



PNW HBC TELEMEDICINE SERVICE

PUTNAM | NORTHERN WESTCHESTER HEALTH BENEFITS CONSORTIUM

THE CONSORTIUM OFFERS A TELEMEDICINE SERVICE PROVIDED BY TELADOC MADE AVAILABLE THROUGH AETNA.

This service is available at your fingertips 24/7/365, providing on demand access to board-certified doctors via phone, mobile app, and online video chat.

Available benefits include services for General Medical, Dermatology and Behavioral Health.

Doctors can diagnose, treat and prescribe medications (if necessary) for common health issues.

Due to CMS regulations, **ONLY General Medical** is available for members in the **Medicare Advantage plan**.

Aetna Medicare Advantage Plans must follow the standard medical plan copay i.e. \$20 PCP copay for a telemedicine visit.

Teladoc adheres to regulations in all 50 states. Some of the services may differ



GENERAL MEDICAL SERVICES

Teladoc is available 24 hours a day. If the member chooses the on-demand consult option, the member will speak to the first available physician.

If the member chooses to meet with a physician at a specific time, those consults are available from 7 AM – 9 PM in the member's local time zone.



BEHAVIORAL HEALTH consults are video only, available 7 AM- 9 PM in the member's local time zone and must be scheduled for a specific time.



DERMATOLOGY consults are electronic only, with a diagnosis and treatment of your skin condition in just two business days or less. Most cases are handled within 24 hours.

Teladoc is the only telemedicine provider covered under the plan. Telemedicine services billed by any other provider (e.g. CareMount Medical) will not be covered under the plan.

\$10 Member copay for all three services

\$20 Copay for members in the Medicare Advantage plan



Aetna Medicare Advantage Plan



Active member

TELADOC® CATEGORIES AND PROCESSES



General Medicine

MEMBERS CAN RECEIVE TREATMENT WITHIN MINUTES FOR NON-EMERGENCY, ACUTE GENERAL NEEDS SUCH AS:

- Flu
- Cough
- Sinus Problems
- Sore throat
- Allergies
- Sunburn
- Bronchitis
- Ear Infection
- Arthritis
- Pink Eye
- Poison Ivy

1



ON-DEMAND CONSULT
24 hours a day

2



Speak with physician at a specific time, consultations are available from 7 AM – 9 PM



Dermatology

MEMBERS CAN REQUEST A DERMATOLOGY CONSULT FOR COMPLEX OR ONGOING CONDITIONS SUCH AS:

- Rash
- Psoriasis
- Rosacea
- Acne
- Skin Infections

Teladoc's Dermatology program uses images only. Communication with the dermatologist takes place through the message center. The dermatology program is only available by web or mobile app.



No telephone consult available.

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2 Response within business days or less



Behavioral Health

MEMBERS CAN RECEIVE SUPPORT FOR SUCH ISSUES AS:

- Stress
- Anxiety
- Depression

BENEFITS OF USING TELADOC'S BEHAVIOR HEALTH SERVICES:

- Confidential treatment
- Convenience to speak with a therapist from anywhere
- Flexible scheduling
- Quick access to the right provider for you

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Consultation via video only

Get started:

1. Set up an account

- **ONLINE:** Go to [Teladoc.com/Aetna](https://www.teladoc.com/Aetna) and click "set up account"
- **MOBILE APP:** Download the app at [Teladoc.com/mobile](https://www.teladoc.com/mobile) and click "activate account"
- **CALL TELADOC:** Teladoc can help you register your account or answer any questions at **1-855-Teladoc (835-2362)**

2. Provide Medical History

- Your medical history provides Teladoc doctors with the information they need to make an accurate diagnosis.

3. Request a Consult

- Once your account is set up, request a consult anytime you need care. Talk to a doctor by phone, web, or mobile app. The dermatology program is only available by web or mobile app. Behavioral health is available by video only.

Here's how it works for the dermatology program:

1. Request a consult

- Log in to your Teladoc account online or through the mobile app anytime, anywhere.

2. Upload images

- Take at least 3 pictures of your skin condition and upload them to your account to share with the dermatologist.

3. Choose your pharmacy

- If medically necessary, a prescription can be sent to your local pharmacy.

4. View results online

- A dermatologist reviews images and provides a plan within two business days.
- You can ask follow-up questions through the secure message center at no charge for up to seven days.

