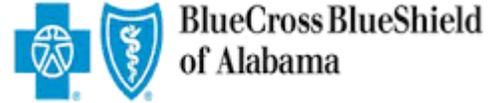


Telemedicine



NEW FOR 2017—Woodgrain has added Teladoc as a convenient option. Telemedicine is an alternative to in-office doctor visits. Teladoc provides 24/7/365 access to board-certified primary-care doctors and pediatricians. Whether you are at home, traveling, or you simply want the most convenient way to see a doctor, Teladoc is easy to use and available on your schedule anytime, anywhere. The service is secure, confidential, and compliant with all medical privacy regulations.

The cost of a Teladoc consultation is \$40. You pay for the consultation at the time of service with a credit card or your HSA debit card. Teladoc will forward all claims to Blue Cross Blue Shield of Alabama and the amount will apply to your deductible and out-of-pocket maximum.

In the state of Alabama all telemedicine consultations are via phone and/or live video. A virtual visit lets you see and talk to a doctor from any phone, your mobile device, or computer.

To get started, log in to [Teladoc.com/Alabama](https://teladoc.com/Alabama) and choose from provider sites where you can register for a virtual visit or call **(855)-477-4549**.

When should I use Teladoc?

- If you're considering the ER or urgent care for a non-emergency medical issue
- Your primary care physician is not available.
- At home, traveling or at work
- 24/7/365, even holidays!

What can be treated?

- Allergies
- Asthma
- Bronchitis
- Cold & Flu
- Ear Aches
- Joint Aches
- Respiratory Infections
- Sinus Infections
- And More!

Who are the Teladoc doctors?

Teladoc practitioners are Board Certified doctors that practice primary care, pediatrics, family and emergency medicine. The doctors have incorporated Virtual Visits into their normal practice to provide convenient access to quality care.

(More information on TELEMEDICINE on the next page.)

Telemedicine

(Continued)

Get Started!

1

Register online or by phone

Register online anytime by visiting **Teladoc.com/Alabama** or call **(855) 477-4549**.

You will need to enter your First Name, Last Name, Gender, Date of Birth and the Group ID#.

2

Complete medical history

The first time you register you will be asked about your medical history. Just complete your medical history during registration. Then, request a **Teladoc** consultation.

3

Request a consultation

You can pay using any major credit or debit card, including your HSA debit card.

Pay the \$40 consultation fee. The cost will be applied to our deductible and out-of-pocket maximum.

Convenience



Savings



Quality



[Teladoc.com/Alabama](https://www.teladoc.com/Alabama)

Teladoc staff is available
24/7/365 .

Frequently Asked Questions

Q: When can I use a Teladoc consultations?

A: Effective January 1, 2017, Woodgrain employees will be able to access the services provided by Teladoc.

Q: Will my medical insurance be billed for the consultation fee?

A: No. You are responsible to pay the \$40 consultation fee up front but the cost will be applied to your annual deductible and the annual out-of-pocket maximum.

Q: How do I pay the consultation fee?

A: When you request a consultation, you will be asked to pay. The Teladoc representative will tell you the payment options. Most often, a debit card is used for payment. Don't forget...you can use your **Health Equity HSA debit card** to pay for your consultation.

Q: Why is Woodgrain adding Telemedicine to the medical insurance plan?

A: Woodgrain understands the value of your time and money. Teladoc consultations are a great alternative to visiting the doctor's office and are a very cost effective alternative to an office visit, an urgent care visit, or a late night trip to the ER for a non-emergency medical issue.