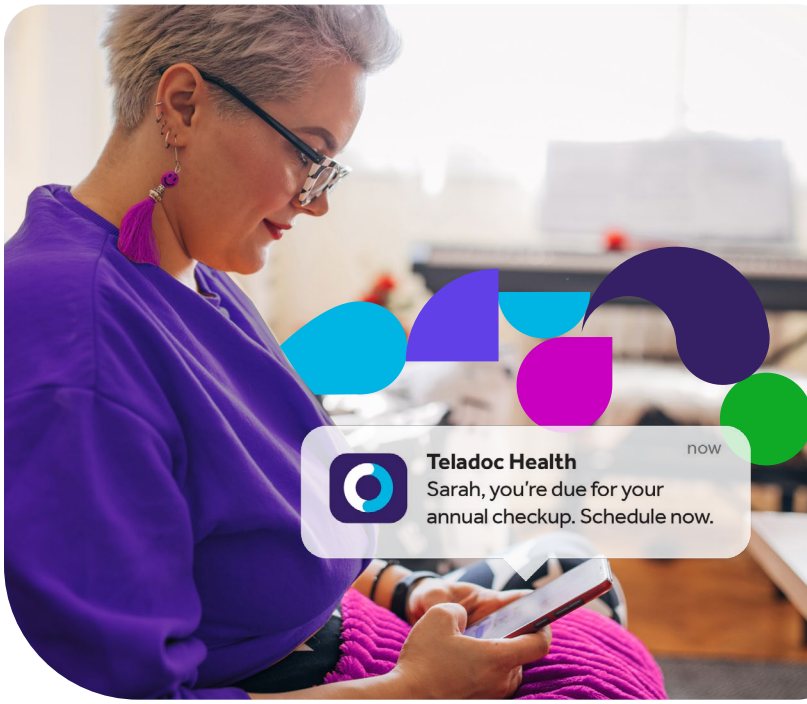
Teladoc HEALTH

Teladoc Health Primary Care

Frequently asked questions



What is Teladoc Health Primary Care?

This benefit easily connects you to primary care that helps you become your healthiest self. Teladoc Health Primary Care helps you manage your overall health—body and mind—with a provider of your choice and a dedicated care team of nurses and medical assistants by your side. Your primary care provider and care team will work with you to build a personalized care plan so you can meet your health goals with ease. Schedule annual checkups and manage ongoing health conditions—all on your terms, by phone or video.

Did you know?
Primary Care visits can save you money by helping prevent costly health issues down the road.

How does a primary care visit work virtually?

Before your visit
Once you choose your provider, you'll answer questions about your health. Your care team will review the information you provide prior to your visit. You'll also receive a blood pressure monitor (which is yours to keep) at no cost to you that you'll use to share readings for visits. If you get the monitor after your visit, send us a message through your Teladoc Health account with your reading.

During your visit
You'll get dedicated time with your provider to get answers to your health questions, talk through any concerns and discuss any necessary next steps to achieve your health goals. Don't worry—healthcare providers are trained to treat and diagnose over phone and video, and it can save you time, money and the hassle of going into an office.

Schedule your $0* checkup today

TeladocHealth.com/PrimaryCare | Download the app



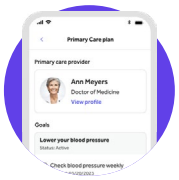
What does my care team do?

With Teladoc Health Primary Care, care team members are ready to help you every step of the way. Your care team is here to help you check your vitals, coordinate lab and imaging orders, assist with referrals to specialists and answer any health questions you may have. They can also help you access other Teladoc Health services. **They're like the staff in a doctor's office but offer personalized support whenever you need it.** Best of all, you can message them at any time, online or on the Teladoc Health app, at no cost to you.



How do you handle bloodwork, X-rays and labs?

Your primary care provider can order lab work, X-rays, referrals and vaccinations just like any other doctor. Your care team can also help connect you to an in-network lab or facility of your choice if needed. Your results will be reviewed with you, incorporated into your care plan and uploaded to your Teladoc Health account.



What is a care plan?

Your primary care provider and care team will work together to create your personalized care plan after your initial visit. Your plan may include support with:

- Prescriptions
- Routine lab orders and blood tests
- Referrals to in-person specialists
- Mental health screenings
- Routine cancer screening orders
- Weight management
- Blood pressure management
- Cholesterol management
- Diabetes management



Can I get prescriptions?

Yes. **Teladoc Health providers can prescribe new medications as needed, like pre-exposure prophylaxis (PrEP), allergy medications and more**. They can also help with maintenance medication refills for a full year. Providers do not prescribe opioids, narcotics and other DEA-controlled substances.

Begin your journey to better health today

TeladocHealth.com/PrimaryCare | Download the app

*If you're scheduling an annual checkup, your fee will be waived in accordance with your benefits policy. Follow-up visits are as low as $0, depending on your benefits coverage.

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