



# Telehealth and Employee Advocacy

## Teladoc

**Teladoc is a medical service provided at no cost to you.** You benefit from 24/7/365 access to board certified physicians regardless of your health insurance status. Use it to treat non emergency health issues through the convenience of a phone and/or video consultation. Teladoc is an affordable alternative to costly urgent care or non emergency ER visits.

Teladoc is **NOT** designed to replace your primary care physician (PCP). Use it to resolve non emergency medical issues quickly and conveniently.

Teladoc should be used for common illnesses such as cold and flu symptoms, bronchitis, sinus infections, allergies, urinary tract infections, pink eye, ear infections, and more.

Prior to your first Teladoc visit, complete a Medical History Disclosure for each covered member. This is no different than what you would do as a new patient in person at a doctor's office for the first time. Save yourself the extra steps when not feeling well by proactively completing this information now.

### Program Highlights

- General medicine | \$0/consult
- Licensed therapist | \$90/consult
- Psychiatrist | \$220/1<sup>st</sup> consult then \$100/ongoing consults
- Dermatology | \$85/consult

### Board Certified Physician

- ✓ Access your medical history
- ✓ Recommend treatment
- ✓ Prescribe short term medications
- ✓ Send prescriptions to your pharmacy of choice
- ✓ Share information with your PCP

## Health Advocate

**Health Advocate is your primary resource for help provided at no cost to you.** This comprehensive benefits concierge service has knowledgeable advocates on staff prepared to advocate for you and your eligible family members as you navigate the complicated healthcare waters. Utilize the advocates to resolve insurance related issues, problems scheduling treatment, understanding billing, or any concerns you may encounter.

When you call for assistance, the person you speak with initially will be the same person you communicate with through issue resolution. There is no need to repeat your situation to multiple people.

### Advocates help you . . .

1. Navigate through your insurance plan options and coverages
2. Resolve escalated claim issues
3. Locate the right in network providers and treatment facilities
4. Secure second opinions
5. Understand your Explanations of Benefit (EOB) and costs
6. Compare pharmacy prices
7. Schedule appointments and arrange tests and treatments
8. Transfer medical records, labs, and test results



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

24 hours a day | 7 days a week | 365 days a year  
Evenings, weekends, and holidays, too!

**800.835.2362**

***Download the mobile app!***



[HealthAdvocate.com](https://www.healthadvocate.com)

Monday – Friday | 7am – 9pm CT

**866.695.8622**

***Download the mobile app, or visit their website!***