



BlueCross BlueShield of Alabama

An Independent Licensee of the
Blue Cross and Blue Shield Association

The complete telehealth solution

Incorporating telehealth into your benefits package can reduce your medical costs while providing your employees access to a time-saving, quality healthcare option. If your company is considering telehealth, a completely integrated solution is your ideal choice. Blue Cross and Blue Shield of Alabama has partnered with Teladoc® to provide the best solution, tailored for your employees.

What is Teladoc?

- Teladoc provides members with 24/7/365 access to a U.S. based network of physicians who can diagnose, treat, and prescribe medication, when appropriate. Data shows that many medical issues can be resolved on the first consult in under an hour.
- With over 8 million members and 250,000 yearly phone and video consults, Teladoc is the first and largest provider of telehealth medical consults in the United States.

How does Teladoc produce savings and better outcomes?

- Employees may turn to the emergency room or urgent care center when their physician is unavailable. Teladoc reduces these time-consuming and costly visits by providing convenient access to an affordable health care option anytime your employees need care.
- With increased employee satisfaction, productivity, and a reduction in employee absenteeism, you will see savings that can more than offset the monthly cost for Teladoc.

Does Teladoc provide quality clinical care?

- All Teladoc physicians are board certified and average 15 years of practice experience in internal, family, pediatric and emergency medicine.
- Teladoc is also the first and only telehealth company in the U.S. to have a provider credentialing process that is certified by the NCQA.

How does Teladoc work for my employees?

Once Teladoc is activated for your company, employees will need to create an account profile with Teladoc online or by phone. New members will need the following information to enroll:

- First, employees can go to Teladoc.com/Alabama or call 1-855-477-4549.
- Personal information: The member will need to enter their name, date of birth and member ID.
- Medical history and billing information (for payment transmission)

After these steps are complete, a member will be able to request a consult by calling or going online. A physician will call the member back within one hour, guaranteed. A copay or coinsurance/deductible may be required for each consult occurrence.

Prescriptions, if necessary, are sent electronically to a chosen pharmacy for your employee to pick up. Typical conditions treated by Teladoc physicians include sinus problems, allergies, cold and flu symptoms, bronchitis, and ear and respiratory infections.

How do I add this benefit for my employees?

- Ask your Account Team to provide you with the monthly admin fee for Teladoc.
- Determine how your employees will share in the consult fee.
- Decide when you want to implement Teladoc – ensuring at least 45 days for implementation.
- Discuss with your Account Manager a communication strategy, supported by Teladoc.
- Have your Account Manager complete a benefit change agreement to add Teladoc.
- During implementation, request for your account manager to provide you with access to Teladoc's Member Communications Portal. The portal contains a compilation of communications and tools that are easily integrated within your company's communication channels. Visit <http://teladoc.mymarketingbench.com> to learn more.