

Teledoc

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

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

(855) -Teladoc (835-2362)

What is Teledoc?

Teledoc is a new benefit that gives you the ability to contact a licensed, board-certified physician 24/7/365 via phone or videofeed.

Teledoc is . . .

- . . . the oldest telehealth company in the country. It was founded in 2002 by a NASA flight surgeon.
- . . . the only telehealth technology platform endorsed by the American Hospital Association.
- . . . publicly traded. Its IPO was in 2015.
- . . . growing. Teledoc had 299,000 visits in 2014 and 952,000 visits in 2016. Twenty million members today.

Getting started

1. Create an Account
 - a. Enter medical history online
 - b. Enter medications you take
 - c. According to Teledoc, “Health records are kept totally private and we employ the most robust encryption methods to protect your personal information.”
2. Request an Appointment
 1. Average 10 minute wait for appointment*
 2. Doctor will review before calling the patient
3. Appointment with Doctor can be over the phone or over a video chat

When can you call Teledoc?

- Common conditions:
 - Sinus infections
 - Respiratory infections
 - Cold, flu
 - Other non-emergency conditions
- Treatment for you, dependent, and adult family members not on your plan
- To support primary provider/patient relationship—situations when you cannot go to your own doctor
- For some prescriptions

Dermatology Consultations

- Licensed dermatologists can treat ongoing or complex skin conditions like psoriasis, skin infection, rosacea, and suspicious moles

Caregiver Consultations

- Plan members may use Teladoc for medical consultations for family members for whom they give care.
- Requires legal documents authorizing action on the person's behalf
- The person must be present
- The person can give authorization during registration without legal documents

- Cost is \$45 per visit.

(NOTE: While this service is available through the AlaskaCare Plan, it is not a covered benefit under the plan. Therefore, it is the member's responsibility to pay the cost of Caregiver Consultations.)

When you can't call Teledoc

- In emergencies
- To see a specialist (although the doctors will tell you what kind of specialist you need)
- For prescriptions for controlled substances, medications that have potential for abuse (i.e., anti-depressants), or non-therapeutic medications

What is the cost?

General Medical Consultation: No charge

Dermatology Consultation: \$75 fee and \$0 for the first follow-up within 7 days of initial consultation. Services are subject to normal plan deductible and coinsurance requirements.

Caregiver Consultation: \$45 fee. (NOTE: This service is not covered under the plan and is the members responsibility to pay in full.)