



# Getting started with Teladoc<sup>®</sup>



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

### SET UP YOUR ACCOUNT

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

#### Online:

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

#### Mobile app:

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

#### Call Teladoc:

Teladoc can help you register your account over the phone.



2

### PROVIDE MEDICAL HISTORY

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



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.

## Better Health Made Possible



[Teladoc.com](http://Teladoc.com)



**1-800-Teladoc (835-2362)**



# Anytime. Anywhere.

Call Teladoc whenever you need non-emergency medical assistance. Take advantage of the convenience of accessing a doctor 24/7, 365 days a year. Call Teladoc:

→ When your doctor is not available

→ For non-emergency medical care

→ After normal hours of operation

→ When on vacation or a business trip

## SOME CONDITIONS WE TREAT INCLUDE:

Cold & Flu Symptoms

Sinus Infection

Acne

Bronchitis

Sore Throat

Skin Rash

Allergies

Respiratory Infections

Abrasions

Pink Eye

Poison Ivy

Moles/Warts

Urinary Tract Infection

Skin Infection

**And More!**

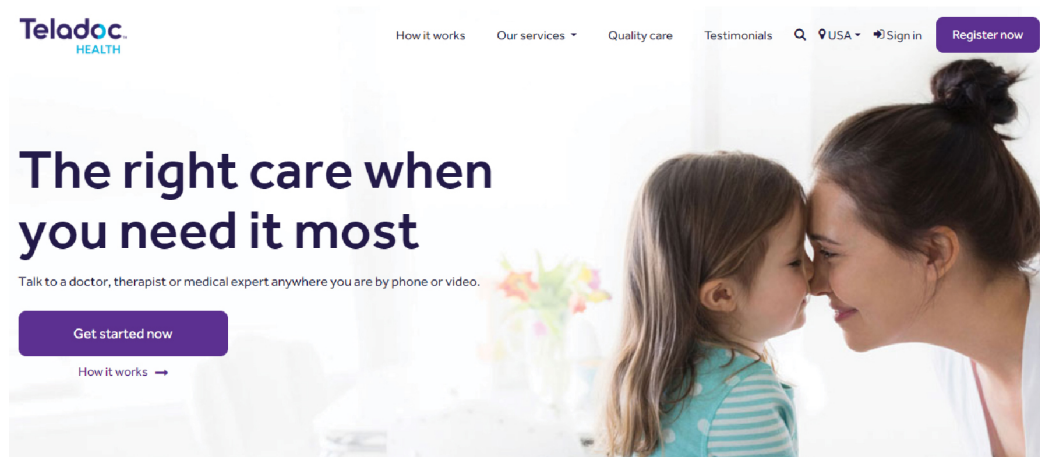


# Two Ways to Register

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You will need to register before your first telehealth visit. There are two ways to register.

1. Visit [www.teladoc.com](http://www.teladoc.com) and click on the Register now button and enter all of your information.

