

## When you need affordable care, **you've got Teladoc!**

Stretch your healthcare dollars by connecting with Teladoc the next time you're sick. With Teladoc, you can speak with a U.S. board-certified doctor 24/7 by phone or video for many non-emergency illnesses.

Receive affordable care for:

- Sinus infection
- Flu
- Cough
- Sore throat
- Rash
- Allergy
- Upset stomach
- Nausea
- and more

### Talk to a doctor for \$15



Teladoc.com



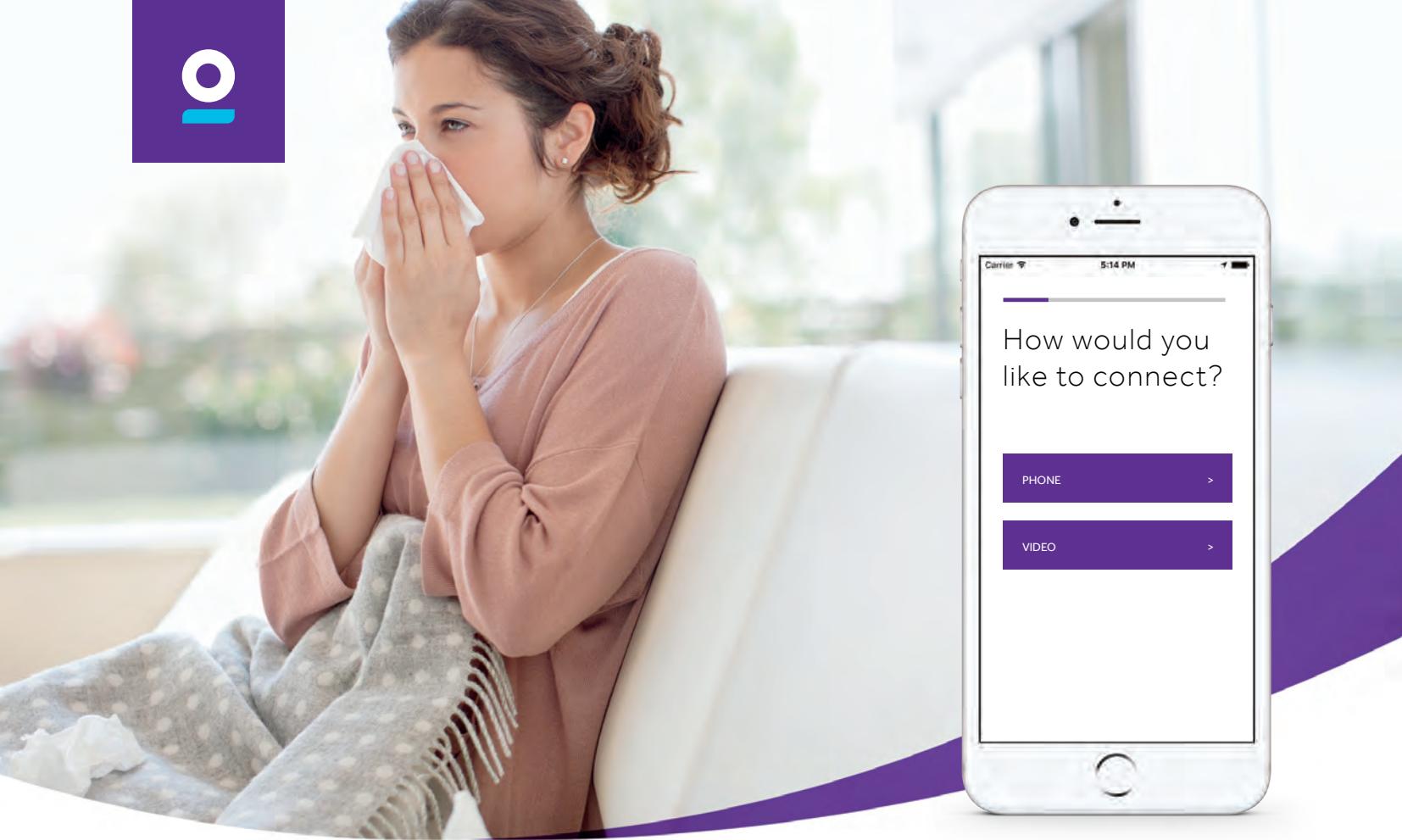
1-800-835-2362



Download the app



*An Aetna Company*



## When allergy season has you in tears, **you've got Teladoc!**

Untreated allergies can turn into a sinus infection or trigger an asthma attack, making allergy season nothing to sneeze at. Teladoc's U.S.-licensed doctors are available 24/7 to provide care for non-emergency conditions like the allergies, upper respiratory infections, asthma and more. When medically necessary, you can get a prescription.

**“When I used Teladoc, the doctor responded quickly, understood the symptoms and was knowledgeable about allergies. - Melissa B”**

### Talk to a doctor for \$15



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**FROM THE CDC: DIVISION OF BACTERIAL DISEASES\***

## Antibiotics are not always the answer

Most cough and cold illnesses are caused by viruses. Antibiotic use can only cure bacterial illnesses—not viral illnesses. Viral illnesses, like colds, usually go away without treatment in a week or two. When an antibiotic is not prescribed, ask your doctor or pharmacist what can be used to relieve symptoms.

