

# Quick Step

to create a new account



Complete Health **MCS** | medilíneaMD



For emergency situations, you go to the Emergency Room; for anything else there is

# MCS Medilínea MD

Through the new and exclusive MCS Medilínea MD program, you can now enjoy online medical consultations from the comfort of your home. By just downloading the application on your cell phone and signing in, you can enjoy many great perks that will help you stay healthy.

## With MCS Medilínea MD you don't have to:



Schedule medical appointments



Leave the comfort of your home



Wait in long lines



Go to an Emergency Room for unnecessary situations

This program grants you access to certified doctors, 24 hours a day, 7 days a week through the MCS Medilínea MD application on your cell phone, or

[www.mdlive.com/mcs](http://www.mdlive.com/mcs)

## Some of the non-emergency situations we treat through this program are:

- Acne
- Allergies
- Conjunctivitis (pink eye)
- Diarrhea
- Coughs
- Rashes
- Constipation
- Fever
- Flu/Colds
- Ear Problems
- Respiratory Problems
- Urinary Problems/infections
- Vaginitis
- Headaches
- Sore Throats
- Nausea/Vomiting
- Insect Bites

**Virtual Medical Attention. Anytime. Anywhere.**

[mdlive.com/mcs](http://mdlive.com/mcs)

**1.888.818.8502**

**MCS** | medilíneaMD

# ANDROID USER



# 1. INSTALL APP

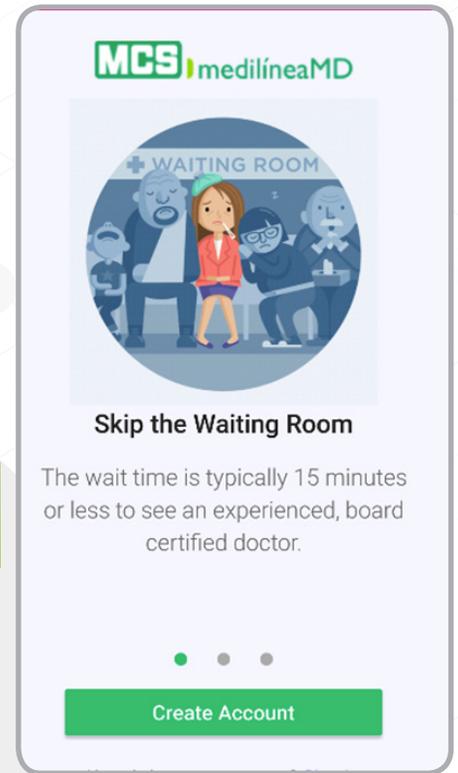


## 1.1 Installed App Icon

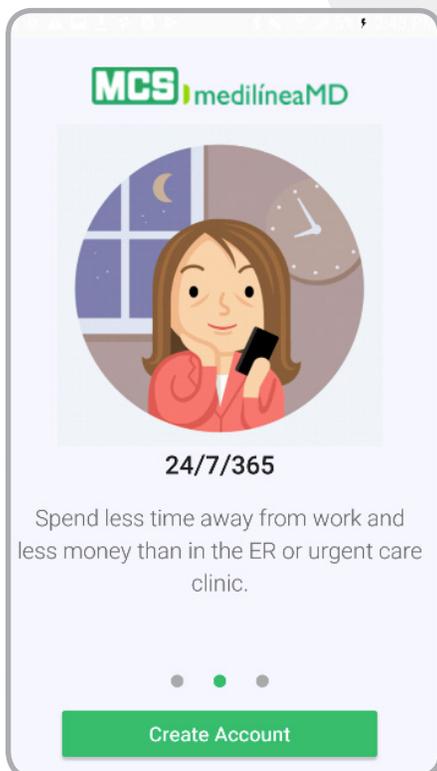
After installing the MCS Medilínea MD application, an icon will appear in your application desktop. Tap the icon to access the application.

## 1.2 Welcome 1

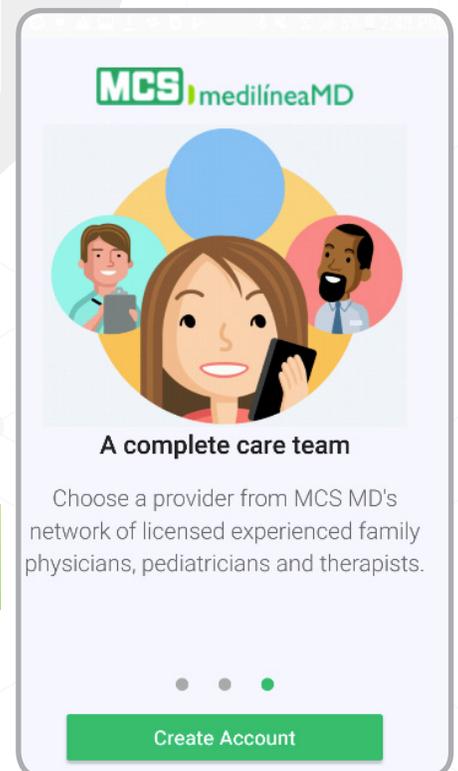
Wait until the application opens...



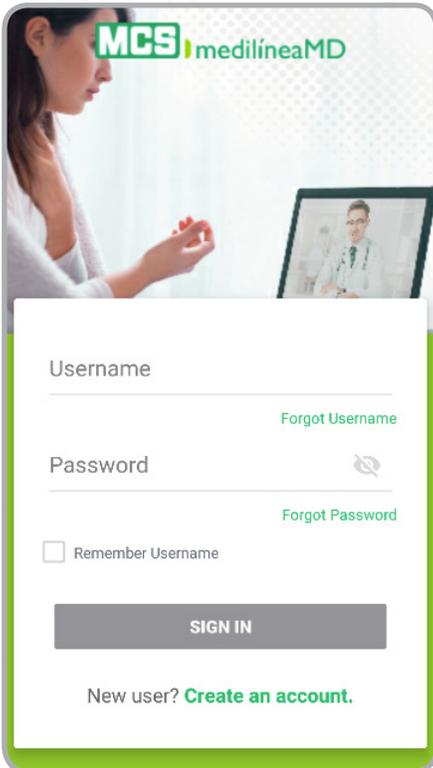
## 1.3 Welcome 2



## 1.4 Welcome 3



# 2. LOGIN



MCS | medilíneaMD

Username [Forgot Username](#)

Password [Forgot Password](#)

Remember Username

**SIGN IN**

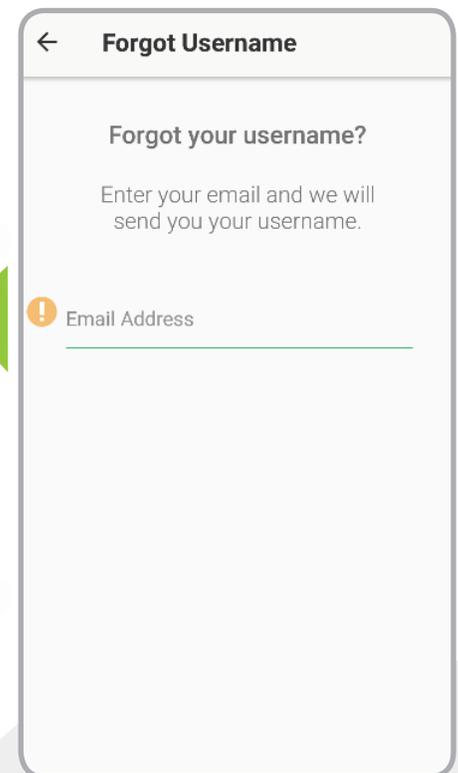
New user? [Create an account.](#)

## 2.1 Login

If you have already created your account, enter the username and password you registered when the account was created. You will have the option to save your username for easier access the next time you use the app. Also you may opt to use touch ID mode instead of a keyboard mode for a more interactive experience.

## 2.2 Forget Username

In such a case you forgot your username, you may be able to recover it entering the email you registered when the account was created. After writing your email, tap on SEND REQUEST.

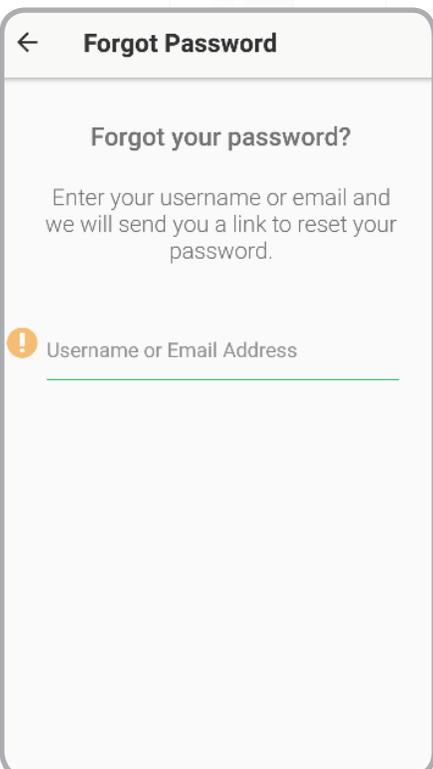


← **Forgot Username**

**Forgot your username?**

Enter your email and we will send you your username.

! Email Address



← **Forgot Password**

**Forgot your password?**

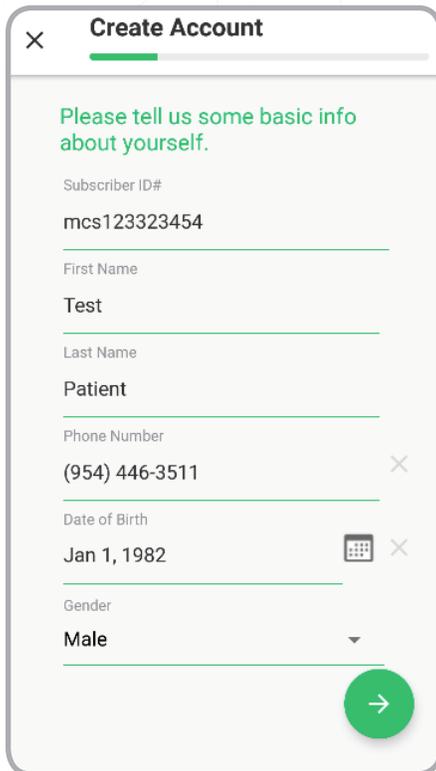
Enter your username or email and we will send you a link to reset your password.

