Telemedicine Benefit from Teladoc®



When you are traveling, need care after hours or can't reach your primary care physician or other provider, our telemedicine benefit,* provided through Teladoc,® is always available for you. For a low copay, speak by phone with a doctor anytime, anywhere, for common medical issues, such as cold and flu symptoms, bronchitis, allergies, pink eye, sinus problems and more.

Your Telemedicine Benefit Includes:

- Availability 24 hours per day, 7 days per week, year-round.
- Trusted support from a board-certified, U.S. doctor licensed in the state you are calling from.
- Teladoc available outside of the U.S. via smartphone or tablet app, including on cruise ships.**
- Quick response, within minutes (during peak season average wait time can increase).
- Medications may be prescribed by the doctor if necessary for short-term antibiotics, antihistamines, anti-bacterial agents, etc.***

How It Works:

Create an account by calling **1-800-835-2362** (TTY:1-800-877-8973) or by visiting www.Teladoc.com/IH. Then enter the required information, including your medical history, contact information for your primary care physician and your preferred pharmacy. When you request a consult, the doctor will review your medical profile before contacting you to discuss your health concerns. If necessary, the doctor may prescribe medication for your diagnosis. Prescriptions can be sent to your preferred pharmacy. We recommend that you allow a record of your consultation to be sent to your primary care physician, with whom you may be advised to see for follow-up care.

Teladoc® HEALTH | Independent Health®

*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. All rights reserved. Teladoc and the Teladoc logo are registered trademarks of Teladoc, Inc. and may not be used without written permission. **Wait times may be up to 60 minutes. ***Part D drugs purchased outside of the U.S. are not covered.

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. Benefit varies by plan. Benefits and/or copayments may change on January 1 of each year. This information is not a complete description of benefits. Call (716) 250-4401 or 1-800-665-1502 (TTY users call 711) for more information.

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