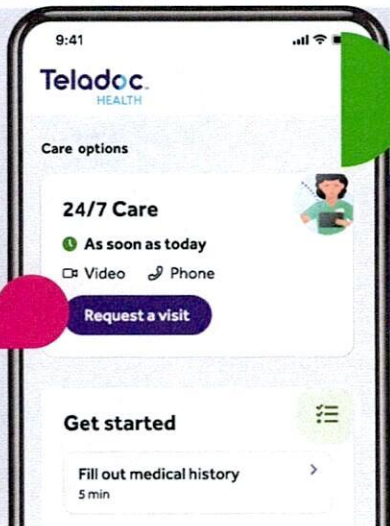


## General Medical: What to know about this benefit



Did you know 60% of patients have to wait 2 weeks to see their primary physician and only 10% are able to get in to see their regular doctor the same day they need care?<sup>1</sup>

Our Teladoc Health benefit gives you access to compassionate care from U.S. board certified clinicians, anytime, anywhere. Providers are available in all 50 states and you can meet with them 24/7 by phone or video.

The average Emergency Room care costs 10 times more than an urgent care visit for the same diagnosis.<sup>2</sup>

Teladoc Health can help you skip the trip to the ER or urgent care for non-emergency problems, avoid long wait times and save money since you can see a clinician within minutes by phone or video. Teladoc Health is here to listen, answer your questions and help you feel better faster.

- **What services does Teladoc Health provide?** Teladoc Health provides healthcare for the whole you and can help you with everyday, non-emergency health needs like prescription refills, coughs, colds, UTIs, sinus, allergies and much more. Teladoc Health helps you get healthy and live healthy.
- **How much does Teladoc Health cost?** Your out of pocket cost varies based on your plan. If you do have to pay, you will see your cost before you finish requesting your visit. You can pay with a credit card, prepaid debit card, HSA (health savings account), or by PayPal.
- **How do I sign up?** To sign up for Teladoc Health, scan the QR code below to download the app, call 1-800-835-2362, or visit the website. Visits can be by phone or video and there is no time limit on how long the visit is.
- **How does it work if I am traveling and not in the state I live in when I need help?** Teladoc Health is available in all 50 U.S. states, so the service can be used even if you are traveling. Some restrictions may apply.
- **Can Teladoc Health providers prescribe medicine?** Yes they can when it makes sense medically. But, Teladoc Health providers do not prescribe controlled substances, drugs like Viagra and Cialis, and/or other drugs that have a higher risk of abuse. If a prescription is not needed, the Teladoc Health provider may give you instructions for managing symptoms.

**Call 1-800-835-2362**

Visit [TeladocHealth.com](https://www.teladoc.com) | Download the app  

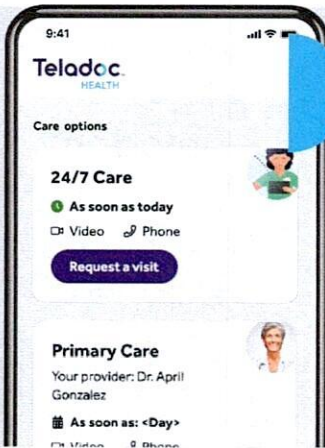


<sup>1</sup> <https://plus.credit-suisse.com/rpc4/ravDocView?docid=V7r1Oh2AN-ZqC1>

<sup>2</sup> <https://www.ucaoa.org/LinkClick.aspx?fileticket=Q4TP7cypW94%3D&portalid=80>



# Teladoc: Primary360



## Did you know seeing a primary care provider for ongoing care can lead to better health results?

The Teladoc Health Primary360 benefit is primary care, simplified. It lets you have primary care appointments by phone or video on your schedule and from the comfort of your home. You get an annual checkup without having to pay anything and also gives you ongoing care. You can get prescriptions and lab orders, coordination of specialty care, and the support you may need so you can become your healthiest self. You can schedule an appointment within minutes, and see a doctor in as soon as 5 days.

