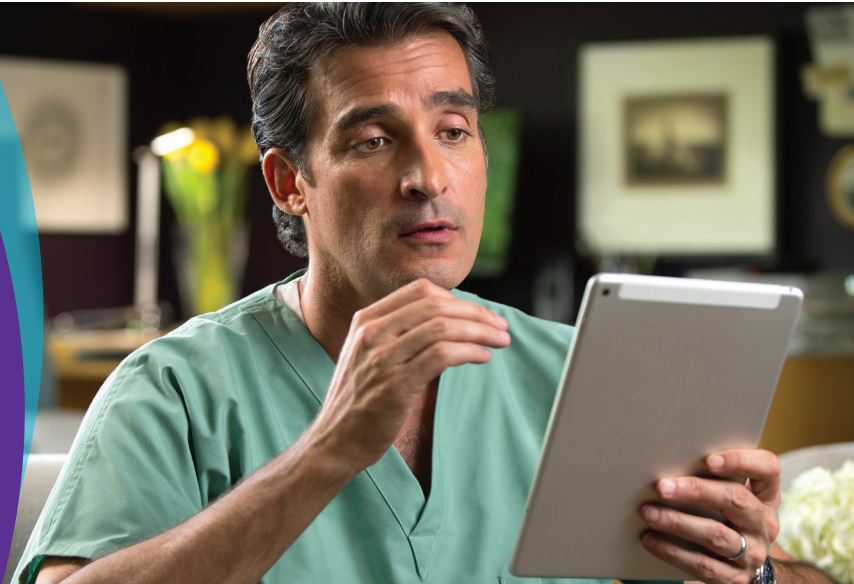




## AVAILABLE NOW: Access to a doctor anytime, anywhere



Teladoc® gives you 24/7/365 access to U.S. board-certified doctors through convenience of phone, video or mobile app visits. It's an affordable alternative to costly urgent care and ER visits when you need care now.

### MEET OUR DOCTORS

Teladoc is simply a new way to access qualified doctors. All Teladoc doctors:

- Are practicing PCPs, pediatricians, and family medicine physicians
- Average 20 years experience
- Are U.S. board-certified and licensed in your state
- Are credentialed every three years, meeting NCQA standards

### GET THE CARE YOU NEED

Teladoc doctors can treat many medical conditions, including:

- Cold & flu symptoms
- Allergies
- Sinus problems
- Urinary tract infection
- Respiratory infection
- Skin problems
- And more!

### WHY TELADOC?

It is a convenient and affordable option for quality care.

- When you need care now
- If you're considering the ER or urgent care for a non-emergency issue
- On vacation, on a business trip, or away from home
- For short term prescription refills

## Talk to a doctor anytime for free!



Teladoc.com



1-800-Teladoc (835-2362)



## Three ways to complete your medical history

### Online

The fastest and easiest option. Log into [Teladoc.com](https://www.teladoc.com) and complete the "My Medical History" section.

### Mobile app

Log into your account on your mobile device and complete the "Medical History" section. Visit [Teladoc.com/mobile](https://www.teladoc.com/mobile) to download the app.

### Call Teladoc

Call Teladoc if you would like a customer service representative to help you complete your medical history over the phone.

### Why should I complete the medical history?

Your medical history must be completed prior to requesting a consult and updated each year. The Teladoc doctor will review your medical history prior to a consult.

### Can my company view my medical history?

No. All information is confidential, HIPAA compliant, and will not be shared. Only you and the consulting doctor can view your medical data.

### How quickly can I talk to a doctor?

A Teladoc doctor will call you back within an hour, guaranteed.

### Can I get a prescription or a prescription refill?

Yes. When medically appropriate, Teladoc doctors prescribe medication for treatment of your illness and also can prescribe short term prescription refills. Teladoc doctors do not prescribe DEA controlled substances.

With your consent, Teladoc is happy to provide information about your Teladoc consult to your primary care physician.

## Talk to a doctor anytime for free!

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 [Teladoc.com/mobile](https://www.teladoc.com/mobile)

Download the app:



## 24/7/365 medical coverage for you and your dependents

You and your eligible dependents can talk to a U.S. board-certified doctor anytime, anywhere, by phone or video. Teladoc® doctors can treat many of your medical conditions. **Give your family access to Teladoc.**

### 1 Set up your account (PRIMARY MEMBER)

Visit the website and click "Set up account". Follow the online instructions to provide the necessary information and to complete your medical history.

