

TELEHEALTH

Starting January, 2015

24/7 access to U.S. board-certified doctors & pediatricians

Anytime, anywhere.

City of Grand Junction is pleased to offer Benefitted Employees Telehealth. This program brings 3 National companies (Teladoc, Health Advocate, and eDocAmerica) together into 1 package that gives you and your family 24/7 access to U.S. Board Certified physicians and personal Health Advocates to help you save time and money.

Watch the video!

<http://hubtelehealth.com/index.php/how-does-it-work>



Talk to a doctor
anytime, anywhere
\$0 Consult Fee

Visit www.hubtelehealth.com
For more information on all of the
benefits in our exciting new
Telehealth program.



QUALITY MEDICAL CARE

All Teladoc doctors are U.S. board-certified, state licensed, and average 15 years of practice experience. And with your consent, information can be sent to your primary care physician.



BY PHONE OR ONLINE VIDEO

Talk to a doctor anytime through the convenience of phone or online video consultations. Teladoc doctors can diagnose and even prescribe medication, if necessary, for many conditions including allergies, cold and flu symptoms, ear infection, and more.



NO CONSULTATION FEE

Teladoc is a convenient and affordable alternative to costly urgent care and ER visits for non-emergency medical care. You also save the time spent driving to and sitting in a waiting room.

WHAT'S NEXT?

To activate your Telehealth account go to www.hubtelehealth.com and click the "Already A Member" tab.

A welcome kit will be mailed to your home towards the end of December with instructions for getting started with Teladoc. Once you receive your welcome kit:

- 1 Follow the instructions in the welcome kit to set up your account
- 2 Complete your medical history and set up eligible dependents
- 3 You and your dependents will then be ready to request a consultation online or by phone 24/7

Health Advocate

A Personal Health Advocate is available to you and your covered dependents at **no cost**. Your Personal Health Advocate is a trained professional, typically a Registered Nurse, who understands the ins and outs of the health care system and how to navigate through it. The Personal Health Advocate helps you and your covered dependents coordinate care among doctors and medical institutions in various ways.

Your Personal Health Advocate can help you:

Translate benefits information, clarify medical conditions and treatment options, resolve claims and billing issues, negotiate payments, provide cost estimates, locate qualified providers, secure second opinions, schedule appointments, arrange for specialized treatments, research elder care and more.

Health Advocate is a confidential service available 24 hours a day, 7 days a week and is available to your immediate family (including parents and in-laws).



eDocAmerica

Doctors Online provides 24/7 access to web-based answers to medical questions from an expert team of board-certified physicians, psychologists, pharmacists, dentists, dietitians, and fitness trainers. (Other services include physician-written weekly Health Tips, two Health Risk Assessments, a 3D Video Library with access to 250+ medical topics.)



HIGHLIGHTS

- Email access to the eDocAmerica medical team.
- Phone access to medical team through eDocVoice.
- Smartphone App (iPhone/Droid) access to the medical team.
- Ask any medical or health questions and always get personal, direct answers.
- 3D Video Library with more than 250 videos.
- Weekly Health Tips emails from doctors.
- Healthy Lifestyle Assessment to help you monitor your current health status.
- Personal Health Record provides secure storage for your health information.
- All services are unlimited, confidential, and cover the entire immediate family.
- eDocAmerica serves members in all 50 states and over 30 foreign countries.
- **NO HIDDEN FEES OF ANY KIND.**

This plan is NOT insurance. This plan provides discounts at certain healthcare providers for medical services.

This plan does not make payments directly to the providers of medical services. The plan member is obligated to pay for all healthcare services but will receive a discount from those healthcare providers who have contracted with the discount plan organization. **This discount card program contains a 30 day cancellation period.** The range of discounts for medical or ancillary services provided under the plan will vary depending on the type of provider and medical or ancillary service received. The discount medical card program makes available, before purchase and upon request, a list of program providers, including the name, city, state, and specialty of each program provider located in the cardholder's service area. FL, LA, MS, ND, OK, RI, SC, SD and TX residents: Member shall receive a full refund of membership fees, excluding registration fee, if membership is cancelled within the first 30 days after the effective date. AR and TN residents: A refund of all fees will be issued if membership is cancelled within the first 30 days. MD Residents: The membership fee and one-time registration

fee (minus \$5.00) will be refunded if cancelled within the first 30 days and upon return of the discount card. MA Residents: The plan is not insurance coverage and does not meet the minimum creditable coverage requirements under M.G.L. c. 111M and 956 CMR 5.00.

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