

# LifeConnections medical plans: Healthcare now at your fingertips with Teladoc virtual visits.

## Frequently asked questions

### 1. What is the new virtual visits program for the LifeConnections medical plans?

The new virtual visits program is called Teladoc, which is administered by Aetna and goes live for LifeConnections plan members on January 1, 2019.

When your primary care physician is not available, you have after-hours access to a national network of board-certified physicians, so you can resolve routine medical issues on-demand, avoiding a trip to urgent care. With Teladoc, you can speak to doctors from any computer or mobile device via phone or online video.

### What are the benefits of Teladoc?

2. Teladoc gives you after-hours access to a national network of board-certified doctors through the convenience of phone, video, or mobile app visits. Once you connect with Teladoc, you will be contacted by a licensed physician in minutes. And, you can get care from wherever you are: home, office, or traveling.

### What types of medical issues can Teladoc doctors address?

3. Teladoc doctors can treat many medical conditions, including cold and flu symptoms, allergies, bronchitis, pink eye, respiratory infections, sinus problems, skin problems, and more. Any medications the doctor prescribes will be sent to the pharmacy of your choice.

### How do I get started with Teladoc?

4. It's recommended that you set up your account with Teladoc prior to needing care. However, you can always access Teladoc for a virtual physician consult without an account. You just simply connect with Teladoc on any computer, phone, or mobile device. [Teladoc.com/Aetna](https://www.teladoc.com/Aetna) or 1-855-Teladoc (835-2362)

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

5. You can set up your Teladoc account in one of three ways:



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



› Download the Teladoc app and click "Activate account." Visit [Teladoc.com/mobile](https://www.teladoc.com/mobile) to download the app (Apple and Android versions).



› Teladoc can help you register your account over the phone. Simply call 1-855-Teladoc (835-2362).

While setting up your Teladoc account, you will be asked to provide your medical history. This will give doctors you consult with information they need to make an accurate diagnosis. Once your account is set up, request a consult anytime you need care.

## **6. How do I connect with Teladoc?**

You can access Teladoc from any computer, tablet, or phone: visit the website at [Teladoc.com/Aetna](https://www.teladoc.com/Aetna) or call 1-855-Teladoc (835-2362). Teladoc also has a free mobile app available for both Apple and Android smartphones.

LifeConnections medical plan members have Teladoc contact information on the back side of their medical ID card.

## **7. How does Teladoc work?**

Once you connect with Teladoc, you'll request a visit with a doctor by computer, phone, or mobile app. You'll be paired with a licensed physician in your state, and they will contact you in about 10 minutes.

Next, the doctor will review your medical records. Your medical history provides valuable information to the doctor regarding past conditions, medications, and allergies, as well as information about your family's medical history.

You can speak with the physician for as long as you need—and if it's medically necessary, the doctor will write you a prescription that can be filled at the pharmacy of your choice. It's that easy.

## **8. Who are the licensed physicians that provide medical consultations?**

Teladoc has a national network of over 3,100 experienced healthcare professionals. They joined Teladoc as a way to provide more patients with an affordable, convenient way to access medical care. Teladoc's emphasis on quality has resulted in a perfect score from the National Committee for Quality Assurance (NCQA) for two consecutive certifications.

## **9. What is the cost of a virtual visit and how do I pay for the visit?**

The cost of the virtual visit is \$40 per visit. You pay at the time of visit with a major credit card or your HSA card. Aetna will process your claim, and for the LifeConnections Plus Savings Plan, apply the amount of the visit to your deductible.

## **10. Is my electronic health record kept private?**

Health records are kept totally private, and we employ robust encryption methods to protect your personal information. You determine who can see the information in your record, including your regular primary care physician.