! Username or Email Address

## 2.3 Forget Password

If you forgot your password, you may be able to recover it entering the email or the username you registered when the account was created. After writing your email or username, tap on SEND REQUEST.

# 3. REGISTRATION



**Create Account**

Please tell us some basic info about yourself.

Subscriber ID#  
mcs123323454

First Name  
Test

Last Name  
Patient

Phone Number  
(954) 446-3511

Date of Birth  
Jan 1, 1982

Gender  
Male

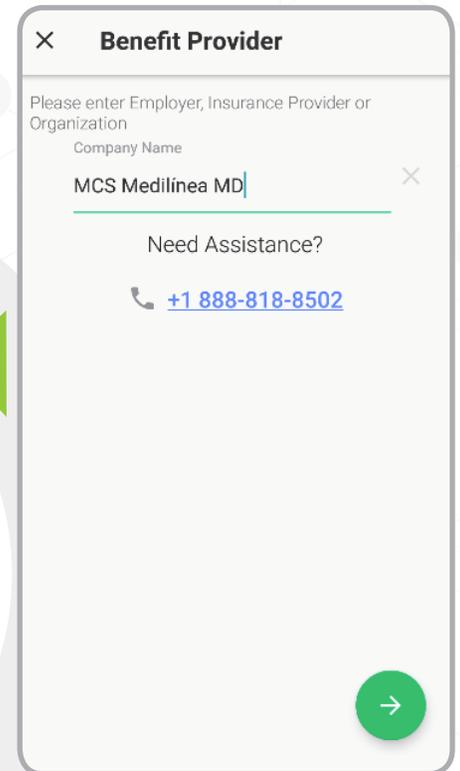
→

## 3.1 Registration 1

If you have not yet created your account, please follow the following steps: When creating your account, you are required to enter your subscriber ID number, your first and last name, your phone number, date of birth and gender. Tap **NEXT** for going the next page.

## 3.2 Registration 2

In Benefit Provider, confirm MCS Medilínea MD as the provider of your benefits.



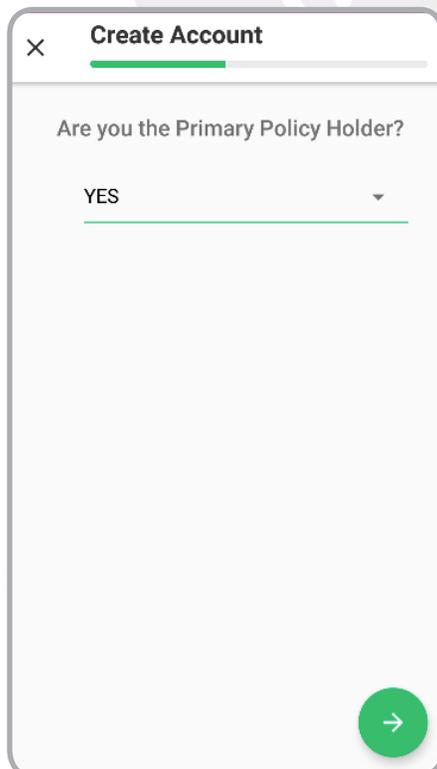
**Benefit Provider**

Please enter Employer, Insurance Provider or Organization

Company Name  
MCS Medilínea MD

Need Assistance?  
[+1 888-818-8502](tel:+18888188502)

→



**Create Account**

Are you the Primary Policy Holder?

YES

→

## 3.3 Registration 3

Then, you will need to confirm whether or not you are the main insured. Click enter.

**Create Account**

Please confirm primary policyholder's details

Subscriber ID#  
mcs123323454

First Name  
Test

Last Name  
Patient

Date of Birth  
Jan 1, 1982

Gender  
Male



## 3.4 Registration 4

Then, you will need to enter the information of the main insured in the primary information window: subscriber ID number (the number that appears in your MCS's medical card), Full name (first and last name), date of birth and gender of the main insured. Click enter.

## 3.5 Registration 5

You need to access the email you provided in the registration to confirm your identity.

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 **Juan Diaz**

 **Email confirmation required**

**RESEND EMAIL CONFIRMATION**

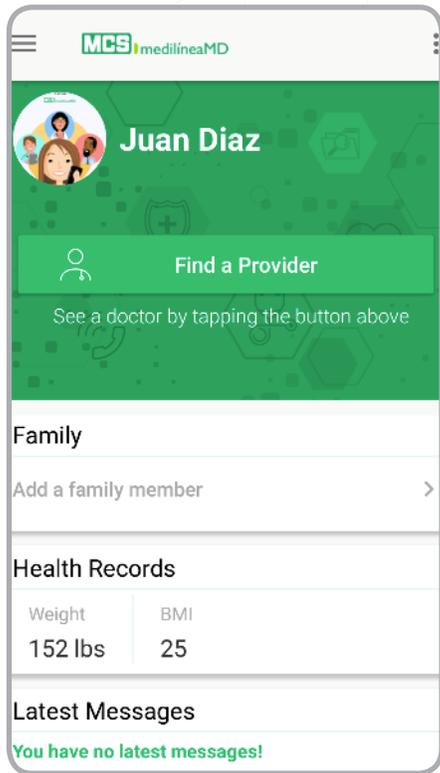
 **Find a Provider**

See a doctor by tapping the button above

**Family**

Add a family member

# 4. PATIENT DASHBOARD



## 4.0 Patient Dashboard

After confirming your email, you can have access to your account. Your account is ready to be used for accessing health care using your Android.

Now, let's see how to request a service... for seeing a doctor, tap the button Find a Provider.

## 4.1 SAV 1 – Get Started

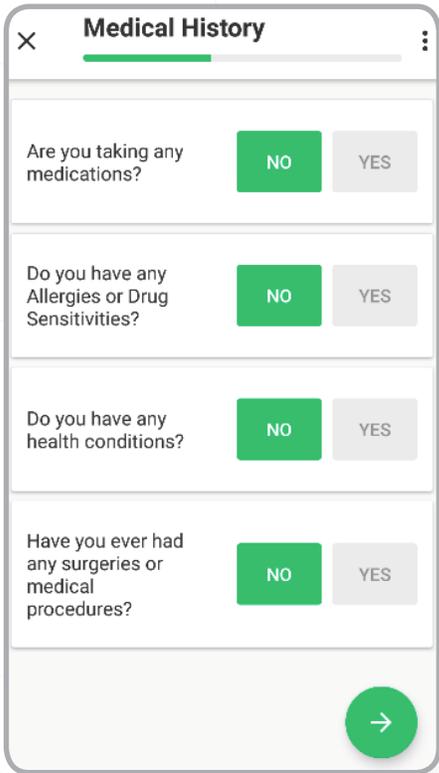
You need to identify yourself, your location and select the physician you need among the specialties available. Then register your phone number. Tap enter.

The screenshot shows the "Find a Provider" form. At the top, there is a header with the text "Find a Provider" and a menu icon. Below the header, there is a section titled "Let's Get Started" with a prompt: "Please review the following information so we can find the best care available". The form contains several fields: "Patient Name" with the value "Juan Diaz"; "Location" with the value "Florida"; "Provider Type" with the value "Family Physician"; and "Phone Number" with the value "(954) 446-0408". A green button with a white arrow is located at the bottom right of the form.

The screenshot shows the "Reason for Visit" form. At the top, there is a header with the text "Reason for Visit" and a close icon. Below the header, there is a prompt: "What is your reason for visit today?". There is a text input field with the placeholder text "Enter your symptoms here..." and the value "Sore Throat". Below the input field, there is a green button labeled "Upload a photo" with a camera icon and the text "Helpful for rashes, cuts etc.". A green button with a white arrow is located at the bottom right of the form.

## 4.2 Reason for Visit

You would need to specify the symptoms you are experiencing. You may opt also to load a photo, in case you experience a visible symptom as rashes, cuts, etc.

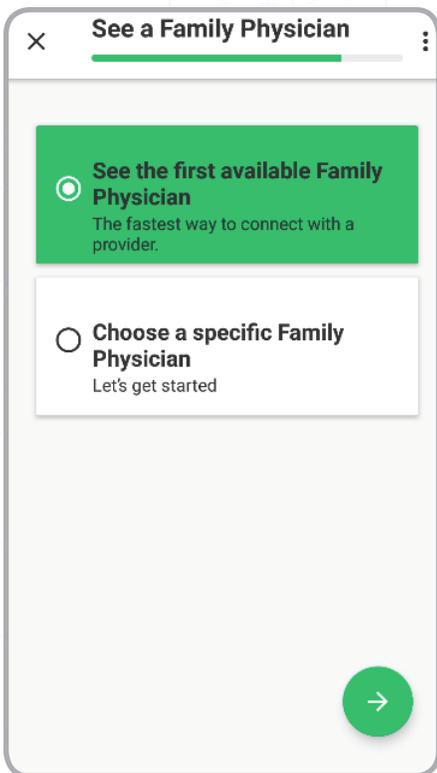
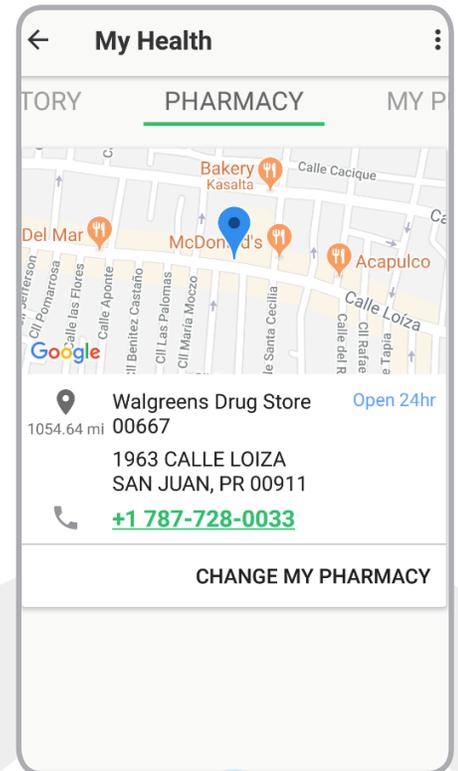


## 4.3 Medical History

Complete your medical history the more accurately possible, in order the physician would have a better profile of your health. Specify medications you are using, allergies and any preexisting condition you might have.

