

## Don't wait to feel better... call a doctor!

Did you know you have access to 24/7 doctor visits over the phone at no cost to you? It's true! And you can get a prescription written, if needed.



Do you know what people usually say **BEFORE** they use Teladoc?

*"HMMM, I don't know if that'll work."*

Do you know what they say **AFTER** a Teladoc visit?

*"WOW! That was easy! I'm totally doing that again!"*

Here are two pieces of advice:

**1** Have you completed your Teladoc account setup? If not, take 10 minutes and do it now when you're healthy! Everything you need is in your freshbenies member packet, portal or app. If you need help, just call freshbenies Member Services at 1-855-647-6762.

**2** When you or someone in your family isn't feeling well and you're considering a visit to the doctor/ER/ Urgent Care...STOP and request a consult!



Read page 2 for answers to the most popular Teladoc questions.



I was going to see my family in a town that was a 5 hour drive from my home. About 30 minutes into the drive, my back started to spasm, which is normally the start of something much worse unless I handle it quickly. Instead of having to wait 5+ hours to even try to get to a doctor, I called Teladoc while on my ride.

They called me back about 20 minutes later, asked a bunch of questions and called in a prescription to a pharmacy right by my destination. I was able to pick it up before seeing my family and had a great visit (vs. what it could have been). What an amazing service to have!

Mike

Login at [www.freshbenies.com](http://www.freshbenies.com) or download the freshbenies app



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Disclosures: **This is not insurance. This discount card program contains a 30-day cancellation period.** The plan is not insurance coverage and does not meet the minimum creditable coverage requirements under the Affordable Care Act or Massachusetts M.G.L. c. 111M and 956 CMR 5.00. Discount Medical Plan Organization: New Benefits, Ltd., Attn: Compliance Department, PO Box 671309, Dallas, TX 75367-1309, 855.647.6762. Learn more at [freshbenies.com](http://freshbenies.com). Some state restrictions may apply ☺  
B300-EE-TELADOC

## Q&A About Using Teladoc

### Q: Why should I call Teladoc?

#### Answer:

- 24/7 access to a doctor by phone or video.
- Fast treatment. Teladoc doctors respond within 16 minutes, on average.
- Talk to a Teladoc doctor from anywhere in the US: at home, work, or while traveling.
- Save money by avoiding expensive urgent care or ER visits.

### Q: What can the Teladoc doctors treat?

#### Answer:

- Allergies
- Cold & flu
- Bronchitis
- Sore throat
- Ear Infection
- Respiratory infection
- Sinus problems
- Urinary tract infection
- Pediatric care
- Poison ivy
- Pink eye
- and more...

### Q: What can't the Teladoc doctors treat?

**Answer:** It's important to note that Teladoc is not a drug fulfillment warehouse. In the event a doctor does prescribe medication, he/she will limit the supply based on state regulations. If you have a chronic illness, you should visit a primary care physician or other specialist for extended care. Also, based on treatment protocols, doctors may not prescribe an antibiotic for viral illnesses such as most colds, sore throats, coughs, sinus infections and the flu. Doctors may suggest alternative treatment options such as a prescription for symptom relief or over-the-counter medication.

### Q: Who are the Teladoc doctors?

**Answer:** They are U.S. board certified in Internal Medicine, Family Practice, Emergency Medicine, or Pediatrics. They average 15 years practice experience & are licensed in your state. The doctors incorporate Teladoc into their day-to-day practice as a way to provide people convenient, affordable access to quality medical care.

### Q: Does Teladoc replace my doctor?

**Answer:** No. Teladoc doctors do not replace your primary care physician. Instead, use this service when you need immediate care for non-emergency medical issues. Note: Using Teladoc as your primary care physician and/or over-utilizing the service could result in termination.

### Q: How do I set up my Teladoc account?

**Answer:** It's quick and easy. Just follow the instructions in your Info Booklet (or call 1-855-647-6762 if you don't have your booklet). Then, complete your medical history online or have a Teladoc representative complete your medical history over the phone.

### Q: How do I request a visit with a doctor?

**Answer:** It's easy! Just log in to your account at [teladoc.com/feelbetter](http://teladoc.com/feelbetter) and click 'Request a Consult' or call 1-855-847-3627 any time day or night. There is one patient per consult. If multiple family members need a consult, please make separate requests.

### Q: How quickly can I talk to the doctor?

**Answer:** A doctor will call you back within 16 minutes, on average. If you miss the doctor's call (whether you are away from the phone or you have anonymous call blocker on) you will be returned to the bottom of the waiting list. The consultation request is cancelled if you miss three calls.

### Q: Can I provide visit info to my doctor?

**Answer:** Yes. You have access to your portable electronic medical record at anytime. Download a copy from your online Teladoc account or call 1-855-847-3627 and ask to have your medical record mailed or faxed to you.



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