

*During the COVID-19 National Emergency,
there is no copay for Teladoc service.*

INDEPENDENT HEALTH'S

Telemedicine Benefit

When you can't reach your primary care physician, our telemedicine benefit provided through Teladoc® gets you the care you need. Speak by phone or video to a U.S. doctor anytime, anywhere, for common medical issues, such as cold and flu symptoms, bronchitis, allergies and your medical questions related to COVID-19.

HOW IT WORKS

1. **Create an account** – Visit teladoc.com/IH and enter the required information to set up an account. You will need to include your medical history before you can request a consult. It is also a good idea to include the contact information for your primary care physician and preferred pharmacy. You may want to set up your account before you need it. You are not required to set it up in advance, but it will relieve you of having to do it when you may not be feeling well.
2. **Request a consult** – Consultations can be requested 24/7 by calling **1-800-Teladoc** – with an average callback time of 10 minutes. Consultations can also be requested through your online account or the Teladoc mobile app. During this time, with the increased demand due to the COVID-19 Coronavirus, wait times may be longer.
3. **Talk with a doctor** – A board-certified doctor will review your medical profile before contacting you to discuss your health concerns.
4. **Resolve your issue** – If necessary, the doctor may prescribe medication for your diagnosis. Prescriptions for short-term antibiotics, antihistamines, cough suppressants or anti-bacterial agents can be sent to your preferred pharmacy. Nearly all of the drugs prescribed are generics.
5. **Coordinate your care** – With your permission, a record of your consultation can be sent to your primary care physician, with whom you may be advised to see for follow-up care.

Using our telemedicine benefit is an easy way for you to feel better, faster, and is another way we can help you get and stay healthy.

QUESTIONS ABOUT TELADOC?

Call 1-800-Teladoc (835-2362);
TTY users call 1-855-636-1578.



English: ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call 1-800-665-1502 (TTY: 711).

Independent Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Spanish: ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-665-1502 (TTY: 711).

Chinese: 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-665-1502 (TTY: 711)。

Teladoc does not replace the primary care physician. Teladoc does not guarantee that a prescription will be written. Teladoc operates subject to state regulation and may not be available in certain states. Teladoc does not prescribe DEA controlled substances, non-therapeutic drugs and certain other drugs which may be harmful because of their potential for abuse. Teladoc consultations are available 24 hours, 7 days a week. Check your benefit plan documents for your applicable member cost share and other information associated with the telemedicine benefit.

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Independent Health is a Medicare Advantage organization with a Medicare contract offering HMO, HMO-SNP, HMO-POS, and PPO plans. Enrollment in Independent Health depends on contract renewal. Limitations, copayments, and restrictions may apply. Benefit and/or copayments may change on January 1 of each year. Benefits vary by plan.