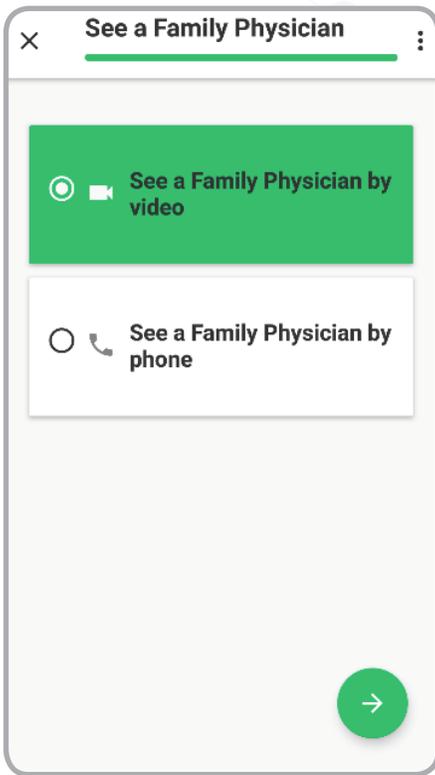
## 4.4 Pharmacy

Then, check the information of your nearer local drug store. In case you need to change it, you may do it by tapping on **Change my pharmacy.**



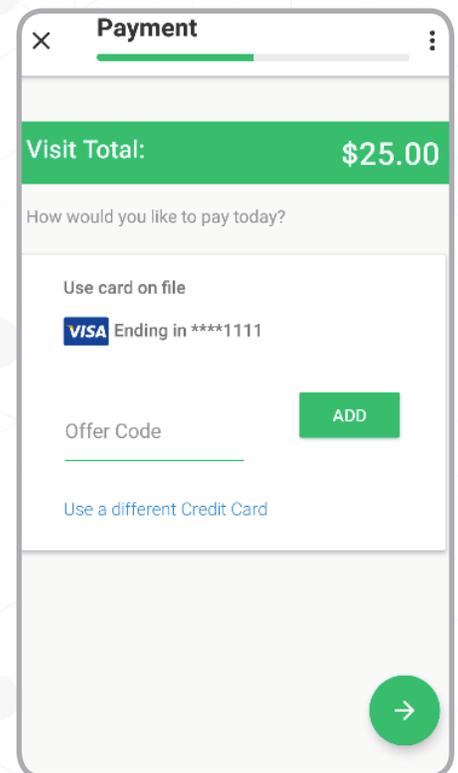
## 4.5 See a Family Physician

You may opt to see the first doctor available (tap First Available button), to schedule a later appointment time or schedule an appointment with previously seen physician (tap Choose a Specific Family Physician).



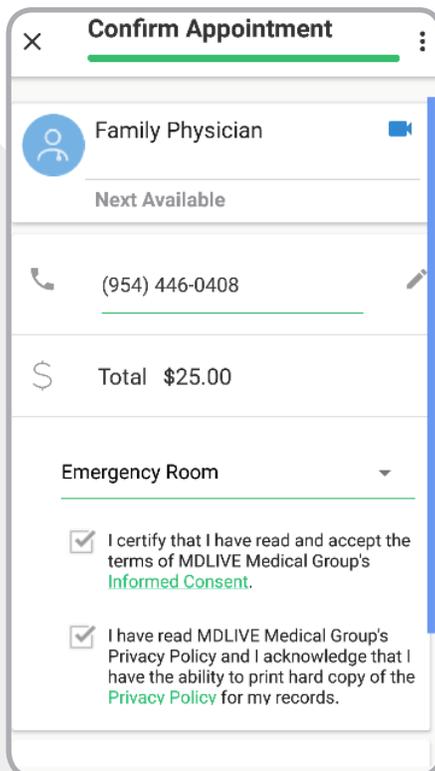
## 4.6 See a Family Physician

Then, check the information of your nearer local drug store. In case you need to change it, you may do it by tapping on Change my pharmacy.



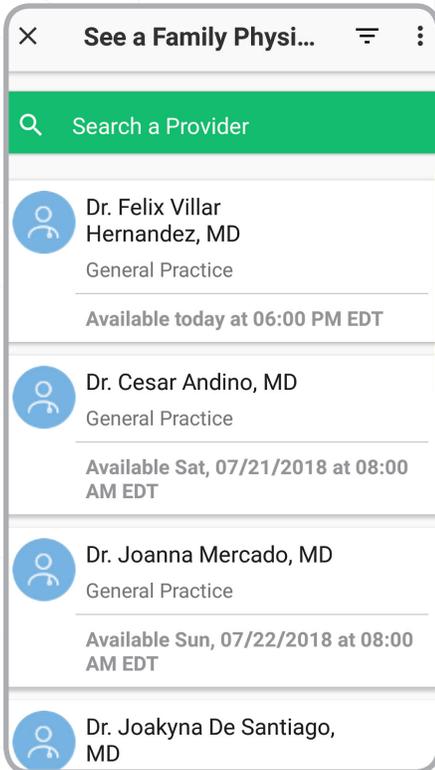
## 4.7 Payment

You will enter the Payment page, where you will see the copayment you would pay, and the credit card information previously registered. Also you may add a different credit card. Then, tap Continue.



## 4.8 Confirm Appointment

A confirmation page will appear with physician's information, the phone number to which the physician will reach you, your copayment and if you have gone to an emergency room. You need to confirm the MDLIVE's Informed Consent and Privacy Policy checking the boxes.

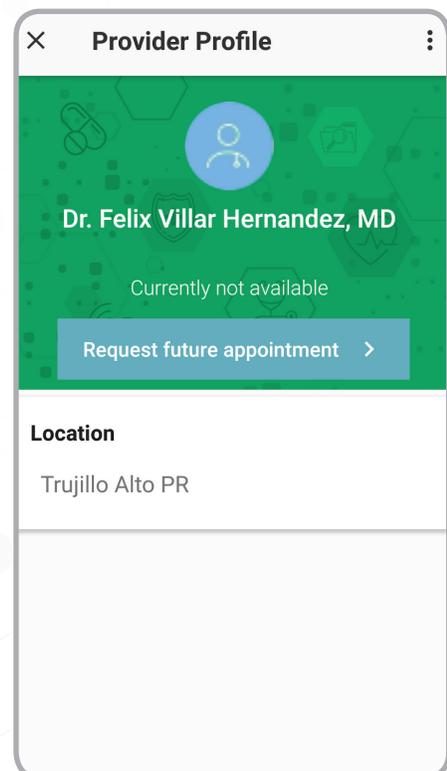


## 4.9 Search for a Provider

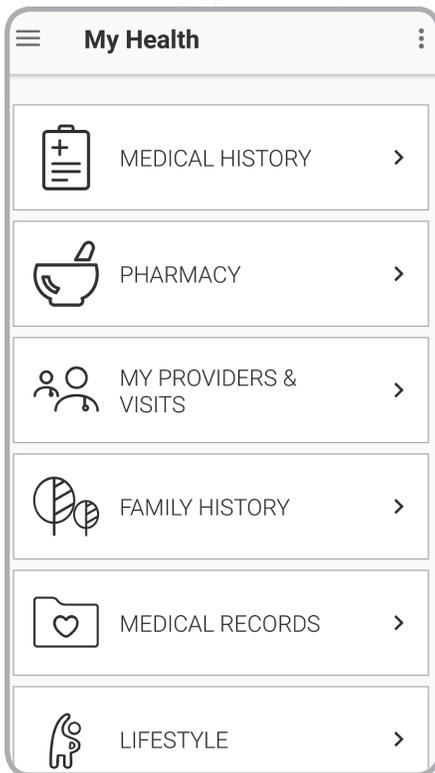
In case you want to change, the physician you may do so clicking the next available on the Confirm Appointment page. You can chose among the physicians available on list or using the search engine, according to the most convenient date and time for you.

## 4.10 Provider Profile (Placeholder)

In case you want to schedule an appointment with a specific physician, you would be able to do so in that Provider Profile, according to that health professional availability and your own convenience.

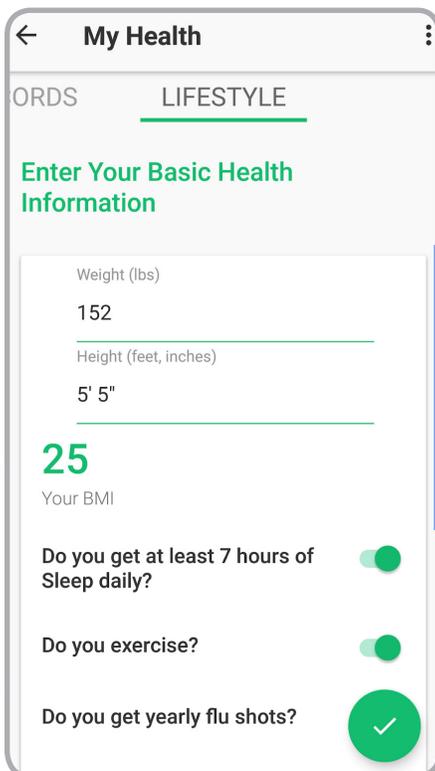


# 5. MY HEALTH



## 5.1 Home

In your personal account, you may be able to edit and update your medical history, save your preferred pharmacy, track your history of visits, tag your doctor as favorite, may update also your family clinical history, load documents such as bill or health records and identify your lifestyle behavior.

