

Teladoc Frequently Asked Questions

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Teladoc

Q: What is Teladoc?

A: Teladoc Health offers medical virtual care, mental health, chronic condition management and everything in between.

Q: What are the services offered to Simplot employees?

A: Teladoc provides the following services for employees and their dependents enrolled in the Simplot Medical Program:

- General Medical
- Dermatology
- Nutrition
- Mental Health Care
- Tobacco/Nicotine Cessation
- Weight Management
- Chronic Condition Management

General Medical

Q: How does the general medical care work?

A: Medical virtual care provides convenient, high-quality care for non-emergency conditions at a lower cost than other care options and is available 24/7. You have the choice of an on-demand or scheduled visit with a U.S. board-certified clinician via phone or video. You can be diagnosed, treated and prescribed medication, if necessary.

Q: What type of medical issues can be addressed?

A: You can use Teladoc for non-emergency conditions such as:

- | | | | |
|-------------|------------|-----------|----------------|
| flu | bronchitis | arthritis | food poisoning |
| cold | cough | back ache | allergies |
| sore throat | pink eye | rash | sinus problems |

Q: How does dermatology work?

A: Dermatology gives you the option to set up an appointment for a personalized, online review for new or ongoing skin issues.

- Access to board-certified dermatologists via web or app.
- Get help for conditions such as acne, eczema, dermatitis, rashes, rosacea and more.
- Upload images of a skin issue online or on the app and get a custom treatment plan within two business days.
- Providers can prescribe approved medications. Rx limited to two refills for the same diagnosis in a year.
- Follow up for free with the provider within seven days of your visit.

Q: How does nutrition work?

A: Nutrition is a simple and effective way to access registered dietician assistance.

- Work directly with registered dietitians who assess clinical nutrition needs and develop personalized programs including custom meal plans, shopping guides and nutrition manuals — all based on the latest, science-based guidelines for clinical nutrition.
- Trained in counseling techniques based on the ideas of partnership, non-judgment and compassion, dietitians are effective in bringing about positive behavior in the areas of weight loss, diet and exercise.
- Talk to a registered dietitian by phone or video seven days a week (7 a.m. to 9 p.m. local time, based on availability).

Q: How does mental health care work?

A: Mental health is a stress-free and cost-effective way to access high-quality support for mental and emotional well-being.

- Select your mental health provider — you'll choose from board-certified psychiatrists, psychologists or licensed therapists.
- Talk to the same therapist ongoing, if you choose, for anxiety, depression, grief, family difficulties, women's health and more.
- Available seven days a week, from 7 a.m.–9 p.m. local time, by phone or video.
- Receive discreet and confidential support from wherever you are most comfortable.

Q: How much does a Teladoc visit cost?

A: The cost of an online doctor visit is \$65, compared to the average national cost of \$139 for an office visit or \$645 for an emergency room visit. The fees for dermatology, nutrition and mental health vary by each service and will be listed when scheduling the visit.

Q: How do I schedule an appointment?

A: Follow these steps:

- Register — You can register via [teladoc.com](https://www.teladoc.com), the Teladoc Health App or by phone at **1-800-TELADOC** (registration code = SIMPLOT).

- Provide your name as listed in My Simplot and/or as listed on your Blue Cross of Idaho medical card.
- Provide your basic information and complete your medical history. This is like the paperwork you would fill out at a doctor's office.
- Schedule a visit — You can request a visit on demand (general medical only) or schedule an appointment when convenient.

Q: Can I add my spouse to my account?

A: To keep health information private, each adult must create their own account. Children under the age of 18 may be added to their parent's account.

~~Primary member~~ — The employee is considered the primary member and is the only authorized member allowed to manage a minor's account. The primary member can add another adult dependent as an authorized consenter/legal guardian for the minor's account. Any time a minor is having a visit, the provider will confirm authorized contacts for the minor.

