

Teladoc

24/7 physician access is just a call or click away



Medical consultations by telephone are not new. In fact, more than 36 million Americans have been treated using this approach over the past 10 years. UMR now offers this cost-effective delivery system along with online video consultations to plan sponsors through Teladoc.

Teladoc is a national network of U.S. board-certified physicians who use electronic health records, telephone consultations and online video consultations to diagnose, recommend treatment and write short-term, non-DEA-controlled prescriptions, when appropriate. Physicians are available 24 hours a day, 365 days a year. Members of any age can conveniently access quality care from their home, work or on-the-go as opposed to more expensive and time-consuming alternatives like the doctor's office or emergency room.

Cost control for you and your employees

With a flat fee for each and every consultation, Teladoc can help you and your members address the escalating costs of health care. How? By providing a medical care option that costs less and takes much less time on average than a primary care physician visit or trip to the emergency room. Teladoc can also help you increase employee productivity as well as reduce absenteeism.

Whether the consultation fee is paid by the member or the plan sponsor, the end result is a significant savings on health care costs.

Addressing access to care

Through Teladoc, members have access to care seven days a week. Telephonic consultations are available 24 hours a day, 365 days a year. Phone consultations are not available in Idaho or Arkansas. Face-to-face online video consultations with board-certified physicians are available every day between 7 a.m. and 9 p.m. in all local time zones. Video consultations are available in all states except Arkansas and Texas.

With either option, there's no need to leave the house or the office. All that's required is a telephone and for video consultations, a computer, Internet connection and web cam. Now that's convenient access to health care!

Not only that, but members don't have to wait 3-7 days to get an appointment with a doctor. After the member requests a medical consultation, the average time for a return call from a Teladoc physician is less than one hour – oftentimes in fewer than 30 minutes. And it gets better. Teladoc guarantees a return call within one hour or the medical consultation is free.

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About Teladoc

Teladoc provides a network of state-licensed primary care physicians providing cross-coverage consultations seven days a week. Teladoc physicians diagnose routine, non-emergency, medical problems via telephone or online video consultation, recommend treatment and prescribe short-term, non-DEA-controlled medication when necessary. For more information about Teladoc, visit www.Teladoc.com

UMR

A UnitedHealthcare Company

Prompt care guaranteed

After the member requests a medical consultation, the average time for a return call from a Teladoc physician is less than one hour. In fact, Teladoc guarantees a return call within one hour or the medical consultation is free.

Disclaimers: Teladoc does not replace the primary care physician. Teladoc does not guarantee that a prescription will be written and operates subject to state regulations. Teladoc does not prescribe DEA-controlled substances. Teladoc physicians reserve the right to deny care for potential misuse of services. Teladoc, Inc. © 2013

How does Teladoc work?

Becoming a member is simple and convenient.

Registration

- The member completes an online medical history disclosure (MHD)
- Teladoc builds a portable, HIPAA-compliant electronic health record (EHR)

Consultation by phone

- The member calls Teladoc to request a consultation. Note – consultations may also be requested via the member's online account
- The Teladoc member is placed in the consult queue for pickup by a U.S.-based, board-certified physician. The physician reviews the EHR, including the medical history, before placing a call to the member
- The physician concludes the consult and documents notes into the member's EHR. If appropriate, a Teladoc nurse will call in a prescription into the member's pharmacy of choice

Consultation by online video

- The member calls Teladoc to request a consultation. Note – consultations may also be requested via the member's online account
- The member is placed in the consult queue for pickup by a U.S.-based, board-certified physician
- An appointment reminder notification will be sent prior to the consultation
- The physician reviews the EHR, including the medical history, before placing a call to the member

- The member accesses the consult through their Teladoc online account and telephone
- If appropriate, a Teladoc nurse will call in a prescription into the member's pharmacy of choice

Post consultation

- The physician updates the member's medical record
- Teladoc generates a customer survey via email or mail within three days

What is a medical history disclosure (MHD) and electronic health record (EHR)?

An MHD is similar to the information an individual provides during his or her first visit to a PCP. It includes past medical history, previous surgeries, chronic illnesses, medications, allergies, etc.

An EHR is the member's medical history plus all previous Teladoc consultation notes. The EHR is stored on a HIPAA-compliant secure server and available to members online. This makes the EHR portable so members can access it real-time and share it with their primary care physician.

