



Teladoc[™]
HEALTH



Teladoc: Your Virtual Care
Solution

Foster Farms

Contact Information for Members:

Phone: 1-800-Teladoc (835-2362)

Online: www.teladochealth.com

Mobile App (App Store and Google Play)

Teladoc Services Members have access to:

General Medical 24/7 Care: Member co-pay based on benefit plan

Mental Health: Member co-pay based on benefit plan.

Dermatology: Member co-pay based on benefit plan.

General Medical: Convenient, cost-effective care

- General Medical Services provides convenient, high-quality care at a lower cost, available 24/7
- Members have the choice of on-demand or scheduled visit with a U.S. board-certified doctor via phone or video
- They can be diagnosed, treated or prescribed medication, if necessary
- Treatment for a wide range of non-emergency conditions within minutes including: Flu, cough, seasonal allergies, rash, backache and more!

Teladoc is not designed to replace or act as a PCP; only to supplement access to affordable, quality care when needed. Potential overuse (3+ visits in 90 days; 8 per 12 months) is monitored and where appropriate, outreach is made to remind member Teladoc services compliment, but do not replace, hands-on physician care.

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General Medical can be used for



Pediatric care for ages
two years or older



If there's **no time**
for an office visit



If you need a short-term
prescription refill*



If your **doctor**
is unavailable



If **distance** makes an
office visit difficult



If you're on **vacation**
or a business trip in the U.S.

* Rx limited to two refills for the same diagnosis in a year.

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How General Medical works



Register

The member provides basic information through web, mobile, or phone. S/he completes medical history similar to the paperwork requirements at a doctor's office.



Request

The member requests a visit on demand or schedules an appointment.



Visit

A physician reviews the medical history and any uploaded images and contacts the member via their preferred method—by phone or video.



Follow-up

A physician diagnoses the member and, if necessary, provides treatment plans, or prescribes medication electronically to the member's pharmacy of choice. A member can also be referred to a brick and mortar setting.

What members are saying



A doctor called **within minutes** for each requested visit. It's such a wonderful service to have and is like having a house call from your doctor!!!! **Such a convenience.**

— Ren P

Hands down, Teladoc rocks!!! Woke up very sick this Saturday morning. Doctor **listened to me** and called in just the right meds to **make me well**. Can't say enough great things about this service.

— Donna M

One of my four children woke up at **6 am running a fever**. I used Teladoc and my daughter was seen by a very nice doctor. He diagnosed her then sent her medication to **our local pharmacy** within minutes. So thankful.

— Lola P



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Mental Health Solutions

Importance of Mental Health



One in five American adults at some point in their lives, deals with a medically-diagnosed **mental illness**.



The US Department of Health and Human Services estimates that approximately **96.5M Americans** live in areas where there are **shortages of mental health providers**.



The CDC reports that today close to **70%** of behavioral health patients also have a **medical co-morbidity**.



The United States spent an estimated **\$201 billion** on mental disorders like anxiety and depression.

Mental Health Care

- Care from board-certified psychiatrists, licensed psychologists, therapists or counselors that the member chooses
- Support for anxiety, eating disorders, depression, grief, family difficulties and more
- Offered 7 days a week by phone or video
- Can receive ongoing support with the same psychiatrist, psychologist, therapist or counselor
- Provides a secure, discreet, and confidential support resource



