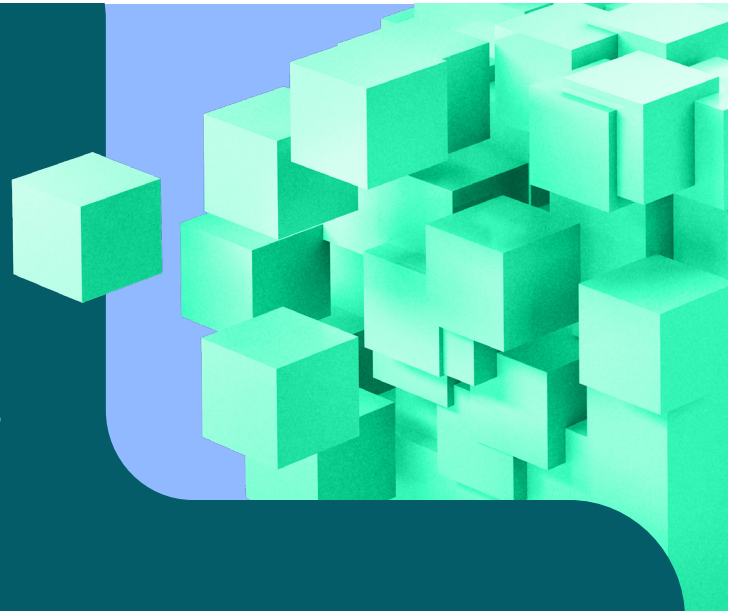# Expert-level implementation and support of our virtual care solutions

Founded in 2009, MD Live has been delivering the highest-quality telehealth experience to health plans and their members for well over a decade. We have a deep knowledge and understanding of telehealth technical integrations, clinical requirements, billing, compliance, and data security issues. Our robust experience in the collaborative design of operational workflows and change management processes ensures a seamless client experience.

MD Live facts

✓ 100% client satisfaction for all 2021 implementation projects.

✓ HITRUST CSF V9.1 certified. HIPAA and ADA compliant.

✓ 30- to 90-day implementation period.[1]

✓ 30 days of post-launch implementation team support, followed by ongoing support from your designated Customer Success team.

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MD Live advantages

+ MD Live ensures a seamless transition that meets or exceeds expectations for ease and timeliness with seasoned, highly qualified project management professionals.

+ Your dedicated MD Live Implementation Team partners with client Product, IT, Compliance, Billing, Marketing, and Clinical teams to ensure successful onboarding, proper configuration, detailed education, and preparation for go-live.

+ MD Live implementations include clear statements of work detailing our process, MDLIVE and client roles and responsibilities, agreed-upon deliverables, and timelines.

+ Clients are always aware of current state and impacts to go-live date. They receive detailed project status and risk reports, in addition to exemplary levels of responsiveness and thoroughness throughout their implementation projects.

+ MD Live Implementation Managers have a complete understanding of all products, solutions, and services in scope for their clients' projects. They are available to provide the necessary training and education to clients' internal teams and 3rd party vendors to ensure successful project launches.

+ MD Live is HiTrust certified, and all our platforms are HIPAA and ADA compliant. Member data is treated with the utmost care and concern for the privacy and protection of personal identifiable information (PII) and protected health information (PHI).

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+ Seamless implementation

▼ Initiation
+ Solution Ideation
+ Success Metrics
+ Statement of Work

▼ Planning
+ Project Planning
+ Marketing & Engagement
+ Launch Initiatives

▼ Execution
+ Project Meetings
+ Design, Build, & Test
+ Education & Training

▼ Monitor and control
+ Project Status
+ Scope Control
+ Risk Management

▼ Close
+ Project Go-Live
+ Client Acceptance
+ Service Transition

MD Live believes in the power of providing impactful and innovative health care to improve lives. Let's work together to deliver on that promise to your members.

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