



TIPS & TOOLS

Your guide to getting the most out of your virtual care benefits

Key benefits of virtual care

We are helping members make smarter healthcare decisions.

We provide members with the right care when they need it most. Whether they need to speak with a doctor or therapist or seek advice from a medical expert, they can reach out anytime, from anywhere. This is care that fits busy lives.

We connect members to the right care.

Our doctors can help with the flu, infections, anxiety, stress and skin conditions, and provide advice on serious medical conditions, by phone, video, or app.

We provide a new front door to healthcare.

By partnering with Teladoc Health, you are now offering members a new front door to the healthcare system.

With 24/7 access to U.S. board-certified doctors for episodic care, a more convenient way of connecting with mental health professionals, and expert advice on existing medical conditions, virtual care is quickly becoming the preferred entry point into the healthcare ecosystem, and for good reason.

We benefit both you and members.



Convenience

Members love the 24/7 access to care by web, phone, or our award-winning mobile app.



High-quality care

Care is delivered to the highest quality of standards through a vast network of U.S. board-certified doctors and leading expert physicians.



Value

Teladoc Health's proven engagement strategies drive four times greater usage over industry average and deliver improved outcomes and increased cost savings when compared to traditional modes of care.



SERVICES INCLUDED WITH TELADOC:

Dermatology and Behavioral Health Care services can be added as a buy up to General Medical. Expert Medical Services is also available as a stand alone basis or bundle with the above services.



General Medical – Convenient access to on-demand or scheduled visits with a U.S. board-certified doctor via phone or video. Available 24/7, members can receive treatment within minutes for non-emergency, acute general medical needs wherever they may be.



Behavioral Health Care – Secure, discreet, and confidential support for members seeking mental health treatment. Visits are available seven days a week from board-certified psychiatrists, psychologists, or licensed therapists chosen by the member.



Dermatology – Access to board-certified dermatologists via web or mobile app to treat acute or ongoing skin conditions like psoriasis, skin infection, rosacea, and more. By sharing high-quality images, members receive a diagnosis within two business days.



Expert Medical Services – Access to a carefully curated network of the world's leading expert physicians across 450 specialties and subspecialties. Members work with doctors from start to final resolution to have their existing medical cases reviewed, and questions answered, by an expert who specializes in their condition.