Follow one of these steps to add an authorized consenter/legal guardian:

- Call customer service to add the adult dependent as an authorized consenter/legal guardian.
- Add the adult dependent via the app or web. Go to the family section and find the "Authorized consenter" tab. Add the adult.

Q: Can my children use Teladoc?

A: There are no age restrictions on general medical care, dermatology and nutrition. For mental health, the age requirement for dependents is 13+. Children under age 18 must be added to the employee's account. If the employee cannot attend the appointment, permission must be given to an authorized consenter/legal guardian.

Q: Is my information confidential?

A: Yes, our health information is protected by federal and state laws, including HIPAA. Please see the [Notice of Privacy Practices](#) for more information on how Teladoc Health uses your health information.

Teladoc — Tobacco/Nicotine Cessation

Q: What is Tobacco/Nicotine Cessation?

A: Teladoc's Tobacco/Nicotine Cessation is an effective way to beat addiction. It is a 12-month program broken into five coaching sessions.

- Teladoc physicians can prescribe FDA-approved drugs as necessary, including Chantix, Zyban and nicotine replacement therapies.
- A cessation coach will help monitor progress by following up at regular intervals.
- Access to additional health content and support resources.

Q: Can my spouse use the program?

A: Yes. Employees, spouses and covered dependents age 18+ enrolled in the Simplot Medical Program are eligible to use the program.

Q: How do I enroll in the Cessation program?

A: Follow these steps:

1. Register for Teladoc. You can register via teladoc.com, the Teladoc Health App or by phone at **1-800-TELADOC**. The registration code is SIMPLOT.
 - o Provide your basic information and complete your medical history. This is similar to the paperwork you would fill out at a doctor's office.
 - o Indicate in your medical history that you are a tobacco/nicotine user.
2. Contact HR Solutions. Request enrollment in the Teladoc Tobacco/Nicotine Cessation program.
 - o Phone: **208-780-7500**
 - o Email: hrsolutions@simplot.com
 - o Ticket: **support.simplot.com**
3. Wait for HR Solutions to respond to your enrollment request. HR Solutions will verify you now have a one-time credit for a general medical visit on your account. This will generally take six to seven days.
4. Schedule a visit. Once HR Solutions responds, request or schedule a general medical visit on demand ASAP. Please note the credit on your account can be used by another virtual appointment if it occurs prior to your general medical visit for the Tobacco/Nicotine Cessation program. So, please be sure to schedule appointment as soon as possible to avoid the possibility of the credit being used for another appointment.
5. Attend the visit. Discuss your current tobacco/nicotine habits with the doctor and request to be enrolled in the program.

Q: After completing the Cessation program, do I qualify for the Discounted Contribution rate for the Simplot Medical coverage?

A: After completing the program requirements of attending three coaching sessions, you are eligible to receive the Discounted Contribution rate for medical coverage retroactive to the first of the current year or your initial benefit enrollment, whichever is later, so long as you satisfy the original contribution discount criteria or complete the program prior to December 15 of the current year.

Teladoc — Weight Management

Q: How does the weight management program work?

A: Teladoc weight management focuses on lifestyle behavior changes. The program is completely online, so you can access it wherever you have internet connectivity. You get one-on-one coaching from expert coaches along with online meetups for support and accountability. Components of the program include food logging and fitness tracking, health challenges, learning content and more. Participants will get a welcome kit that includes a connected scale.

Q: Is there a cost for the program?

A: No. The program is covered at no additional charge for those enrolled in the Simplot Medical Program.

Q: Can my spouse do the program with me?

A: Yes. Employees, spouses and covered dependents age 18+ enrolled in the Simplot Medical Program are eligible to use the program.

Teladoc — Chronic Condition Management

Q: What is Chronic Condition Management?

A: Teladoc's Chronic Condition Management provides access to connected health-monitoring devices, certified health coaches and support from physicians and mental health specialists — all to help manage conditions like diabetes, hypertension (high-blood pressure) and prediabetes. These programs help you manage your condition and live healthier.