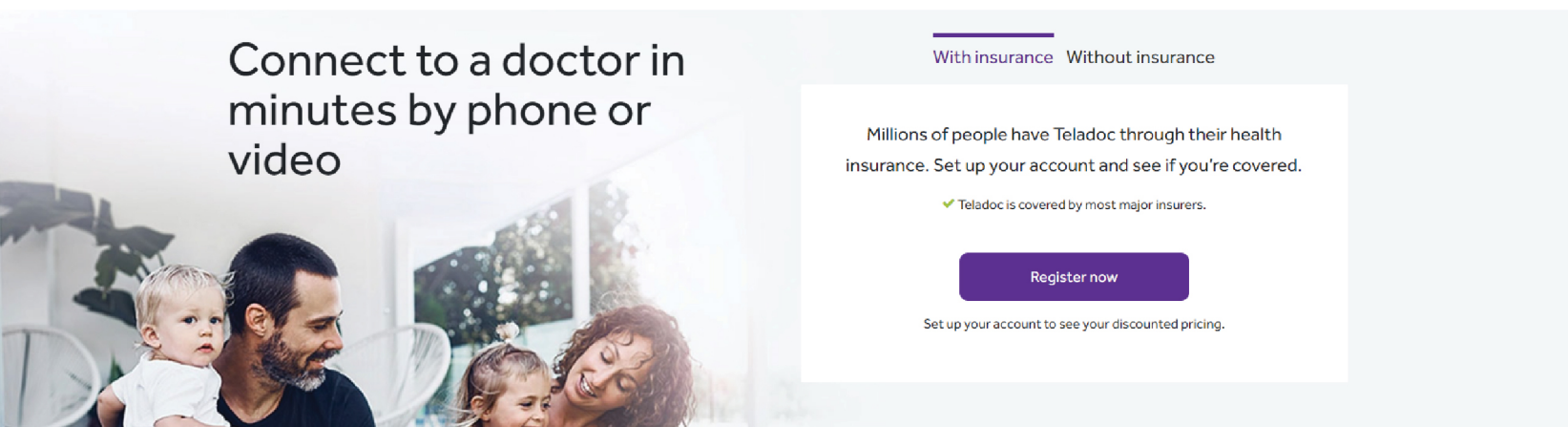


2. Download the Teledoc Mobile App from Google Play or the Apple store. Click on Setup your account tab, enter all of your information.

## Teladoc.com Website

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### Click on “Register now” from the Home Page



24/7 access to U.S.-licensed doctors by phone or video



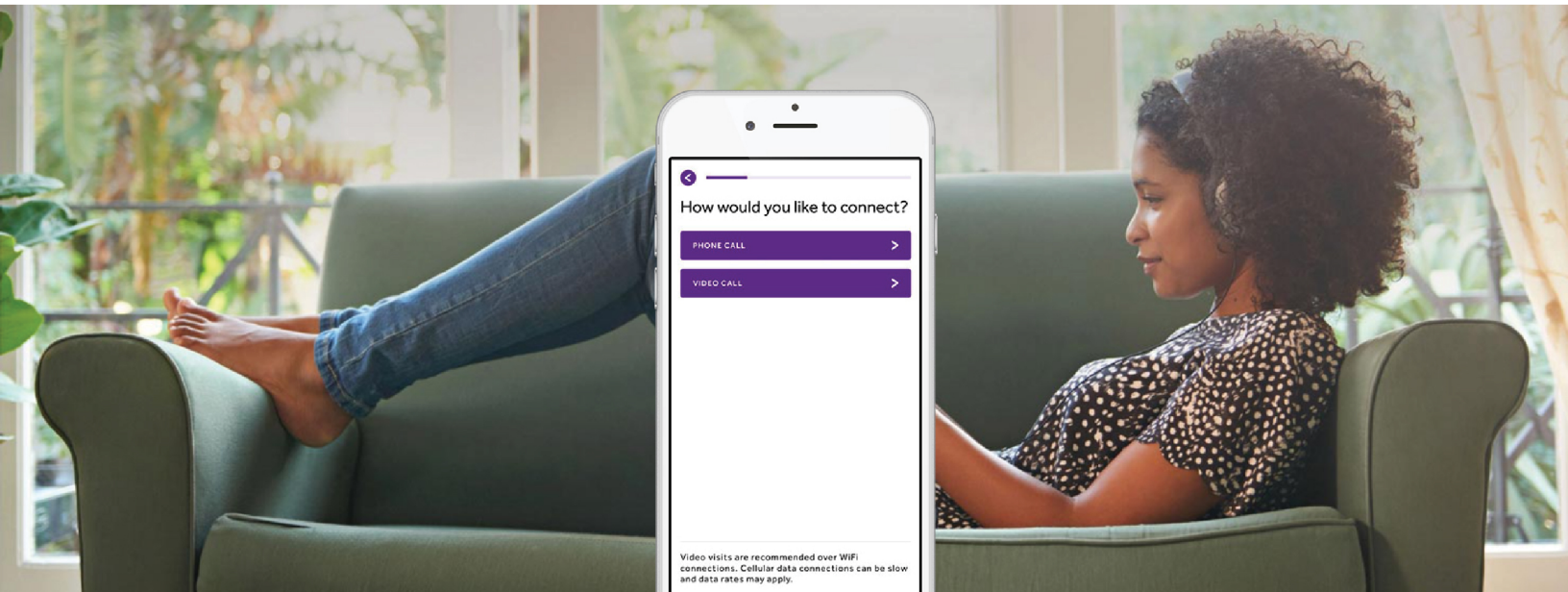
Our doctors diagnose, treat, and prescribe medication when needed



Quality care from wherever you are



# Teladoc Mobile App



It's convenient  
and easy.

