



HEALTH CARE THAT IS ONLY A PHONE CALL AWAY

MCS Medilínea is the telephone healthcare orientation and consultation service, exclusively for MCS insureds; available 24 hours a day, 7 days a week

A group of healthcare professionals will address your concerns and questions about symptoms management and medical conditions, guiding you on the best way to proceed. In addition, one of the benefits of the program is assistance to determine the urgency or severity of a condition, so you can go to the appropriate healthcare professional to address your situation, be it an emergency room or your primary care physician, among others.

With a single phone call, you will be able to get advice on the management of common symptoms such as: **fever, diarrhea, vomiting and headache, among others.**



To find out what to do in case of symptoms or an illness, call toll free:

1.866.727.6271

For urgent care situations, consult with your doctor from the comfort of your own home

MCS Medilínea MD



Through MCS Medilínea MD, you can enjoy medical consultations with certified doctors – 24 hours a day, 7 days a week.

With MCS Medilínea MD, you won't have to:

- ✓ Coordinate medical appointments
- ✓ Wait in long lines or sit in a waiting room
- ✓ Leave the comfort of your own home
- ✓ Go to the emergency room unnecessarily

Thanks to your employer, you have access to **MCS Medilínea MD** as part of your health benefit.

- Download the **My MCS** application or go to www.mcs.com.pr and click on the **My MCS** button, register and start enjoying this benefit.
- Once registered at **My MCS**, click on the **Medilínea MD** button.
- Answer the questions about your symptoms, and you'll be sent to a virtual room, where you'll consult with a doctor through videoconferencing.

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

- Acne
- Allergies
- Conjunctivitis
- Diarrhea
- Coughs
- Rashes
- Constipation
- Fever
- Colds / Flu
- Ear Problems
- Respiratory Problems
- Urinary Problems
- Headaches
- Sore Throat
- Nausea / Vomiting
- Insect Bites

Virtual medical attention - at any time and any place.

1.833.275.6276

MCS | **medilíneaMD**

Underwritten by MCS Life Insurance Company. MCS Medilínea MD phone consultations are available 24/7/365, including holidays. Parents or guardians will be required to complete a different medical history disclosure form for children under the age of 18 prior to making an appointment with an MCS Medilínea MD doctor. Prescriptions are not guaranteed, and will be determined by the doctor, according to the patient's clinical scenario. No prescriptions will be issued for refills for existing drugs, or for substances controlled by the Drug Enforcement Agency (DEA), or for non-therapeutic drugs and others that may be harmful, due to their potential for abuse. MCS Medilínea MD doctors reserve the right to deny a medical consultation if they determine the misuse of the service. Patients are responsible for verifying their benefit description documents and/or their drug formularies to determine whether MCS will cover certain prescriptions and the supply corresponding to their coverage.

