This service is available at your fingertips 24/7/365, providing on demand access to board-certified doctors via phone, mobile app, and online video chat.

Available benefits include services for General Medical, Dermatology and Behavioral Health.

Doctors can diagnose, treat and prescribe medications (if necessary) for common health issues.

Due to CMS regulations, **ONLY General Medical** is available for members in the Medicare Advantage plan.

Aetna Medicare Advantage Plans must follow the standard medical plan copay i.e. $20 PCP copay for a telemedicine visit.

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**GENERAL MEDICAL SERVICES**

Teladoc is available 24 hours a day. If the member chooses the on-demand consult option, the member will speak to the first available physician.

If the member chooses to meet with a physician at a specific time, those consults are available from 7 AM – 9 PM in the member’s local time zone.

**BEHAVIORAL HEALTH**

Consults are video only, available 7 AM - 9 PM in the member’s local time zone and must be scheduled for a specific time.

**DERMATOLOGY**

Consults are electronic only, with a diagnosis and treatment of your skin condition in just two business days or less. Most cases are handled within 24 hours.

Teladoc is the only telemedicine provider covered under the plan. Telemedicine services billed by any other provider (e.g. CareMount Medical) will not be covered under the plan.

$10 Member copay for all three services

$20 Copay for members in the Medicare Advantage plan
Get started:

1. **Set up an account**
   - **ONLINE:** Go to Teladoc.com/Aetna and click “set up account”
   - **MOBILE APP:** Download the app at Teladoc.com/mobile and click “activate account”
   - **CALL TELADOC:** Teladoc can help you register your account or answer any questions at 1-855-Teladoc (835-2362)

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. Talk to a doctor by phone, web, or mobile app. The dermatology program is only available by web or mobile app. Behavioral health is available by video only.

Here’s how it works for the dermatology program:

1. **Request a consult**
   - Log in to your Teladoc account online or through the mobile app anytime, anywhere.

2. **Upload images**
   - Take at least 3 pictures of your skin condition and upload them to your account to share with the dermatologist.

3. **Choose your pharmacy**
   - If medically necessary, a prescription can be sent to your local pharmacy.

4. **View results online**
   - A dermatologist reviews images and provides a plan within two business days.
   - You can ask follow-up questions through the secure message center at no charge for up to seven days.