VIRTUAL CARE



MyLiveDoc
Your health, your time
Powered by BowTie

Your health matters – and getting care should be easy, convenient, and stress-free. With MyLiveDoc, you can connect with trusted providers anytime, anywhere – right from your phone, tablet or computer.

What's included

Primary care*

- Care for everyday health needs, from check-ups to ongoing conditions
- Available during normal office hours: Monday–Friday, 8 a.m. to 8 p.m. Eastern time

Urgent care *unlimited*

- Get care 24/7 for sudden issues like flu, infections, allergies and more
- No appointment needed – talk to a provider right away!

Mental health crisis support *(triage only)**

- 24/7 confidential support for stress, anxiety, depression or other concerns
- Designed for short-term triage, not therapy.

No travel, no long wait times

Affordable, convenient access to care

Peace of mind knowing support is just a call away

How it works

1. Call MyLiveDoc at 855-226-6567
2. Select the prompt to connect with BowTie
3. Talk to a nurse, no waiting rooms
4. If a provider is needed, the nurse will schedule a time for a provider to call you back by phone or Zoom

*Visit limits and exclusions apply — refer to your plan's Summary of Benefits and Coverage for more details. MyLiveDoc is not for emergencies. If you are experiencing a life-threatening situation, call 911 or go to the nearest emergency room.

*The mental health benefit is limited and is intended for crisis intervention only — not ongoing mental health counseling. For ongoing counseling or therapy, contact your local provider network or explore community-based mental health resources

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