



Teladoc Member Overview Guide

IncredibleBank 2022



*“**Our goal** is nothing short of **revolutionizing** access to **healthcare**. That means helping people **resolve** their issues **quickly, easily,** and **affordably** – when, where and however they want.”*

Jason Gorevic, Teladoc Health CEO

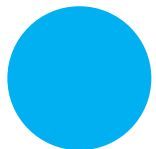
Agenda

- Teladoc Overview
- Account Set-up
- Types of Services
- Benefits and Costs



Teladoc Health is empowering all people everywhere to live healthier lives by transforming the healthcare experience. Recognized as the world leader in whole-person virtual care, Teladoc Health leverages clinical expertise, advanced technology and actionable data insights to meet the evolving needs of consumers and healthcare professionals.

What Teladoc Provides



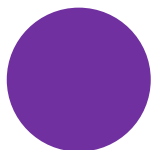
PROVIDE 24/7/365 ACCESS

Provide access to board-certified doctors via phone or video, anytime, anywhere



TREAT HEALTH ISSUES

Provide virtual care for an expanding number of patient needs for medical, dermatology and behavioral health



Integrated Benefits

Claims are submitted on your behalf to UMR and processed under the medical plan.

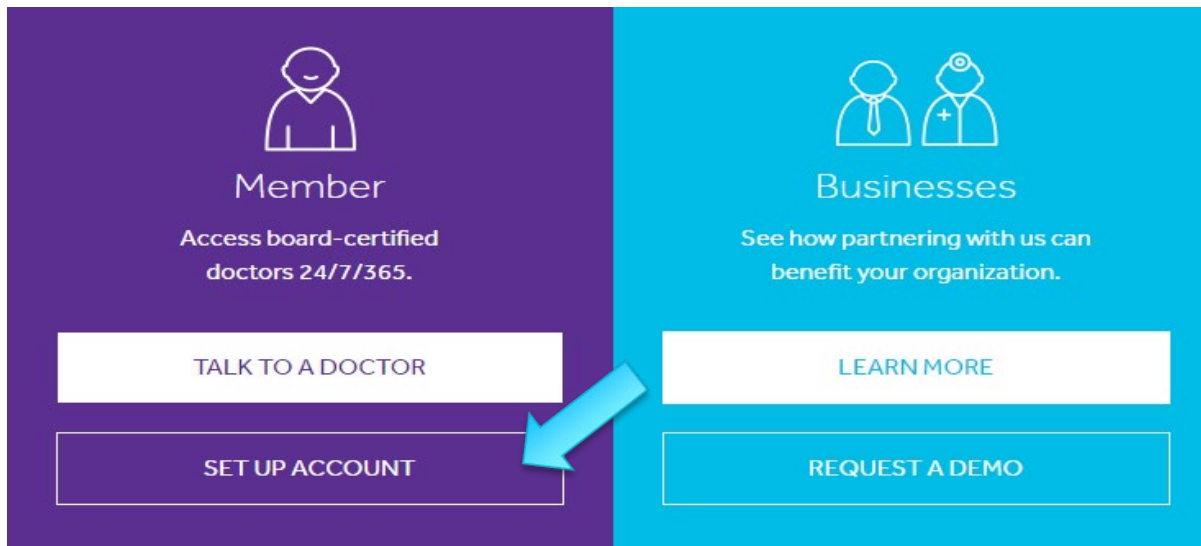
When can Teladoc be used?



- When your physician is unavailable (no appointments or after hours)
- Schedule doesn't permit traveling to see your physician (work, etc.)
- While traveling within the US (on vacation or a business trip)
- For a refill of recurring prescription (short-term only)
- Geographical barriers (distances to a provider's office)
- Pediatric care for any age

Initial Account Setup

- Bookmark: <http://www.teladoc.com/> or download the Teladoc app
- Click '**SET UP ACCOUNT**'



Initial Account Setup

Let's begin with a few basics.

FIRST NAME	
LAST NAME	
EMAIL ADDRESS	
DATE OF BIRTH	GENDER
PHONE NUMBER	PREFERRED LANGUAGE

Do you have a username?

☐ Yes, I know my username

☒ No, I don't know my username.

Where can I find my username?

Your username may be found on your health care benefits card or your Teladoc ID card. Not all members have a username, so don't worry if you need to select "No."

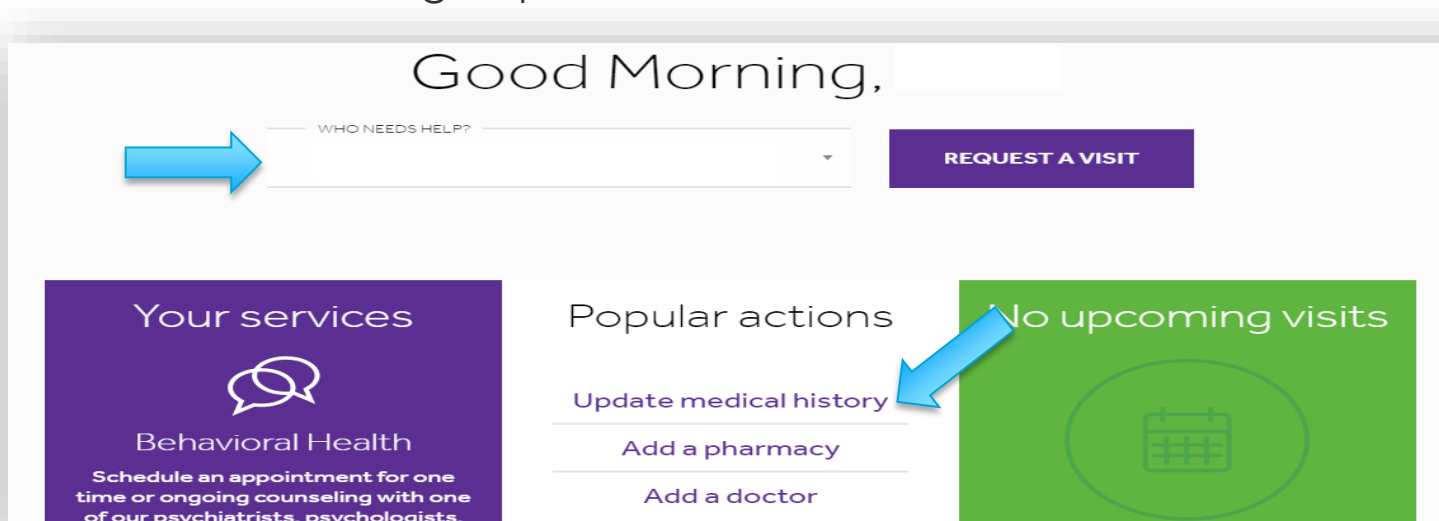
Complete the required demographic fields for account registration

