



Online Doctors

Understanding plan options

For advisor use only

Virtual health care has emerged as an important tool to help Canadians manage their health. Online Doctors provides members with instant access to Canada-licensed doctors through their computer or mobile device. Reflecting the wide variety of plan needs, we have several options for how plans can provide Online Doctors to their members and their families:

	Online Doctors Group Benefit Unlimited	Online Doctors Group Benefit Lite	Online Doctors via Connected Care
Paid by	Plan sponsor Monthly set rate per member	Plan sponsor Lower rate per member than Online Doctors Unlimited	Member out-of-pocket, per visit or subscription (HSA/PSA eligible) Preferred pricing with 10% to 20% discount ¹
Access to physicians	Unlimited, 24/7 year-round access	5 weekday visits per cardholder account, per year (7 AM to midnight ET)	Unlimited, 24/7 year-round access ²
Member experience	Seamless, worry-free experience	Seamless, worry-free experience (access times apply)	Simple transaction process on as-needed basis
Dependent family covered	Yes	Yes	Yes
Best for plans that are	Committed to maximum member engagement and health	Wanting to affordably enhance their member value	Aiming to help members direct their own health choices at no cost to plan
Available to	Eligible members only	Eligible members only	Medavie Blue Cross members (no action needed by plan)

^{1,2} Pricing and access may differ for Quebec members

A superior member and plan experience – powered by Maple, Canada’s leader in virtual medical care

- ✓ Immediate contact with a doctor - no triage with nurses or other professionals before a potential callback or consultation
- ✓ Easy, timely, reliable access to services
- ✓ Secure platform for patient confidentiality
- ✓ Convenient and efficient administrative process
- ✓ Regular reports detailing utilization, satisfaction and other feedback
- ✓ Comprehensive onboarding with member education and training program

Results include greater productivity, reduced absenteeism and increased member engagement!



Online Doctors can make a difference to members who:

- Are in need of health care, similar to medical services provided at a primary care clinic
- Don't have a family physician or need to travel long distances to be seen in person
- Have a chronic condition and need enhanced medical support or a prescription refill
- Have travelled outside the province or country and require a quick, trusted physician consultation

Note: Online Doctors is safe and effective for non-emergency issues.

Online Doctors is a powerful feature of the Medavie Blue Cross benefit offering. We are proud to help you provide your clients with the best possible products and services, and determine which option best fits your plan philosophy.



For more information, please contact
your **Medavie Blue Cross** representative.