

Learn About Your CalViva Health Telehealth Benefits

FREQUENTLY ASKED QUESTIONS ABOUT TELADOC HEALTH

As a CalViva Health member, you have any time access to a network of quality doctors and mental health experts through Teladoc Health. Teladoc is the nation's leading provider of telehealth services¹ and offers most health care help within minutes.²

Frequently Asked Questions

Q What is Teladoc Health?

Teladoc Health offers handy, simple and secure access to virtual visits with quality doctors and mental health specialists. Doctors visits are available anytime, anywhere every day of the year.²

When you schedule a visit with one of Teladoc Health's U.S. doctors and mental health specialists, you can be:

- Diagnosed
- Treated
- Prescribed medication³ (if medically needed)

Q What can I use Teladoc Health for?

Teladoc Health offers virtual visits for common, non-emergency health conditions like:

- Cold and flu
- Sinus infections

- Minor cuts, burns and insect stings
- Sprains
- Stomach issues
- Stress and worry
- Depression and more

Q Does Teladoc Health replace my doctor?

No. Teladoc Health doesn't replace your primary care doctor. Use Teladoc Health for non-emergency conditions when it's not convenient to get to your doctor. Or, when it's outside your doctor's normal office hours.

Q How do I set up my Teladoc Health account?

To set up your account you can download the Teladoc Health app or visit the Teladoc Health website at **www.teladoc.com**. You can also call **800-TELADOC (835-2362)** (TTY: 711).

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Q Do I need to have my health plan information available?

Yes. You should have your basic health plan details available. This includes plan name, group ID and / or member ID.

Q Is there a cost to use Teladoc Health?

No, for most CalViva Health members there is no cost to use Teladoc. You can confirm your plan coverage with CalViva Health by calling the phone number on your member ID card.

Q Is there a time limit when talking to a doctor? And, will I be charged more for taking longer?

No, there is no time limit for visits. And there is no extra charge for longer visits.

Q How do I access Teladoc Health?

You can access Teladoc Health by app, website or phone. Visits are available by phone or video.

Q Can my family members use Teladoc Health?

Yes. If your family members are covered under your CalViva Health plan then they have access to Teladoc.

Dependents who are more than 18 years old can call the Teladoc service center at **800-TELADOC (835-2362) (TTY: 711)** to request a visit.

Dependents under 18 years old must have a covered parent or guardian request a visit for them. This can be done via the app, website or by phone.

Q Who are the Teladoc Health doctors?

Teladoc doctors are U.S. board-certified. They average 20 years of experience and are licensed to practice in your state. They include:

- Internists
- Family doctors
- Pediatricians
- Mental health therapists and psychiatrists

Q Can Teladoc Health doctors prescribe medications?

Yes, when medically needed.³ If a prescription is not medically needed the doctor may provide ways for you to manage your symptoms.

Q Can my primary care doctor get a record of my Teladoc Health visit?

Yes. With your consent, Teladoc Health can send an e-copy of your Teladoc Health visit to your primary care doctor. You can select this

option when you set up your Teladoc account. To choose this option, you'll need to provide the fax number for your primary care doctor.

Q Can I use Teladoc Health when I travel?

Yes. Teladoc Health is available in all 50 states. You can use the service from anywhere in the United States. Some limits may apply.³

Q Who should I contact with any questions or issues?

You can visit the Teladoc Health website at **www.teladoc.com**. Or, call the service center at **800-TELADOC (835-2362) (TTY: 711)**. You can also contact CalViva Health by calling the phone number on your member ID card.



Don't forget

Download the app to talk privately with a doctor.

**Visit www.teladoc.com
Call **800-TELADOC (835-2362) (TTY: 711)****

¹Frost and Sullivan, Teladoc blazes a trail in the emerging virtual telehealth services industry, May 24, 2016- <https://ir.teladochealth.com/news-and-events/investor-news/press-release-details/2016/Teladoc-blazes-a-trail-in-the-emerging-virtual-telehealth-services-industry/default.aspx>.
²Scheduled appointments for behavioral health services are available 7 days a week from 7 am to 9 pm (Pacific Time).
³Access to telehealth services does not guarantee a prescription.
⁴Teladoc Health is not available internationally.
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