

The Get Teladoc® Program FAQs

for those who've previously had access to Teladoc®



What is the Get Teladoc Retail Program?

This new program is for members who no longer have access to Teladoc because they've either dropped or changed their health insurance plan. If you've used Teladoc in the past, you know the benefits we provide. We don't want you to lose those benefits just because you no longer have access to our service.

Through this plan you can pay a low monthly or annual fee. Then, you and your dependents can have a consult with a Teladoc physician for only \$45 or less per consult.

Who is eligible for this program?

If you previously had a Teladoc membership at a past employer or plan sponsor and that plan sponsor has opted into allowing Teladoc to outreach to termed members, then you're eligible for a retail Teladoc membership.

When is it available?

This service is available now!

How much does this program cost?

The pricing structure is determined by the type of plan you choose – individual or family – and whether you'd like to pay on a monthly basis or purchase an annual membership. Each consult is \$45 or less, which is in addition to the monthly or annual membership fee.*

Individual:

- \$3/month, \$45 consult
- \$27/year, \$45 consult
- \$60/year, \$30 consult

Family:

- \$5/month, \$45 consult
- \$45/year, \$45 consult
- \$160/year, \$30 consult

How long can I keep my membership?

You can keep your membership as long as you want. If you're on a monthly plan, you'll pay by the month and you can cancel at anytime. If you purchase an annual membership, you'll pay for the annual fee at the time of enrollment and your membership simply renews at the end of the 12 months.

Can I buy this membership for my family or friends?

If your previous Teladoc membership included your dependents, then they're also eligible to receive Teladoc consults under the family plan. This membership is not available to any individuals who didn't have access under your prior Teladoc membership.

How do I set up my account?

There are two ways you can renew your account:

- When your initial membership was de-activated, we sent an email to you to let you know that your Teladoc service was no longer available. If you've retained this email, simply re-open it and click the registration page link. You'll be taken to the registration page where you'll fill out just your basic information to determine membership eligibility.
- If you no longer have the email notifying you that your initial account was de-activated, you'll receive a reminder email from us. It will include a link to the registration page, where you'll fill out basic information to determine your membership eligibility.

Does this membership tie to my current or future healthcare benefits?

Your retail membership is a value-added service that's completely independent of any current or future health insurance benefits you might have. It doesn't tie to your current or future health benefits in any way.

I currently have COBRA health insurance. Is Teladoc included in COBRA, or do I still need a new membership?

That depends on your prior plan sponsor. If Teladoc isn't part of your COBRA benefits, you'll need to create a new Teladoc retail membership to access our service.

Can I apply my membership fee or Teladoc consult fee(s) toward my current or future healthcare deductibles?

Teladoc fees cannot be applied to healthcare deductibles. However, you can use your Health Savings Account (HSA) funds to pay for Teladoc consult fees.

Will information from my medical history and previous Teladoc consults be retained in my new membership?

Yes, the medical history you previously provided and notes from all of your prior Teladoc consults will be available to your Teladoc physician.

Are there any new services that Teladoc offers?

Teladoc now offers comprehensive and completely confidential sexually transmitted disease (STD) and HIV testing. With this additional service, you'll have access to STD/HIV tests, clinical support, and counseling.

Talk to a doctor anytime, anywhere

 [Teladoc.com/GetTeladoc](https://www.teladoc.com/GetTeladoc)

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

 1-800-Teladoc (835-2362)

 [Teladoc.com/mobile](https://www.teladoc.com/mobile)

*Teladoc retains the right to raise consult and membership fees without prior written notice.

© 2015 Teladoc, Inc. All rights reserved. Teladoc and the Teladoc logo are trademarks of Teladoc, Inc. and may not be used without written permission. Teladoc does not replace the primary care physician. Teladoc does not guarantee that a prescription will be written. Teladoc operates subject to state regulation and may not be available in certain states. Teladoc does not prescribe DEA controlled substances, non-therapeutic drugs and certain other drugs, which may be harmful because of their potential for abuse. Teladoc physicians reserve the right to deny care for potential misuse of services. Teladoc phone consultations are available 24 hours, 7 days a week while video consultations are available during the hours of 7am to 9pm, 7 days a week.