### VIRUSES CAUSE COMMON ILLNESSES LIKE:

*Cold and flu*

*Most bronchitis*

*Runny noses*

*Most sore throats*

*Most coughs*

*Most sinus infections*



### Taking antibiotics for viral illnesses:

- Will NOT cure you or your child's illness.
- Will NOT help you or your child feel better.
- Will NOT keep others from catching you or your child's illness.

### There are risks when taking any prescription drug

Antibiotic use can cause complications, ranging from an upset stomach to a serious allergic reaction. Your doctor will weigh the risks and benefits before prescribing an antibiotic.

### Antibiotics only treat bacterial infections

If you have a viral infection like a cold, talk to a doctor or pharmacist about symptom relief. This may include over-the-counter medicine, a humidifier, or warm liquids.

### Antibiotics are life-saving drugs

Using antibiotics wisely is the best way to preserve their strength for future bacterial illnesses.

### Most sore throats DO NOT require an antibiotic

Only 1 in 5 children and 1 in 20 adults seen by a doctor for a sore throat has strep throat, which is treated with an antibiotic. Your doctor can only confirm strep throat by running a test.

### Green mucus is NOT a sign that an antibiotic is needed

As the body's immune system fights off an infection, mucus can change color. This is normal and does not mean you need an antibiotic.

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

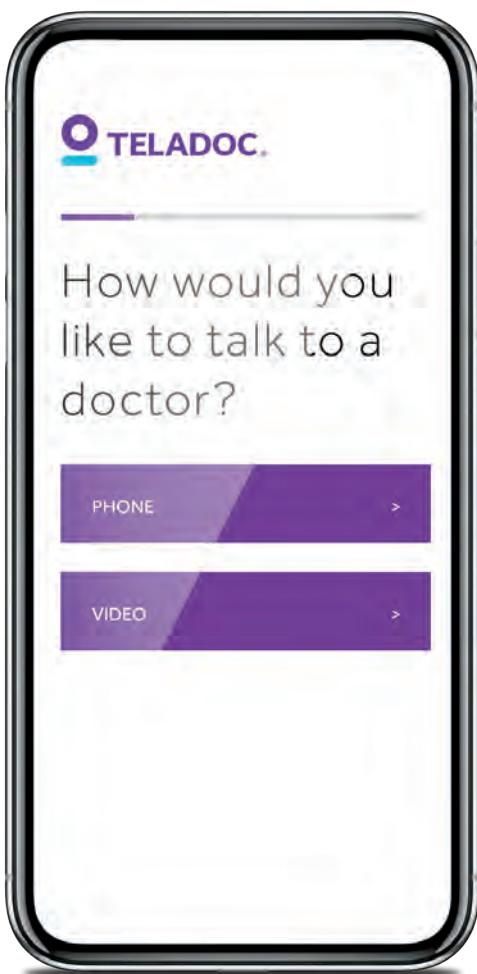
 [Facebook.com/Teladoc](http://Facebook.com/Teladoc)

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

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

# Set up your Teladoc account

## in 4 easy steps



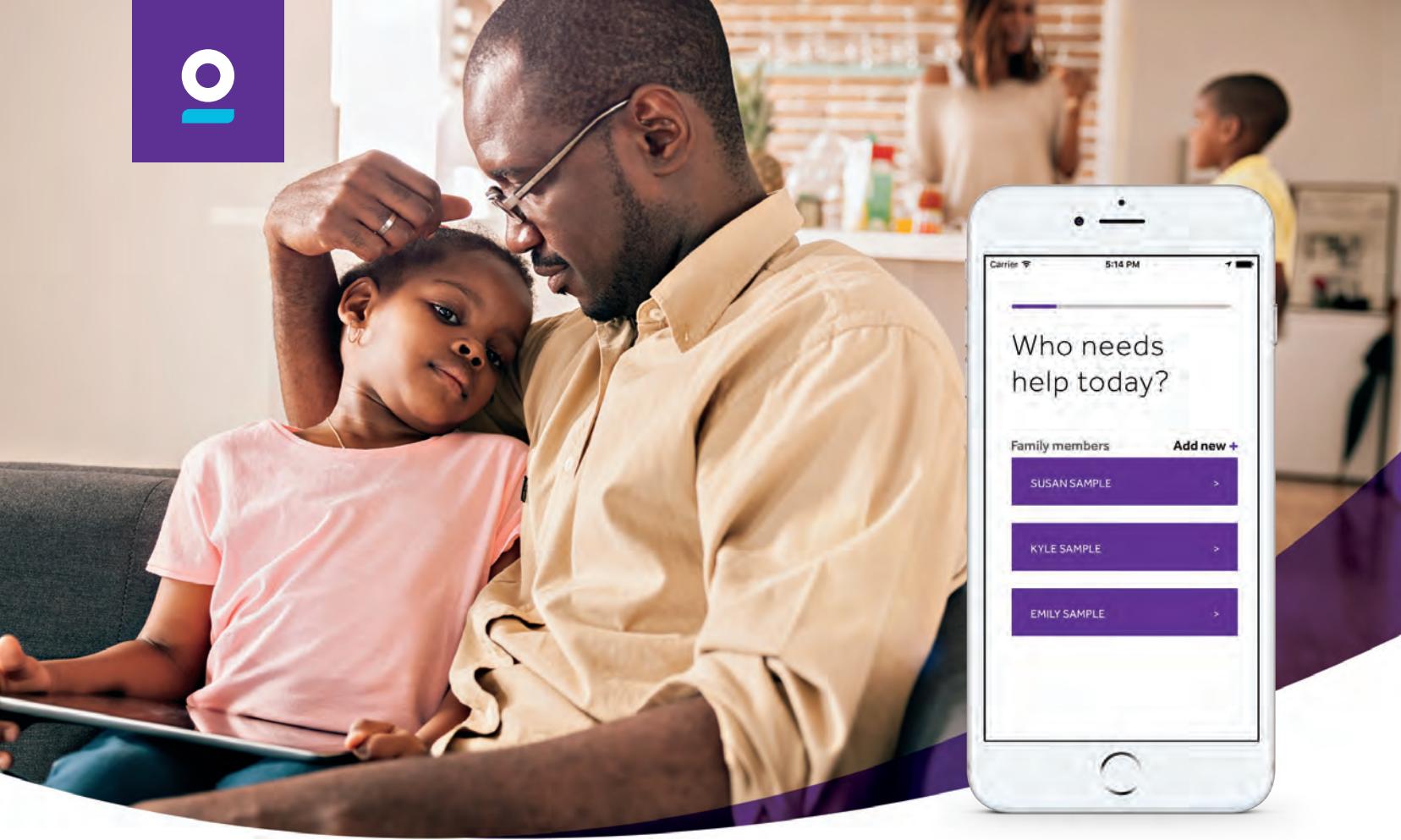
**Download the app to talk to a doctor anytime, anywhere by phone or video.**