Medical History

Once registered, select Your name from the drop down

Click '**Update Medical History**'

Medical history will be required for any member needing a consult – including dependents.



General Medical

Talk to a U.S.-licensed doctor for non-emergency conditions 24/7 from anywhere you are. We treat:

- Allergies
- Bronchitis
- Cold & Flu
- COVID-19
- Rashes
- Nasal congestion
- Pink eye
- Sinus infections
- Sore throats
- And more

Prescriptions may be provided if needed

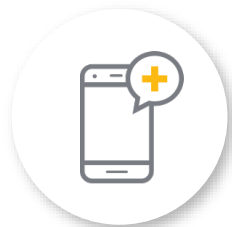
How General Medical works



The member initiates through app, web, or phone



The member requests an on-demand visit or schedules a time



The member visits with the physician



The physician provides a diagnosis and treatment plan as necessary

Mental Health

Confidential therapy by phone or video.

Talk to a therapist or psychiatrist seven days a week (7 a.m. to 9 p.m. local time) from wherever you are. We treat:

- Anxiety
- Depression
- Not feeling like yourself
- Marital Issues
- Stress
- And more

How Mental Health Care Works



Register

The member initiates through the Teladoc app or website.



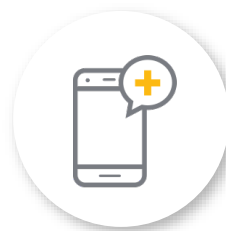
Choose a Provider*

The member chooses a care provider by reviewing provider profiles, including specialty, language, gender, and ability to prescribe medication. Member can use the same provider through course of care.



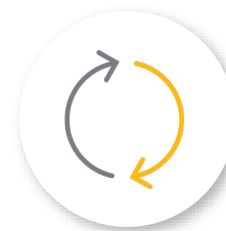
Select date & time

The member selects a date and time of visit. Providers typically respond to appointment requests within a day, and confirm within 72 hours. Access a provider 7 days a week, 7 a.m. to 9 p.m. local time.



Meet with Provider

The Mental Health provider meets with the member by phone or video and provides treatment and goal setting.



Ongoing treatment as needed

The member can schedule future appointments with the same provider and follow-up through the secure online message center.

*Provider options include Psychiatrist, Psychologist, or Licensed Therapist.

Dermatology

Personalized online reviews for new or ongoing skin issues.

Upload images of a skin issue online or on the app and get a custom treatment plan within two days. We treat:

- Acne
- Eczema
- Raised moles
- Rashes
- Rosacea
- And more

How Dermatology works



The member initiates through the Teladoc app or website



The member explains concerns and uploads a minimum of 3 photos in an online message center for review by a dermatologist.



The dermatologist reviews member photos, makes a diagnosis and provides a customized treatment plan to fit the specific needs within two business days (avg 2 hours) through the message center



If needed, the member can follow up through the message center within 7 days at no additional cost.

Billing

The screenshot shows the Teladoc user interface. At the top, there are navigation tabs: Overview, My Medical History, My Family, My Account Information, and My Message Center. Below these, a sub-menu highlights Personal Details, Login Information, Emergency Contact, Billing Information, Invoices, and Print ID Card. On the left, a 'Problem solved!' badge displays a 91% Resolution Rate with a checkmark icon and a note about the Teladoc member survey. The main content area is titled 'Billing Information' and 'My Billing Details'. It contains a 'Credit Card Detail' section with a disclaimer and input fields for First Name, Last Name, Card Type (a dropdown menu), Card Number, Expiration Month (a dropdown menu), and Expiration Year (a dropdown menu). Below this is a 'Billing Address' section with a checkbox for 'Billing address is the same as residence address' and input fields for Address 1 and City.

Teladoc uses Real-Time Eligibility for pricing structure.

PPO Plan

- Covered 100% by medical plan
- No credit card needed on file at Teladoc

HDHP

- Covered 80% after deductible by medical plan
- Option to add credit card at time of registration or when requesting a consult

Costs of Treatment

- **General Medicine Visit**

- \$49.00

- **Dermatology Visit**

- \$85.00

- **Behavioral Health Visits**

- \$220.00 – Initial Psychiatrist visit

- \$100.00 – Ongoing Psychiatrist visit

- \$90.00 – Ongoing Non-Psychiatrist visit (Licensed Therapist / MSW)

Contact Teladoc

- Download the Teladoc app
- Visit the website at: www.teladoc.com
- Call: 1-800-TELADOC (835-2362)





Thank you