Web

MDLIVE®

- Complete the required fields.

- Create Username/password

- Click 'Next' to complete the Activation

Activate Your Account by Web

- Complete the Patient Demographic portion

- Click 'Next' to complete the Activation

Private & Confidential. © 2018 MDLIVE Inc.

- Complete the plan verification portion

- Enter Subscriber ID

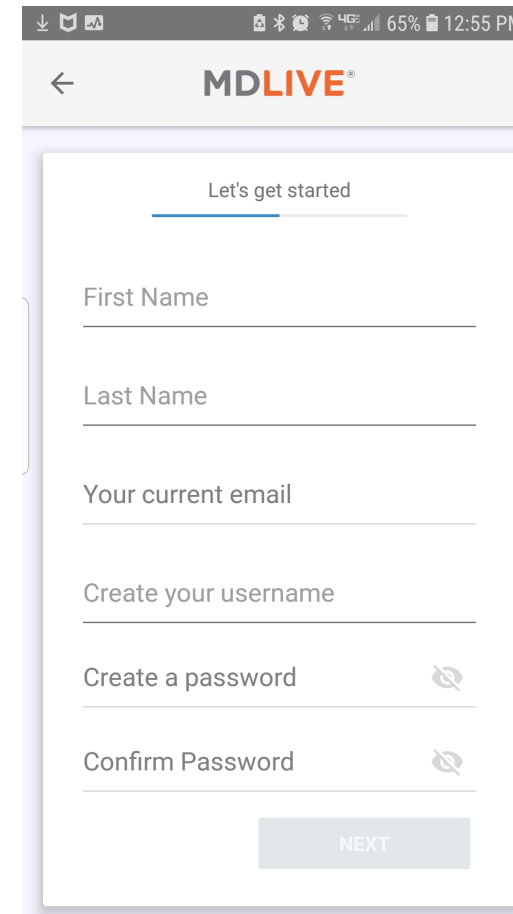- Verify if you are the subscriber or dependent

- Click 'Next' to complete the Activation

- Managed via a direct, encrypted connection between MDLIVE and BCNC

- Allows MDLIVE to verify member benefits prior to every consultation

- Enables MDLIVE to confirm appropriate member responsibility (i.e.: Copay, Deductible, Coinsurance, Out of Pocket Max) in seconds!

Mobile App Registration

Activate Your Account via Mobile

- Member begins process by downloading the MDLIVE Mobile Application from Apple Store or Google Play Store

- Once downloaded and the app is opened, the initial screen will prompt the member to "Join Now".

- Completed the "Let's Get Started" page and click NEXT.

When asked "Do you receive MDLIVE as a benefit through an "employer, insurance provider, organization?" the member should check the box.

The member also has to agree to the Terms of Service.

Then click CREATE ACCOUNT

Activate Your Account via Mobile

Enter **Group Name** into the Benefit provider field and select appropriate group from the drop-down listing and click NEXT.
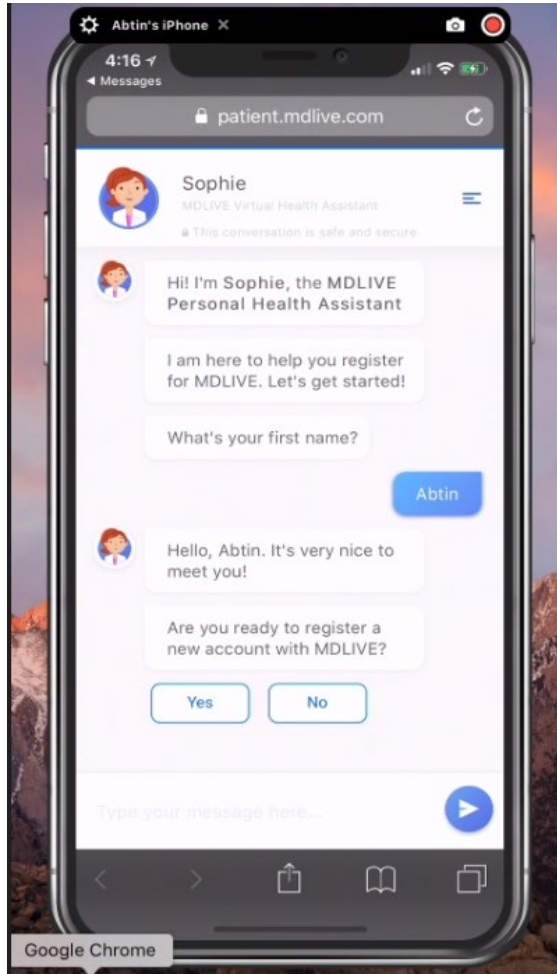
Activate Your Account via Mobile

- Registration is complete.

