

# Teladoc

24/7 physician access is just  
a call or click away



Telemedicine continues to gain a greater presence in the health care marketplace. Telehealth service providers offer the ability to connect individuals to medical consultations by phone, online video or mobile apps.

UMR has partnered with Teladoc to offer anytime access to a national network of U.S. board-certified physicians. Teladoc offers the industry's most comprehensive and complete telehealth solution including primary care, behavioral health care and dermatology.<sup>1</sup>

## Benefits of Teladoc

The growing popularity and demand for Teladoc and telehealth services stems from their ability to address key factors of importance to both employers and health care consumers:

**Improved access to care:** Teladoc expands access beyond the doctor's office, providing greater after-hour availability, reduced wait times and the convenience of speaking to a physician on one's own time.

**Improved cost efficiencies:** Remote consultations offer employers greater cost controls by providing an alternative to emergency room or urgent care settings for common, routine care. They also can reduce absenteeism by allowing employees to receive the care they need without taking time off work for an office appointment.

**Innovative solutions:** A growing number of consumers have come to trust and expect Web and mobile technology to play a regular role in their health care experience.

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## About Teladoc

Teladoc is the largest telehealth company in the United States and the only one with a physician credentialing system certified by the National Committee on Quality Assurance (NCQA). Network physicians are available seven days a week to diagnose, treat and prescribe medication by phone, online video or mobile app.

1- Behavioral health and dermatology not available in all states.



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## Prompt care guaranteed

After the member requests a medical consultation, Teladoc guarantees a return call from a network physician within one hour or the medical consultation is free.

## How it works

Teladoc's network of state-licensed primary care physicians can diagnose routine, non-emergency, medical problems, recommend treatment and prescribe short-term, non-DEA-controlled medications, when needed.

Teladoc is available in all 50 states.<sup>2</sup> Members can connect with network physicians for telephonic or face-to-face, online video consultations 24 hours a day, 365 days a year.

Claims for consultations are billed at a flat fee, and the costs can be shared with the member through a co-payment arrangement. UMR facilitates with Teladoc for eligibility and billing services, and claims are processed under the employer's medical plan administered by UMR.

Prescriptions are called into the patient's pharmacy of choice, and claims are processed under the employer's pharmacy benefits plan.

## Measuring results

Teladoc helps customers determine their return on investment and provides monthly reporting packages. The reports show the current monthly and yearly utilization, with breakdowns by primary members vs. dependents, age, gender and state.

They also detail the interface used to deliver the consults – telephonic or video – and list the 10 most common diagnosis codes and prescribed medications.

*For more information, contact your UMR representative, or visit [Teladoc.com](http://Teladoc.com).*

<sup>2</sup> - Teladoc provides general medicine consultations in all 50 states. Telephonic consultations are not allowed in Idaho. Behavioral health and dermatology are not allowed in all states.

**Disclaimers:** Teladoc does not replace the primary care physician. Teladoc does not guarantee that a prescription will be written. Teladoc operates subject to state regulation and may not be available in certain states. Teladoc does not prescribe DEA-controlled substances, non-therapeutic drugs and certain other drugs which may be harmful because of their potential for abuse. Teladoc physicians reserve the right to deny care for potential misuse of services.

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