

## FAQs

### Transition from Consult A Doctor to Teladoc platform

**Q1. What is the date of the transition to the Teladoc platform?**

A1. All of American Health's groups will transition to the Teladoc platform on Monday, June 23.

**Q2. Will the phone number and website for members be changing?**

A2. No, the phone number (1-800-DOC-CONSULT or 1-800-362-2667) and URL ([www.MyDrConsult.com](http://www.MyDrConsult.com)) to contact Teladoc will remain the same and will direct to the Teladoc platform.

**Q3. Will there be messages on the member website announcing the transition?**

A3. No, there will not be messaging on the member website. The website will automatically redirect to the Teladoc platform.

**Q4. Will members have to re-register with Teladoc?**

A4. Yes. After the transition, members will need to re-register with Teladoc by setting up a new username and password. Members can do this either online or by phone.

Members will also need to update their medical history. Medical information they entered into the Consult A Doctor platform will not transition to the Teladoc platform. Teladoc requires that members complete their medical history prior to their first consultation and then annually thereafter.

**Q5. Will Teladoc physicians see members' Consult A Doctor consultation history?**

A5. Yes, members' consultation history will be accessible to Teladoc physicians.

**Q6. Will Teladoc re-issue member cards?**

A6. No, member cards will not be reissued to existing groups. However, members may print a new card from the Teladoc website. The phone number and website to speak to a doctor will not be changing.

**Q7. What consultations options are available to members with Teladoc?**

A7. The Teladoc consultation process is very similar to the Consult A Doctor process, and the transition should be transparent to members. On the Teladoc platform, members will request a consultation either by phone or through the website. They will then be

contacted by a physician licensed in their state, who can provide advice, a diagnosis, a treatment plan and a prescription if necessary.

Consult A Doctor platform	Teladoc platform
<b>On Call Consult</b> – immediate access to a physician for advice only	Not available. Members will always be contacted by a physician licensed in their state who can provide treatment, including a prescription, if necessary.
<b>Priority Consult</b> – receive a phone call from a physician for a diagnosis, treatment plan and prescription	Equivalent to Teladoc process
<b>By Appointment Consult</b> – appointments available Monday-Friday	Members can schedule consults between 7:00 a.m. and 9:00 p.m. in their time zone. Consultation appointment times are available every 15 minutes.
<b>E-Consult</b> – email consultation through Consult A Doctor web site	Not available. Teladoc provides secure messaging center allowing members to communicate with a nurse following consultations.
<b>Video Consult</b> – Priority Consult with addition of video	Video consults are available on the Teladoc platform, with the exception of the following states: ID, IA, LA, MO, OH and TX.

**Q8. Can Teladoc physicians also provide prescriptions?**

A8. Yes, like Consult A Doctor, Teladoc physicians can prescribe medications and have them filled at the member’s pharmacy of choice. Like Consult A Doctor, Teladoc does not provide DEA-controlled substances.

**Q9. Does Teladoc have a mobile app?**

A9. Yes, Teladoc has a mobile app for both Apple and Android devices.

**Q10. Will client reporting change following the transition?**

A10. Yes, a new Teladoc report will be provided. Reporting will be available on a monthly basis.