

Contacting a health professional is easy

- > To access ODS eDoc, you'll need to log in to your myModa account at modahealth.com.
- > If you don't already have a myModa account, creating an account is easy. With your Moda Health member ID card handy, follow instructions to enter your registration information.
- > Once you're logged in, click on the myHealth tab, and then click on the ODS eDoc icon.
- > From there, you'll log in to ODS eDoc and create a brief medical profile.
- > You can then choose to email your question to a physician, psychologist, dentist, pharmacist, dietitian or fitness expert.

Please note: ODS eDoc is a convenient and confidential way to deal with common, nonurgent health situations that may arise. ODS eDoc should not be used in an emergency or in place of a primary care physician or dental provider.



What members are saying*

"I think your service is wonderful and feel confident when I use it that I am getting an individual reply to my questions, not canned answers. You are appreciated."

"I think this is one of the best benefits that we have as employees."

"I spoke with Nurse Evelyn on Thursday regarding a concern I had. I'm glad to know I can avoid unnecessary office visits by having access to a nurse when I need it."

Questions?

Call us at 800-592-8283.

modahealth.com

Note: ODS eDoc may not be included in all benefit plans.
*Names have been withheld to protect members' privacy.

Health plans in Oregon, Washington and Alaska provided by Moda Health Plan, Inc. Dental plans in Oregon provided by Oregon Dental Service. Dental plans in Alaska provided by Oregon Dental Service doing business as Delta Dental of Alaska.

902981 (03/13) HCS-1320

> ODS eDoc

We've got
your back with
around-the-clock
health advice



moda
HEALTH

Included as a part of our Be Better tools – a standard feature in every Moda Health medical plan – ODS eDoc gives you unlimited access to vital health resources around the clock.

When a worrisome but non-critical medical issue arises, you can email a health professional or call a nurse at any time, day or night. If the issue doesn't require further attention, ODS eDoc will prevent an unnecessary and inconvenient trip to a provider's office.

You'll also receive weekly ODS eDoc health tips via email on topics such as seasonal allergies, colds, the flu, exercise, nutrition and more.

Armed with a team of health experts, you will have the tools and resources you'll need to better manage your health.



Ask a physician*

Contact a board-certified physician via email to get advice, treatment alternatives and medical information. Get answers to questions about medical concerns and a recommended course of action, including home care for minor injuries and illnesses.

Ask a psychologist

Get online help via email from a licensed psychologist during times of stress or emotional difficulty. ODS eDoc's online psychologists can provide links to further resources and help you decide when you need to see a doctor or mental health professional.

Ask a pharmacist

Learn more about your prescriptions from an experienced pharmacist. Email questions about medications or symptoms, and get more information about the benefits of specific drugs, side effects and alternative treatments.

Ask a dentist

Email a dentist for professional advice and learn more about cosmetic dentistry, oral health issues, common dental procedures and preventive dentistry.

Ask a dietitian

Reach your dietary goals with the support of a nutrition expert. Get email answers to your questions about diet and weight loss, vitamins and minerals, chronic disease and foods for optimum health.

**Available in Spanish*

Ask a fitness expert

Get tips and help with your exercise program. Email questions to a doctor with a specialty in sports medicine. Design your physical fitness routine to get the maximum health benefits. Find out what you need to know about exercise and weight loss, fitness for kids, starting an exercise program, preventing sports-related injuries and more.

Nurse Advice Line*

Call the 24-hour Registered Nurse Advice Line for help with medical issues ranging from home-care remedies to recommended emergency care. To access the advice line, call 866-321-7580.

Advice on the go with eDocVoice

When you're away from a computer but have a pressing medical question, you can still access the help of your ODS eDoc team by using eDocVoice.

With eDocVoice, you simply call a toll-free number, ask a question and wait for a return call with a personalized answer (guaranteed within 24 hours, with most responses arriving in just two to three hours).

As with other ODS eDoc services, usage is free and unlimited.

eDoc Voice: 855-429-3362