

EMPLOYEE FAQ

1. Does TelaDoc replace my doctor?

No. TelaDoc physicians do not replace your primary care physician.

2. Is the consult fee the same price, regardless of the time of day or night?

Yes! TelaDoc charges one flat rate, 24 hours a day, 7 days a week.

3. How do I request a consultation to talk with a physician?

After enrolling as a member, logon to your account at www.TelaDoc.com and request a consult. You can also call [1.800.TelaDoc](tel:1800TelaDoc) any time day or night and a representative will request your medical consult.

4. How quickly can I talk to the doctor?

Our average call back time is usually less than thirty minutes, but all calls are guaranteed within three hours or the consult is free. **Note:** *If a member misses the call from the consulting physician (away from phone or anonymous call blocker is on), he is returned to the waiting list and his three hour guaranteed time period starts over. After three missed calls, the consult request is cancelled.*

5. How do I pay for a prescription called in by TelaDoc?

When you go to your pharmacy of choice to pick up your prescription, you may use your health/prescription insurance card to help pay for the medication. You will be responsible for the co-pay based on the type of medication and your plan benefits.

6. Can I get this information to my doctor?

Yes. You have access to your portable electronic health record. You can access your account online or by calling [1.800.TelaDoc](tel:1800TelaDoc) and have your health record mailed or faxed to you to give to your doctor.

7. Can you provide services related to psychiatric or dental care needs?

No. At this time, TelaDoc is providing medical care related to routine medical issues only.

8. If I call TelaDoc and the recommendation is that I see my primary care physician or a specialist, do I still have to pay the consult fee?

Yes. Just like any doctor appointment, you must pay for the consulting physician's time.

9. How can I pay for the consult?

You may pay with a credit card, debit card or checking account.

10. How can I obtain a receipt for my consultation to submit for reimbursement (*Flexible Spending Account or Health Savings Account*) with my company?

You can access your account online and print a copy of the insurance claim form, or you can call [1.800.TelaDoc](tel:1800TelaDoc) and request the insurance form be mailed or faxed to you.