

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 [cbservices.org](http://cbservices.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](http://teladoc.com) or call 800.835.2362.*



\* 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 \$47.00 up front consult fee for 2021. This fee will increase to \$49.00 on 1/1/2022. 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.