



When you can't reach your primary care physician, Independent Health's telemedicine benefit provided through Teladoc® allows you to talk with a doctor anytime, anywhere by phone or online video – 24 hours a day, 7 days a week – for a low copay. Within minutes of requesting a phone consultation, you will speak to a U.S. board-certified, state-licensed physician including family practitioners, primary care physicians, pediatricians and internists to diagnose and treat conditions – including writing prescriptions, if medically necessary.

Use Teladoc for common medical issues such as cold and flu symptoms, bronchitis, allergies, poison ivy, pink eye, urinary tract infection, respiratory infection, sinus problems, ear infection, and more.

HOW IT WORKS

- 1. Create an account** – Log on to teladoc.com/IH to set up an account. Enter the requested information as well as baseline health information including medical history, allergy information, list of medications, health problems, family history and primary care contact information.
- 2. Contact Teladoc** – Once your account is set-up, log in to your account or call 1-800-Teladoc to request a phone or online video consult with a Teladoc doctor. The average doctor callback time is 16 minutes.
- 3. Talk with a doctor** – A U.S. board-certified doctor or pediatrician licensed in New York state (or the state you are calling from) reviews your medical information previously provided, then contacts you, listens to your concerns and asks questions.
- 4. Resolve your issue** – The doctor diagnoses your condition and prescribes medication, as necessary. If a prescription is necessary, it's sent to the pharmacy of your choice. You can receive prescriptions for short-term antibiotics, antihistamines, cough suppressants or anti-bacterial agents. Nearly 99 percent of the drugs prescribed are generics.
- 5. Pay for your services** – Teladoc charges your applicable member cost share to the credit card you provided when requesting your consult or the billing information you have on file. You can request a receipt for deductibles or reimbursement, if needed. Note: Teladoc is a qualified expense for HSA, FSA and HRA accounts.
- 6. Complete your visit** – With your permission, Teladoc can send a record of your encounter to your current doctor. In some instances, you may be referred to contact your primary care physician for clinical follow-up.

Independent Health's telemedicine benefit is not intended to replace the relationship you have with your primary care physician. Instead, it offers you and your family members an alternative to seeking care from an urgent care facility or emergency room, or when it is difficult to obtain services from your primary care physician.

Questions?

Our Member Services Department is available Monday through Friday from 8 a.m. to 8 p.m.

Call us at (716) 631-2661 or 1-800-257-2753

Teladoc does not replace the primary care physician. Teladoc does not guarantee that a prescription will be written. Teladoc operates subject to state regulation and may not be available in certain states. Teladoc does not prescribe DEA controlled substances, non-therapeutic drugs and certain other drugs which may be harmful because of their potential for abuse. Teladoc phone consultations are available 24 hours, 7 days a week while video consultations are available during the hours of 7 a.m. to 9 p.m., 7 days a week. Benefits vary by plan. Excludes Medicare Advantage plans. Check your benefit plan documents for your applicable member cost share and other information associated with the telemedicine benefit. ©2015 Teladoc, Inc. All rights reserved. Teladoc and the Teladoc logo are registered trademarks of Teladoc, Inc. and may not be used without written permission.

**Independent
Health.**
SELF-FUNDED SERVICES