



We heal and inspire the human spirit.

To: Medi-Cal & DualChoice PCPs & Specialists

From: Provider Relations

Date: December 11, 2025

Subject: **IEHP Urgent Care Telehealth Services Available to Members!**

To support our member's access to all avenues of care available, including virtual options, IEHP is engaging in an awareness campaign with our members. IEHP is partnered with **MDLive**. MDLive **offers virtual urgent care services available 24 hours a day, 7 days a week, 365 days a year through both phone and video**. Available services include assessment, evaluation, treatment, advice, and prescriptions provided to Members or their family members.

*Please note: This service is not yet available to IEHP Covered members.

IEHP continues to promote and encourage members to engage and maintain a strong relationship with their Primary Care Provider and other care team members. If you are unable to set up a timely appointment in person or virtually, and you feel it is appropriate, you can refer the Member to **IEHP's virtual urgent care service** for quick access to a Board-Certified Physician.

Examples of covered conditions:

Allergies	Gastroesophageal reflux disease	Plantar fasciitis
Acid reflux	Golfer's elbow	Rash
Acute bronchitis	Gout	Respiratory problems
Asthma	Hay fever	Rolled ankle
Back & joint pain	Headache	Runner's knee
Birth control	Heartburn	Scabies
Bladder infections	Hives	Sinus problems
Cold & flu	Insect bites	Sore throat
Cold sores	Knee pain	Sports injuries
Constipation	Lab interpretation	Sprains and strains
Cough	Laryngitis	Tennis elbow
COVID-19 (can prescribe FDA-approved Paxlovid antiviral for adults 18+)	Mastitis	Thrush
Croup	Medication refills	Tonsilitis
Diarrhea	Migraines	Upset stomach
Dizziness	Mild injuries	UTI (adult females, 18+)
Ear pain	Nasal congestion	Vaginal itching
Eye irritation	Nausea	Vaginitis (non-STD)
Fever	Neck pain	Vomiting
Foot pain	Nosebleed	Warts
Furuncles (boils)	Osteoarthritis	Yeast infections
Gas	Painful urination	And more...
	Pink eye	

References: See [IEHP Telehealth Webpage](#) for MDLive services, restrictions, and medications

Conditions not appropriate for MDLive visits:

- Emergency situations (broken bones, significant bleeding, heart attack)
- Behavioral Health Conditions
- Internationally located patients
- Sexually transmitted diseases – prescription refills are available for some conditions
- Urinary tract infections in males of all ages
- Urinary tract infections in females under 18 years of age

How can Members access MDLive?

- MDLive's toll free #: 1-888-673-1992 (TTY 711)
- Visit [MDLIVE](https://mdlive.com) to set up an account, log in, and make a virtual visit appointment with an MDLive Physician.
- Download the MDLive mobile app (available on the App Store & Google Play).
- Scan the QR CODE below on a mobile device, which will link them to the IEHP MDLive website to sign up, sign in, or download the application.

Members can set up an account via MDLive App, Website, or QR Code:

HOW TO CREATE AN ACCOUNT USING THE MDLIVE APP.

- 1 Get the MDLIVE app in the Apple App Store or Google Play Store. 
- 2 Enter your email address and create a password. 
- 3 Complete your profile and click submit. Your account is now created. We'll send you an email to confirm. 

HOW TO CREATE AN ACCOUNT USING THE MDLIVE WEBSITE.

- 1 Go to mdlive.com/IEHP and click "Activate Now." 
- 2 Enter your member ID and other information, enter your email address, and create a password. 
- 3 Click submit. Your account is now created. We'll send you an email to confirm. 



Members can also be directed to:

1. **Nurse Advice Line:** Call 1-888-244-IEHP (4347) for triage and subsequent warm transfer to MDLive.
2. **IEHP Member Services:**
 - Medi-Cal: 1-800-440-IEHP
 - DualChoice (DSNP): 1-877-273-IEHP
 - IEHP Covered: 1-855-433-IEHP

MDLive Data Sharing with IEHP & PCPs:

MDLive provides encounter data to IEHP including encounter date, chief complaint, SOAP note, and prescriptions, daily to support the following data-sharing processes and outreach to the Members for care coordination purposes:

IPAs and PCPs are informed through IEHP's [secure provider portal](#) of assigned Members who have accessed Audio/Video MDLive Services. To view encounter data, you can access this through Rosters → DocOnline

If you have any questions, please contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email ProviderServices@iehp.org