For more information about Teladoc services available through UMR, contact your UMR sales representative or account manager.



A UnitedHealthcare Company

We've gone mobile

*Access to your health benefits
anywhere, anytime*



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As a UMR member, you can now access your benefit and claim information when you're "on the go" from your mobile device. Just use your mobile browser to log in using the same username and password that you use on our full site. What's even better — we've made it quick and easy! There's no app to download, nothing to install, no waiting.

What's new
Find out about new tools and information to help you live a healthier life.

Log in
Log in here to get instant access to all our mobile inquiry tools.

Find a provider
Need to find a doctor fast? Access an alphabetical listing of network providers.

View, scan or fax your ID card
View your ID card, allow your provider to scan the on-screen bar code for instant access to your benefit information and/or fax a copy to a provider.

Find a provider
Find an in-network provider while you are "on the go".

Simplified navigation
Home – Return to the main menu.
Menu – Display the menu.
Gear – Log out or learn more about UMR and our mobile site.

Need help?
Click the question mark any time you are confused about a term or benefit and get an explanation.

Look up claims
Look up a claim for yourself or an authorized dependent.

Check your benefits
View medical and/or dental benefits, as well as persons covered.

Access account balances
Look up balances for your HRA and flex accounts.

Note: The images above reflect available features within our mobile site. These features may or may not be available to all users depending on your individual and/or company benefits.

Top 10 questions



GO THERE NOW
Use the QR code reader on
your smart phone to view
our mobile site.

1

What can I do on the mobile site?

You can:

- Find an in-network provider
- Look up claims for yourself or your authorized dependents
- View your medical and dental benefits (if applicable), as well as coverage levels and persons covered
- View your ID card, allow providers to scan the on screen bar code for instant access to your benefit information and/or fax a copy to a provider
- Look up your account balances for health reimbursement accounts (HRAs) and flexible spending accounts (FSAs) (if applicable)

2

Is it secure?

To protect information between your mobile device and our Web servers, UMR uses strong encryption technologies to protect all exchanges of information via our Web site that are considered private or confidential. We also use rigorous security technologies, including passwords, to make sure that visitors to our Web site, where private or confidential information is available, are authorized to do so. Finally, we employ other measures, including firewalls, intrusion detection and prevention, and Web site monitoring, to protect our systems and networks against any unauthorized access and to ensure that your information is safe and secure.

3

Can my employer or provider use the mobile site to access information about my benefits or claims?

No, our mobile site supports only members at this time. However, your employer and provider have the option to be redirected from the mobile site to the full site.

4

Will your mobile site work on my device?

Our site has been tested on a variety of the devices that are most popular among our desktop users and within the marketplace as a whole. However, due to the vast proliferation of devices throughout the industry, we cannot guarantee that all functions and features can be used on every device.

If you are having trouble accessing or logging into our mobile site, contact the 800 number on the back of your ID card for fastest service. You can also click the Contact us link on the home screen.

5

Is the mobile site bilingual?

No, however we offer help notes in Spanish.

6

Can I still get to the full site from the mobile site?

Yes, you can access the full site, at any time, by touching the Full site link at the bottom of any page.

7

Is the mobile site the same as the full site?

No, to optimize your mobile experience, the display of information on our mobile site is specifically designed for ease-of-use on a mobile device. You will discover a fresh new display with easy-to-understand graphical displays of summary level and detail information at your fingertips. Navigation is easy using simple icons that allow you to go to the Home page or Menu, get help and to log out.

8


What is the URL for the mobile site?

To access our mobile site, you can simply use your mobile browser to go to www.umn.com. When our Web site detects that you are using a mobile device, you will be automatically re-directed to our mobile site.

9

Do I have to download an app to use it?

No, when you are using your mobile device you will be automatically re-directed to our mobile site. Our mobile site is not an 'app', there is nothing to download - it's ready for use.

But, what if I want an "app-like" icon on my home screen? If you have an iPhone, you can add an icon to your Home Screen by clicking the  icon and selecting **Add to Home Screen**.

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Who can use it?

Any member who has registered for online services on umr.com can access the mobile site from a mobile device. If you are not yet registered for online services and want to use the mobile site; just register for online services on our full site at www.umn.com. Once registered, you will automatically be re-directed to our mobile site to log in using your phone.