



**PIPEFITTERS LOCAL 636
FRINGE BENEFIT FUNDS**
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To: Pipefitters Local 636 Retiree Insurance Fund Pre-Medicare Covered Persons

FROM: The Board of Trustees of the Pipefitters Local 636 Retiree Insurance Fund

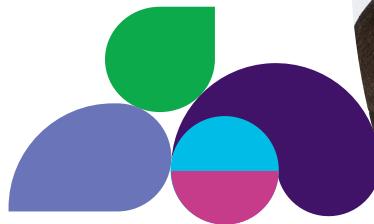
RE: Teladoc Services - KEEP WITH YOUR SUMMARY PLAN DESCRIPTION

DATE: August 2024

We are pleased to announce that Pre-Medicare Covered Persons in the Retiree Insurance Fund have access to Teladoc Health services. This service includes electronic accessibility to medical professionals, both physicians and mental health specialists. Information regarding this benefit, how to register for Teladoc, and how to access the Teladoc website and applications are all included in this mailing.

PLEASE CALL THE FUND OFFICE IF YOU HAVE ANY QUESTIONS ABOUT THE INFORMATION CONTAINED IN THIS NOTICE.

AVAILABLE NOW



You've got Teladoc Health Talk to a doctor anytime, anywhere by phone or video.

Set up your account today to get care for non-emergency medical conditions like the flu, sinus infections, bronchitis, and much more.



Create account

Use your phone, the app, or the website to create an account and complete your medical history



Get Care

Request a time and a Teladoc Health provider will contact you



Feel better

The provider will diagnose symptoms and send a prescription if necessary

Get care now for free

Visit Teladoc.com/Aetna

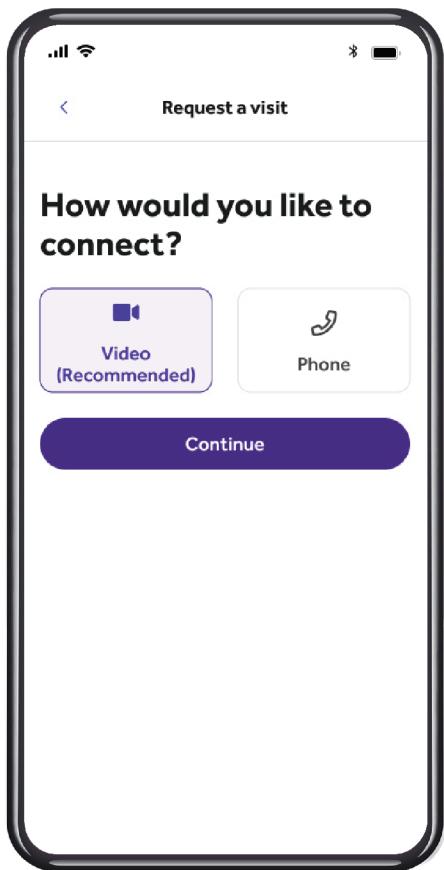
Call 1-855-TELADOC (835-2362) | Download the app  

Less than an urgent care/ER visit, your cost is never more than a doctor visit!

*Teladoc Health is not available internationally.

The right care when you need it most

Here for you anytime, anywhere, by phone or video.



Your Teladoc Health service(s):



General Medical (24/7 Care) | Free/visit

Get same-day virtual visits for non-urgent and common conditions.



Mental Health

Free/therapy visit

Free/psychiatry first visit

Free/psychiatry ongoing visit

Talk to a therapist of your choice 7 days a week.



Dermatology | Free/online review

Upload images of a skin issue for a treatment plan from a dermatologist in 24 hours or less.



Caregiving

\$56 or less/visit

Extend the same General Medical (24/7 Care) service you receive to any loved ones you're caring for.

Get started

Visit Teladoc.com/Aetna

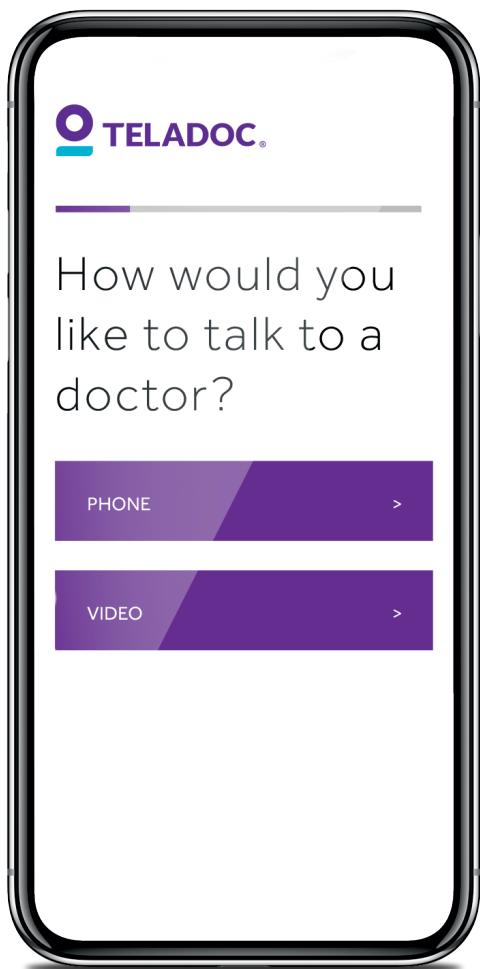
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Mental Health care is available for eligible members ages 18-plus. Phone and video visits are not required or part of the Teladoc Health Dermatology service. Teladoc Health is not available internationally.

