

Special Broker Bulletin: March 25, 2020

Reminder: Telehealth services available to GHP members

Effective through June 15, member cost-sharing for telehealth services received from a network provider or through Geisinger Health Plan's vendor, [Teladoc](#), will be waived.

Telehealth services are available for consultation, diagnoses, treatment, and prescriptions for all conditions, not only for coronavirus/COVID-19.

GHP's [Teladoc](#) service is available to members only. Non-members will be responsible for a point-of-service fee. Individual network providers may offer telehealth services based on their individual capabilities.

During the coronavirus pandemic, members should call their primary care office before visiting healthcare facilities for any reason, including exposure to coronavirus and/or symptoms.\

A telehealth visit is like a PCP office visit; while members will not have a cost-share for the visit, but any additional needed services could have a cost. For self-funded plans, administrative fees will be waived through June 15. If self-funded clients wish to opt out of this benefit, please contact your account manager.

This service is available to all Geisinger Health Plan products (including HDHP and QHDHP with HSA plans) as well as self-insured plans, unless the self-insured plan administrators opt out.

Please see the following pages for [Teledoc](#) details.



Getting started with Teladoc®



Teladoc gives you access 24 hours, 7 days a week to a U.S. board-certified doctor through the convenience of phone, video or mobile app visits. Set up your account today so when you need care now, a Teladoc doctor is just a call or click away.



1

Online:

Go to [Teladoc.com](https://teladoc.com) and click "set up account".

Mobile app:

Download the app and click "Activate account". Visit teladoc.com/mobile to download the app.

Call Teladoc:

Teladoc can help you register your account over the phone.

SET UP YOUR ACCOUNT

Set up your account by phone (toll-free) web, mobile app or by texting "Get Started" to **469-844-5637**.



2

PROVIDE MEDICAL HISTORY

Your medical history provides Teladoc doctors with the information they need to make an accurate diagnosis.



3

REQUEST A CONSULT

Once your account is set up, request a consult anytime you need care. And talk to a doctor by phone, web or mobile app.

You can talk to a doctor any time. download the app & register



Teladoc.com



1-800-Teladoc (835-2362)





24/7/365 medical coverage for you and your dependents

You and your eligible dependents can talk to a U.S. board-certified doctor anytime, anywhere, by phone or video. Teladoc® doctors can treat many of your medical conditions. **Give your family access to Teladoc.**

1 Set up your account (PRIMARY MEMBER)

Visit the website and click "Set up account". Follow the online instructions to provide the necessary information and to complete your medical history.

2 Set up minor dependents (17 OR YOUNGER)

Log into your account and click "My Family" from the top menu. Follow the online instructions to provide the necessary information and complete your dependent medical history.

3 Set up adult dependents (18 OR OLDER)

Adult dependents set up their own account by visiting the website and clicking "Set up account". They should follow the online instructions to provide the necessary information and to complete their medical history.

4 Request a consult

Once your account is set up, request a consult anytime and anywhere you need care. With your consent, Teladoc is happy to provide information about your Teladoc consult to your primary care physician.

Do I have a username?

When setting up your account online, you will be asked for a username. Your username can be found on your Teladoc membership card. If you do not have a membership card or you do not know your username, simply select "No" and complete the information requested.



He may not understand the importance of 24/7 medical coverage, **but you do.**

You can talk to a doctor any time. download the app & register

 **Teladoc.com**

 **Facebook.com/Teladoc**

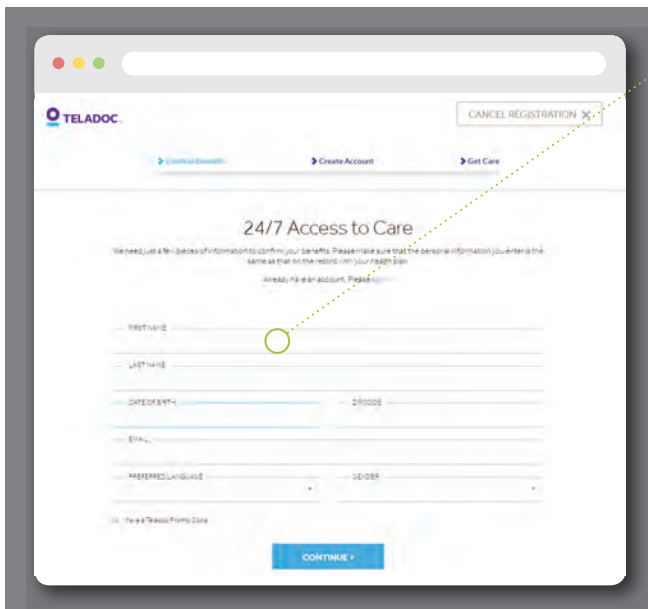
 **1-800-Teladoc (835-2362)**

 **Teladoc.com/mobile**



Get started with Teladoc

It's quick and easy to set up your account online. Simply visit the Teladoc® website, click **"Set up account,"** and then follow the instructions below.



