MD Live®

Virtual primary care patient journey

Care that meets members where they are—and stays with them.

Jamie, a woman in her early 40s.

+ Recently relocated for work and hasn't found a new PCP.
+ Struggles with weight gain and has been relying on outpatient doctors and ERs for care.
+ After her last ER visit, learns that MD Live is available through her benefits.



Getting started

In just minutes, Jamie registers for MD Live and verifies her coverage, giving her access to all her covered services through a single platform.

Week 1 — Comprehensive wellness care

Day 1 — Visit scheduled

- Jamie schedules her wellness screening and gets care within the first week.
- She shares her health history, lifestyle, and concerns through a guided health assessment.
- She reviews doctor profiles to find the right fit, considering expertise, experience, and languages spoken before selecting an obesity medicine specialist.

Day 2 — Lab work completed

- Jamie completes her lab work through integrated partners. This gives her doctor a complete health picture before they connect.

Day 5 — Wellness screening

- During her visit, Jamie's doctor reviews the results and discusses her symptoms and goals. Her doctor diagnoses Jamie with obesity and recommends a routine follow-up visit to help her manage her condition. She also orders a mammogram.

Day 6 — Coordinated follow-up care

- Jamie is connected with a dedicated coordinator who helps her schedule an appointment at a local, in-network imaging center based on her availability and preferences. The mammogram results are added to her MD Live profile for her doctor to review.
- She receives a reminder to schedule a follow-up visit to discuss next steps for managing her weight. Same- and next-day appointments are available.[1]

Week 2 — Care tailored to Jamie's goals

- Jamie completes a routine care visit where her doctor creates a personalized care plan that includes a weight-loss goal, a covered GLP-1 prescription, exercise and diet recommendations, and a referral to an MD Live therapist for mental health support.
- She uses home delivery to receive a 90-day supply of medication.

Month 1 — Ongoing support

- Jamie uses the MD Live Health Coaching app to help her stay on track with her goals. She receives personalized recommendations, biometric tracking, medication reminders, and nutrition support.
- App data integrates directly into Jamie's care plan, allowing her doctor to monitor her progress, adjust goals, and discuss next steps during follow-up visits.

Month 3 — Continuous care

- Supported 24/7 by an integrated care team, Jamie has regular check-ins with her doctor and can message directly between visits with questions or concerns.

Month 6 — Real, sustained results

- At her six-month follow-up, Jamie learns she has achieved her goal, having lost 8% of her body weight while developing sustainable habits to support her long-term health and well-being.

[1]Same-day appointments are not guaranteed and are subject to doctor availability.

© 2026 MD Live, an Evernorth company. All Rights Reserved. MDLIVE Medical Group (DE), P.A., MDLIVE Medical Group, P.A., and other MD Live related independent professional entities provide the clinical services made available by MD Live. 125-5768-26

EVERNORTH® HEALTH SERVICES