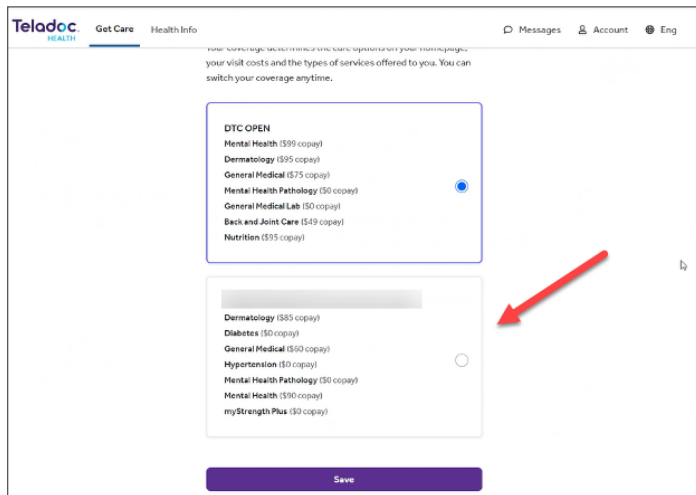


Frequently Asked Questions about using Teladoc Health

How do I confirm my health plan?

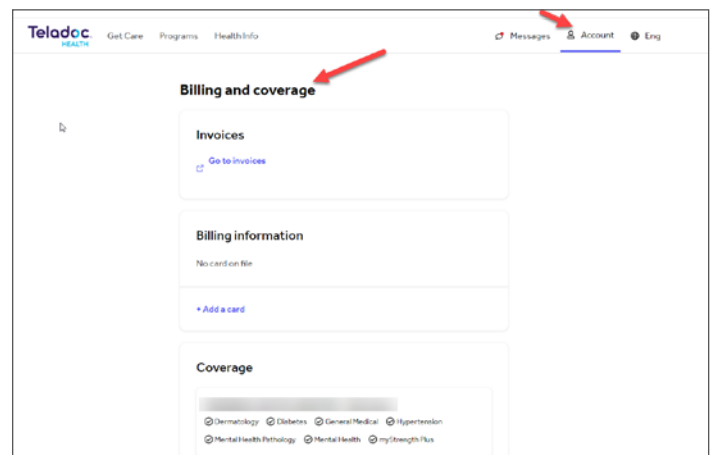
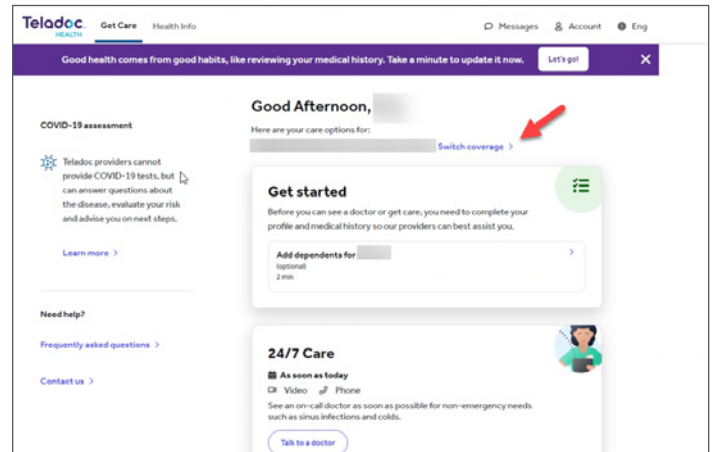
It is important to confirm your health insurance plan in Teladoc. If you had a Teladoc or Livongo account in the past, you will have to select your current Independence Administrators coverage before you use your new Teladoc benefits. If you are not connected to your Independence Administrators plan, you may see incorrect benefit information.

There are several options to confirm your health plan. When you sign in to Teladoc, you may see a prompt to select from different coverage options. You should choose the option that matches your current coverage.



Note: If you see the screen above, please ignore the costs displayed next to your coverage. These are not your true costs. The costs you pay will be displayed before you schedule an appointment.

You can also confirm that your coverage is displaying correctly on your Teladoc homepage, and switch between coverages you may have by clicking "switch coverage" as displayed below. If you need to review or change your coverage, you can confirm this by going to your Homepage, click on *Account* at the top of your screen, then click on *Billing and Coverage*. When you scroll down, you can see all the coverages on your account, and add additional or new coverage should you need to. You can also contact Teladoc customer service at 1-800-835-2362 if you have any questions or issues.



How do I obtain a refund for an appointment I paid out of pocket for?

If you registered for Teladoc and had a visit in January, please also confirm that you paid the correct amount listed in your health plan benefits.

If you paid a higher copay or cost-sharing, you are eligible for a refund from Teladoc. To request a refund, please call the number on the back of your member ID card, 1-833-242-3330.

The reimbursement will be processed within 7 – 10 business days after Teladoc verifies your information and what you paid for the appointment. You will receive an email confirmation of the refund to your original method of payment.

Do you need to update your coverage for Teladoc?

If you registered for Teladoc and had a consultation before January 12, you may need to update your coverage in your account. In early January there was a registration issue with Teladoc that has been resolved.

If you have an appointment scheduled for a future date, you will also need to reschedule this appointment once you have updated your coverage.

Can dependents over 18 create their own account?

Yes. A dependent over 18 can create their own account.

How can I add dependents?

Minors under 18 will need to be added to your account as a dependent. You can do this by going to your Teladoc homepage, then in the upper right-hand section of the page select *Account*, then select *Family*, and finally select the plus sign (+) to add a dependent.

Is there a no-show fee for missed appointments?

There is a no-show fee only for missed mental health visits. The no-show fee can be up to \$50, and you may be asked for a credit card to be on file when scheduling your appointment. Even if your benefits provide a \$0 cost-share for services, you may still be asked for your credit card information.

Can I meet with the same provider for mental health services?

Yes, if continued visits are needed, you can schedule an appointment with the same provider for a later date and time.

Do I need to provide a Teladoc health code or check the health code box when registering?

No. When registering, please do not check the health code box indicating you received a Teladoc health code (this may appear below your date of birth). You also do not need to provide a code to register.

I paid \$0 for a previous visit. Will I be billed later for this?

No. You will not be billed for any services where payment was not taken at the time of visit OR for a no-show fee for Mental Health visits.