24/7 Access to Care

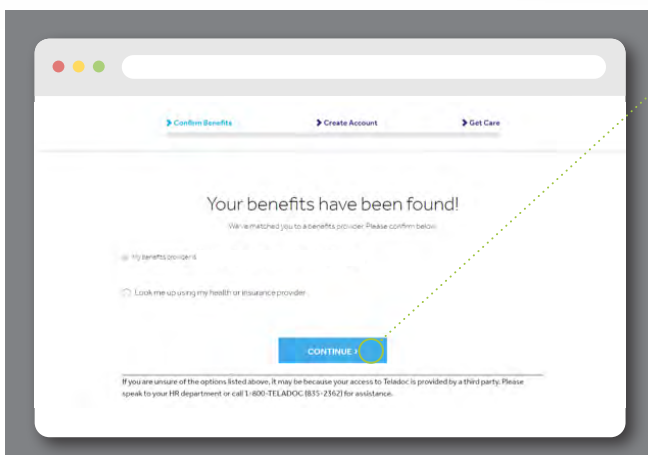
We need just a few pieces of information to confirm your benefits. Please make sure that the personal information you enter is the same as that on the record with your health plan. If you already have an account, [Please log in.](#)

FIRST NAME
 LAST NAME
 DATE OF BIRTH ZIP CODE
 EMAIL
 PREFERRED LANGUAGE GENDER
☐ I've read Teladoc Terms and Conditions

[CONTINUE](#)

1. Confirm benefits

Provide some information about yourself to confirm your eligibility.



Your benefits have been found!

We've matched you to a benefits provider. Please confirm below:

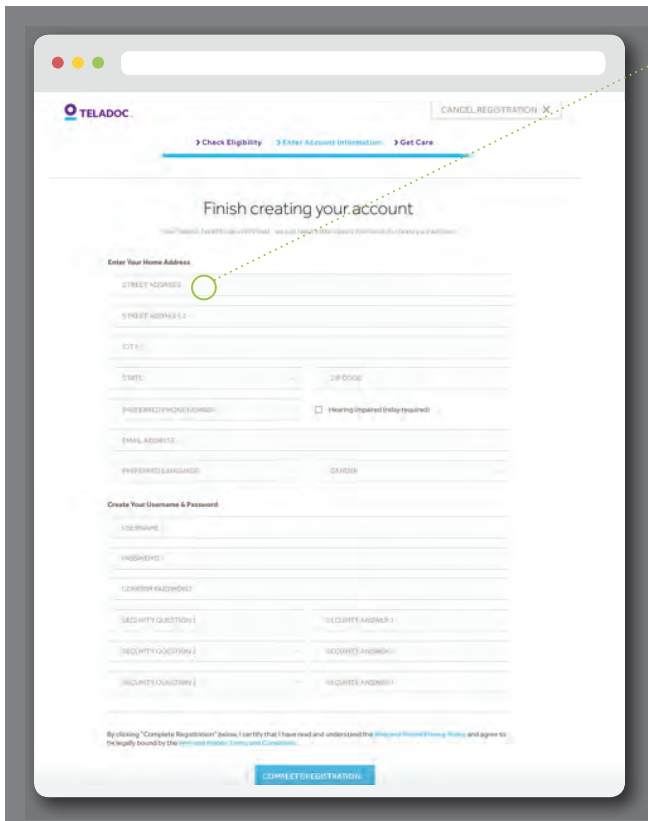
☒ My benefits go through
☐ Look me up using my health or insurance provider

[CONTINUE](#)

If you are unsure of the options listed above, it may be because your access to Teladoc is provided by a third party. Please speak to your HR department or call 1-800-TELADOC (833-2562) for assistance.

2. Benefit confirmation

We'll confirm that we found your benefits. Click "CONTINUE" and finish creating your account.



3. Create account

Enter your contact information, username, password, and security questions.

Talk to a doctor anytime for free

Visit Teladoc.com | Download the app





Teladoc® Member Frequently Asked Questions

What is Teladoc?

Teladoc is the first and largest provider of telehealth medical consults in the United States, giving you 24/7/365 access to quality medical care through phone and video consults.

Who are the Teladoc doctors?

Teladoc doctors are U.S. board certified in Internal Medicine, Family Practice, or Pediatrics. They average 20 years practice experience, are licensed in your state, and incorporate Teladoc into their day-to-day practice as a way to provide people with convenient access to quality medical care.