- Member will then be prompted to Access their Account.
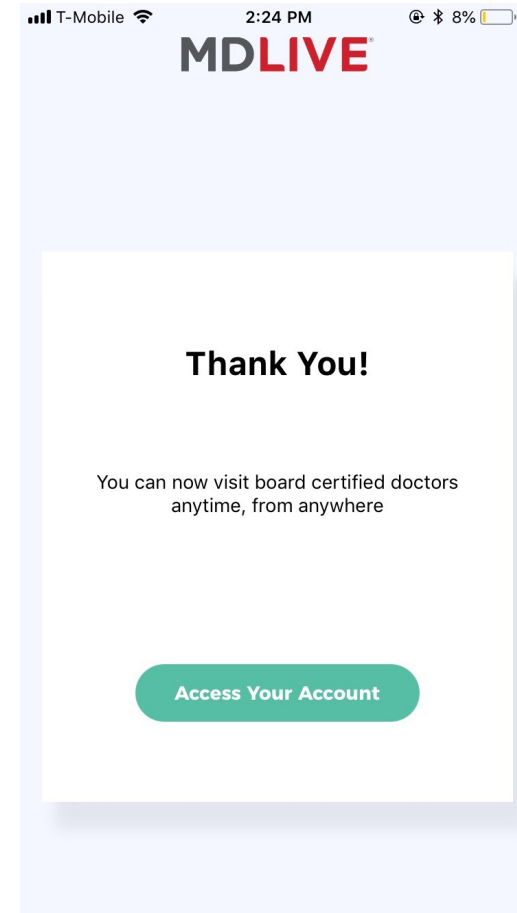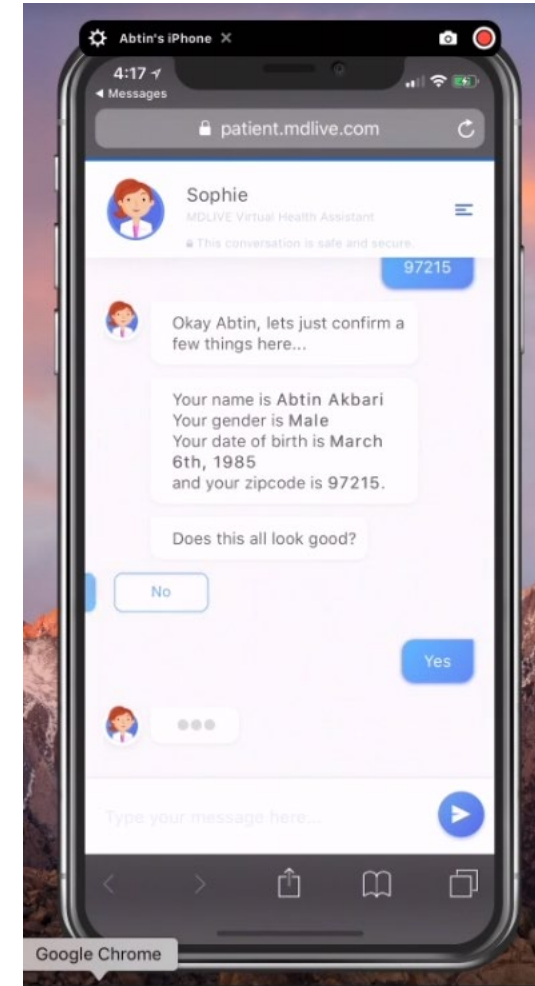
Sophie Assisted Registration

Member begins the process by texting VIDEODOC to 635-483.

This triggers a simulated text conversation with our IA chatbot, Sophie.

Sophie asks the member a series of questions in a conversational format in order to assist the member with registration.

At the end of the "chat" the member is registered for MDLIVE.

Marketing & Engagement