



General Medical Services

Convenient,
cost-effective and
high-quality care

Teladoc General Medical Services provide convenient care at a lower cost by enabling members to have an on-demand or scheduled visit with a U.S. board-certified doctor via phone or video.

With Teladoc, members get the care they need, anytime, anywhere to fit their lifestyles or situations. With one central point of contact, members can easily get resolution to a broad array of healthcare issues, including cold and flu, allergies, ear infections, and so much more. For more than 15 years, Teladoc has provided quality, accessible medical care that gets members back to feeling better, faster.

Convenience

Teladoc offers 24/7 access to U.S. board-certified doctors by web, phone or our award-winning mobile app. Members are connected with a doctor and can be diagnosed, treated or prescribed medication, if necessary during their visit.

Clinical Quality

Teladoc's stringent clinical quality management standards and processes have resulted in a perfect score from the National Committee for Quality Assurance (NCQA) for two consecutive certifications. Teladoc has a network of 3,100+ U.S. board-certified physicians with 20 years' experience on average.

Value

By engaging members throughout the year, Teladoc drives 5x greater utilization than industry average. For companies with at least 1,000 enrolled employees, we guarantee 5% utilization in the first 12 months*.



Teladoc helps drive medical costs down, while providing quality healthcare your members will love.

\$472
average claims
savings per visit

+90%
member satisfaction

Additional Teladoc services:

Dermatology:

Give members access to licensed dermatologists via web or mobile app, treating acute or ongoing skin conditions like psoriasis, skin infection, rosacea, and more – quickly, conveniently and discreetly.

Caregiving:

Enables members to add loved ones to their account, allowing the caregiver to request visits for these individuals and participate in two- or three-way video or phone visits with a licensed doctor.

Sexual Health:

Members can request a test for common STIs, find a local lab, get tested without an appointment and expect their confidential results within three business days on their Teladoc account.

"I have had multiple employees reach out to thank me for letting them know about Teladoc. Teladoc has helped T-Mobile save more money each year we have been with them, now three years running. Our ER visits and absenteeism are all down."

– T-Mobile HR Executive

"After many of my co-workers told me how happy they were with Teladoc, I signed up. Within an hour, I was picking up my prescription and I'm now on the road to feeling better."

– Chris, Teladoc Member

How does Teladoc work?

1

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

2

Members request a visit with a board-certified doctor through mobile app, web or phone. They can arrange an on-demand or scheduled visit to discuss their specific symptoms.

3

The consulting physician will ask questions about the member's health status, diagnose the condition or problem, and treat the patient, which may or may not include ordering a prescription medication.

4

The physician will then post a visit summary to the member's file.

Learn more about how to achieve the best outcomes from your health benefits:

Web: Teladoc.com/businesses • Email: engage@teladoc.com • Phone: 1.844.798.3810

*Guarantee program requires a minimum 2-year commitment; a recommended \$0 copay (however in all cases the member copay/cost must be below Primary Care and Urgent Care copay/cost); HSA/HRA members are included in the program, but excluded from utilization calculation; and Teladoc must be allowed to promote its communications program. © 2018 Teladoc, Inc. All rights reserved. For complete disclaimers, visit teladoc.com. 205706810_02022018