



***Need to consult a doctor about a non-urgent illness, but can't get an appointment with your primary doctor? Teladoc allows you to meet with a U.S. board-certified doctor anytime, through phone and video consults.***

## Teladoc Gives You Choice, Convenience And Control

Teladoc is an on-demand health care solution that gives you access to the medical care you need, when you need it. You can talk to a doctor anytime, anywhere about non-emergency medical conditions.

## What Kind Of Doctors Will I Be Talking With?

Teladoc offers highly qualified, experienced doctors who have an average of 10–15 years in practice, use the latest technology to provide excellent care, are U.S. board-certified and state licensed and specially trained in treating patients through telemedicine.

## Consulting With A Teladoc Provider Is Easy As 1–2–3.

You can have your appointment through the convenience of phone or video consults. Whenever you feel unwell, it's an affordable, convenient, quality care alternative for treating cold and flu symptoms, bronchitis, respiratory infection and more!

To schedule an appointment, visit [www.teladoc.com](http://www.teladoc.com) and set up your account.

- 1. Request a visit**  
Request a visit with a doctor 24 hours a day, 365 days a year, by web, phone, or mobile app.
- 2. Speak with a doctor**  
Talk to licensed healthcare professional and take as much time as you need... there's no limit!
- 3. Obtain a prescription if necessary**  
If medically necessary, a prescription will be sent to the pharmacy of your choice.

## How Do I Reach Teladoc?

- **Call**— (800) 362-2667
- **Online**— Request a video consultation online at [www.MyDrConsult.com](http://www.MyDrConsult.com)
- **On the go**— You can download the Teladoc mobile app by visiting the App Store or Google Play

## When Do I Use Teladoc?

Use Teladoc for medical advice and care when:

- Your primary care doctor isn't available
  - You're at home, traveling or don't want take time off work to see a doctor
  - You need a prescription or refills
- Note: There is no guarantee you will be prescribed medication.**

## What Can I Use Teladoc For?

Teladoc doctors can help with the following common medical conditions:

- Abscess
- Acid reflux
- Allergies
- Animal/insect bites
- Arthritis
- Asthma
- Blood pressure issues
- Bronchitis
- Bowel/digestive issues
- Cold/flu
- Croup
- Dizziness
- Eye/ear Infections
- Fever
- Headaches/migraines
- Joint pain/swelling
- Laryngitis
- Pink eye
- Poison Ivy/Oak
- Rash/skin infections
- Sinus infections
- Sore throat
- Sprains & Strains
- Strep
- Stomachache/diarrhea
- Tonsillitis
- Urinary tract infections
- Yeast infections

**If you are enrolled in the Premier Plan or the Basic Plus Plan, there is no cost for using Teladoc.**

**For those enrolled in the High Deductible Health Plan (HDHP), using Teladoc is \$45 per consult and the cost is applied to your out-of-pocket limit.**

## Employee Assistance Program (EAP)

**Life can pull you in many directions. Find your work-life balance with the Employee Assistance Program.**

The Employee Assistance Program (EAP) is administered by Deer Oaks EAP Services. Your EAP is a confidential benefit pre-paid by your employer that provides such services as in-the-moment telephonic support, short-term counseling, referrals, prevention/education resources, and crisis intervention. All employees and their dependents/ household members are eligible to access services 24 hours a day, seven days a week by calling the toll-free Helpline or using the iConnectYou Smartphone App. Our caring staff is available to assist!

Our services are designed to support you with a wide range of emotional health issues such as stress, bereavement, depression, anxiety, relationship issues, dependent care concerns, wellness, substance abuse, and addiction. You may receive up to 12 free sessions for short-term counseling per separate issue each year. Using your EAP can be the first step to regaining control and improving your quality of life. Participation is completely confidential.

Additionally, not everyone needs counseling, but everyone has a to-do list. You can use our legal, financial, and daily living consultation services to speak to a consultant who can assist with locating nearly endless resources such as finding care for pets, child and elder care facilities, personal care, travel, home improvement contractors, education, and managing day-to-day responsibilities at home, and work. Online information and community referrals are also available.

For more EAP information, call our toll-free 24-hour helpline at **1-888-993-7650** to speak with a qualified intake clinician who will assist you with your needs. You can also go to [www.deeroakseap.com](http://www.deeroakseap.com). Click on "Member Login" and enter username and password: YCT.

