



# TELADOC™ Frequently Asked Questions

## What is Teladoc?

Teladoc is the first and largest provider of telehealth medical consults in the United States, giving you 24/7/365 access to quality medical care through phone and video consults.

## Who are the Teladoc doctors?

Teladoc doctors are U.S. board certified in Internal Medicine, Family Practice, or Pediatrics. They average 15 years practice experience, are licensed in your state, and incorporate Teladoc into their day-to-day practice as a way to provide people with convenient access to quality medical care.

## Can Teladoc doctors really diagnose me over the phone?

Yes. Based on a detailed medical history provided by you, and your medical consultation, the physician is able to diagnose minor illnesses and infections, such as cough, cold, allergies, minor rashes, tonsillitis, sprains and strains, etc., and call in any required prescriptions to your local pharmacy.

## Does Teladoc replace my doctor?

No. Teladoc does not replace your primary care physician. Teladoc should be used when you need immediate care for non-emergent medical issues. It is an affordable, convenient alternative to urgent care and ER visits.

## What kind of medical care does Teladoc provide?

When requesting a consult, you can choose between general medical, behavioral health or dermatology.

## What consult methods are available?

You can talk with a Teladoc doctor via a phone consult, video consult within the secure member portal, or video consult within the Teladoc mobile app.

## How do I set up my Teladoc account?

Setting up your account is a quick and easy process online. Visit the Teladoc website and click "Set Up Account". Follow the online instructions.

## How do I request a consult to talk to a doctor?

Visit the Teladoc website, log into your account and click "Request a Consult". You can also call Teladoc to request a consult by phone.

## How quickly can I talk to the doctor?

A doctor will call you back in 16 min, on average. If you miss the doctor's call, whether you are away from the phone or you have anonymous call blocker on, you will be returned to the bottom of the waiting list. The consult request is cancelled if you miss three calls.

## Can Teladoc doctors write a prescription?

Yes, Teladoc doctors can prescribe short-term medication for a wide range of conditions when medically appropriate. Teladoc doctors do not prescribe substances controlled by the DEA, non-therapeutic and/or certain other drugs which may be harmful because of their potential abuse.

## Can I provide consult information to my doctor?

Yes. You have access to your electronic medical record at any time. Download a copy online from your account or call Teladoc and ask to have your medical record mailed or faxed to you.

## Can an employer include part-time employees?

Eligibility is defined by the employer and may include any combination of full-time and part-time employees whether or not they are eligible for benefits. Non-discrimination rules may apply.

## Does the per employee per month fee include family members/dependents?

Yes. There is no additional charge for family members to have access to Teladoc services. Family members/dependents need to be provided at the time of enrollment to The Kempton Group Administrators, Inc.

## Does Teladoc replace my current health plan?

No. Teladoc does not replace your current health plan benefits.

Teladoc is an additional, voluntary option that you may opt to use for care. Teladoc is separate from any medical plan benefits and does not coordinate with your benefit plan or insurer.

## Who administers my Teladoc plan?

The CBAO has contracted the services of The Kempton Group Administrators, Inc. to handle the eligibility, billing, and administration.

## How do I offer Teladoc to my employees through this special CBAO offer?

Please call The Kempton Group Administrators for assistance!

Coleman Nash is available to help you get started at 405-550-6200 or [cnash@kemptongroup.com](mailto:cnash@kemptongroup.com).

 [Teladoc.com](http://Teladoc.com)

 [Facebook.com/Teladoc](https://www.facebook.com/Teladoc)

 1-800-Teladoc

 [Teladoc.com/mobile](http://Teladoc.com/mobile)



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