

## **TO: ALL BENEFIT ELIGIBLE EMPLOYEES**

Effective 7/1/19, additional telemedicine services will be available to all employees enrolled in the medical plans.

The attached documents provide detailed information about the telemedicine options.

### **CURRENTLY OFFERED TODAY –** **CLEVELAND CLINIC EXPRESS CARE:**

- An employee can utilize Cleveland Clinic Express Care Online by downloading the free app and talk to a healthcare provide online whenever and wherever using your mobile phone, tablet or computer.
- The online visit would be treated as a network provider office visit.
- There are two attachments that talk about this program:
  - CC Express Care Online Promotional Flier
  - Express Care Online Member Flier

### **NURSE LINE:**

- The 24-hour nurse line is available AT NO COST. It allows members to contact a nurse via telephone when they do not know what to do.
- Attached is a flier about this program:
  - Z6335 CMT NL member brochure.

### **EFFECTIVE 7/1/19 –** **TELEDOC:**

- Teledoc offers a connection to a licensed physician in minutes from wherever you are . . . home, office, or traveling.
- Teledoc utilizes its own physician and nurse practitioners to work the calls/video sites.
- Teledoc services are treated as a network provider office visit.
- There are three attachments about Teladoc:
  - Teladoc Download the App Flier
  - Teladoc Flier
  - Teladoc Why Wait for Care Flier

### **WHY?**

- For common ailments (cold and flu, allergies, sinus, respiratory and more) this type of service offers convenience to employees at a cost between \$45 - \$55.
- For those in Standard Plans 1 and 2 – office visits are subject to the deductible. If seen by an urgent care provider or possibly your doctor's office, the cost of the visit is slightly more (and significantly higher at an Emergency Room).

- For those in Standard Plan 3 – office visits are subject to a \$15 copay. The telemedicine services would still be subject to a \$15 copay, the advantage is the convenience.
- The primary focus is to understand there are VARIOUS means to seek care – other than the costly emergency room visit (for non-emergency services).