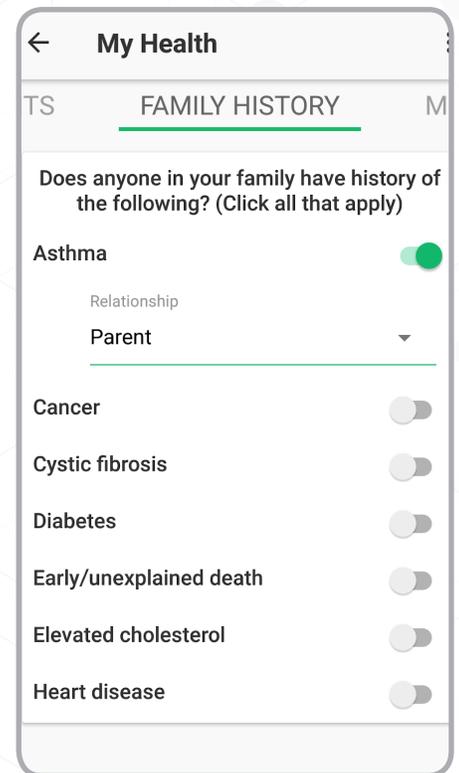


## 5.3 Lifestyle

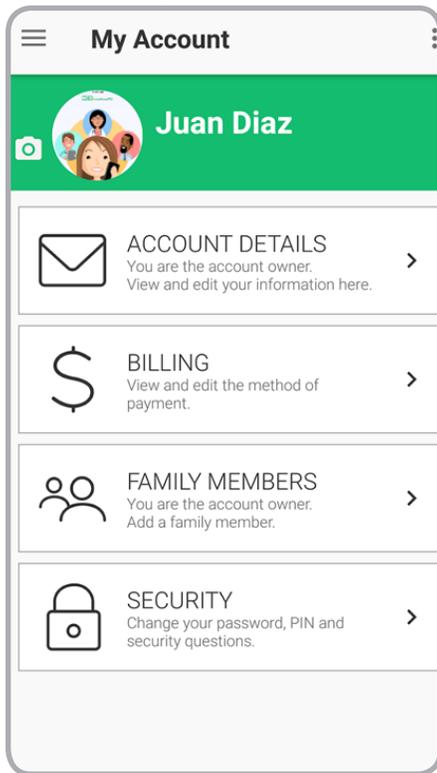
In My Lifestyle, you may enter your weight, height and answer several questions about your health habits, switching right the buttons. The application will calculate your body mass index, according to the information you provided.

## 5.2 Family History

In Family History, switch right the button in every applicable option, according your family clinical history.



# 6. MY ACCOUNT

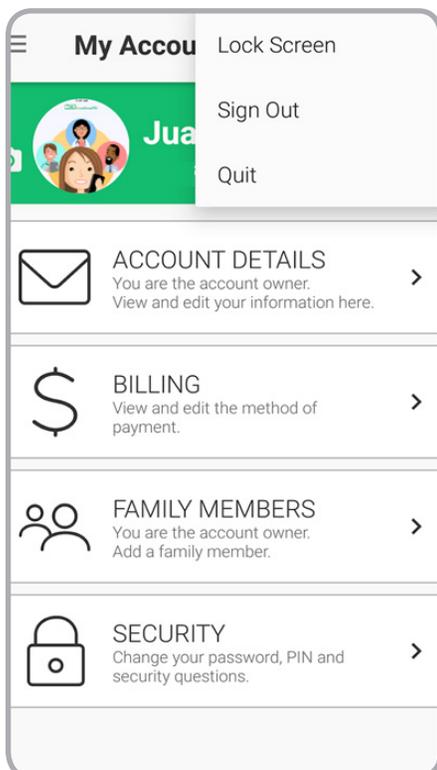
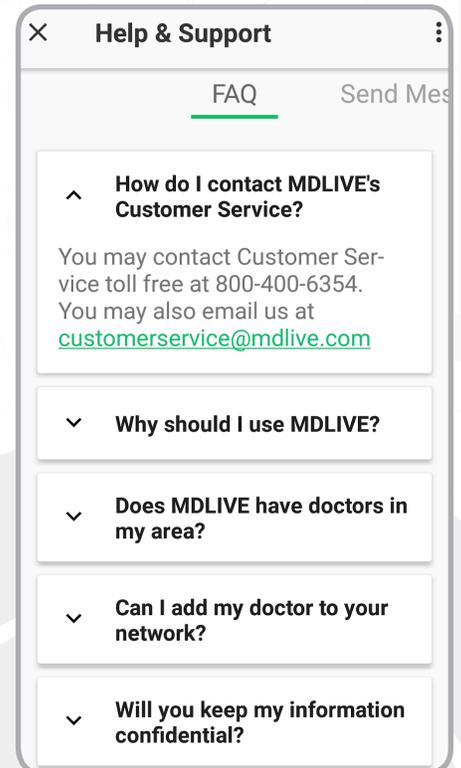


## 6.0 My Account

In My Account, the main insured may view and edit the account information, enter credit card information and see history of purchases, add or edit dependent family members, set up security options.

## 6.1 Help & Support

Any question can be delivered to MCS Medilínea MD specialists by email or phone call through the application.



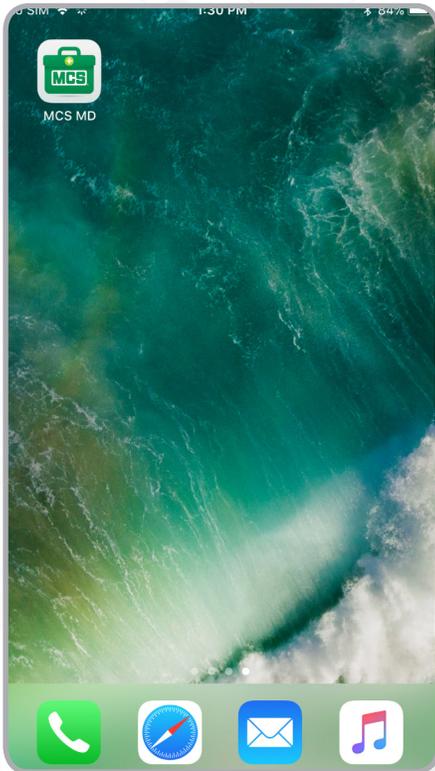
## 6.2 Sign Out

When you are done, sign out, tapping on the upper right pane and tapping sign out.

**IOS USER**



# 1. INSTALL APP

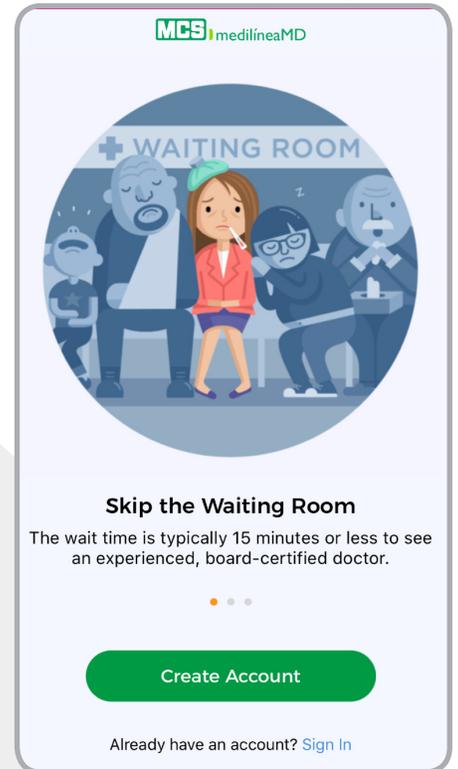


## 1.1 Installed App Icon

After installing the MCS Medilínea MD application, an icon will appear in your application desktop. Tap the icon to access the application.

## 1.2 Welcome 1

Wait until the application opens...



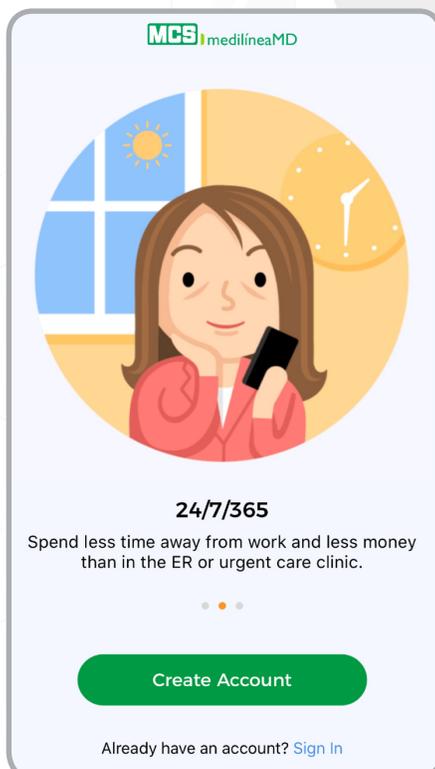
### Skip the Waiting Room

The wait time is typically 15 minutes or less to see an experienced, board-certified doctor.

