

Teladoc[™]
HEALTH

Your Teladoc Health Benefits



What is Teladoc Health?

Teladoc Health is a global, whole person care company offering complete care to help you get well and live well. With **virtual primary care, mental health, chronic condition management and everything in between.**

Teladoc Health has thousands of U.S. board-certified doctors, therapists, licensed nurses, and specialists who can diagnose, recommend treatment, and prescribe medication for many medical issues, including:

- Ongoing needs met by Virtual Primary Care
- 24/7 care for non-emergency conditions like allergies, flu, cough and infections
- Depression, anxiety, relationship issues
- And more



Delivering Whole-Person Care

SPANNING EVERY STAGE IN A PERSON'S HEALTH JOURNEY

Take charge of health challenges with monitoring & personalized support

Serve as the quarterback for care, developing care plans and referring individuals to resources they need, both virtual and in-person

Mental Health

Address stress, anxiety and other conditions with therapy, counseling & treatment

Chronic Condition Management

Care Coordination

Navigate across both virtual and in-person resources, ensuring access to high-quality care throughout

Primary Care

Acute Care

Assess, diagnose and treat everyday health issues such as flu, infections & skin conditions





Primary360

Why members reach out



If you want to become your healthiest self in both **mind and body**



If you're in need of a **Primary Care Doctor**



If you want to establish a **long-term relationship** with a doctor



If you need treatment for a non-urgent medical need.



If you need help managing a chronic condition.



If you're **moving, on vacation or a business trip** in the U.S.

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PRIMARY360

"It's like hitting the easy button, that big red easy button. This is so much simpler for me. It works for my lifestyle. It works for who I am. This is the way healthcare should be, in my opinion."

Bryan B.

Convenient high-quality care

- Primary360 supports the **whole you** with a focus on **holistic health** including physical and mental wellness.
- Choose a U.S. board-certified Primary Care doctor for your annual wellness visits and other preventative care needs virtually.
- Book your **annual wellness visits** at a time convenient for you.
- Access to a **dedicated care team** that answers any health-related questions.
- A **care plan** with clear next steps so you can **achieve your health goals** with confidence.
- Prescriptions and coordination of additional health care services through referrals, if needed.



How to Get Started with Primary360

PRIMARY CARE



Establishing a long-term relationship with a Primary Care Physician and dedicated care team is the first step in your Primary360 journey.



Register via TeladocHealth.com, the Teladoc Health App or by phone & request a PCP

Choose your primary care provider and schedule an appointment.



Prepare

Receive a blood pressure & heart rate monitor in advance of your visit and complete a health assessment, family history and submit any questions you would like to discuss.



New patient visit

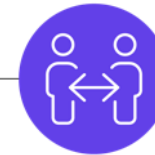
During your appointment you can discuss your medical history/concerns.

If needed, the physician can order testing and make referrals.



Receive care plan

Based on the visit, your care team creates a personalized care plan to meet your health goals which includes any labs ordered, recommendations, health goals, etc., which adjusts over time based on your needs.



Ongoing Support

We encourage you to stay on track to meet your health goals through care team outreach and support. You can also reach out to your care team for help at any time.



General Medical

Why members reach out



If you're searching for
Pediatric care



If there's **no time**
for an office visit



If you need a short-term
prescription refill*



If your **doctor**
is unavailable



If **distance** makes an
office visit difficult



If you're on **vacation**
or a **business trip** in the U.S.

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GENERAL MEDICAL

It's quick, it's easy and I can do it from my phone. I don't need a computer. It's been nice.”

Christina B.

Convenient high-quality care

- General Medical Services provides convenient, high-quality care at a lower cost than other care options and is available 24/7 in all 50 states.
- You have the choice of an on-demand or scheduled visit with a U.S. board-certified doctor via phone or video.
- You can be diagnosed, treated and prescribed medication, if necessary.

Quick resolution for a wide range of non-emergency conditions such as:

Flu
Cold
Sore Throat

Bronchitis
Cough
Pink Eye

Arthritis
Back Ache
Rash

Arthritis
Allergies
Sinus Problems



Getting Started with General Medical

24/7 CARE



Register via TeladocHealth.com, the Teladoc Health App or by phone

When you register, you provide basic information through web, mobile, or phone.

Complete your medical history. This is similar to the paperwork you would fill out at a doctor's office.



Request

Request a visit on demand or schedule an appointment when it's convenient for you



Visit

A doctor reviews your medical history and any uploaded images and contacts you via your preferred method—by phone or video.



Resolution and Follow-up

A doctor provides a diagnosis and, if necessary, provides treatment plans, or prescribes medication electronically to your pharmacy of choice.

If needed, you may also be referred to a brick-and-mortar setting.



Mental Health Care



MENTAL HEALTH

I worked with my therapist for a year and two months. I feel like I got so much from her within the year we were together. I think that she really equipped me with what I need.

Aleaha O.

Why members reach out



If you want to **establish a relationship with a licensed therapist** or psychologist



If you're **experiencing new or worsening anxiety** or depression



If you need help **managing PTSD or other trauma**



If you need help with **marital or relationship issues**



If **your child or teen** needs mental health help



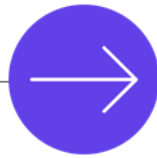
If your **current therapist is unavailable**

Confidential access to mental health professionals

- Select your mental health provider - you'll choose from board-certified psychiatrists, licensed psychologists, therapists or counselors.
- Talk to the same therapist on-going, if you choose, for anxiety, depression, grief, family difficulties, women's health and more.
- Available 7 days a week, from 7am–9pm local time, by phone or video.
- Receive discreet and confidential support from wherever you are most comfortable.



Getting Started with Mental Health Care



Register via [TeladocHealth.com](https://www.teladoc.com), the Teladoc Health App or by phone*

Provide basic information through web, mobile, or phone and complete medical history similar to the paperwork requirements at a doctor's office.



Choose a Provider**

You choose a care provider by reviewing provider profiles, including specialty, language, gender and ability to prescribe medication.

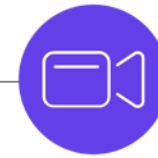
May use the same provider through course of care.



Select date & time

Select 3 dates and times for the initial visit. Providers respond to appointment requests within 8 hours and are confirmed within 72 hours.

Access a provider 7 days a week, 7 a.m. to 9 p.m. local time.



Meet with Provider (video visit)

The care provider meets with you by video and provides treatment and goal setting.



Ongoing treatment as needed

You can schedule future appointments with the same provider and follow-up through the secure online message center.

*Mental Health Care appointments cannot be scheduled via the 800 number.

**Provider options include Psychiatrist, Psychologist, or Licensed Therapist.