

General Medical

\$0 Primary Care Co-payment



Offering a new front door to healthcare.

By giving members access to U.S. board-certified adult and pediatric doctors on demand by phone or video, they have easy access to the care they need from wherever they are. With General Medical, members with a broad array of healthcare issues—from cold and flu, allergies, bronchitis, and so much more—can be diagnosed, treated, and prescribed medication if necessary.

General Medical provides a new, more cost-effective front door to the healthcare system so members and their families can get back to feeling better, faster.

Convenience

Members love the 24/7 access to care by web, phone, or our award-winning mobile app.

Clinical quality

The experienced U.S. board-certified physicians in our network deliver the highest-quality care—resolving 92% of cases on the first visit.

Value

Teladoc Health's proven engagement approach reaches employees with relevant messages when and where they need it most.

How General Medical works



Initiate

Members register themselves and their children. Then they fill out a quick general health summary questionnaire.



Request

Members request a visit through the phone, web, or app. They can have an on-demand doctor visit or schedule one for later.



Visit

The consulting physician will ask questions about the member's health status, diagnose the condition or problem, and treat the member.



Results

The physician will post a visit summary to the member's file, which the member can access through the app or web.

Caregiving

\$55 Co-payment



Giving caregivers a helping hand.

With Caregiving, members can add loved ones not covered by their benefits plan to their Teladoc account, granting them access to the same great General Medical service. Telehealth allows members to manage their loved one's care.

With the option to schedule two- or three-way calls, concerned members can always be kept in the know even when remote, and their loved ones have no need to leave home with 24/7 access to telehealth visits. Details for the call can be shared with primary care physicians and members can access medical records for follow-up care as needed.

Accessible

Members can visit with board-certified physicians by phone or video 24/7 by two- or three-way consults.

Affordable

Members can avoid the high-cost alternatives for non-emergency conditions.

Convenient

Caregivers and loved ones don't need to be in the same place, arrange transportation, or leave home to get care.

How Caregiving works



Initiate

The member adds their family member to their Teladoc account.



Authorize

The member or loved one authorizes caregiver status.



Visit

By phone or video, the member and loved one conduct a two- or three-way consult.



Resolve

The physician will post a visit summary to the caregiver's file, which can be accessed through the app or web.

Dermatology

\$93 Co-payment



Access licensed dermatologists without leaving the house.

Dermatology services give members convenient and reliable skin care for a wide range of conditions—without the wait.

Members simply log in to their Teladoc account, request a Dermatology consult, complete the intake form, and upload digital images of their skin issue. Within two business days, the member will receive a response from a board-certified dermatologist through the online message center. Members can ask follow-up questions and, when medically necessary, have prescriptions sent right to their local pharmacy.

Access

Members have 24/7 access to care for a wide variety of skin issues by web or mobile app.

Secure communication

All communication between the member and the dermatologist is kept completely confidential through the secure message center.

High-quality care

A licensed dermatologist will review images, make a diagnosis, and provide a personalized treatment plan right in the app.

How Dermatology works



Initiate

The member provides basic information through web or mobile app.



Upload images

Upload a minimum of three pictures of the skin issue for the dermatologist to review.



View results online

Within two business days, a licensed dermatologist will respond through the online message center.



Follow up

Members get a free follow-up with the doctor through the message center within 7 days of the initial visit.

Sexual Health

Member or member's insurance pays lab fees



Providing treatment and peace of mind, confidentially.

Sexual Health gives members confidential access to lab tests for the eight most common sexually transmitted diseases, through a partnership with STDCheck.com. The service also includes a consultation with a specially trained physician and educational materials to help guide the member. The lab fee is paid by the member, ensuring that testing is completely confidential. Care advisors are available 24/7 to guide members through the testing process and test results from start to finish.

Better access

STD testing includes chlamydia; gonorrhea; hepatitis A, B, and C; herpes 1 and 2; HIV-1 and HIV-2 antibodies; and syphilis.

Confidential

Results are not reported to members' health plans or on client reports, eliminating the stress, confusion, and stigmas that can accompany testing and treatment.

Treatment

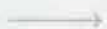
If needed, a provider will prescribe treatment or link the member to additional care.

How Sexual Health works



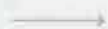
Initiate

The member provides basic information, including eligibility, by Teladoc app, phone, or web.



Test

The member schedules the STD testing directly through the STDCheck.com website.



Visit

Upon receiving results, the member can speak with a physician specially trained in STD testing about results and treatment options.

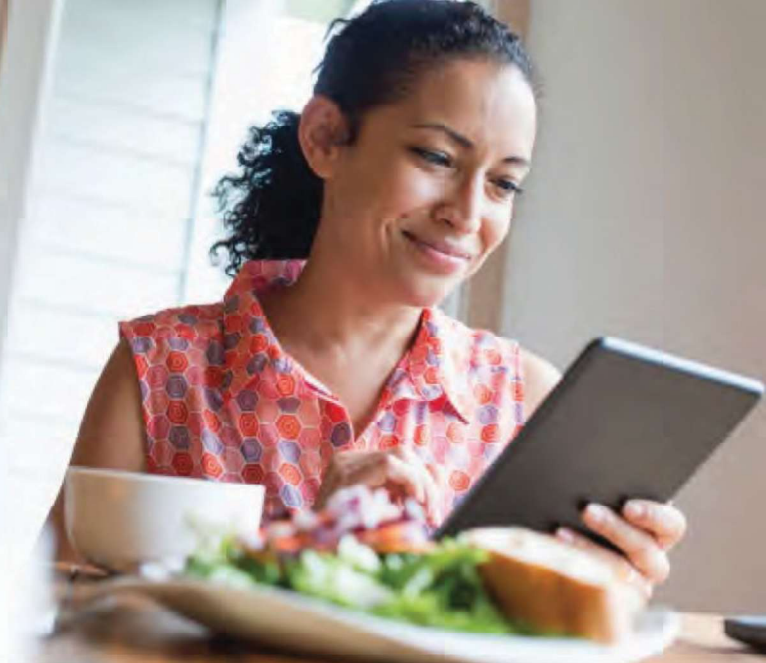


Resolve

The physician will post a visit summary to the member's file, which the member can access through the app or web.

Nutrition

\$63 Co-payment



Nutrition counseling that makes a difference.

With Teladoc Health's Nutrition service, members can work directly with registered dietitians who are focused on the specific clinical and nutritional needs of each member. Personalized programs are developed that include nutritional guidance, custom meal plans, shopping guides, and more. And Nutrition can be integrated with other virtual care services to provide holistic care, such as Expert Medical Services, General Medical, and Behavioral Health Care. The Teladoc Health expansive network of dietitians is credentialed to accept insurance with most health plans, so members can select the nutritional expert with the medical specialty and language that matches their specific needs.

Specialized care

The curated network of registered dietitians supports a wide range of specialty conditions such as sports nutrition, gastrointestinal disorders, and prenatal care.

Personal focus

Members receive a personalized nutrition guide with custom meal plan, shopping guide, and more.

Integrated virtual care

Nutrition integrates with other Teladoc Health clinical services for easy access to comprehensive care.

How Nutrition works



Initiate

The member provides basic information, including eligibility, by Teladoc app, phone, or web.



Visit

The member selects a preferred dietitian and answers a few nutritional questions before completing a virtual visit with the registered dietitian.



Resolve

The member receives a personalized nutrition plan.



Support

The member can get help with ongoing nutritional management.