



## Why use Teladoc?

- Available 24 hours a day, 365 days a year.
- On-demand access to board-certified doctors via phone, mobile, and video.
- Diagnose, treat, and prescribe medications (if necessary) for common health issues.
- No appointments needed.
- Information is kept safe and secure.



## How does the cost of Teladoc compare to other services?

Teladoc Visit	Primary Care Visit	Specialist/Urgent Care Visit	Emergency Room Visit
\$10 copay	\$20 copay	\$40 copay	\$100 copay (waived if admitted), subject to deductible, then 20% coinsurance if visit is for a true emergency.
			\$250 copay (waived if admitted), subject to deductible, then 20% coinsurance if visit is for a non-true emergency.

## When should I use Teladoc instead of another medical service?

Teladoc Visit	Primary Care Visit	Specialist/Urgent Care Visit	Emergency Room Visit
<p>"I have a minor ailment and would like the convenience of speaking with a medical professional over the phone."</p> <ul style="list-style-type: none"> <li>➤ Cold, cough, and flu</li> <li>➤ Sore throat and sinus infections</li> <li>➤ Pink Eye</li> <li>➤ Rash</li> <li>➤ Fever</li> <li>➤ Allergies and asthma</li> <li>➤ Bug bites</li> </ul>	<p>"I prefer to see my doctor and can wait if necessary."</p> <ul style="list-style-type: none"> <li>➤ Chronic condition maintenance</li> <li>➤ Common illnesses</li> <li>➤ Acute conditions</li> <li>➤ Cold, cough, and flu</li> <li>➤ Sore throat and sinus infections</li> <li>➤ Cuts and scratches</li> <li>➤ Minor broken bones</li> <li>➤ Allergies and asthma</li> <li>➤ Sprains and strains</li> <li>➤ Infections</li> <li>➤ Sports physicals</li> <li>➤ Flu shots</li> <li>➤ TB tests</li> <li>➤ Lab tests</li> <li>➤ X-rays</li> <li>➤ Bug bites</li> </ul>	<p>"I'm unable to immediately see my primary care provider."</p> <ul style="list-style-type: none"> <li>➤ Cold, cough, and flu</li> <li>➤ Sore throat and sinus infections</li> <li>➤ Cuts and scratches</li> <li>➤ Minor broken bones</li> <li>➤ Allergies and asthma</li> <li>➤ Sprains and strains</li> <li>➤ Infections</li> <li>➤ Sports physicals</li> <li>➤ Flu shots</li> <li>➤ TB tests</li> <li>➤ Lab tests</li> <li>➤ X-rays</li> </ul>	<p>"My injury is life- or limb-threatening."</p> <ul style="list-style-type: none"> <li>➤ Compound broken bones</li> <li>➤ Severe bleeding</li> <li>➤ Chest pain</li> <li>➤ Abdominal pain</li> <li>➤ Head injury</li> <li>➤ Severe allergic reaction</li> <li>➤ Loss of consciousness</li> <li>➤ Seizures</li> <li>➤ Stroke symptoms</li> <li>➤ Fall from a height greater than 5 feet</li> </ul>

## How do I use Teladoc?

### Set Up Your Account

It's quick and easy online. Visit the Teladoc website, click "Set up account," and provide the required information. Members can also call Teladoc for assistance over the phone.

### Request a Consult

Once members' accounts are set up, they can request a consult anytime they need care.

### Payment

Teladoc accepts credit and debit cards as well as PayPal for payment.

### Provide Medical History

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

**Online:** Members log in to the Teladoc website and click "My Medical History."

**Mobile app:** Members log in to their account and complete the "My Health Record" section. They can visit [www.Teladoc.com/mobile](http://www.Teladoc.com/mobile) to download the app.

**Call Teladoc:** Teladoc can help members complete their medical history over the phone.