



Reach a doctor 24/7

The Teladoc® solution

Teladoc is the on-demand health care solution that gives you the medical care you need, when you need it. You can talk to a doctor anytime, anywhere about non-emergent medical conditions.

Benefits of Teladoc



- Saves time and money
- Quicker recovery from illness
- Convenient prescriptions
- Choice of consultation method
- Great health means peace of mind

With Teladoc, you can talk to a doctor 24/7/365 by phone, online video or mobile app. Use Teladoc for medical advice and care when:

- Your primary care doctor is not open.
- You are at home, traveling or do not want to take time off work to see a doctor.
- You need a prescription or refills*.
- Behavioral health concerns, such as depression, stress, Post-traumatic stress disorder, panic disorder and family issues.

Beginning September 1, 2022, members may be charged a \$50 fee for no-shows and cancellations within 24 hours of a scheduled mental health visit.

**Please note, there is no guarantee you will be prescribed medication.*

Please refer to your Summary Plan Description (SPD) for information on behavioral health and general health copays.

Highly qualified, experienced doctors

When you use Teladoc, your medical questions will be answered by a highly qualified doctor. Teladoc doctors are:

- Experienced—with an average of over 10–15 years in practice.
- Progressive—using the latest technology to provide excellent care.
- U.S. board-certified and state-licensed.
- Specially trained in telemedicine.

Our members love Teladoc



"We had a good experience with the doctor. She called and talked to me, and gave great service. I had no problem picking up my prescription. This is a really good service."

There's more than one way to reach a doctor



By phone.

Just call **1.800.835.2362**.



Online.

Simply request a video consultation online at www.Teladoc.com.



On the go.

You can download the Teladoc mobile app by visiting the App Store® or Google Play™.

How to register for Teladoc

You can use Teladoc anywhere you have Internet access. Just:

1. Visit www.Teladoc.com and click *Set Up Account*.
2. Enter your name, date of birth, ZIP code, email address, preferred language and gender and click *Continue*. The system will identify you based on this information. If you're unable to be identified, you'll be directed to Teladoc Customer Service.
3. On the next screen, enter the required information and click *Set up my account*. Your registration is now complete!

Then, you can complete your profile by clicking on *My Medical History*. You can enter your history right after registering or you can come back to finish it later. By finishing it when you register, you'll be ready to request a consultation any time and you won't have to fill out your medical history when you're feeling sick.

Common conditions treated:

- Allergies
- Bronchitis
- Cold/flu
- Headaches/migraine
- Eye/ear infection
- Rash/skin infections
- Sinus infections
- Stomachache/diarrhea
- Urinary tract infections
- Many other conditions



If you have any questions, or run into any problems when setting up your account, call Teladoc at **1.800.TELADOC (1.800.835.2362)**.

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Your care. Your way.
**Access your Teladoc
benefits anytime.**

During 2024, members enrolled in a Select medical plan through ACEC Life/Health Trust have access to Teladoc as a convenient care option. Teladoc copays will contribute towards your deductible and maximum out of pocket costs.

General Medical

PPO & HSA - \$45/visit

Talk to a board-certified doctor or pediatrician 24/7 for non-emergency conditions.

Prescription refills • sinus infections • allergies • stomach bug • COVID-19 advice • and more

Mental Health

Therapist: PPO - \$0/visit; HSA - 100% after deductible is met

Psychiatrist: PPO - \$0/visit; HSA - 100% after deductible is met



Talk to a therapist or psychiatrist of your choice 7 days a week from anywhere.

Stress and anxiety • depression • trauma • grief • burnout • medication management



Set up your account or log in to get started today

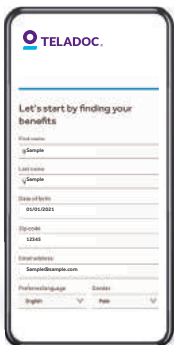
Visit [Teladoc.com](https://www.teladoc.com)

Call 1-800-TELADOC (835-2362) | Download the app  | 

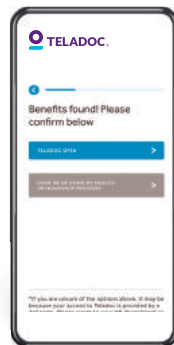


How to set up your Teladoc account

Simply download the Teladoc app and follow the four steps you see below.



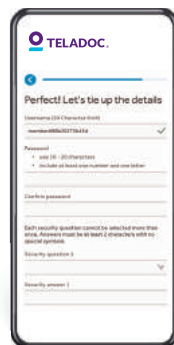
1 Confirm benefits
Provide some information about yourself to confirm your eligibility.



2 Benefit confirmation
We'll confirm that we found your benefits so you can finish creating your account.



3 Create account
Provide your contact information and preferred language.



4 Complete account
Create a username, password and pick security questions to ensure your account is secure.

Set up your Teladoc account today

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

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