You've got Teladoc Health



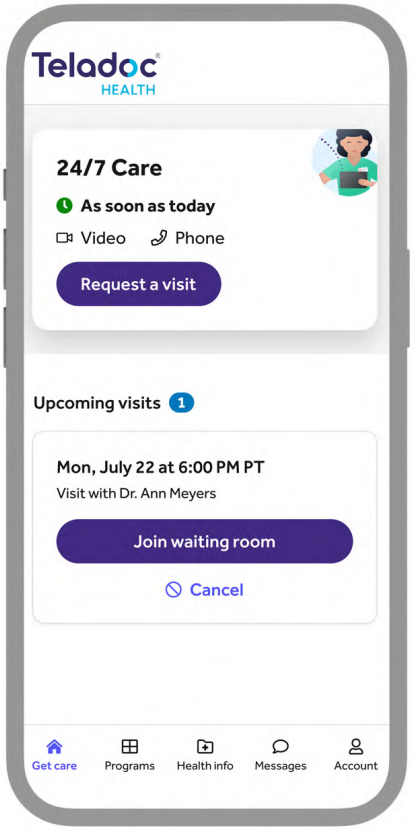
Teladoc HEALTH

Access to quality care when you need it most

24/7 Care | **free/visit**
Talk to a licensed healthcare provider for non-urgent conditions 24/7.
Flu • Sinus infections • Sore throats • And more

Mental Health
Talk to the therapist who's right for you by phone or video.
free/therapist visit
free/psychiatrist first visit
free/psychiatrist ongoing visit

Dermatology | **free/online review**
Upload images of your skin issue online and get a custom treatment plan within 24 hours.



Register or log in today

Visit TeladocHealth.com

Call 1-800-835-2362 | Download the app

Refer to your employee booklet at umr.com for Teladoc benefits

Phone and video visits are not required or part of the dermatology visit.

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TELADOC HEALTH

Frequently asked questions

What is Teladoc Health?
Teladoc Health is a virtual healthcare service that offers convenient, confidential access to quality providers 24/7, anytime, anywhere.

By scheduling a visit with a U.S. board-certified and licensed providers, you can be diagnosed, treated and prescribed medication if necessary.

What can I use Teladoc Health for?
Teladoc Health can help you with everyday, non-emergency healthcare issues, including sinus problems, allergies, flu symptoms and much more. Skip the waiting room and the trip to the ER. Teladoc Health is here to help you feel better, faster, and get you back to living your life.

Does Teladoc Health replace my doctor?
No. Teladoc Health doesn't replace your primary care doctor. Teladoc Health 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 register?
Download the Teladoc Health app, visit the website or call 1-800-835-2362 to register.

Do I need to have my insurance information available?
As you register, you may need information on your health insurance card. If requested, having this information will help make the registration process easier.

How much does it cost?
The cost of a Teladoc Health visit varies depending on the type of visit you are requesting and your plan design. Please refer to your welcome letter, visit the app under Account > Billing & Insurance > Cost overview, or call 1-800-835-2362 if you wish to confirm pricing prior to requesting a visit. You will also see the visit fee during the visit request process.

How do I pay for the visit?
If there is a fee, you can pay with your HSA (health savings account) card, credit card, prepaid debit card or by PayPal.

Is there a time limit when talking to the provider? And am I charged more for taking longer?
There is no time limit for visits, and there is no extra charge for longer provider visits.

How do I access Teladoc Health?
The service can be accessed by app, web or phone, and visits are available by phone or video.

If the Teladoc Health provider recommends that I see my primary care doctor or a specialist, do I still have to pay the Teladoc Health visit fee?
Yes, just like any medical appointment, there is a fee for the consulting provider's time. The portion of the fee that you will pay varies based on your benefits plan structure.

Can my family use Teladoc Health?

This depends on your specific Teladoc Health plan. Most plan designs allow you to use the Teladoc Health service for you, your spouse and covered dependents. Dependents over 18 years old must call our service center to request a visit. For dependents under 18 years old, the primary account holder must request a visit on their behalf through the app, website or by phone.

Who are the Teladoc Health providers?

Teladoc Health providers are U.S. board-certified providers. They average 15 years of experience and are licensed to practice in your state.

Can Teladoc Health providers prescribe medications?

Yes, when medically appropriate, providers can prescribe medications. If a prescription is not required, the provider may provide the member with instructions for managing symptoms or following up with their primary care doctor.

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

With your consent, an electronic copy of your Teladoc Health visit will be sent to your primary care doctor.

Can I use Teladoc Health while traveling?

Teladoc Health is available in all 50 states, so you can use the service while traveling within the United States. Some restrictions may apply.*

Who should I contact if I have questions or encounter an issue?

Teladoc Health aims to make your experience with us as seamless as possible. If you have any further questions or encounter an issue, please visit TeladocHealth.com or call the Member Support team at 1-800-835-2362.

Does Teladoc Health offer any other services?

Please log in to your account to see any additional services that may be available to you.

Download the app to get care now for free.

Visit TeladocHealth.com

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*Teladoc Health is not available internationally.

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