### 2 Set up minor dependents (17 OR YOUNGER)

Log into your account and click "My Family" from the top menu. Follow the online instructions to provide the necessary information and complete your dependent medical history.

### 3 Set up adult dependents (18 OR OLDER)

Adult dependents set up their own account by visiting the website and clicking "Set up account". They should follow the online instructions to provide the necessary information and to complete their medical history.

### 4 Request a consult

Once your account is set up, request a consult anytime and anywhere you need care. With your consent, Teladoc is happy to provide information about your Teladoc consult to your primary care physician.

#### Do I have a username?

When setting up your account online, you will be asked for a username. Your username can be found on your Teladoc membership card. If you do not have a membership card or you do not know your username, simply select "No" and complete the information requested.



## Talk to a doctor anytime for free!

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 **Teladoc.com/mobile**

## Teladoc® Member Frequently Asked Questions

### What is Teladoc?

Teladoc is the first and largest provider of telehealth medical consults in the United States, giving you 24/7/365 access to quality medical care through phone and video consults.

### Who are the Teladoc doctors?

Teladoc doctors are U.S. board certified in Internal Medicine, Family Practice, or Pediatrics. They average 20 years practice experience, are licensed in your state, and incorporate Teladoc into their day-to-day practice as a way to provide people with convenient access to quality medical care.

### Does Teladoc replace my doctor?

No. Teladoc does not replace your primary care physician. Teladoc should be used when you need immediate care for non-emergent medical issues. It is an affordable, convenient alternative to urgent care and ER visits.

### What kind of medical care does Teladoc provide?

Teladoc provides adult and pediatric general medical care.

### What consult methods are available?

You can talk with a Teladoc doctor via a phone consult, video consult within the secure member portal, or video consult within the Teladoc mobile app.

### How do I set up my Teladoc account?

Setting up your account is a quick and easy process online. Visit the Teladoc website and click "Set Up Account". Follow the online instructions.

### How do I request a consult to talk to a doctor?

Visit the Teladoc website, log into your account and click "Request a Consult". You can also call Teladoc to request a consult by phone.

### How quickly can I talk to the doctor?

Median call back time is just 10 minutes. If you miss the doctor's call, whether you are away from the phone or you have anonymous call blocker on, you will be returned to the bottom of the waiting list. The consult request is cancelled if you miss three calls.

### Is there a time limit when talking with a doctor?

There is no time limit for consults.

### Can Teladoc doctors write a prescription?

Yes, Teladoc doctors can prescribe short-term medication for a wide range of conditions when medically appropriate. Teladoc doctors do not prescribe substances controlled by the DEA, non-therapeutic and/or certain other drugs which may be harmful because of their potential abuse.

### How do I pay for a prescription called in by Teladoc?

When you go to your pharmacy of choice to pick up the prescription, you may use your health/prescription insurance card to help pay for the medication. You will be responsible for the co-pay based on the type of medication and your plan benefits.

### Is the consult fee the same price, regardless of the time?

Yes! Teladoc charges one flat rate per consult.

### How do I pay for the consult?

You can pay with your HSA (health savings account) card, credit card, prepaid debit card or by PayPal.

### If the Teladoc doctor recommends that I see my primary care physician or a specialist, do I still have to pay the Teladoc consult fee?

Yes. Just like any doctor appointment, you must pay for the consulting doctor's time.

### Can I provide consult information to my doctor?

Yes. You have access to your electronic medical record at anytime. Download a copy online from your account or call Teladoc and ask to have your medical record mailed or faxed to you.

## Talk to a doctor anytime for free!

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## Pediatric Frequently Asked Questions

### What is Teladoc®?

Teladoc is the first and largest provider of telehealth medical consults in the United States, giving members 24/7/365 access to quality medical care through phone and video consults.

### Who are the Teladoc doctors?

Teladoc doctors are U.S. board certified in Internal Medicine, Family Practice, or Pediatrics. They average 20 years practice experience, are licensed in your state, and incorporate Teladoc into their day-to-day practice as a way to provide people with convenient access to quality medical care.

