



## Around-the-clock access to physicians by phone, video and mobile app

American Health partners with Teladoc®, the first and largest telemedicine provider in the U.S., to offer members 24/7 access to U.S.-based and licensed physicians. Servicing 7.5 million members, Teladoc helps clients and members overcome the current challenges in health care by providing cost-effective access to a doctor any time, anywhere for common, non-emergent conditions.

With Teladoc, consulting with a physician is simple:

- **The member contacts Teladoc** using the toll-free number or by logging on to the Teladoc website. Members must complete their medical history before the consultation.
- **The physician responds to the patient** over the phone or through video. The doctor, who is licensed in the member's state, listens to the member's issues, questions and concerns.
- **The medical issue is resolved** with a recommendation for the correct treatment or, if necessary, with a referral to the primary care physician or the ER. Physicians can also prescribe medications if appropriate.
- **The physician updates the patient's health record**, which members can view any time and choose to share with their physician.

Teladoc's Message Center also provides information on the member's diagnosis, post-consult care directions and allows members to ask follow-up questions after their consultation. In addition, Teladoc contacts members within three days to see if their health issue improved and if they were satisfied with the service.

95% of members would use Teladoc again.

### - Program Highlights -

Convenient, timely consultations by phone, video and mobile app

Reduces claims costs for benefits plans and saves members time and out-of-pocket costs

Teladoc is NCQA certified for credentialing and provides access to experienced, licensed, U.S.-based physicians

A fast, affordable alternative for members at home, at work or traveling

Mobile app available for all Apple and Android devices