Q: What chronic condition programs are available to Simplot employees?

A: Teladoc provides the following chronic condition programs to employees and their dependents enrolled in the Simplot Medical Program:

- Diabetes Management
- Prediabetes Management
- Hypertension (high blood pressure) Management

Q: What is Diabetes Management?

A: The Diabetes Management program helps make living with diabetes easier by providing you with a connected meter, unlimited strips and lancets, and coaching.

Q: My doctor says I have prediabetes or am at risk of developing diabetes. Is Diabetes Management a good fit for me?

A: No, Diabetes Management is designed to support individuals diagnosed with type 1 or type 2 diabetes. But the Prediabetes Prevention program would be a good fit.

Q: Will I really receive all the strips and lancets I need?

A: Yes! No matter if you check once a week or multiple times a day, you receive all the strips and lancets you need at no cost to you.

Q: What happens after I join?

A: After you enroll, you will be shipped the Welcome Kit that includes the meter and all the strips and lancets you need to check your blood sugar. You will receive access to the member website, member.teladoc.com, where you can personalize the program and access your readings.

Q: What is Prediabetes Management?

A: Prediabetes Management is for those at risk of getting type 2 diabetes. It focuses on lifestyle behavior changes like eating a well-rounded diet, increasing activity and managing stress to reduce the risk of developing diabetes.

Q: What happens after I join?

A: After you enroll, you will be shipped the Welcome Kit that includes a connected scale. You will receive access to the member website, member.teladoc.com, where you can log your food, track fitness and have access to education content and expert coaching.

Q: What is Hypertension (high blood pressure) Management?

A: The Hypertension Management program helps make living with high blood pressure easier by providing you with a connected blood pressure monitor, personalized insights and expert coaching when you want it.

Q: What happens after I join?

A: After you join, you will be shipped the Welcome Kit that includes the connected blood pressure monitor. The instructions included will walk you through getting set up and taking your first reading. You will be asked to also download the Teladoc Health mobile app. Once you're connected, the monitor will automatically send readings to the app, where you can track your progress, share reports with your doctor and more!

Q: Is Chronic Condition Management really offered at no additional cost for me? How can that be?

Q: Yes! Teladoc Health is being offered at no cost to you. Shipping on the chronic condition components and supplies are included, too. You are not billed anything for joining. The only exception is if a virtual appointment with a provider is required for consultation on a condition not under control. If an appointment is needed, there is a one-time fee of \$10.

Q: How do I join?

A: It's easy and takes only a few minutes! Visit teladoc.com/register/simplot and answer a few easy questions about you and your health to register. Next, download the Teladoc app and log in. You may also enroll by calling Teladoc Health Member Support at **800-835-2362**.

Q: Do I need to download the mobile app?

A: We do ask that you download the app so you can get the most out of your care including easy tracking, personalized tips, all of your data in one place and more.

Q: What are the age requirements?

A: There are no age restrictions for diabetes management. High blood pressure and prediabetes prevention are age 18+.

Q:What kind of credentials does my coach carry?

A: Coaches hold a variety of nationally recognized credentials and certifications to support members. Some are dietitians or registered nurses, while others are behavioral psychologists or exercise physiologists.

Q: How often will I receive communications from Teladoc Health and how can I adjust the frequency or opt out?

A: Frequency varies depending on the preferences you've set for your account. You can customize what out-of-range readings a coach should contact you about by logging in to your account at member.teladoc.com and visiting the "Support" tab on the left panel of your dashboard. You can opt out of communications by logging in to your account and visiting "Notifications" in the drop-down menu located at the top right of the screen.

Q: Can I cancel my enrollment?

A: Yes, you can cancel your enrollment at any time for any reason. Just call Teladoc Health at **800-835-2362** or email membersupport@teladochealth.com.