### Does Teladoc replace my child/minor's pediatrician?

No. Teladoc does not replace the pediatrician or primary care physician for any member, regardless of age. Teladoc provides medical consults when your physician is not available. Teladoc should be used when you need immediate care for non-emergent medical issues. It is an affordable, convenient alternative to urgent care and ER visits.

### Is the consult fee the same price, regardless of the time?

Yes! Teladoc charges one flat rate per consult.

### Is there a different medical history form for children?

Yes, a pediatric medical history must be completed for all children less than 7 years of age.

### How do I request a consult to talk to a doctor?

Visit the Teladoc website, log into your account and click "Request a Consult". You can also call Teladoc to request a consult by phone.

### What ages are covered by Teladoc's pediatric network?

Teladoc provides quality care for all members of any age.

### Who can request a consult for a child?

The parent, guardian or authorized consentor must request a consult for the child/minor. Dependents under the age of 18 years may not request a consult directly.

### What is an authorized consentor?

An authorized consentor is an individual the parent or guardian has previously assigned to speak with the doctor on the child's behalf in the parents' or guardians' absence. The authorized consentor must be appointed by the parent or guardian prior to any consult.

### How is an authorized consentor assigned?

Log in to your account and click "My Family" or you can call Teladoc.

### Will the child interact or speak to the doctor directly?

The level of child involvement is at the discretion of the doctor. However, the child must be present during the consult. In all cases, the doctor will speak directly with the parent, guardian or authorized consentor.

### What has Teladoc put into place to ensure the medical safety of children?

Teladoc maintains a gold standard of service through quality assurance programs for all consults, regardless of age. This includes the pediatric network, utilizing the Barton D. Schmitt Pediatric Telephone protocols recommended by the American Academy of Pediatrics.

### Will Teladoc send consult information to the pediatrician or primary care physician?

Due to federal HIPAA guidelines, the parent or guardian must authorize Teladoc to submit any medical information to the pediatrician or primary care physician.

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# Getting started with Teladoc®



Teladoc gives you access 24 hours, 7 days a week to a U.S. board-certified doctor through the convenience of phone, video or mobile app visits. Set up your account today so when you need care now, a Teladoc doctor is just a call or click away



1

#### Online:

Go to [Teladoc.com](https://teladoc.com) and click "**set up account**".

#### Mobile app:

Download the app and click "**Activate account**". Visit [teladoc.com/mobile](https://teladoc.com/mobile) app to download the app.

#### Call Teladoc:

Teladoc can help you register your account over the phone.

## SET UP YOUR ACCOUNT

Your medical history provides Teladoc doctors with the information they need to make an accurate diagnosis.



2

## PROVIDE MEDICAL HISTORY

Set up your account by phone (toll-free) web, mobile app or by texting "**Get Started**" to **469-844-5637**



3

## REQUEST A CONSULT

Once your account is set up, request a consult anytime you need care. And talk to a doctor by phone, web or mobile app

Talk to a doctor anytime for **Free!**



Teladoc.com



1-800-Teladoc





# REGISTER WITH TELADOC TODAY!

Once registered, you  
can speak with a licensed  
doctor within minutes.  
**Anytime. Anywhere.**

## 3 WAYS TO REGISTER



**Online**

OR



**Mobile App**

OR



**Phone**

During registration, you'll complete  
your medical history so when you  
need Teladoc, it'll be fast and easy.

Teladoc is the easy, convenient, and affordable option for quality medical care. Our licensed doctors can treat cold and flu symptoms, respiratory infections, sinus problems, ear infections, and more!

With your consent, Teladoc is happy to provide information about your Teladoc consult to your primary care physician.

## Talk to a doctor anytime for **Free!**



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[1-800-Teladoc](tel:1-800-Teladoc)



[Teladoc.com/mobile](https://www.teladoc.com/mobile)



## Get started with Teladoc

It's quick and easy to set up your account online. Simply visit the Teladoc® website, click "Set up account" and then follow the instructions below.

### STEP 1:

#### The basics

Provide a little information about yourself to confirm your eligibility.

### STEP 2:

#### Do you have a username?

Select "yes" or "no". Not everyone has a username to activate their Teladoc account, so don't worry about selecting "No."