- 1 Download the app**  
Search for "Teladoc" in the App Store or on Google Play.
- 2 Set up your account**  
Once you've downloaded the app, select "Set up your account."
- 3 Enter basic contact information**  
Provide some information about yourself to confirm your eligibility. We'll confirm we found your benefits and you'll continue creating your account.
- 4 Create your account**  
Enter your address and phone number, create a username and password, pick security questions, and agree to terms and conditions.

**Download the app to talk to a doctor for \$15**

Download the app 

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## When her smile turns upside down, **you've got Teladoc!**

Did you know that your eligible dependents can get 24/7 medical coverage from Teladoc? Simply log into your account to add dependents 17 and younger to your account.

Common illnesses we treat in children include:

- Sinus infection
- Flu
- Cough
- Sore throat
- Rash
- Pink eye
- and more!

Adult dependents 18 and older also have access to Teladoc. An email will be sent to them to set up their own account after you add them to your account.

**Talk to a doctor for \$15**



Teladoc.com



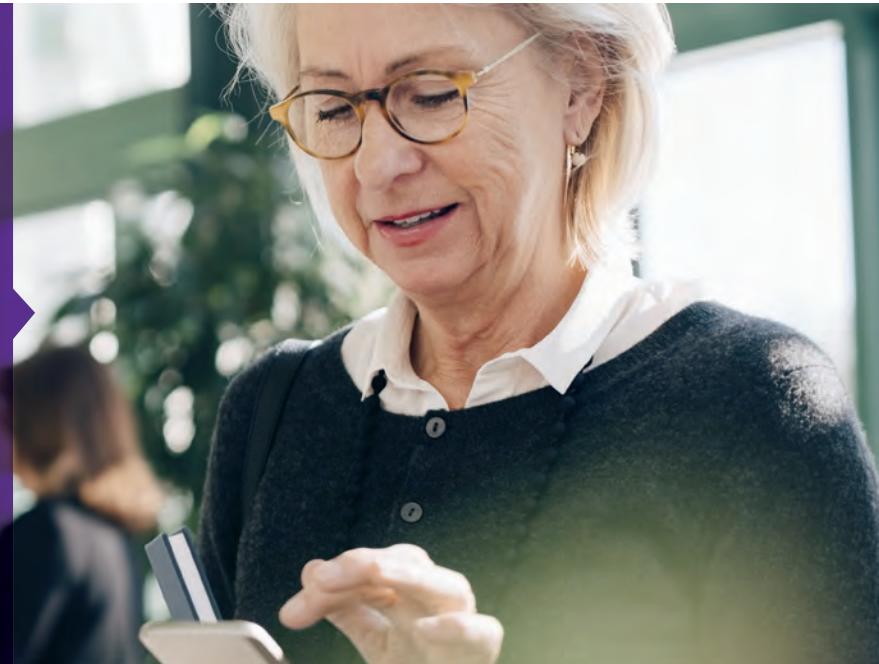
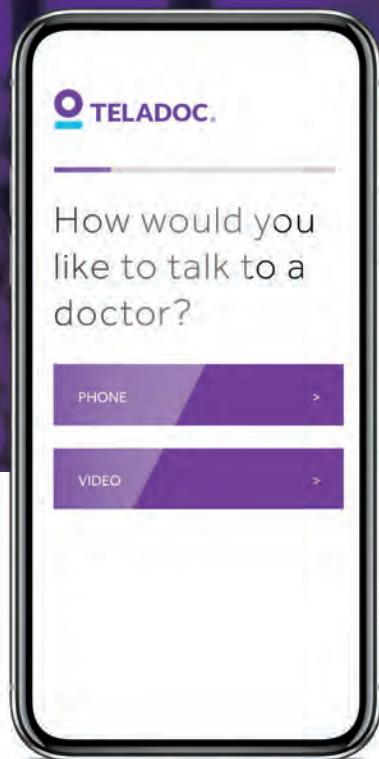
1-800-835-2362



Download the app



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## Talk to a doctor **anytime** by phone or video.