- **What services does Teladoc Health Primary360 provide?** With Teladoc Health Primary360, you can stay on top of your physical and mental health and get to:
  - Easily choose your primary care provider for annual checkups and ongoing care
  - Quickly make appointments for Monday through Friday from 7 a.m. to 9 p.m. and for Saturday from 8 a.m. to Noon local time
  - Spend time talking with your provider who really gets to know you over time so you can receive the care you need
  - Have your provider place lab orders and prescriptions. If needed, additional in-person or online care can be arranged.
  - Schedule ongoing care or get care right away with 24/7 access to Teladoc Health General Medical services for non-emergency needs
- **How do I activate my Teladoc Health Primary360 benefit?** You can either download the Teladoc Health app by scanning the QR code below, call 1-800-835-2362, or visit [TeladocHealth.com/Primary360](https://TeladocHealth.com/Primary360).
- **Who are the Teladoc Health primary care providers?** Teladoc Health primary care providers are U.S. board-certified and on average have been practicing medicine for 10-15 years. They have experience building relationships with patients in women's health, men's health, weight loss, diabetes and more. You will also have access to an experienced Care Team of registered nurses, medical assistants and Care Coordinators. They are with you every step of the way from coordinating care to helping you become your healthiest self.
- **How does Teladoc Health Primary360 handle bloodwork, imaging and labs?** Your primary care provider can order lab work, imaging studies and vaccinations. You can choose to visit an in-network lab/facility or request at-home lab services (if available in your area). Your Care Team will arrange either option for you. After testing or imaging is complete, your primary care doctor will follow up to talk through the results

**Call 1-800-835-2362**

Visit [TeladocHealth.com/Primary360](https://TeladocHealth.com/Primary360) | Download the app  



Important information: For the most current pricing of your Teladoc Health services, please log-in to your [TeladocHealth.com](https://TeladocHealth.com) account.

© Teladoc Health, Inc. All rights reserved.



# Teladoc: Mental Health



## Mental Health

Mental Health care provides high-quality virtual therapy and psychiatric services for a wide range of conditions with support from board-certified psychiatrists and licensed therapists.

Choose a therapist, psychologist, or psychiatrist who fits your needs

Conveniently schedule visits using our mobile app

In-between sessions with our high-quality providers, use self-guided sessions to help build resiliency

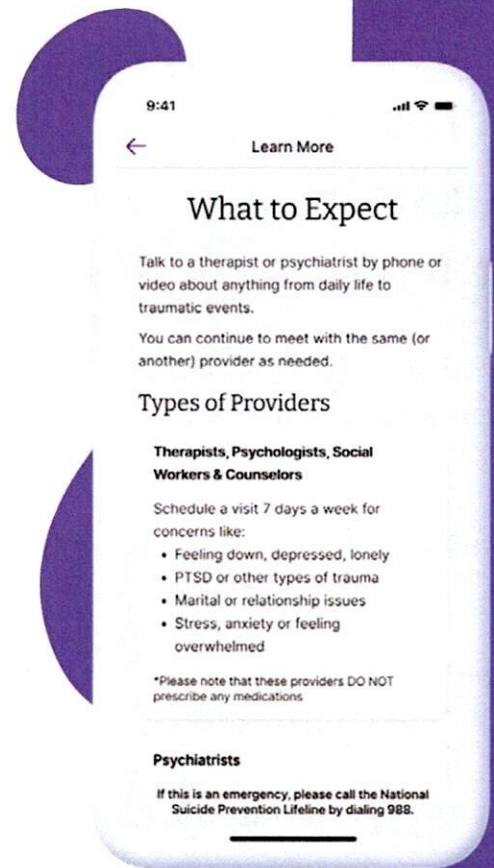
Anywhere, anytime access allows you to connect and build ongoing relationships with trusted mental health professionals



