

## Members Traveling for the Holidays Can Access Care 24/7 with Telehealth<sup>1</sup>

Members who are traveling for the holidays can take a doctor with them no matter where they go in the United States. That's because our licensed telehealth doctors are available by web, phone<sup>2</sup> or mobile app 24/7.

Members register for telehealth from Tufts Health Plan, powered by Teladoc, with their complete medical history. Then they can get treatment for general medical, behavioral health or dermatology<sup>3</sup> services whenever they need it.

- **General Medical:** members can talk to a Teladoc doctor by web, phone, or mobile app in less than 10 minutes<sup>4</sup> to treat nonemergency, general medical conditions, including: cold and flu symptoms, allergies, sinus infections, sore throats and more.
- **Behavioral Health:** members can schedule a video appointment seven days a week for support with anxiety, depression and other behavioral health issues.
- **Dermatology (coming early 2019):** members can contact a dermatologist through the web or mobile app for complex or ongoing skin conditions, such as infections, psoriasis, eczema, and acne. Teladoc dermatologists will respond with a treatment plan within two business days, which is much faster than the average 52-day wait time to see a dermatologist.<sup>5</sup>

Teladoc visits for general medical, behavioral health or dermatology services are the same cost as a PCP visit.<sup>6</sup>

Members can learn more and register [here](#).

<sup>1</sup>Telehealth by Teladoc is available to all fully insured commercial plan members. Self-insured commercial groups need to opt in to the program. Self-insured members should check with their employer to see if telehealth is covered by their plan.

<sup>2</sup>Phone access is only available for general medical and behavioral health visits.

<sup>3</sup>Dermatology services through Teladoc will be available in early 2019

<sup>4</sup>For general medical visits.

<sup>5</sup>Average wait time for new dermatology patients in Boston, according to Merritt Hawkins' 2017 Survey of Physician Appointment Wait Times.

<sup>6</sup>The cost of a telehealth visit is subject to the deductible on Saver plans.