**Download the Teladoc app for an easy way to feel better, faster.**



### Talk to a doctor anytime

Talk to a U.S. board-certified physician by phone or video from anywhere



### Treatment for **non-emergency** conditions

Our doctors treat conditions like the flu, bronchitis, and much more



### Avoid the waiting room

Talk to a doctor without waiting hours or weeks for care

## Talk to a doctor for \$15

1-800-835-2362 | [Teladoc.com](http://Teladoc.com)

Download the app





# Don't let sickness slow you down.

Talk to a doctor by phone or video 24/7.

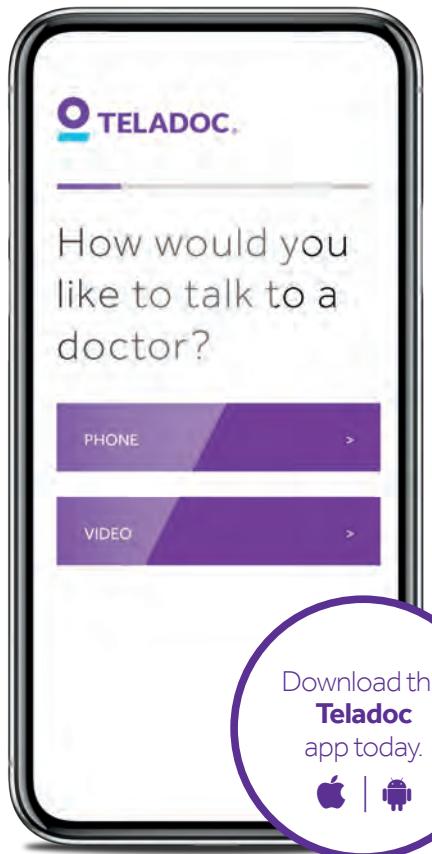


Teladoc is included in your health benefits.

We're here to help you and your family feel better while traveling, at work, or at home—day or night. Wherever you are, you've got access to doctors all year long by phone or video.

#### Get treated for:

- Flu
- Sore throats
- Pink eye
- Bronchitis
- Sinus infections
- Rashes
- Allergies
- And more



Download the  
**Teladoc**  
app today.

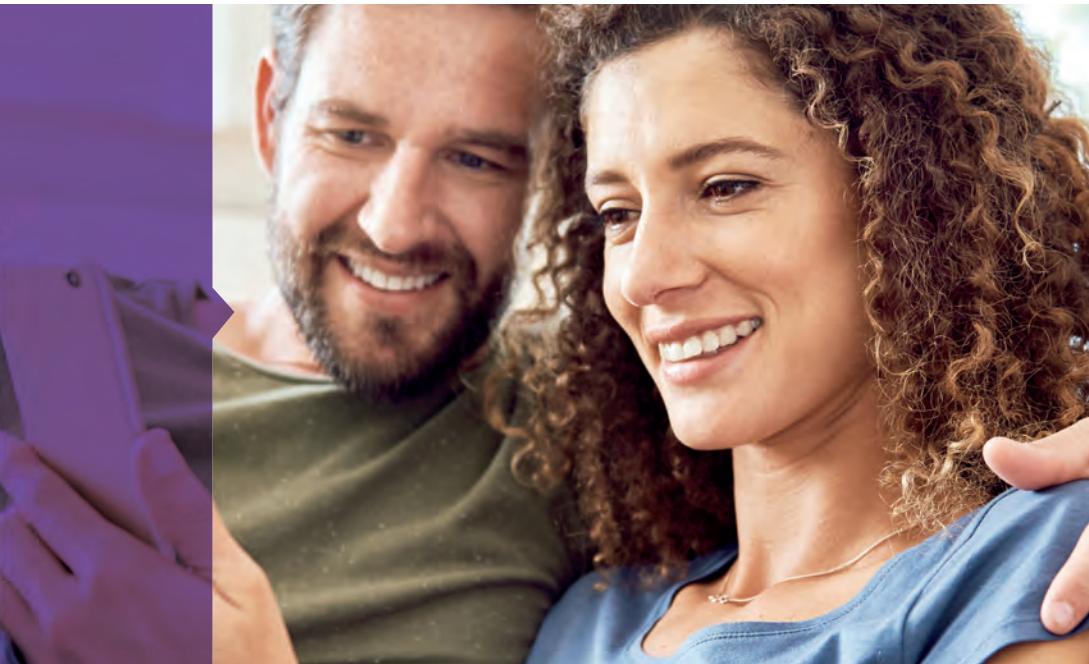
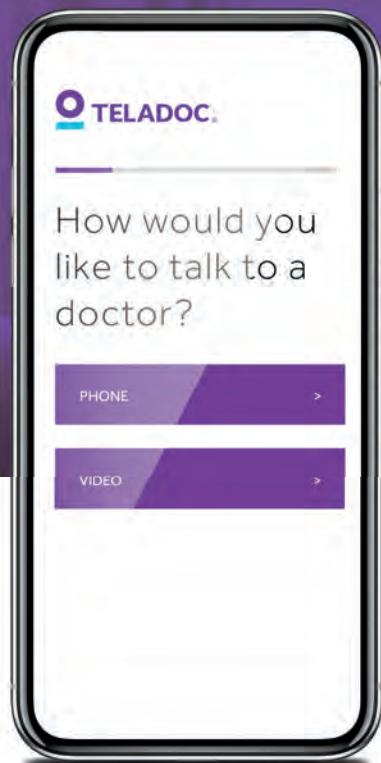


## Talk to a doctor 24/7 for \$15

Call 1-800-835-2362 | Visit [Teladoc.com](http://Teladoc.com)

Download the app





## You've got Teladoc

Talk to a doctor anytime, anywhere by phone or video.

