Questions

If you have questions, we can help. Call First Choice VIP Care Member Services at **1-888-996-0499 (TTY 711)**, Monday – Friday, 8 a.m. to 8 p.m., from April 1 – September 30, or seven days a week, 8 a.m. to 8 p.m., from October 1 – March 31.

FirstChoice
VIP CARE.
by Select Health of South Carolina

For a full list of First Choice VIP Care health care providers, visit **www.firstchoicevipcare.com**.

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MDLIVE®
TELEHEALTH BENEFIT

FirstChoice
VIP CARE.
by Select Health of South Carolina

GETTING TO A HEALTH CARE PROVIDER'S OFFICE ISN'T ALWAYS EASY.

We can help you through access to a telehealth provider called MDLIVE.

MDLIVE is a First Choice VIP Care (HMO-SNP) provider that offers our members access to health care professionals 24 hours a day, seven days a week, for medical care they need that is not an emergency. MDLIVE can connect members to a health care provider on their phone, tablet, or computer when their health care provider is not available to see them or does not offer telehealth.

- What if you don't feel well enough to leave home?
- What if your provider doesn't have an appointment soon enough?
- What if you need a short-term refill on your medicines?
- What if you can't get off work?
- What if you can't find a ride?

MDLIVE's health care providers can help with over 80 routine medical conditions, including:

- Allergies.
- Cold symptoms.
- Fever.
- Flu.
- Pink eye.
- Rash.
- Respiratory issues.
- Sinus infections.
- Sore throat.
- Urinary tract infections (for female members age 18 and older).
- And more.

MDLIVE's licensed therapists are here to help with:

- Addictions.
- Anxiety.
- Attention deficit hyperactivity disorder (ADHD).
- Bipolar disorder.
- Depression.
- LGBTQ+ support.
- Relationship issues.
- Parenting issues.
- Stress management.
- Trauma and post-traumatic stress disorder.
- And more.

Please visit **https://mdlive.com/fcvipc** for more details.

To sign up for MDLIVE or connect to an MDLIVE health care provider:

- Download the MDLIVE app in the Google Play™ store or Apple App Store®.
- Visit **www.firstchoicevipcare.com**.
- Call **1-855-938-5268**, 24 hours a day, seven days a week.
- Text **VIPSC** to **635483**.

Message and data rates may apply based on any agreements members have with their network service providers.

MDLIVE is only for routine medical care. If this is an emergency, call **911**.

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