Create Account

Already have an account? [Sign In](#)

## 1.3 Welcome 2



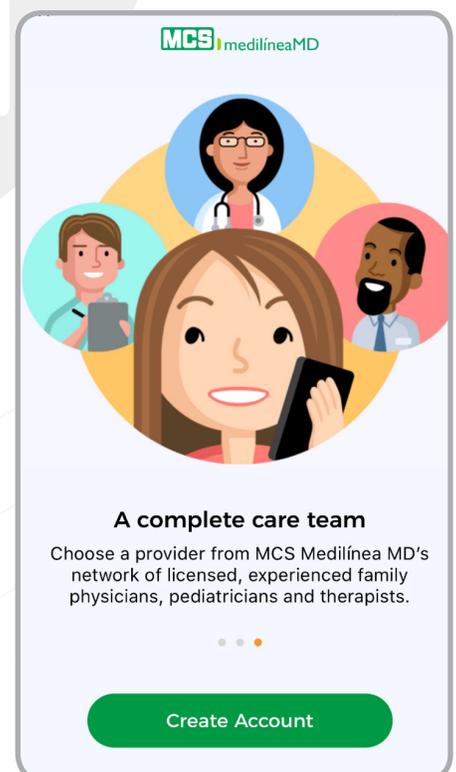
24/7/365

Spend less time away from work and less money than in the ER or urgent care clinic.

Create Account

Already have an account? [Sign In](#)

## 1.4 Welcome 3

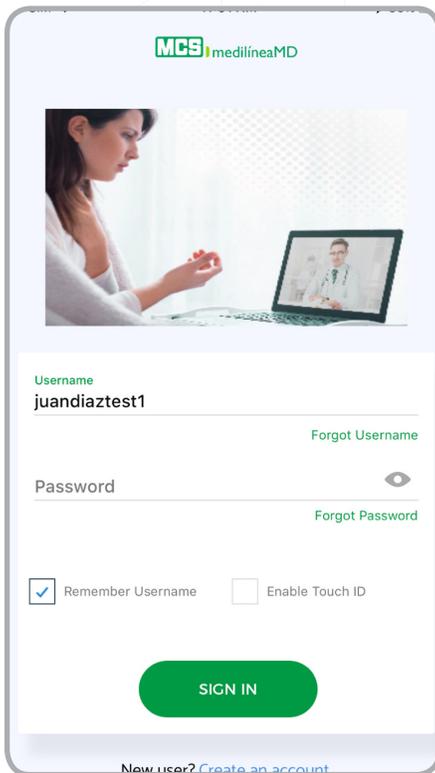


### A complete care team

Choose a provider from MCS Medilínea MD's network of licensed, experienced family physicians, pediatricians and therapists.

Create Account

# 2. LOGIN



MCS medilíneaMD



Username  
juandiaztest1 [Forgot Username](#)

Password  [Forgot Password](#)

Remember Username  Enable Touch ID

**SIGN IN**

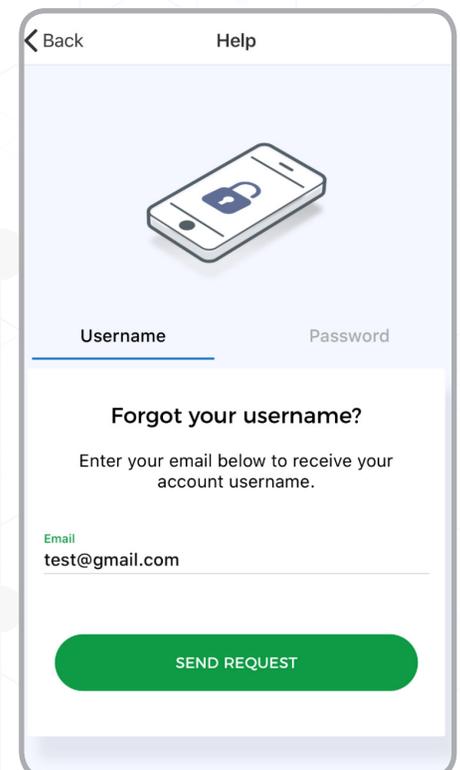
[New user? Create an account](#)

## 2.1 Login

If you have already created your account, enter the username and password you registered when the account was created. You will have the option to save your username for easier access the next time you use the app. Also you may opt to use touch ID mode instead of a keyboard mode for a more interactive experience.

## 2.2 Forget Username

In such a case you forgot your username, you may be able to recover it entering the email you registered when the account was created. After writing your email, tap on **SEND REQUEST**.



Back Help



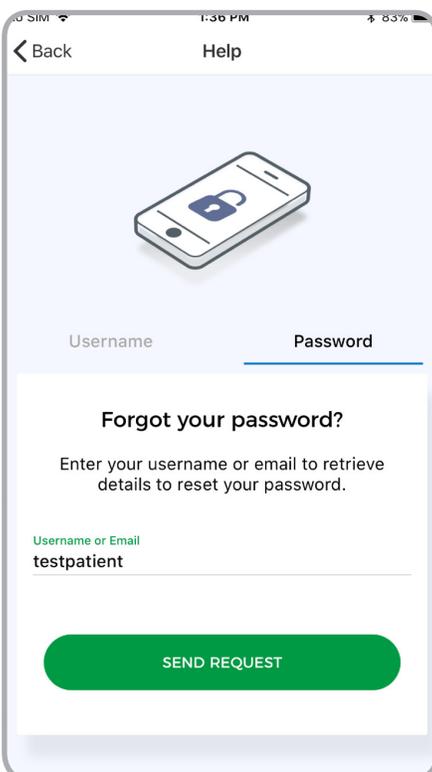
Username Password

**Forgot your username?**

Enter your email below to receive your account username.

Email  
test@gmail.com

**SEND REQUEST**



Back Help



Username Password

**Forgot your password?**

Enter your username or email to retrieve details to reset your password.

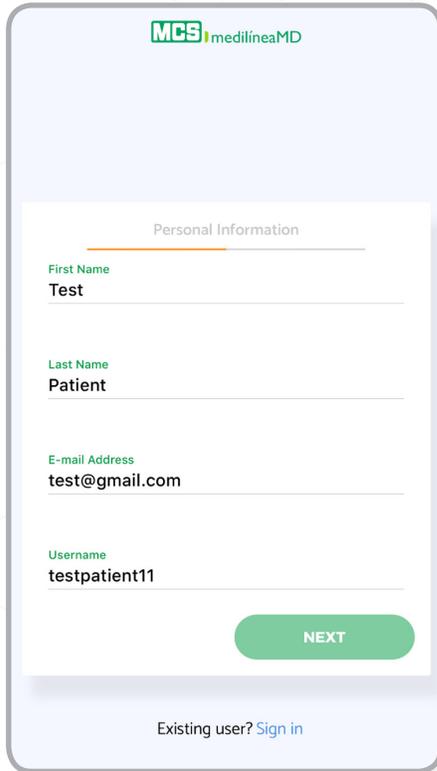
Username or Email  
testpatient

**SEND REQUEST**

## 2.3 Forget Password

If you forgot your password, you may be able to recover it entering the email or the username you registered when the account was created. After writing your email or username, tap on **SEND REQUEST**.

# 3. REGISTRATION



MCS medilíneaMD

Personal Information

First Name  
Test

Last Name  
Patient

E-mail Address  
test@gmail.com

Username  
testpatient11

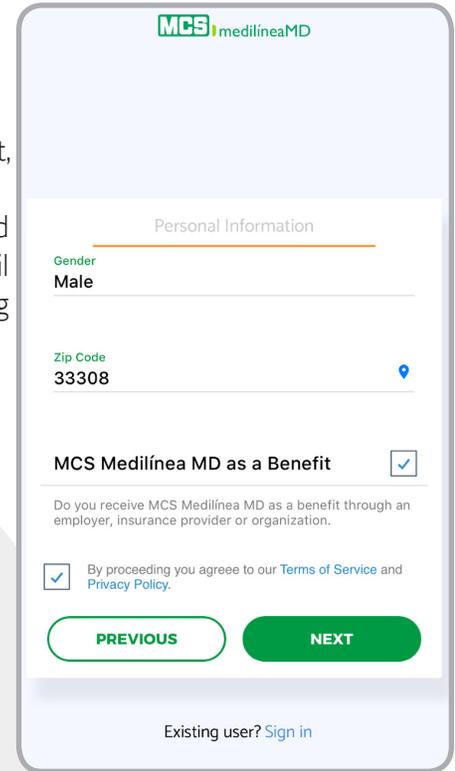
NEXT

Existing user? [Sign in](#)

## 3.1 Registration 1

If you have not yet created your account, please follow the following steps:

When creating your account, you are required to register your first and last name, email address and username. Tap **NEXT** for going the next page.



MCS medilíneaMD

Personal Information

Gender  
Male

Zip Code  
33308

MCS Medilínea MD as a Benefit

Do you receive MCS Medilínea MD as a benefit through an employer, insurance provider or organization.

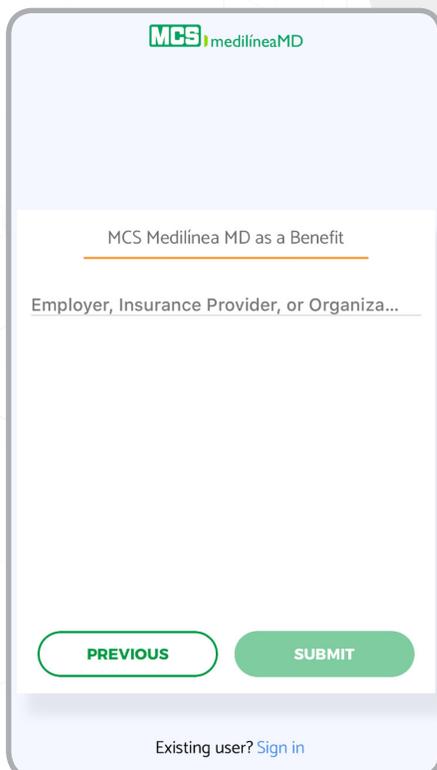
By proceeding you agree to our [Terms of Service](#) and [Privacy Policy](#).

PREVIOUS NEXT

Existing user? [Sign in](#)

## 3.2 Registration 2

In addition, enter your gender, zip code and check the box indicating you have MCS Medilínea as a benefit of your employer or insurance. Finally, check the box agreeing with the terms of service and privacy policy. Tap **NEXT**.



