













# Connecting You To Care

## Know Your Options and Save

### Many care options are available to you.

By selecting the right in-network care option, you can save time and money. Your primary care provider (PCP) should always be your first choice for care, but when he or she is unavailable your Healthfirst plan covers several alternatives.

Use the chart below to learn about each option.

Care Option	Description	Typical Cost	Typical Wait Time	Examples
 <b>Telemedicine</b>	Convenient care by phone or video chat for non-emergency situations; available 24/7 from anywhere 	\$0–\$	0–10 mins 	<ul style="list-style-type: none"> <li>▪ Cold and flu symptoms</li> <li>▪ Common allergies and rashes</li> <li>▪ Respiratory infections</li> <li>▪ Prescription refills</li> </ul>
 <b>Retail Health Clinics</b>	Generally within a retail store and staffed by nurse practitioners or physician assistants. For quick, less complex health needs. 	\$0–\$	0–15 mins 	<ul style="list-style-type: none"> <li>▪ Sore throat or earache</li> <li>▪ Preventive care like vaccines or physical exams</li> <li>▪ Screenings like cholesterol or high blood pressure</li> </ul>
 <b>Urgent Care</b>	Immediate walk-in care for non-emergency situations; available nights, weekends, and holidays 	\$–\$\$	0–30 mins 	<ul style="list-style-type: none"> <li>▪ Sprains and strains</li> <li>▪ Minor broken bones</li> <li>▪ Minor infections</li> </ul>
 <b>Emergency Room</b>	Immediate care for serious or life-threatening conditions; available 24/7 	\$\$\$\$	0–3+ hrs 	<ul style="list-style-type: none"> <li>▪ Heavy bleeding</li> <li>▪ Severe head injuries</li> <li>▪ Loss of consciousness</li> <li>▪ Asthma attacks</li> <li>▪ Chest pain</li> <li>▪ Major broken bones</li> </ul>

To learn more about your care options and search in-network locations, visit [HFDocFinder.org](https://www.healthfirst.org/HFDocFinder).

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# Getting connected to care with Teladoc<sup>®</sup>



**Your Healthfirst health plan comes with Teladoc<sup>\*</sup>, which gives you 24/7/365 access to a national network of U.S. board-certified doctors through the convenience of phone, video, or mobile app visits<sup>\*\*</sup>.** You also have online access to dermatologists. Plus, Teladoc doctors can diagnose and prescribe medications when medically necessary. Set up your account today; whenever you need care, **a Teladoc doctor will be just a call or a click away—at no additional cost to you!**



**1**

## SET UP YOUR ACCOUNT

Be sure to set up your account ahead of time; Teladoc will be just a call or a click away whenever you need it.

### Online:

Register your no-cost account today. Just visit [teladoc.com/healthfirst](https://teladoc.com/healthfirst) to sign up<sup>\*\*</sup>.

### Mobile app:

Then download the mobile app (Android- and iPhone-compatible) so you have access to Teladoc when you need it<sup>\*\*</sup>.

### Call Teladoc:

Teladoc can also help you register your account over the phone. Interpretation services are available.



**2**

## PROVIDE A BRIEF MEDICAL HISTORY

Your medical history will be kept confidential and will give Teladoc doctors the information they need to understand your health background (i.e., allergies, medication(s), health problems, etc.)



**3**

## REQUEST A CONSULTATION

Once your account is set up, request a consultation anytime you need care, 24 hours a day, 7 days a week. You can talk to a doctor by phone, video, or mobile app<sup>\*\*</sup>.

Talk to a doctor anytime for **free!**



[Teladoc.com/Healthfirst](https://teladoc.com/Healthfirst)



1-800-Teladoc (835-2362)



Available on the  
**App Store**



GET IT ON  
**Google Play**

<sup>\*</sup>For Healthfirst Pro & Pro Plus Bronze EPO plans, Healthfirst Bronze Total EPO plan, and Healthfirst Green Leaf plan, copays apply until deductible is met.

For Healthfirst Bronze Pro 8150 EPO plan, copays and deductibles do not apply.

<sup>\*\*</sup>The mobile app and Teladoc website are available in English. For other languages, please call Teladoc at 1-800-835-2362. Interpretation services are available.

Telemedicine (Teladoc) isn't a replacement for your primary care provider (PCP). Your PCP should always be your first choice for care (both in-person and virtual visits).

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