

# Teladoc FAQ



## 1. What is the Teladoc service?

Teladoc is a national network of U.S. board-certified physicians who use electronic health records, telephone consultations and online video consultations to diagnose, recommend treatment and write short-term, non-DEA-controlled prescriptions, when appropriate. Physicians are available 24 hours a day, 365 days a year, allowing members of any age to access quality care from their home or office as opposed to more expensive settings like the doctor's office or emergency room.

## 2. Are Teladoc services included in my membership, or do I have to pay an additional fee?

Because of your relationship with the association, your monthly access fees and consult fees have been waived! Please note, you may be asked to provide billing information via your online account. If this is the case, please select 'Skip this Step' under the Payment Method section.

## 3. Do I speak with a 'real doctor?'

Yes. You will speak with a US Board Certified physician who is licensed to practice medicine in your state.

## 4. Does the Teladoc physician replace my regular primary care physician?

No. Teladoc is not intended to replace your primary care physician (PCP). Our physician network is available to help you manage your health care when your PCP isn't available (in the middle of the night or on weekends).

## 5. Can a Teladoc physician actually diagnose my medical problem over the phone?

Yes. Unlike informational-based services and Nurse Lines, Teladoc physicians diagnose, recommend treatment and may write short-term, non-DEA-controlled prescriptions, when appropriate.

## 6. Can Teladoc physicians issue a prescription?

Yes. Teladoc physicians may issue a prescription(s) when appropriate.

## 7. Are there any limitations on what the consulting physicians may prescribe?

Teladoc physicians may (in medically appropriate situations) write prescriptions for a wide range of products that deliver direct medicinal value. These include, but are not limited to, drug classes such as antibiotics and antihistamines. Scripts for maintenance medicines may also be obtained in cases where a member is in transition to a new insurance plan or doctor. The physicians do not issue prescriptions for controlled substances, those regulated by the Drug Enforcement Agency (DEA), lifestyle drugs and those which may be harmful and offer potential for abuse or addiction, including narcotics, stimulants, depressant, hallucinogens,

anabolic steroids, lifestyle drugs and others. It is important to note, the doctor may or may not be able to prescribe you medication. He or she will make the decision based on your medical history and current situation.

## 8. How does Teladoc obtain my medical history?

During the registration process, you will be required to complete a medical history disclosure (MHD). A MHD is a basic health questionnaire similar to the one you complete at your PCP's office and serves as the foundation for your electronic health record (EHR). Before initiating a consult, the doctor reviews your medical history, via your EHR, with specific focus on chronic illnesses, current medications, allergies and any changes in your medical condition since the last encounter. MHDs may be completed via your online account at no cost to you or by calling 1-800-Teladoc for a \$12 fee.

## 9. How do I request a consult to speak with a physician?

After completing the registration process and your medical history disclosure (MHD), you may call 1.800.Teladoc any time night or day from any phone. Be sure to identify yourself as an association member.

## 10. How quickly can I speak with a doctor?

Teladoc's average national response time is around 22 minutes, but within 3 hours guaranteed. Note: If the member misses the call from the consulting physician, his three hour waiting period starts over. After three missed calls, the consult request is cancelled.

## 11. Are there any age or pre existing condition limitations for Teladoc?

Teladoc is available to eligible members, their spouse and dependents, based on association membership option chosen, aged 0 and up. Teladoc physicians may treat minor illnesses, regardless of pre existing conditions.

## 12. How does joining Teladoc affect my health insurance?

Teladoc is unrelated to your medical insurance. Teladoc is NOT insurance. Rather, it is a new value-added medical benefit, designed for today's family, which complements current coverage.

## 13. Does Teladoc refer to specialists?

While the consulting physician might recommend you see a doctor face-to-face, he or she does not refer to a specific specialist.

# Teladoc<sup>+</sup>

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1-800-Teladoc