MCS medilíneaMD

MCS Medilínea MD as a Benefit

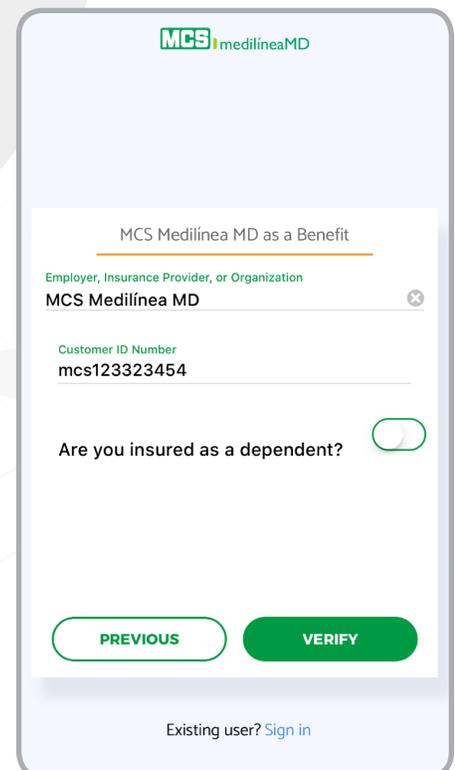
Employer, Insurance Provider, or Organiza...

PREVIOUS SUBMIT

Existing user? [Sign in](#)

## 3.3 Registration 3

An screen indicating MCS Medilínea MD as a Benefit will appear.



MCS medilíneaMD

MCS Medilínea MD as a Benefit

Employer, Insurance Provider, or Organization  
MCS Medilínea MD

Customer ID Number  
mcs123323454

Are you insured as a dependent?

PREVIOUS VERIFY

Existing user? [Sign in](#)

## 3.4 Registration 4

Confirm MCS Medilínea MD as the provider of your benefit and write your customer ID Number. Then, you would need to identify whether or not you are a dependent insured by switching the button to the right. Tap **VERIFY**.

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MCS Medilínea MD as a Benefit

Employer, Insurance Provider, or Organization  
MCS Medilínea MD

Customer ID Number  
mcs123323454

Are you insured as a dependent?

PREVIOUS NEXT

### 3.5 Registration 5

After the application verifies your customer ID you will be able to tap **NEXT**.

MCS | medilíneaMD

Primary Information

First Name  
Test

Last Name  
Primary

Subscriber ID#  
mcs123423456

Date of Birth  
Jan 1, 1982

PREVIOUS VERIFY

Existing user? [Sign in](#)

### 3.6 Registration 6

Then, you will need to enter the information of the main insured in the primary information window: Full name (first and last name), subscriber ID number (the number that appears in your MCS's medical card) and the date of birth of the main insured. Click **VERIFY**.

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TL Test Last

**Your email ID is not yet verified**  
MCS Medilínea MD requires that users confirm their email address to receive appointment confirmations, use the email customer service tool, or request a password reset.

[Resend email confirmation](#)

Find a Provider  
See a doctor or therapist by tapping the button above

Latest Messages

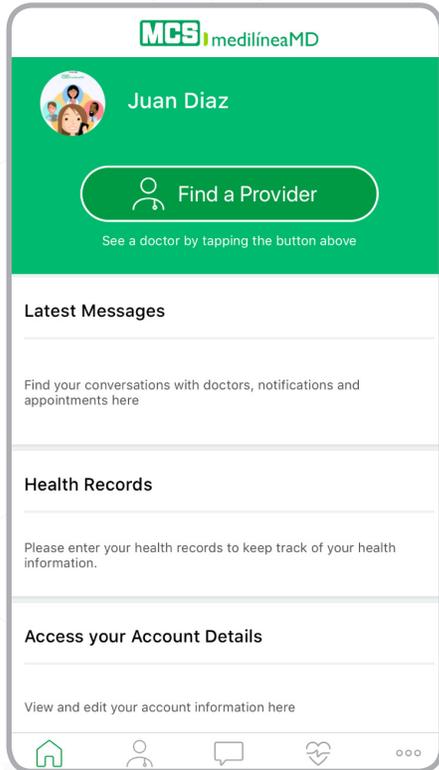
Find your conversations with doctors, notifications and appointments here

Health Records

### 3.7 Email Confirmation Card

You need to access the email you provided in the registration to confirm your identity.

# 4. PATIENT DASHBOARD



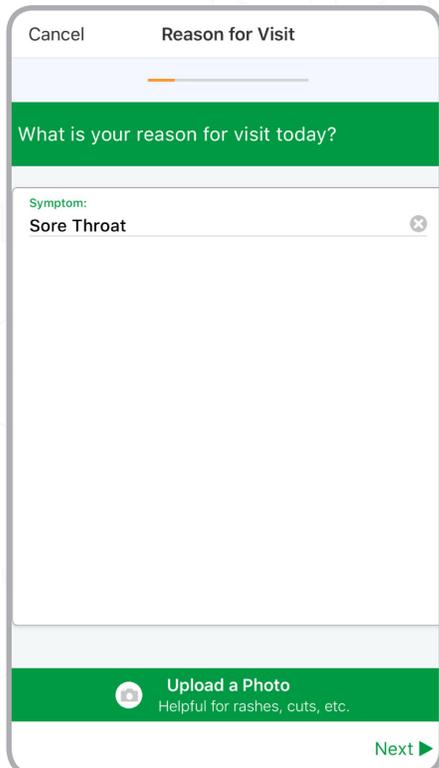
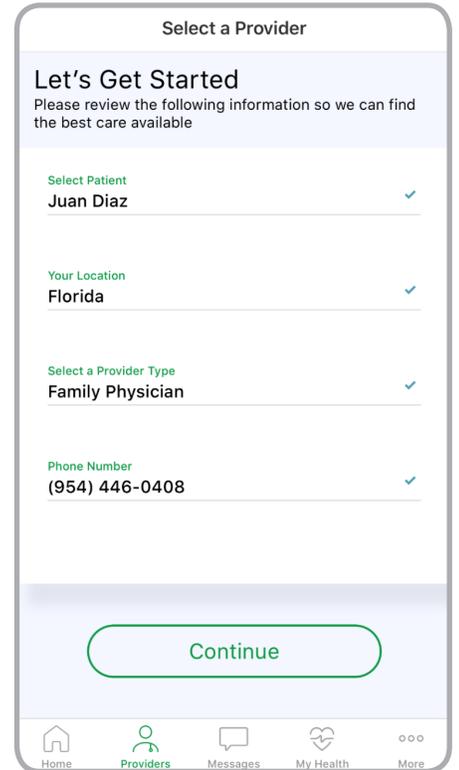
## 4.0 Patient Dashboard

After confirming your email, you can have access to your account. Your account is ready to be used for accessing health care using your **IOS**.

Now, let's see how to request a service... for seeing a doctor, tap the button Find a Provider.

## 4.1 Get Started

You need to identify yourself, your location and select the physician you need among the specialties available. Then register your phone number. Tap on **Continue** button.

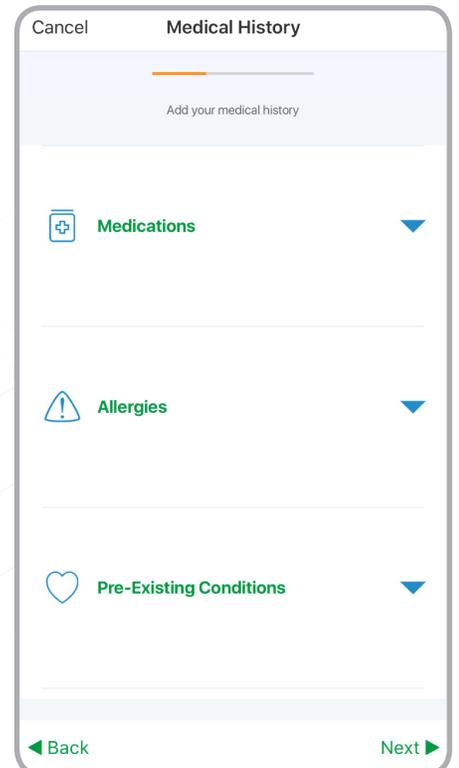


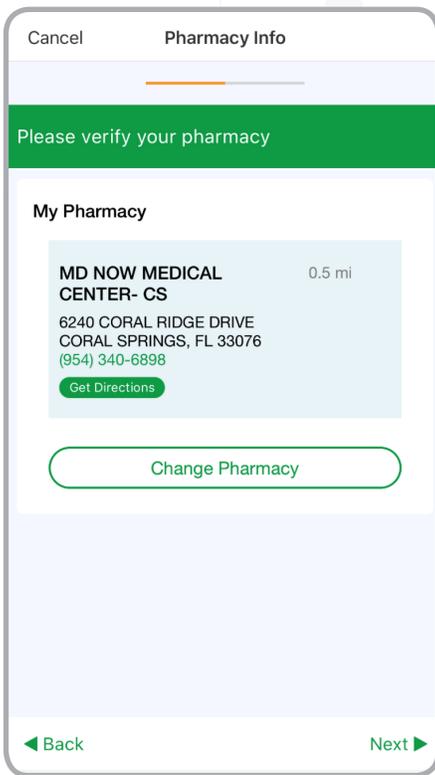
## 4.2 Reason for Visit

You would need to specify the symptoms you are experiencing. You may opt also to load a photo, in case you experience a visible symptom as rashes, cuts, etc.

