



## INDEPENDENT HEALTH'S Telemedicine Benefit



When you can't reach your primary care physician, our telemedicine benefit provided through Teladoc puts you in touch by phone or video with a U.S. board-certified doctor, licensed counselor or social worker to discuss a variety of common medical issues — including mental health and substance use services.

### YOUR TELADOC® BENEFIT IS HERE TO HELP YOU 24/7

Life is full of surprises. There are days where you wake up feeling fine and later you develop a fever, severe allergies, a skin rash — or you just don't feel like yourself. For those times when you can't wait to see your primary care physician, Teladoc provides a virtual, one-on-one experience that allows you to talk with a doctor, therapist or medical expert anywhere you are.

COPAYS	CONSULTATION
\$0	Cold and flu symptoms, bronchitis, allergies, pink eye, sinus problems and more*
\$0	Mental health and substance use*
Specialist Copay/Coinsurance	Dermatology consultation*†

**Unsure of your plan copays/coinsurance?** Log in to your member account at [independenthealth.com/login](https://independenthealth.com/login) to view your summary of benefits.

\* If your plan is HSA-qualified, by law, you are responsible for paying the full cost of Teladoc services until your deductible is satisfied.

† If your plan requires you to meet a deductible before your specialist cost share, you are responsible for paying the full cost of Teladoc dermatology services until your deductible is satisfied. If your plan does not require you to meet a deductible prior to a specialist cost share, you are only responsible for your specialist cost share for Teladoc dermatology services.

### HOW IT WORKS

- Create an account** — Visit [teladochealth.com/benefits/ih](https://teladochealth.com/benefits/ih) and enter the required information to set up an account. You may choose to include your medical history, as well as contact information for your primary care physician and preferred pharmacy.
- Request a consult** — Consultations can be requested 24/7 through your online account, the Teladoc mobile app, or by calling 1-800-Teladoc. The average callback time for a general medical consult (e.g., cold and flu symptoms, etc.) is 10 minutes. Consultations are also available 7 days a week by online video 7 a.m. – 9 p.m.

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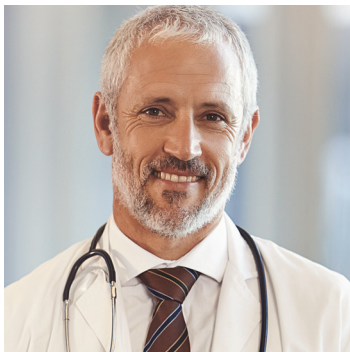
3. **Discuss your health concern** — A medical practitioner will review your medical profile before contacting you. Practitioners participating with Teladoc include:

- U.S. Board-Certified Physicians
- Clinical Social Worker
- Psychiatrists
- Therapists (Marriage and Family)
- Psychologists
- Substance Use Counselors
- Counselors

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. **Pay for service** — Based on the billing information you provided with your account, you will be charged according to your plan benefits, when applicable.

6. **Coordinate your care** — At your request, 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 and your family to feel better, faster, and is another way we can help you get and stay healthy.*

### Questions?

Our RedShirts<sup>SM</sup> are here to help. Visit [independenthealth.com/telemedicine](https://independenthealth.com/telemedicine) or call us today:

#### Current Members

(716) 631-8701 or 1-800-501-3439

#### Prospective Members

(716) 631-5392 or 1-800-453-1910



**You Deserve the RedShirt Treatment.®**



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 phone consultations are available 24 hours, 7 days a week while video consultations are available during the hours of 7 a.m. to 9 p.m., 7 days a week. Benefits vary by plan. Excludes Medicare Advantage plans. Check your benefit plan documents for your applicable member cost share and other information associated with the telemedicine benefit. All rights reserved. Teladoc and the Teladoc logo are registered trademarks of Teladoc, Inc. and may not be used without written permission.

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