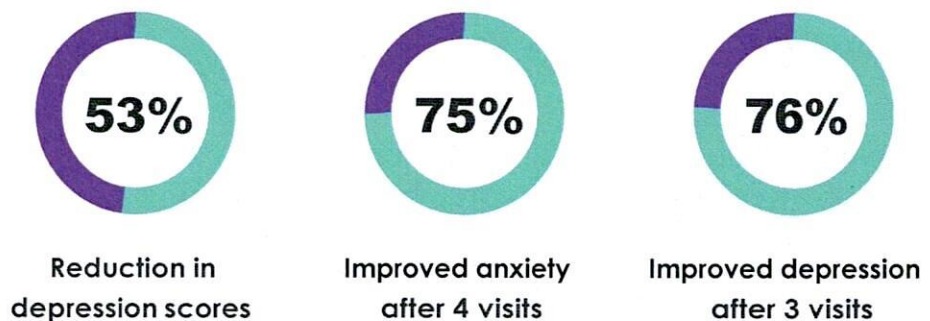


## How It Works

- Access the service through the HealthJoy home screen and complete a brief mental health questionnaire to help your therapist or psychiatrist help understand your mental health journey and how you're feeling.
- Choose a therapist or psychiatrist who fits your needs. You can select a time or times that work best for you and can have your visit within three to seven days of confirmation.
- Following your appointment, mental health providers use a secure member message center to share a summary of the visit. A member of the Teladoc Health's licensed nursing staff may also follow-up with you directly if needed.



## Outcomes

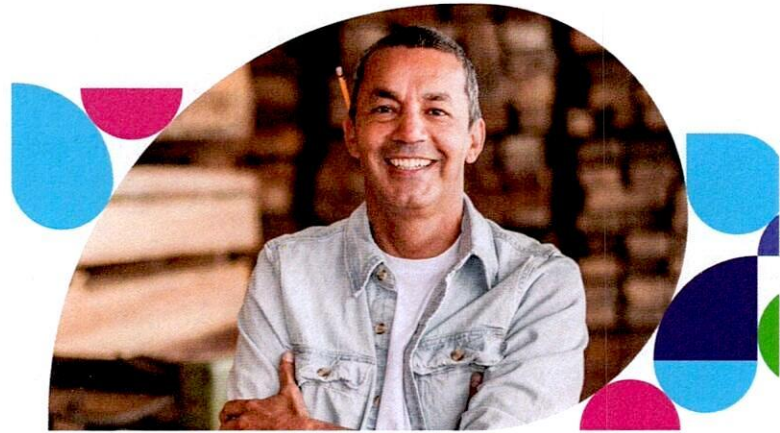


"I was experiencing anxiety and utter panic when I found out that I was pregnant with my third child and knew I needed help. I decided to give Teladoc a try on my lunch break and have to say that I am feeling 100x better. I probably wouldn't have sought out help if it wasn't for Teladoc."

**KATHLEEN**  
**MENTAL HEALTH USER**

## Virtual care that makes healthier possible

Access your healthcare by  
phone, video or app.



**Your care options with Primary360 include:**

### Primary Care

Manage your overall health—body and mind—with a U.S. board-certified primary care provider and care team of nurses and medical assistants.

### Mental Health

Have real conversations and see progress with a therapist of your choice. Available 7 days a week from the privacy of your own home.

### 24/7 Care

Need care for non-urgent and common conditions? Get a same-day appointment with a certified provider from wherever you are.

### Dermatology

Start an online skin review with a dermatologist by uploading images and details of your concern. Get a treatment plan and prescription if needed in 24 hours or less.

### Nutrition

Work with a registered dietitian to get personalized help with meal planning, healthy eating tips or even managing a condition like diabetes or high blood pressure.

### Digital Physical Therapy

Build strength, reduce pain and improve flexibility from home with the help of certified coaches and instructional videos.

**Activate your benefit and schedule your visit today**

Visit [TeladocHealth.com](https://TeladocHealth.com) | Call 1-800-835-2362 | Download the app 