Set up your Teladoc Health account

in 4 easy steps



Download the app to talk to a doctor anytime, anywhere* by phone or video.

- 1 Download the app**
Search for "Teladoc Health" in the App Store or on Google Play.
- 2 Set up your account**
Once you've downloaded the app, select "Set up your account."
- 3 Enter basic contact information**
Provide some information about yourself to confirm your eligibility. We'll confirm we found your benefits and you'll continue creating your account.
- 4 Create your account**
Enter your address and phone number, create a username and password, pick security questions, and agree to terms and conditions.

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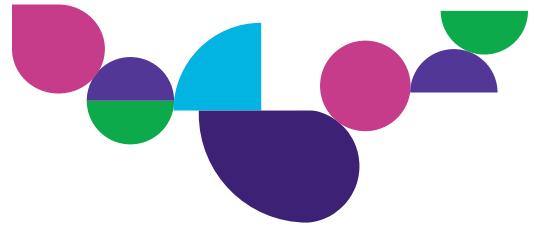
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TELADOC HEALTH



Frequently asked questions

What is Teladoc Health?

Teladoc Health is a virtual healthcare service that offers convenient, confidential access to quality providers 24/7, anytime, anywhere.

By scheduling a visit with a U.S. board-certified and licensed providers, you can be diagnosed, treated and prescribed medication if necessary.

What can I use Teladoc Health for?

Teladoc Health can help you with everyday, non-emergency healthcare issues, including sinus problems, allergies, flu symptoms and much more. Skip the waiting room and the trip to the ER. Teladoc Health is here to help you feel better, faster, and get you back to living your life.

Does Teladoc Health replace my doctor?

No. Teladoc Health doesn't replace your primary care doctor. Teladoc Health should be used for non-emergency illnesses when it is not convenient to get to the doctor, or it is outside of regular office hours.

How do I register?

Download the Teladoc Health app, visit the website or call 1-855-TELADOC (835-2362) to register.

Do I need to have my insurance information available?

As you register, you may need information on your health insurance card. If requested, having this information will help make the registration process easier.

How much does it cost?

The cost of a Teladoc Health visit varies depending on the type of visit you are requesting and your plan design. Please refer to your welcome letter, visit the app under Account > Billing & Insurance > Cost overview, or call 1-855-TELADOC (835-2362) if you wish to confirm pricing prior to requesting a visit. You will also see the visit fee during the visit request process.

How do I pay for the visit?

If there is a fee, you can pay with your HSA (health savings account) card, credit card, prepaid debit card or by PayPal.

Is there a time limit when talking to the provider? And am I charged more for taking longer?

There is no time limit for visits, and there is no extra charge for longer provider visits.

How do I access Teladoc Health?

The service can be accessed by app, web or phone, and visits are available by phone or video.

If the Teladoc Health provider recommends that I see my primary care doctor or a specialist, do I still have to pay the Teladoc Health visit fee?

Yes, just like any medical appointment, there is a fee for the consulting provider's time. The portion of the fee that you will pay varies based on your benefits plan structure.

Can my family use Teladoc Health?

This depends on your specific Teladoc Health plan. Most plan designs allow you to use the Teladoc Health service for you, your spouse and covered dependents. Dependents over 18 years old must call our service center to request a visit. For dependents under 18 years old, the primary account holder must request a visit on their behalf through the app, website or by phone.

Who are the Teladoc Health providers?

Teladoc Health providers are U.S. board-certified providers. They average 15 years of experience and are licensed to practice in your state.

Can Teladoc Health providers prescribe medications?

Yes, when medically appropriate, providers can prescribe medications. If a prescription is not required, the provider may provide the member with instructions for managing symptoms or following up with their primary care doctor.

Can my primary care doctor get a record of my Teladoc Health visit?

With your consent, an electronic copy of your Teladoc Health visit will be sent to your primary care doctor.

Can I use Teladoc Health while traveling?

Teladoc Health is available in all 50 states, so you can use the service while traveling within the United States. Some restrictions may apply.*

Who should I contact if I have questions or encounter an issue?

Teladoc Health aims to make your experience with us as seamless as possible. If you have any further questions or encounter an issue, please visit Teladoc.com/Aetna or call the Member Support team at 1-855-TELADOC (835-2362).

Does Teladoc Health offer any other services?

Please log in to your account to see any additional services that may be available to you.



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