## 4.3 Medical History

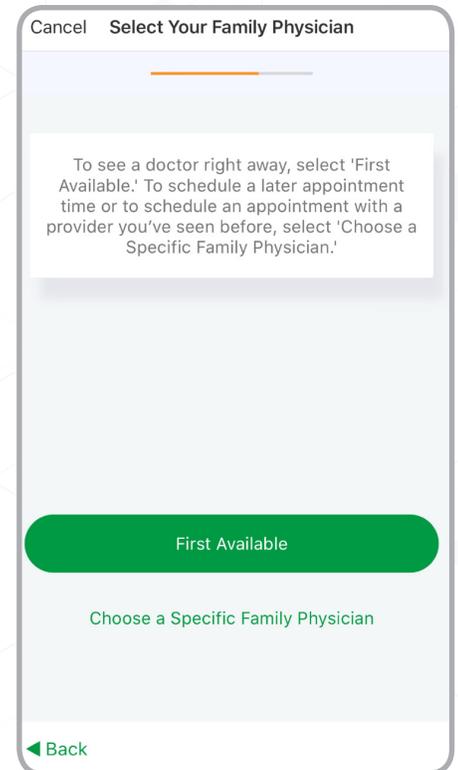
Complete your medical history the more accurately possible, in order the physician would have a better profile of your health. Specify medications you are using, allergies and any preexisting condition you might have.





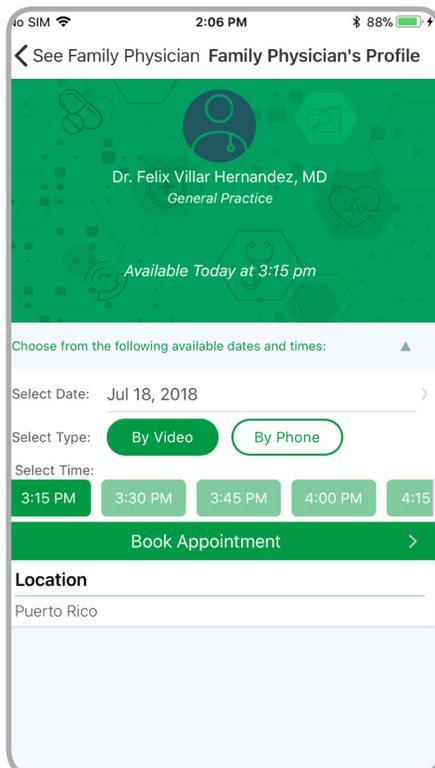
## 4.4 Pharmacy

Then, check the information of your nearer local drug store. In case you need to change it, you may do it by tapping on **Change my pharmacy.**



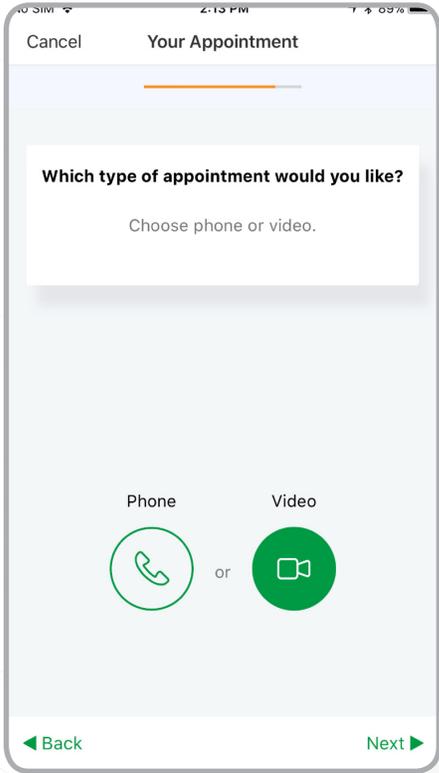
## 4.5 Family Physician

You may opt to see the first doctor available (tap **First Available** button), to schedule a later appointment time or schedule an appointment with previously seen physician (tap Choose a Specific Family Physician).



## 4.6 Provider Profile

In case you want to schedule an appointment with a specific physician, you would be able to see the dates and times that such physician is available and book an appointment. You may also select contact the physician by video or by phone.

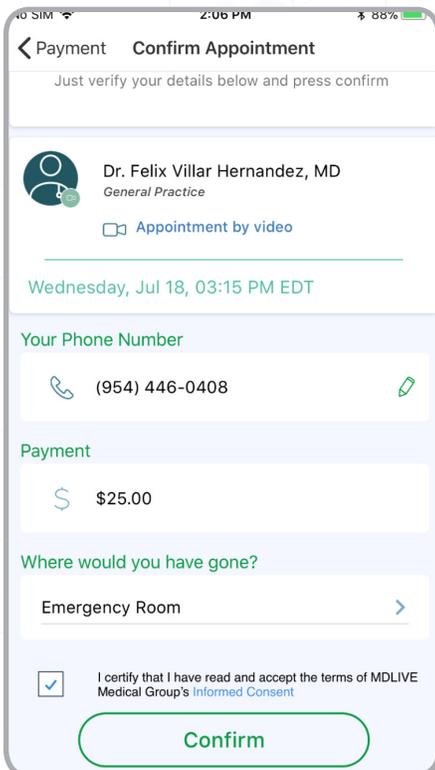
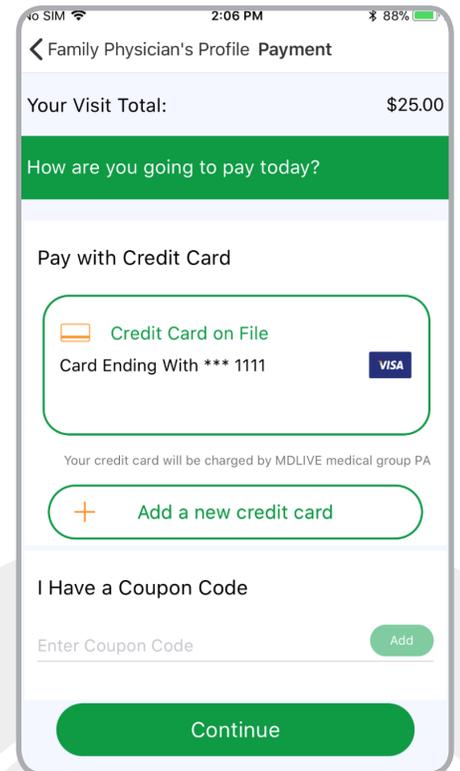


## 4.7 Appointment Type

You need to confirm if you like to talk with the physician by video or by phone.

## 4.8 Payment

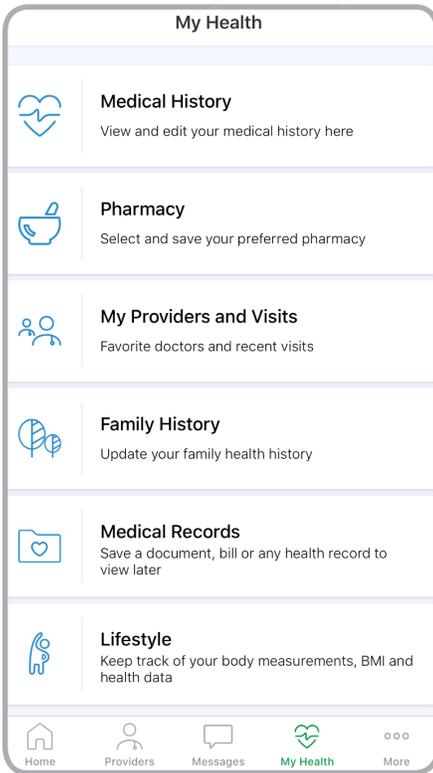
You will enter the Payment page, where you will see the copayment you would pay, and the credit card information previously registered. Also you may add a different credit card tapping the appropriate button. Then, tap **Continue**.



## 4.9 Confirm Appointment 1

A confirmation page will appear with physician's information, scheduled appointment's date and time, the phone number to which the physician will reach you, your copayment and if you have gone to an emergency room. You need to confirm the **MDLIVE's** Informed Consent and tap Confirm.

# 5. MY HEALTH

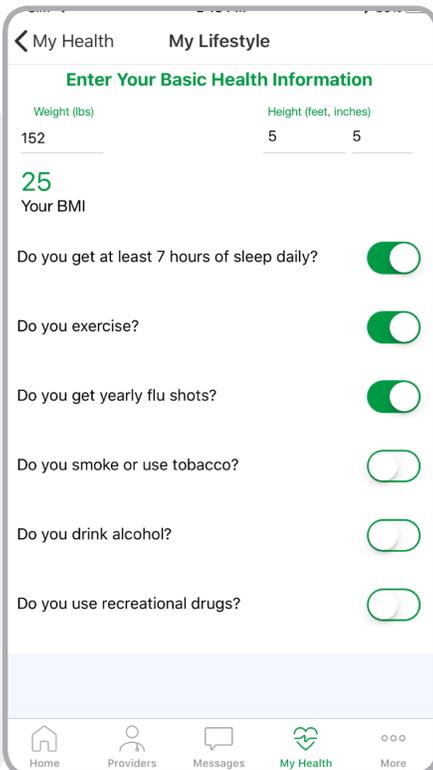
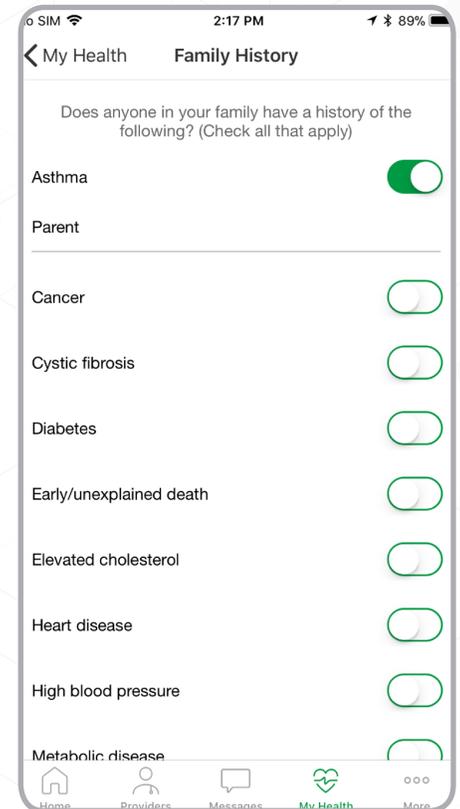


## 5.1 Home

In your personal account, you may be able to edit and update your medical history, save your preferred pharmacy, track your history of visits, tag your doctor as favorite, may update also your family clinical history, load documents such as bill or health records and identify your lifestyle behavior.

