

## TELADOC FAQ'S

### What is Teledoc?

Teladoc is a network of licensed primary care physicians who diagnose routine, non-emergency medical problems via the telephone or video. Teladoc consulting physicians can recommend treatment and prescribe medication (when appropriate) over the telephone 24 hours a day, 365 days a year to patients.

### How much does it cost?

There is no charge for a Teledoc consultation. The Lake County Indiana NECA – I.B.E.W. Health and Benefit Plan is picking up the full cost of these consultations.

### Do I talk to "real Doctors"?

Yes. Teledoc members only speak with physicians affiliated with St. Luke's Roosevelt and Beth Israel and a national network of U.S. board-certified internists, State-licensed family practitioners, and pediatricians licensed to practice medicine in the U.S. and living in the U.S. When you request a consult, Teledoc will connect you with a doctor licensed in your State.

### Can Teledoc handle my emergency situation?

Teladoc is designed to handle non-emergency medical problems. You should NOT use it if you are experiencing a medical emergency.

### Who can use Teledoc?

Teladoc is available to any covered member or participant of the Plan who does not have Medicare as their primary insurance carrier.

### Do Teladoc physicians treat both adults and children?

Yes. Teladoc provides quality care for participants of any age. However, dependents under the age of 18 years may not request a consult directly. Consequently, the parent, guardian or authorized consentor must request a consult for the child and/or minor.

### How does Teladoc know that I am entitled for this free benefit?

The Fund has provided Teladoc with a list of eligible participants. As such, Teladoc knows that you and any eligible dependent are covered and entitled to receive this benefit for free.

However, Teledoc requires each patient to set up a Teledoc account which includes completing a one-time medical history disclosure prior to receiving a consult. Consequently, the sooner you complete that the more immediate and smoother your future consultations will be.

### How do I set up my Teledoc account?

Setting up your account is a quick and easy process online. Visit the Teladoc website and click "Set Up Account". Follow the on-line instructions. The Teladoc website is [Teladoc.com](https://www.teladoc.com). The mobile app can be found at [Teladoc.com/mobile](https://www.teladoc.com/mobile).

You can also call Teladoc directly at 1-855-TELADOC (835-2362) to set up your account.

**I have Medicare as my primary insurer, but my spouse does not have Medicare. As such, the I.B.E.W. Local 697 Health and Benefit Plan is my spouse's primary insurance provider; can my spouse have access to Teledoc?**

Yes. Provided your spouse is not eligible for Medicare or Medicaid, and the Union is her primary insurer or secondary insurer behind any other non-Medicare or non-Medicaid insurance provider, your spouse can utilize the Teladoc benefit.

**We live out of the area; can we use the Teladoc benefit?**

Yes.

**When should I use Teladoc?**

Teladoc should be used when you need immediate care for non-emergency related medical issues. Remember, Teladoc is free to you and any eligible dependents to use and it is available 24 hours a day, 365 days a year. As such, it is a very attractive alternative to a visit to an urgent care center, a visit to a emergency room for non-emergent issues, or even a physician's office visit for common conditions, including but not limited to: sinus problems; respiratory infection; allergies; flu symptoms, and many other non-emergency illnesses.

**How does it work? What consult methods are available?**

Whenever you feel unwell, you can conveniently access quality non-emergency care by calling Teladoc. Teladoc doctors are available 24 hours a day, 365 days a year by web, phone or mobile app.

Teladoc has a method of communication for each of your preferences. Want to see the doctor? Choose "video" as the method for your visit within the secure member portal or video consult within the Teladoc mobile app. Feeling camera shy? Choose "phone." Got a busy schedule? Select a time that's best for you by choosing "schedule" instead of "soon as possible."

**How quickly do I get to speak to a doctor?**

The median call back time is just ten 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.

**How many times can I call Teladoc? How long will the physician stay on line or on the call with me?**

You can call Teladoc as many times as you like for real medical issues or concerns.

Teladoc does not require consultations to be completed in a specific length of time. Consequently, you'll have as much time with the doctor as you need.

### **Can I get a prescription?**

If medically necessary, a prescription will be sent to the pharmacy of your choice. With that said, Teledoc does not guarantee prescriptions. It is up to the doctor to recommend the best treatment. Teledoc doctors do not issue prescriptions for substances controlled by the DEA, non-therapeutic, and/or certain other drugs which may be harmful because of their potential for abuse. These include, but are not limited to, antidepressant drugs such as Cymbalta, Prozac and Zoloft which are drugs that are harmful due to their potential for abuse. Also, non-therapeutic drugs such as Viagra and Cialis are not prescribed by Teledoc doctors.

### **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.