

Christian Brothers Services

Health & Benefits

TELADOC



Consult A Doctor 24/7
Where the Doctor is Always In



Members enrolled for medical coverage in the trusts administered by Christian Brothers Services have 24/7 access to a panel of 3,100 physicians, 365 days a year through Teladoc. The telemedicine benefit offers accessible and convenient care, as well as providing patients and physicians a way to communicate, which bypasses the traditional office visit yet provides excellent care through the use of technology. Members can talk with a doctor anytime, anywhere about non-emergent medical conditions via telephone, secure email, video or mobile app.

Teladoc's network of board-certified physicians can discuss symptoms, recommend treatment options, diagnose many common, minor and/or brief illnesses and prescribe medication, when appropriate. The technology also features a content-rich member health portal, My Personal Health Manager, that combines 24/7 physician access with cutting edge health applications and empowers individuals and families to take an active role in health, prevention and disease management.

When to Use Teladoc?

- Primary care doctor is not available or accessible
- After normal business hours, evenings and weekends
- When traveling for business or vacation
- To request needed prescription (Rx) medication or refill
- For non-emergent medical questions/advice
- When seeking a second opinion
- When seeking advice about an existing condition
- To discuss lab results or wellness panel

Common Conditions Treated

- Allergies • Bronchitis • Cold/Flu • Eye/Ear Infections
- Headaches • Sinus Infections • Rash/Skin Irritation
- Stomach Ache/Diarrhea • Upper Respiratory Infections
- Urinary Tract Infections • Yeast Infections • And More ...

Getting Started with Teladoc

1) Set Up your Account

Set up your account by:

Phone: Teladoc can help you register your account over the phone. Call 800.835.2362.

Online: If you already have a participant account, log in at cbsservices.org, click on the My Telemedicine link on the left side, then the "Click here" link to sign onto Teladoc.

Mobile app: Text "Get Started" to **469.844.5637**. Download the app and click "Set Up Your Account."

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. You can talk to a doctor by phone, web or mobile app.

Teladoc saves time by avoiding waiting for an appointment or driving, sitting and waiting in a doctor's office for hours. A doctor is always on call or a click away – 24/7. Additionally, members save money with the lower cost alternative to a doctor's office, urgent care or emergency room. What's more, this benefit is offered at no additional cost to participants.* Never wait for a doctor again!

The Doctor is ALWAYS in – connect today - visit teladoc.com or call 800.835.2362.



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SERVICES

*Due to the Internal Revenue Service (IRS) requirements of Health Savings Account (HSA) plans, in order to preserve the pre-tax status of your members' HSA, an employee who has a HSA and uses Teladoc will now be required to pay a \$40.00 up front consult fee. This fee will then be processed (and/or reimbursed, if the member has reached their Out of Pocket Maximum) under the medical plan.

Note: Teladoc access is available in the 50 U.S. states only. Due to state regulations, Teladoc has the following limitations: patients in Georgia are limited to three days of any prescription; Idaho requires all consultations to occur by video; Arkansas and Delaware require the first visit to occur by video, subsequent consults can occur by video or phone.