

Teladoc Health™

ABOUT THIS BENEFIT

Teladoc Health is a national network of U.S. board-certified physicians who use phone and video consultations to diagnose, recommend treatment and write short-term prescriptions, when appropriate. Teladoc physicians are available 24 hours a day, 365 days a year, allowing Alliance members to access quality care from their home or office as opposed to more expensive settings like the doctor's office or emergency room.

You can access this service wherever you happen to be: your home, the office, or from your hotel room. Simply make a phone call, and in most cases, speak to a doctor in less than 30 minutes.

As an Alliance Member, Teladoc consultations are included in the cost of membership. Just one more way your membership saves you money!

Teladoc Benefits:

- Physicians available 24/7/365
- Fast access - average consult within 30 minutes
- Prompt diagnosis results in faster treatment
- Available anywhere, anytime
- Physician reviews and updates medical record when performing a medical consultation
- Secure, personal, and portable Electronic Health Record (EHR)
- Patient-centric focus
- Efficient delivery system for your health care needs

Call Teladoc:

- When your primary physician is not available
- For non-emergency medical care
- After normal hours of operation
- When on vacation or a business trip
- For second opinions

Teladoc Treats Conditions Like:

- Sinus infections
- Respiratory conditions
- Allergies
- Bronchitis
- Sore throat
- Pink eye
- Cold or flu

Consults for children under the age of 18 must be accompanied by a parent, guardian, or approved consentor.

For general information please see [Teladoc Frequently Asked Questions \(Link to pdf: Alliance_Teladoc_FAQ.pdf\)](#)

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available in certain states. Teladoc does not prescribe DEA controlled substances, nontherapeutic drugs and certain other drugs which may be harmful because of their potential for abuse. Teladoc physicians reserve the right to deny care for potential misuse of services.

Video consults only in ID. In AR and DE, the first visit must be by video and future visits can be by phone or video.

Members must identify themselves as an Alliance Member when speaking with the Vendor.

NOTE: Benefit availability may vary by member state of residence and are updated periodically and Members should check the Web site www.alliancedirectbenefits.com or call Member Services (800-733-2242) for the latest information. All benefits are available to the primary member, spouse/partner and legal dependents. Certain limitations, restrictions and exclusions may apply. The Alliance Value Plan is administered by the Alliance – a nonprofit corporation formed under the laws of the District of Columbia. The benefits explained herein are offered at the sole discretion of the Alliance.

ACCESS THIS BENEFIT

Tips and Instructions:

For more information, or to register, call 800-Teladoc (835-2362), visit them online at www.Teladoc.com, or download the Teladoc Member app for iOS and Android devices.

You must register and complete your medical history disclosure before using Teladoc for the first time.

1. Go to www.Teladoc.com or access the Teladoc Mobile App.
2. **“Set up your account.”** The requested information **must match** the information on your Membership.
3. Enter your First and Last Name
4. Enter your Date of Birth, Zip Code, and Email address
5. Enter your Gender and select the Preferred Language
6. **Enter Promo Code: "VALUE".**
Note: If you receive a message that Teladoc is unable to verify your eligibility, please call Member Services at 800-733-2242 for assistance.
7. Complete all required fields for your Address and Phone number.
8. Create a Username and Password. You may want to write down your Login information, so you have quick access.
9. Select and answer three (3) security questions.
10. After you have read the Web and Mobile Privacy Policy and Web and Mobile Terms and Conditions signify your acceptance by tapping on “Complete Registration”. If you are on the Mobile App, you are given the option to Provide a 4-digit security code Access for a two-step authorization login process.
11. You are now Registered!
12. Complete your medical history disclosure (MHD) under the Health Records section.
13. Now you are ready to use Teladoc and the whenever and wherever you need it!

< **CLICK HERE** > for a Program Overview. ([Link to pdf: Alliance_Teladoc_Overview.pdf](#))

< **CLICK HERE** > for answers to Frequently Asked Questions. ([Link to pdf: Alliance_Teladoc_FAQ.pdf](#))

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24/7 Physician Access

Anytime. Anywhere.



Over the phone, a physician can diagnose medical problems, recommend treatment and prescribe short-term non DEA medication, when appropriate. Provided in your Alliance Membership!

TelaDoc is a national network of board certified physicians providing cross coverage consultations 24 hours a day, 365 days a year. TelaDoc physicians use electronic health records (EHRs) and telephone consultations to diagnose, recommend treatment and write short-term non DEA controlled prescriptions, when appropriate. TelaDoc does not replace the existing primary care physician relationship but instead enhances it with an efficient, cost-effective alternative for minor medical problems.

TelaDoc is available 24 hours a day, 365 days a year. You can access this service wherever you happen to be: your home, office, hotel room, or vacation campsite. Simply make a phone call, and in most cases, speak to a doctor in less than thirty minutes.

As an Alliance Member, TelaDoc services are included in the cost of membership. Just one more way Alliance saves you money.

What are the benefits of Teladoc?