**Set up your account today to talk to a U.S.-licensed physician for non-emergency medical conditions like the flu, sinus infections, bronchitis, and much more.**



### Create account

Use your phone, the app, or the website to create an account and complete your medical history



### Talk to a doctor

Request a time and a Teladoc doctor will contact you



### Feel better

The doctor will diagnose symptoms and send a prescription if necessary

**Talk to a doctor for \$15**

[Teladoc.com](http://Teladoc.com) 1-800-835-2362

Download the app

# Have you filled out your medical history yet?

## Why a confidential medical history is important

Before you speak with a Teladoc doctor, they'll want to know about any past or current illnesses, as well as current medications and family history.

Teladoc is HIPAA compliant and all information is confidential. Your company cannot view your medical history. With your consent, Teladoc will share details of your visit with your primary care doctor.

Once you've completed your medical history, you'll be ready to talk to a doctor for \$15

## Complete your medical history at:



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

Log in to the Teladoc website and complete "My Medical History"



[Download the app](#)  
Log in to your account and complete "Medical History" section



[1-800-835-2362](tel:18008352362)  
Speak to a customer service rep for help



# Member

## Frequently Asked Questions

### What is Teladoc?

Teladoc provides 24/7 access to U.S. board-certified doctors by phone or video for many non-emergency illnesses, including flu, allergies, sinus infections, and more.

### Who are the Teladoc doctors?

Teladoc doctors are licensed internists, family doctors, and pediatricians. They average 20 years of experience and are licensed to practice in your state.

### Does Teladoc replace my doctor?

No. Teladoc doesn't replace your primary care doctor. Teladoc should be used for non-emergency illnesses when it is not convenient to get to the doctor or it is outside of regular office hours.

### How do I talk to a Teladoc doctor?

You can connect with a doctor via phone or video.

### How do I set up my Teladoc account?

Visit the website listed below and click "Member Login." You can also download the mobile app or call the number below.

### How do I request a visit?

Log in to your account online or via the app and click "Request a Consult." You can also request a visit by calling the number below.

### Is there a time limit when talking with a doctor?

There is no time limit for visits.

### Am I charged more for talking longer?

There is no extra charge for longer doctor visits.

### Can Teladoc doctors write a prescription?

Yes, Teladoc doctors can prescribe medication when medically necessary. Visit [teladoc.com/prescription-policy](http://teladoc.com/prescription-policy) for details.

### If the Teladoc doctor recommends that I see my primary care doctor or a specialist, will I be charged?

Just like any doctor appointment, there is a fee for the consulting doctors time. However, your plan covers this cost.

### Can my primary care doctor get a record of my Teladoc visit?

With your consent, we'll send an electronic copy of your Teladoc visit to your primary care doctor.

## Talk to a doctor for \$15



Teladoc.com



1-800-835-2362



Download the app



*An Aetna Company*



# Parenting is a 24/7 job. **Pediatric care should be too.**

Any parent knows their children don't get sick on a schedule. That's why Teladoc's<sup>®</sup> pediatric network provides 24/7/365 access to U.S. board-certified pediatricians, even if you need a doctor in the middle of the night.

## WHAT IS TELADOC?

Teladoc gives you **24/7 access** to U.S. board-certified doctors who can treat many of your medical issues by phone or video. It is not insurance but an added medical benefit that gives you an **affordable alternative** to costly urgent care or ER visits.

## MEET OUR DOCTORS

Teladoc is simply a new way to access qualified doctors. All Teladoc doctors:

- Are practicing PCPs, pediatricians, and family medicine physicians
- Average 20 years experience
- Are credentialed every three years, meeting NCQA standards

## GET THE CARE YOU NEED

Teladoc doctors can treat many medical conditions, including:

- Cold & flu symptoms
- Allergies
- Respiratory infection
- Pink eye
- Skin problems
- And more!

## Talk to a doctor anytime for \$15

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

 **1-800-835-2362**

 Available on the iPhone  
 App Store

 ANDROID APP ON  
 Google play

# Pediatric

## Frequently Asked Questions

### What is Teladoc?

Teladoc provides 24/7 access to U.S. board-certified doctors by phone or video for many non-emergency illnesses, including flu, allergies, sinus infections, pink eye, and more.

### Who are the Teladoc doctors?

Teladoc doctors are U.S. board-certified internists, family practitioners, and pediatricians. They average 20 years of experience and are licensed to practice in your state.

### Does Teladoc replace my child's doctor?

No. Teladoc doesn't replace your primary care doctor. Teladoc should be used for non-emergency illnesses when it is not convenient to get to the doctor or it is outside of regular office hours.