Does Teladoc replace my doctor?

No. Teladoc does not replace your primary care physician. Teladoc should be used when you need immediate care for non-emergent medical issues. It is an affordable, convenient alternative to urgent care and ER visits.

What kind of medical care does Teladoc provide?

Teladoc provides adult and pediatric general medical care.

What consult methods are available?

You can talk with a Teladoc doctor via a phone consult, video consult within the secure member portal, or video consult within the Teladoc mobile app.

How do I set up my Teladoc account?

Setting up your account is a quick and easy process online. Visit the Teladoc website and click "Set Up Account". Follow the online instructions.

How do I request a consult to talk to a doctor?

Visit the Teladoc website, log into your account and click "Request a Consult". You can also call Teladoc to request a consult by phone.

How quickly can I talk to the doctor?

Median call back time is just 10 minutes. If you miss the doctor's call, whether you are away from the phone or you have anonymous call blocker on, you will be returned to the bottom of the waiting list. The consult request is cancelled if you miss three calls.

Is there a time limit when talking with a doctor?

There is no time limit for consults.

Can Teladoc doctors write a prescription?

Yes, Teladoc doctors can prescribe short-term medication for a wide range of conditions when medically appropriate. Teladoc doctors do not prescribe substances controlled by the DEA, non-therapeutic and/or certain other drugs which may be harmful because of their potential abuse.

How do I pay for a prescription called in by Teladoc?

When you go to your pharmacy of choice to pick up the prescription, you may use your health/prescription insurance card to help pay for the medication. You will be responsible for the co-pay based on the type of medication and your plan benefits.

Is the consult fee the same price, regardless of the time?

Yes! Teladoc charges one flat rate per consult.

How do I pay for the consult?

You can pay with your HSA (health savings account) card, credit card, prepaid debit card or by PayPal.

If the Teladoc doctor recommends that I see my primary care physician or a specialist, do I still have to pay the Teladoc consult fee?

Yes. Just like any doctor appointment, you must pay for the consulting doctor's time.

Can I provide consult information to my doctor?

Yes. You have access to your electronic medical record at anytime. Download a copy online from your account or call Teladoc and ask to have your medical record mailed or faxed to you.

You can talk to a doctor any time, download the app & register today.

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

 [Facebook.com/Teladoc](https://www.facebook.com/Teladoc)

 **1-800-Teladoc (835-2362)**

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

Protect yourself and your family from COVID-19

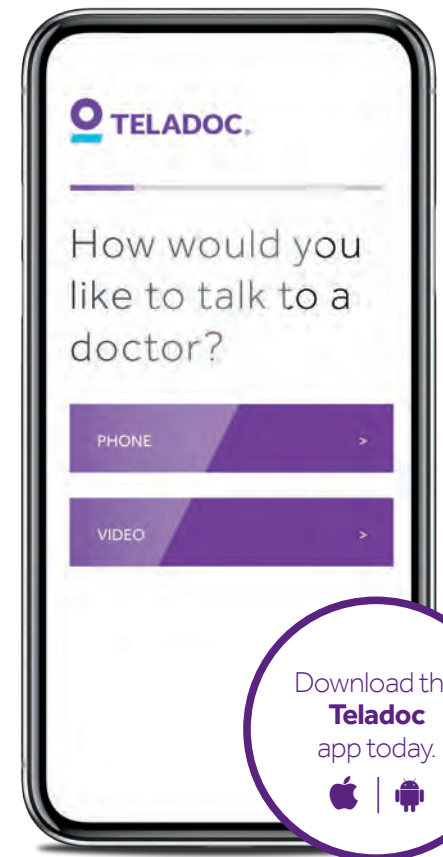


Made available by

COVID-19 is a respiratory illness caused by a coronavirus that was first identified in China. It is contagious and includes symptoms like fever, cough, and shortness of breath. U.S. health officials have advised that Americans should be prepared for significant disruption due to the COVID-19 outbreak.

- 1 Keep it clean**
Clean your hands with soap and water for 20 seconds after being in public areas, and if you're around someone who isn't feeling well. Also, clean frequently touched objects.
- 2 Avoid contact with sick people**
Avoid close contact with people who are sick and avoid traveling to locations where there are outbreaks of the coronavirus. And if you get sick, stay home to avoid spreading the virus to others.
- 3 Contact Teladoc**
Teladoc doctors can answer questions about the disease, evaluate your risk, and provide support by a phone or video call to help relieve symptoms for affected patients, addressing both physical and mental health needs.

Last updated: March 4, 2020



Talk to a doctor 24/7 for free

Call 1-800-TELADOC (835-2362) | Visit Teladoc.com/coronavirus

Download the app