- Physicians available 24/7/365
- Fast access—average consult within 30 minutes
- Prompt diagnosis results in faster treatment
- Available anywhere, anytime
- Physician reviews and updates electronic health record when performing a medical consultation
- Secure, personal, and portable electronic health record (EHR)
- Qualified HSA and FSA expense
- Requires only a telephone
- Efficient delivery system for routine health care
- Improved access to care at a lower cost

When should I Teladoc?

- When your physician is not available
- For non-emergent medical care
- After normal hours of operation
- When on vacation or a business trip
- For second opinions

What can I use it for?

- Sinus infections
- Respiratory conditions
- Urinary tract infections
- Allergies and sore throat
- Pink eye
- Cold or flu

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When you need relief fast, You've got options.
Teladoc: 24/7 access to board-certified physicians.

 www.Teladoc.com

 1-800-Teladoc

TelaDoc Medical Services: TelaDoc does not replace the primary care physician. TelaDoc is not available in Oklahoma. TelaDoc does not guarantee that a prescription will be written, and operates subject to state regulations. TelaDoc does not prescribe DEA controlled substances. TelaDoc physicians reserve the right to deny care for potential misuse of services. TelaDoc, Inc. © 2002 – 2010.

Teladoc FAQ



1. What is the Teladoc service?

Teladoc is a national network of U.S. board-certified physicians who use electronic health records, telephone consultations and online video consultations to diagnose, recommend treatment and write short-term, non-DEA-controlled prescriptions, when appropriate. Physicians are available 24 hours a day, 365 days a year, allowing members of any age to access quality care from their home or office as opposed to more expensive settings like the doctor's office or emergency room.

2. Are Teladoc services included in my membership, or do I have to pay an additional fee?

Because of your relationship with the association, your monthly access fees and consult fees have been waived! Please note, you may be asked to provide billing information via your online account. If this is the case, please select 'Skip this Step' under the Payment Method section.

3. Do I speak with a 'real doctor?'

Yes. You will speak with a US Board Certified physician who is licensed to practice medicine in your state.

4. Does the Teladoc physician replace my regular primary care physician?

No. Teladoc is not intended to replace your primary care physician (PCP). Our physician network is available to help you manage your health care when your PCP isn't available (in the middle of the night or on weekends).

5. Can a Teladoc physician actually diagnose my medical problem over the phone?

Yes. Unlike informational-based services and Nurse Lines, Teladoc physicians diagnose, recommend treatment and may write short-term, non-DEA-controlled prescriptions, when appropriate.

6. Can Teladoc physicians issue a prescription?

Yes. Teladoc physicians may issue a prescription(s) when appropriate.

7. Are there any limitations on what the consulting physicians may prescribe?

Teladoc physicians may (in medically appropriate situations) write prescriptions for a wide range of products that deliver direct medicinal value. These include, but are not limited to, drug classes such as antibiotics and antihistamines. Scripts for maintenance medicines may also be obtained in cases where a member is in transition to a new insurance plan or doctor. The physicians do not issue prescriptions for controlled substances, those regulated by the Drug Enforcement Agency (DEA), lifestyle drugs and those which may be harmful and offer potential for abuse or addiction, including narcotics, stimulants, depressant, hallucinogens,

anabolic steroids, lifestyle drugs and others. It is important to note, the doctor may or may not be able to prescribe you medication. He or she will make the decision based on your medical history and current situation.

8. How does Teladoc obtain my medical history?

During the registration process, you will be required to complete a medical history disclosure (MHD). A MHD is a basic health questionnaire similar to the one you complete at your PCP's office and serves as the foundation for your electronic health record (EHR). Before initiating a consult, the doctor reviews your medical history, via your EHR, with specific focus on chronic illnesses, current medications, allergies and any changes in your medical condition since the last encounter. MHDs may be completed via your online account at no cost to you or by calling 1-800-Teladoc for a \$12 fee.

9. How do I request a consult to speak with a physician?

After completing the registration process and your medical history disclosure (MHD), you may call 1.800.Teladoc any time night or day from any phone. Be sure to identify yourself as an association member.

10. How quickly can I speak with a doctor?

Teladoc's average national response time is around 22 minutes, but within 3 hours guaranteed. Note: If the member misses the call from the consulting physician, his three hour waiting period starts over. After three missed calls, the consult request is cancelled.

11. Are there any age or pre existing condition limitations for Teladoc?

Teladoc is available to eligible members, their spouse and dependents, based on association membership option chosen, aged 0 and up. Teladoc physicians may treat minor illnesses, regardless of pre existing conditions.

12. How does joining Teladoc affect my health insurance?

Teladoc is unrelated to your medical insurance. Teladoc is NOT insurance. Rather, it is a new value-added medical benefit, designed for today's family, which complements current coverage.

13. Does Teladoc refer to specialists?

While the consulting physician might recommend you see a doctor face-to-face, he or she does not refer to a specific specialist.

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DIDN'T FIND THE ANSWERS YOU WERE LOOKING FOR?
LET US KNOW.

 www.Teladoc.com  1-800-Teladoc

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