### How do I connect with a Teladoc doctor?

You can connect with a doctor via phone or video.

### How do I set up my Teladoc account?

Visit the website listed below and click "Member Login." You can also download the mobile app or call the number below.

### How do I request a consult?

Log in to your account online or via the app and click "Request a Consult." You can also request a consult by calling the number below.

### Can Teladoc doctors write a prescription?

Yes, Teladoc doctors can prescribe medication when medically necessary. Visit [teladoc.com/prescription-policy.com](http://teladoc.com/prescription-policy.com) for details.

### What ages are covered by Teladoc?

Our pediatricians treat children of all ages—from newborns through age 17. We also have physicians who can care for patients who are older than 17.

### Who can request a consult for a child?

A parent, guardian, or authorized consenter can request a consult for the child or minor. Dependents under the age of 18 cannot request a consult directly.

### Who is an authorized consenter?

An authorized consenter is an individual the parent or guardian has previously assigned to speak with the doctor on the child's behalf in the parents' or guardian's absence. The authorized consenter must be appointed by the parent or guardian prior to any consult.

### How is an authorized consenter assigned?

Log in to your account and click "My Family," or you can call Teladoc.

### Can my child's pediatrician or primary care doctor receive a record of the Teladoc visit?

Yes, with your permission we will send an electronic health record to your child's pediatrician or primary care doctor.

## Talk to a doctor for \$15



Teladoc.com



1-800-835-2362



Download the app



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# Quality health care when and where you need it

Teladoc® gives you access to a national network of U.S. board-certified doctors by phone or video who are available anywhere, 24/7/365 to treat many of your medical issues.

## YOU CAN USE TELADOC

It is a convenient and affordable option for quality care.

- **When you need care now**
- **If you're considering the ER or urgent care center for a non-emergency issue**
- **On vacation, on a business trip, or away from home**
- **For short-term prescription refills**

## GET THE CARE YOU NEED

Teladoc doctors can treat many medical conditions, including:

- **Cold & flu symptoms**
- **Allergies**
- **Sinus problems**
- **Sore throat**
- **Respiratory infection**
- **Skin problems**
- **And more!**

## Talk to a doctor anytime for \$15



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



1-800-835-2362

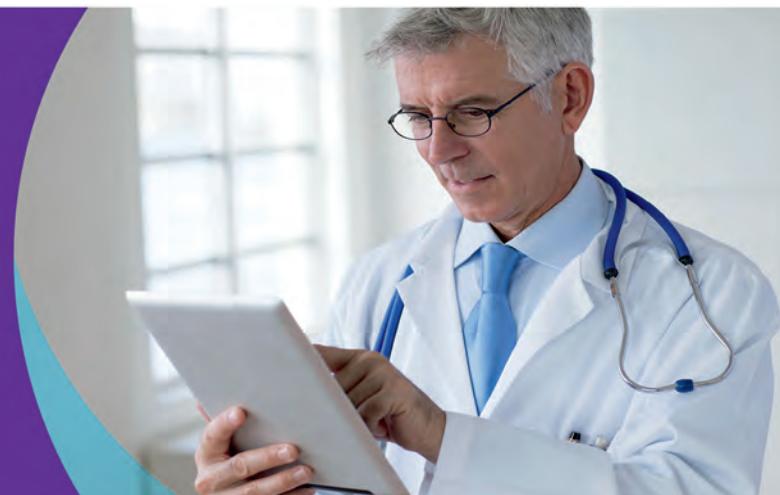


Available on the iPhone  
App Store



ANDROID APP ON  
Google play

# So many reasons to use Teladoc®



**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.**  
It's an affordable option for quality medical care.



## GET THE CARE YOU NEED

Teladoc doctors can treat many medical conditions, including:

- Cold & flu symptoms
- Allergies
- Pink Eye
- Respiratory infection
- Sinus problems
- Skin problems
- And more!

With your consent, Teladoc is happy to provide information about your Teladoc visit to your primary care physician