Key features



Care from provider of the member's choice



Average time to complete first visit is less than 7 days



Ongoing support with the same doctor or therapist



Visits that are secure, discreet, and confidential

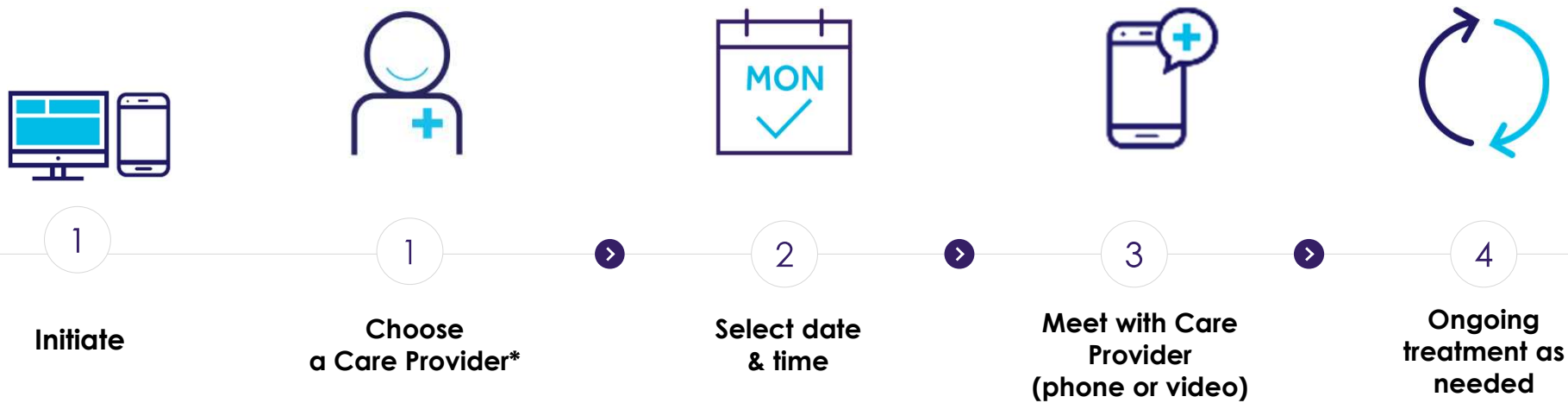


Offered 7 days a week by phone or video



Network of board-certified psychiatrists and psychologists and licensed therapists

How Mental Health Care works



* Provider options include Psychiatrist, Psychologist, or Licensed Therapist

Flexibility in provider selection

Guided Provider Selection

Do You Have A Gender Preference For Your Provider?

MALE

FEMALE

NO PREFERENCE

PREVIOUS

Do You Need Help In Managing Your Medications?

Why is this important?

YES

NO

PREVIOUS

- IFH

Detailed Provider Profile



SELECT >

Christopher Dennis MD

Psychiatrist

Specialties: Co-morbidity

Languages: English

Gender: Male

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Rx

Education

MD, MBA

About Christopher

Dr. Dennis is a board certified General Adult Psychiatrist, who before joining Teladoc, has operated in both independent and group practice, as well as Psychiatric Emergency Departments, Hospitals and Long Term Care facilities. Dr. Dennis has served both as an attending psychiatrist at the Northwell Health System in their Division of Emergency Psychiatry, as well as serving as the associate director of the Jacobi Medical Center's Comprehensive Psychiatric Emergency Program in NY. He currently serves as the Chief Behavioral Health Officer for Landmark Health where in addition to administrative duties, he continues to see patients in their homes across the country. Dr. Dennis has been elected to membership in ACMHA: The College for Behavioral Health Leadership and currently serves on their board. Additionally, he served on the NYCMS Medical Economics Committee and on the NCQA Standards Committee, chairing NCQA's MBHO Advisory Committee. Dr...

Mental Health Care advantages



Access

Members have access to high quality virtual care for a wide variety of behavioral healthcare needs, and can receive ongoing care from a provider of their choice



Utilization

Teladoc Health's proven engagement efforts connect with members in their time of need and drive utilization.



Effective results

Members who participate in virtual Behavioral Health Care report measurable improvement to their diagnosis or condition over time—more than 75% of members with depression or anxiety reported improved after their third or fourth visit.

Mental Health Care benefits

Easy access to therapy



- Service delivery in **safe, non-stigmatized environment**
- Available **wherever** members are, over **60%** of visits are via **video**
- Average time for Teladoc Health provider response to initial contact is **less than 8 hours**. Average time to complete first visit is **less than 7 days**, where national average wait time for a visit is **1 month**

Helping members access help for a variety of issues



- **Anxiety and depression** are most common visit types
- **Other common conditions treated:** PTSD, stress, panic disorder, family and marriage issues, eating disorders, grief, substance abuse, trauma resolution, work pressures, ADHD
- Members have an average of **4-5 visits**

Dermatology





Key features

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Access board-certified dermatologists via web or mobile app



Treat acute or ongoing skin conditions like psoriasis, skin infection, rosacea, and more



Share high-quality images and receive a diagnosis within two business days (on average within 8 hours)



Includes member follow-up within 7 days



Providers can prescribe approved medications

How dermatology works





Advantages of dermatology



Access

Members have **24/7 access** to convenient virtual care provided by U.S. board-certified dermatologists for a wide variety of skin issues



Secure communication

All communication between member and dermatologist is through Teladoc's **secure message center**



High-quality care

The dermatologist reviews member photos, makes a diagnosis and provides a customized treatment plan to fit the specific needs within **one business day or less**

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Proprietary

