

**1. When should members call TelaDoc?**

Members should call TelaDoc when they are suffering from acute, episodic, non-emergency medical issues when their primary care physician is not available. TelaDoc is available 24/7.

**2. What services does TelaDoc provide?**

TelaDoc is a national network of U.S. board-certified physicians providing cross-coverage consultations via the telephone. TelaDoc physicians use electronic health records and telephone consultations to diagnose, recommend treatment and write non-DEA short-term prescriptions when appropriate. TelaDoc does not replace existing primary care relationships, but instead enhances these with an efficient, cost-effective alternative for minor medical problems.

**3. What are the qualifications of TelaDoc physicians?**

TelaDoc physicians are U.S. board-certified and licensed to practice medicine in their respective state(s). They have been trained as primary care physicians, internists or urgent care doctors, and they average 14 years' experience. All TelaDoc physicians go through a detailed NCQA credentialing process before they are certified to join the TelaDoc Physician Association. They are then re-credentialed annually.

**4. How does TelaDoc obtain the enrollee's medical history?**

During the registration process, members complete a medical history disclosure (MHD) that serves as an electronic health record of the individual's medical history and healthcare profile. The disclosure is similar to the information an individual provides during his or her first visit to a PCP, including past medical history, previous surgeries, chronic illnesses, cholesterol levels, medications or allergies.

**5. How does TelaDoc save consumers money on medical care?**

TelaDoc replaces many costly unnecessary trips to urgent care facilities and emergency rooms with more cost-effective telephone medical consults. TelaDoc's 24/7 access to physicians via the telephone allows members to call from practically anywhere.

**6. How does TelaDoc resolve members' medical problems?**

TelaDoc has been able to satisfactorily resolve over 90% of the calls for medical care. TelaDoc physicians have access to the patient's medical history and speak directly with the patient when making a diagnosis or recommend treatment. TelaDoc surveys results in over 97% customer satisfaction rate.

**7. What is the cost for a consultation?**

There is no consultation fee to Members for this service.

**8. Can my family utilize TelaDoc?**

Yes, your spouse and all legal dependents are eligible to use the service.

**9. How do I request a consult with the doctor?**

After completing the set up process, you may login online at [www.teladoc.com](http://www.teladoc.com) or call 1-800-TelaDoc to schedule a consultation, any time day or night!

**10. Are there any limitations on what the doctors may prescribe?**

TelaDoc physicians may (in medically appropriate situations) write prescriptions for a wide range of products that deliver direct medicinal value. These include, but are not limited to, drug classes such as antibiotics and antihistamines. The physicians do not issue prescriptions for controlled substances, those regulated by the Drug Enforcement Agency (DEA), and those which may be harmful and offer potential for abuse or addiction, including narcotics, stimulants, depressant, hallucinogens, anabolic steroids, and others. Please be aware the doctor does not guarantee that a prescription will be written.

*TelaDoc does not replace the primary care physician. TelaDoc is not available in Oklahoma. TelaDoc does not guarantee that a prescription will be written, and operates subject to state regulations. TelaDoc does not prescribe DEA controlled substances. TelaDoc physicians reserve the right to deny care for potential misuse of services. TelaDoc, Inc. © 2002-2010.*