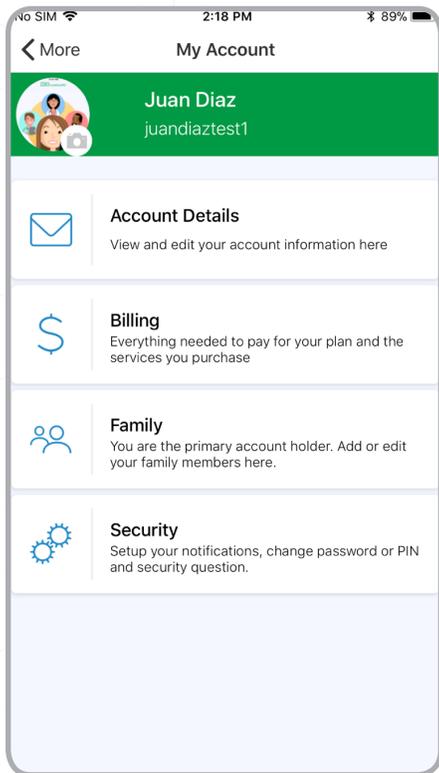
## 5.2 Family History

In Family History, switch right the button in every applicable option, according your family clinical history.



## 5.3 Lifestyle

In My Lifestyle, you may enter your weight, height and answer several questions about your health habits, switching right the buttons. The application will calculate your body mass index, according to the information you provided.

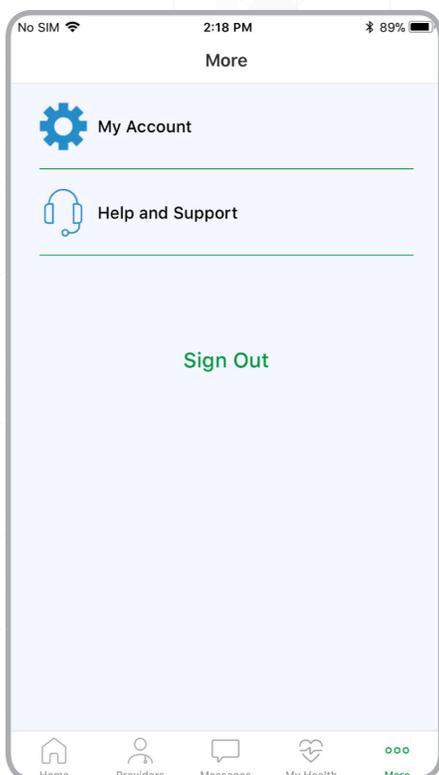
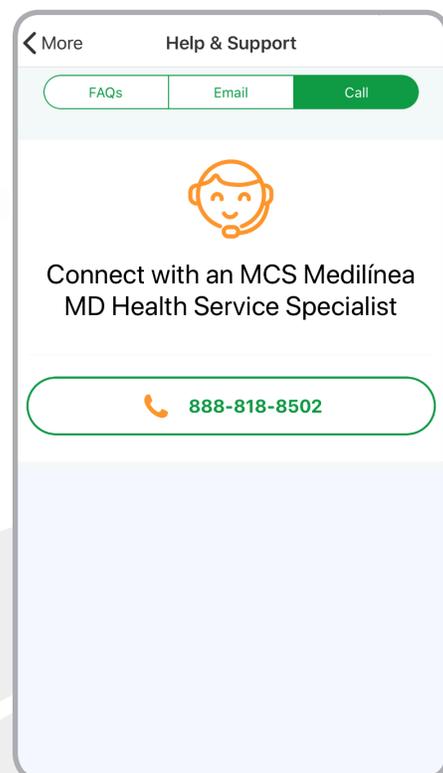


## 5.4 My Account

In My Account, the main insured may view and edit the account information, enter credit card information and see history of purchases, add or edit dependent family members, set up security options.

## 5.5 Help & Support

Any question can be delivered to MCS Medilínea MD specialists by email or phone call through the application.

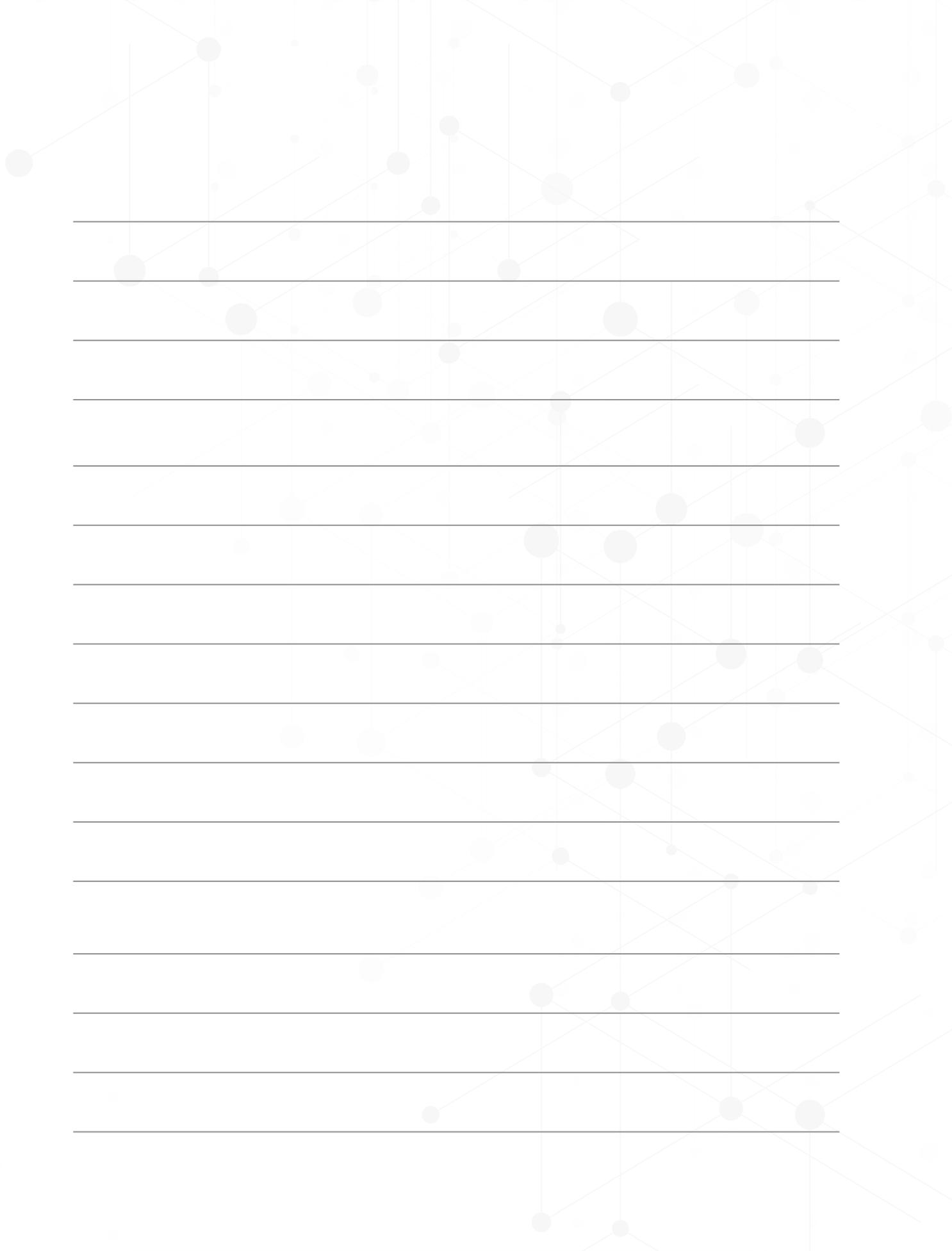


## 5.6 Sing Out

When you are done, sign out.









# Complete Health

Las consultas telefónicas de MCS Medilínea MD estarán disponibles 24/7/365, incluso los días feriados, y las consultas de video estarán disponibles durante el horario de 7:00 a.m. a 9:00 p.m., los 7 días de la semana o en el horario programado. Se requerirá que los padres o tutores completen un formulario diferente de divulgación de historial médico para niños menores de 36 meses, previo a hacer una cita con un médico de MCS Medilínea MD. Los niños menores de 36 meses que presentan fiebre deben ser referidos a su pediatra, a un centro de atención de urgencia adaptado a los niños o a un servicio de urgencias para una evaluación clínica. Los médicos MCS Medilínea MD no tratan a varones ni a pacientes pediátricos con síntomas urinarios. MCS Medilínea MD no reemplaza su médico primario. No se garantiza la prescripción de recetas, esto será determinado por el médico, según el cuadro clínico del paciente. No se expedirán recetas de repetición para medicamentos existentes, ni prescripciones para sustancias controladas por la Administración para el Control de Drogas (DEA, por sus siglas en inglés), medicamentos no terapéuticos y otros fármacos que pueden ser dañinos debido a su potencial de abuso. Los médicos de MCS Medilínea MD se reservan el derecho de denegar una consulta médica si determinan el uso indebido del servicio. El paciente es responsable de verificar sus documentos de descripción de beneficios o el formulario de medicamentos para determinar si MCS cubrirá ciertas recetas y el suplido correspondiente a su cubierta. Restrictions, conditions or terms may apply. MCS Life Insurance Company complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. MCS Life Insurance Company cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo. ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1.888.758.1616 (TTY: 1.866.627.8182). ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1.888.758.1616 (TTY: 1.866.627.8182). Subscribed by MCS Life Insurance Company. (Rev. February 2023)