A vertical screenshot of the Teladoc mobile app registration screen. The background is a solid purple color. The screen content is white with a purple header bar. The text reads "Perfect! Let's get your account set up." Below this are three registration fields: "Username" with the value "Jsmith123", "Password" with masked characters ".....", and "Confirm password" with masked characters ".....". Each field has a green checkmark to its right. At the bottom of the form is a blue button with the text "COMPLETE REGISTRATION" and a right-pointing chevron. A small white circle is visible at the bottom right corner of the white content area.

## Set up your account in minutes

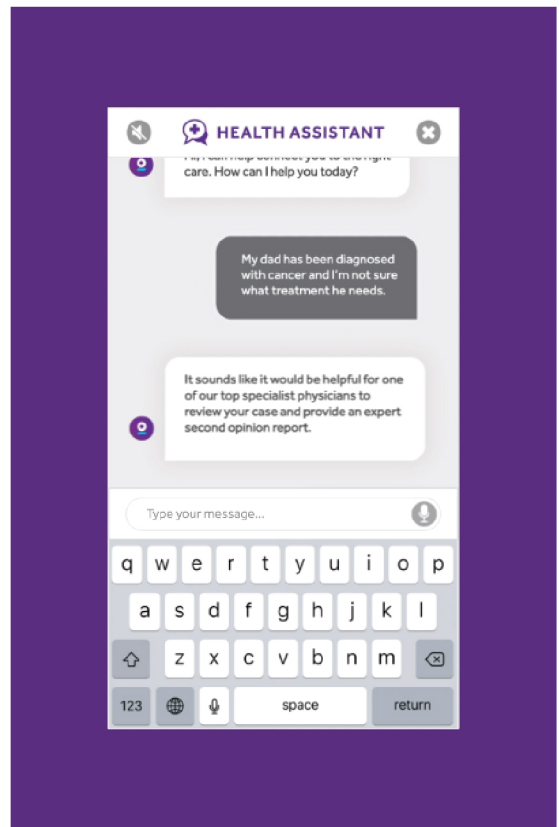
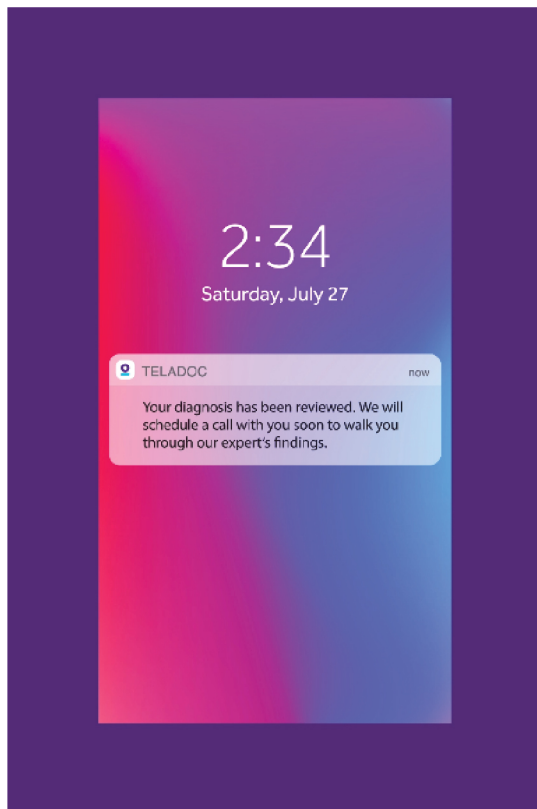
Download the mobile app to get started.  
For assistance, call 1-800-Teladoc.  
Then fill out a brief medical history like you  
would at a doctor's office.



# We connect you with the right medical care

Don't wait weeks for an appointment. Our doctors, therapists, and specialists can help you with the flu, infections, anxiety, stress, skin conditions, and provide advice on serious medical conditions. No matter what you're facing, we're available from wherever you are by phone, video, or app.

Note: Benefits vary. Please log in to confirm which services are available to you by your plan sponsor.



# Get peace of mind

Whether it's a prescription sent to the pharmacy of your choice, the guidance to move forward, or a review of your condition from a medical expert, we're ready to help.

**Teladoc virtual care makes your life easier.  
Download the Teladoc mobile app today.**



# Teladoc Member FAQs

## 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.

Better Health Made Possible



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



[1-800-Teladoc \(835-2362\)](tel:1-800-Teladoc)



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