## Talk to a doctor anytime for \$15

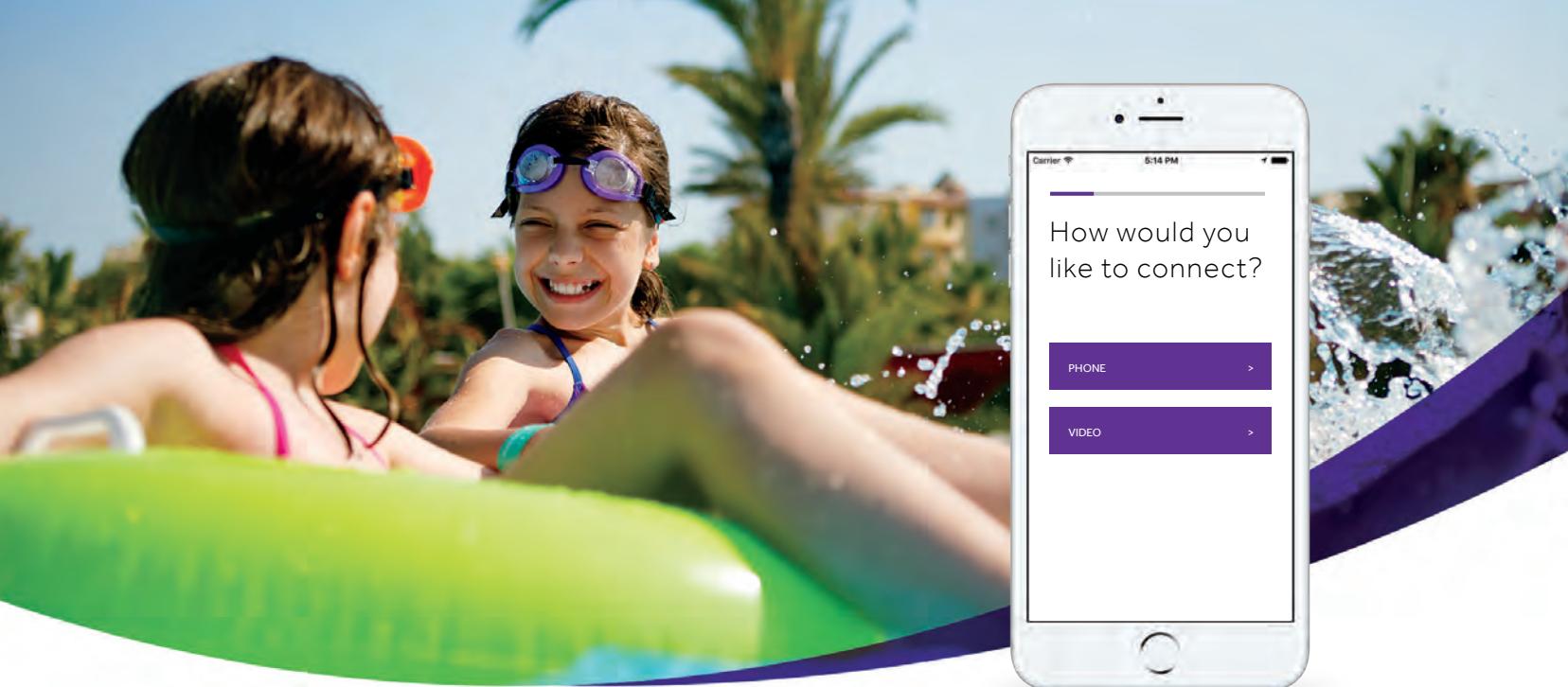


[Teladoc.com](https://www.teladoc.com)



1-800-835-2362





## Keep on splashing. You've got Teladoc!

**Don't let a sunburn or swimmer's ear spoil your summertime fun.** With Teladoc, you can speak with a licensed doctor 24/7 by phone or video for many types of summer illnesses.

Our doctors can diagnose and treat poison ivy, skin rashes, bug bites or stings, food poisoning, swimmer's ear, and upper respiratory infections. They can even send a prescription electronically to your pharmacy of choice when medically necessary.

### Four tips for a healthy and happy summer

1

Avoid food-borne illnesses by practicing food safety.

2

Avoid being outside between 11 a.m. and 2 p.m., which are the hottest hours of the day.

3

Stay hydrated by drinking water even when you don't feel thirsty.

4

Wear a sunscreen labeled "broad spectrum" or "UVA/UVB protection" that's at least an SPF 15.

### Talk to a doctor for \$15



Teladoc.com



1-800-835-2362



Download the app





When you need a doctor, access one **anytime, anywhere**



Skip the trip to the waiting room. With Teladoc, you can talk with a doctor within an hour by phone or app from wherever you are.

### Know your care options:



#### Teladoc

For non-emergency conditions like the flu, allergies, infections, and much more. Our doctors can also prescribe medicine if necessary.



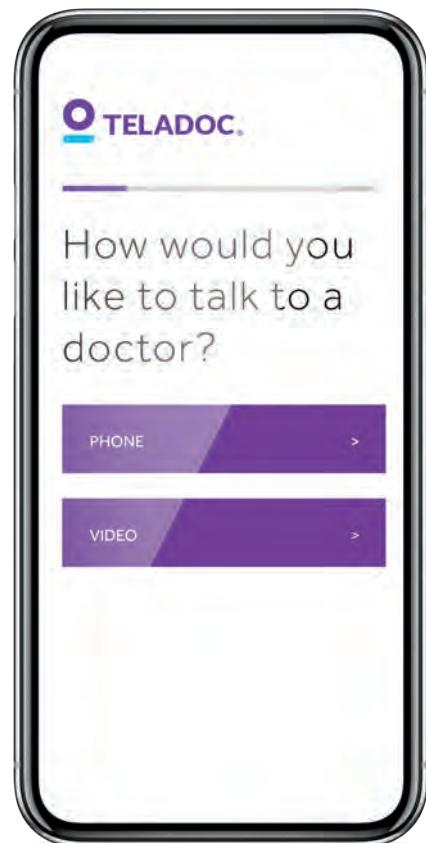
#### Family doctor

For annual exams and ongoing medical conditions needing regular monitoring.



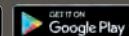
#### Urgent care/ER

For severe conditions like chest pain, sprains, cuts, burns, or broken bones.



