The Joint Governance Board is pleased to announce a new Telemedicine service provided by Teladoc made available through Aetna. It will be available starting 9/1/2018. You may have already received your welcome kit/letter, if not, it should be arriving soon.

As health care costs and wait times continue to rise, Teladoc is an innovative and effective way to provide quality care at a lower cost. Teladoc offers members a quality healthcare alternative to costly urgent care and ER visits, while reducing medical costs and improving productivity.

Get Started
1. Set up an account by the following:
   - 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: Teledoc can help you register your account 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.
What is Teladoc?
Teladoc is the first and largest provider of telehealth medical consults in the United States, giving you 24/7/365 access to quality medical care through phone and video consults.

Who are the Teladoc doctors?
Teladoc doctors are U.S. board certified in Internal Medicine. They average 20 years practice experience, are licensed in your state, and incorporate Teladoc into their day-to-day practice as a way to provide people with convenient access to quality medical care.

Does Teladoc replace my doctor?
No. Teladoc does not replace your primary care physician. Teladoc should be used when you need immediate care for non-emergent medical issues. It is an affordable, convenient alternative to urgent care and ER visits.

What consult methods are available?
You can talk with a Teladoc doctor via a phone consult, video consult within the secure member portal, or video consult within the Teladoc mobile app.

How do I request a consult to talk to a doctor?
Visit the Teladoc website, log into your account and click "Request a Consult". You can also call Teladoc to request a consult by phone.

How quickly can I talk to the doctor?
The doctor will call you back in minutes. 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 consult request is cancelled if you miss three calls.

Is there a time limit when talking with a doctor?
There is no time limit for consults.

Can Teladoc doctors write a prescription?
Yes, Teladoc doctors can prescribe short-term medication for a wide range of conditions when medically appropriate to your pharmacy of choice. Teladoc doctors do not prescribe substances controlled by the DEA, non-therapeutic and/or certain other drugs which may be harmful because of their potential abuse.

Is the consult fee the same price, regardless of the time?
Yes! Teladoc charges one flat rate per consult.

How do I pay for the consult?
You can pay the copay by credit card, prepaid debit card or by PayPal.

If the Teladoc doctor recommends that I see my primary care physician or a specialist, do I still have to pay the Teladoc consult fee?
Yes. Just like any doctor appointment, you must pay for the consulting doctor’s time.

Can I provide consult information to my doctor?
Yes. You have access to your electronic medical record at anytime. Download a copy online from your account or call Teladoc and ask to have your medical record mailed or faxed to you.