### STEP 3:

#### How do you have Teladoc?

Teladoc is an exclusive service that is not available to everyone. Typically, Teladoc is offered by your employer or health plan. You may also have a Teladoc promo code or a Teladoc ID card. If you're not sure you have Teladoc, call the number below for assistance over the phone.

## Talk to a doctor anytime for free!

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# So many reasons to use Teladoc®



**Teladoc gives you access 24 hours, 7 days a week to a U.S. board-certified doctor through the convenience of phone, video or mobile app visits.**  
It's an affordable option for quality medical care.



## GET THE CARE YOU NEED

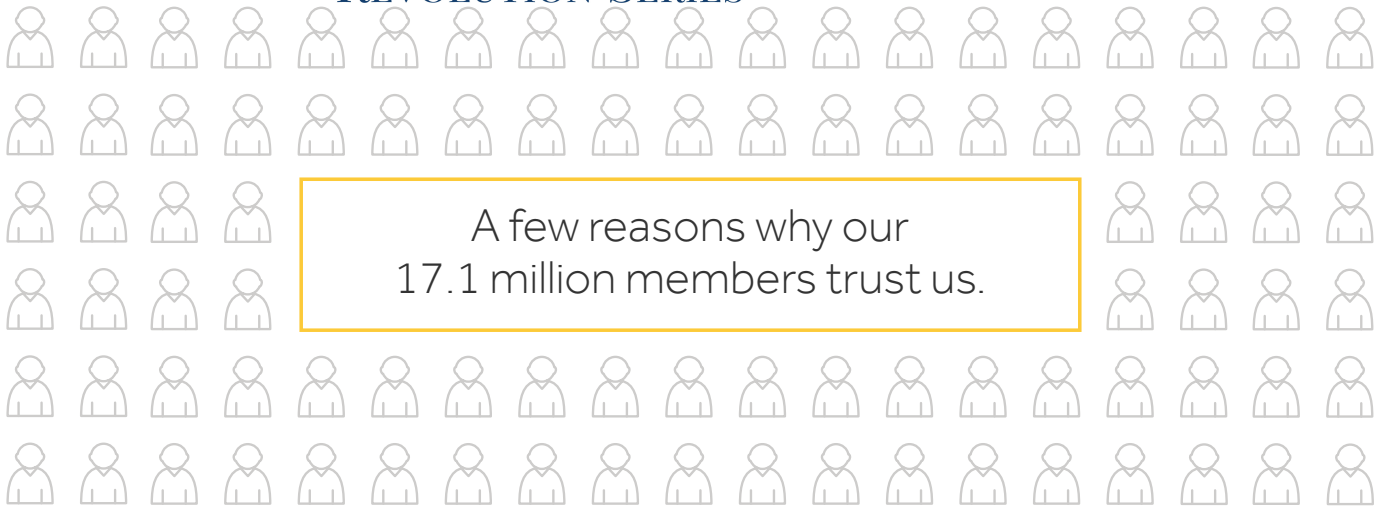
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- Cold & flu symptoms
- Allergies
- Pink Eye
- Ear infection
- Respiratory infection
- Sinus problems
- Skin problems
- And more!

With your consent, Teladoc is happy to provide information about your Teladoc visit to your primary care physician

Talk to a doctor anytime for **Free!**





<10 min

median response time



24/7

anytime, everywhere



90%

would use Teladoc again



95%

member satisfaction

*"The service is incredible! Being able to get a visit wherever you are and whenever you need it is beyond convenient. On top of that, the doctors always make me feel very confident in their diagnoses and recommendations."*

- Sam, Teladoc Member

*"I travel a lot which makes the convenience of Teladoc a real value for me and my family. It is easy to use, saves time, saves money, and is just as effective as a face-to-face consult."*

- Randy, Teladoc Member

*"One night my child was running a high fever. I called Teladoc and the doctor prescribed a medication and plenty of fluids. Glad I avoided the time and expense of the ER."*

- Holly, Teladoc Member

*"After many of my co-workers told me how happy they were with Teladoc, I signed up. Within an hour I was picking up my prescription and I'm now on the road to feeling better."*

- Chris, Teladoc Member

*"My daughter had a bad infection. Within 5 minutes, I was connected with a doctor, and minutes after the visit ended I got a call from my pharmacy. Saving grace for parents!"*

- Jenna, Teladoc Member