### Feel better when you need to for \$15

Download the app



**1-800-835-2362 | Teladoc.com**

# When you need a doctor, make a smart choice.



**Teladoc®**

*The convenient choice*

- ✓ Talk to a doctor in minutes
- ✓ Visit by phone or video
- ✓ Available 24/7/365, anywhere<sup>1</sup>
- ✓ Get a prescription<sup>2</sup>
- ✓ Never more than an office visit
- ✗ Cannot treat more severe medical conditions



**Family Doctor**

*The in-office choice*

- ✓ Long-term relationship
- ✓ Periodic checkups
- ✓ Treats more severe issues
- ✗ May not be available for days
- ✗ Must leave home or work
- ✗ Sit in a waiting room with other sick people



**Urgent Care/ER**

*The emergency choice*

- ✓ Available 24/7/365
- ✓ Treats emergency issues
- ✗ High cost of care
- ✗ Long wait times
- ✗ Must leave home or work
- ✗ Sit in a waiting room with other sick people

## Need a doctor? Think of Teladoc first.

Call 1-800-835-2362 | Visit [Teladoc.com](https://www.Teladoc.com)



# Take Teladoc with you wherever you go!



**You've got access to doctors while traveling by phone or video.**

Whether you get a stomachache, rash, bug bites, or another non-emergency condition, our doctors are here for you and your family.



See a doctor on vacation without the waiting room



Get treatment for conditions like the flu, sinus infections, and much more



a licensed U.S. physician from wherever you are\*

\*Teladoc is not available internationally.

## Get care on the go for \$15



Teladoc.com 1-800-835-2362

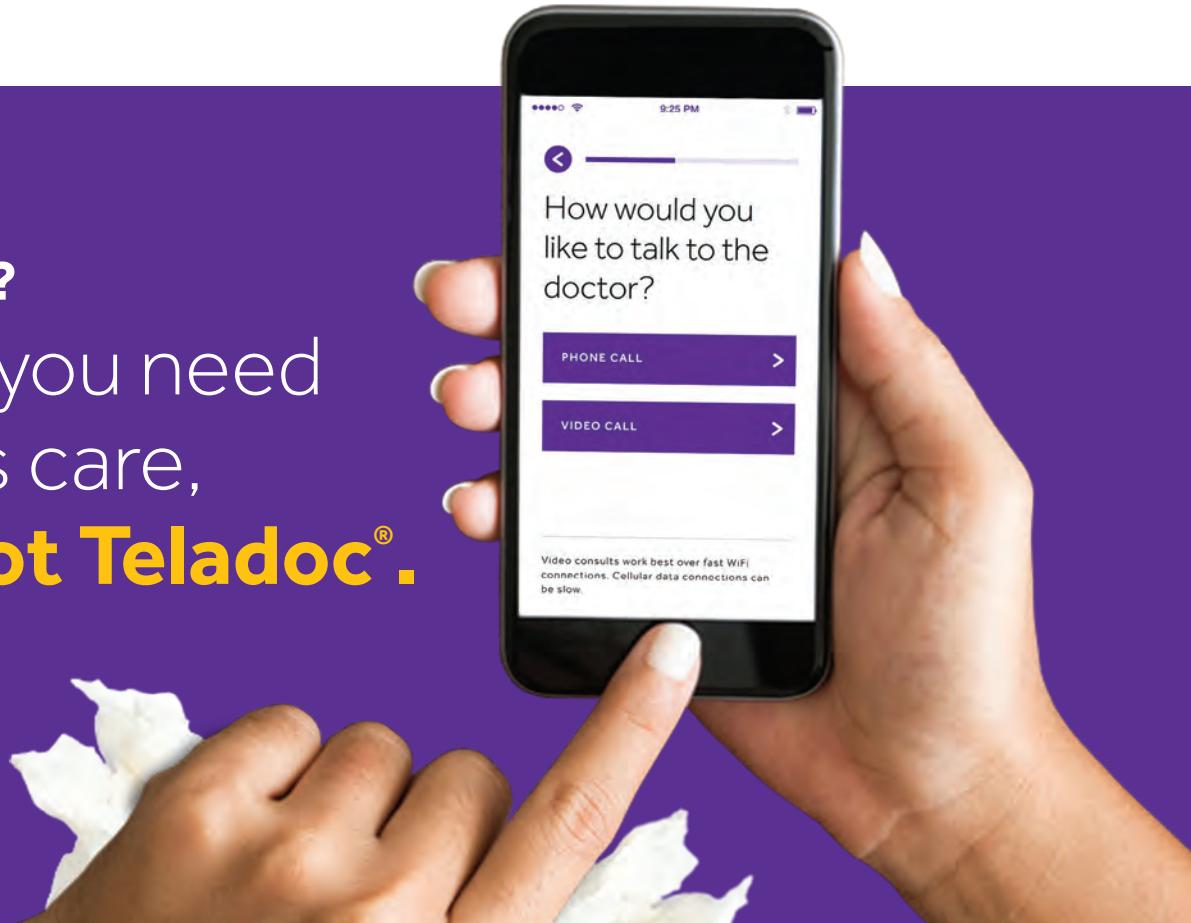


Download the app



## Did you know?

Any time you need  
a doctor's care,  
**you've got Teladoc®.**



### 24/7/365 care for:

Cold & flu, allergies, rash and  
much more!



### Licensed doctors

U.S. board-certified doctors average  
20 years of experience



### In minutes

Connect with a doctor by phone or video



### Get a diagnosis

Our doctors recommend treatment and  
prescribe medication (when medically necessary)

## Speak with a doctor now for \$15!

Call 1-800-835-2362 | Visit [Teladoc.com](http://Teladoc.com)



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