

2025 Supplemental Telehealth Benefit (Teladoc®) Frequently Asked Questions (FAQ)

Background Information

Clever Care includes telehealth as a supplemental benefit on all plans for 2025. Please make sure to refer to the Evidence of Coverage (EOC) for details on the specific benefit.

Plan	Benefit Description (cost per visit)
Longevity (HMO)	\$0 copay for Medical \$40 copay for Mental Health
Total+ (HMO C-SNP)	20% coinsurance copay for Medical 20% coinsurance copay for Mental Health
Value (HMO)	\$0 copay for Medical \$40 copay for Mental Health

- **Who is our supplemental telehealth vendor?**
 - Clever Care’s vendor is Teladoc®.
- **What services does Teladoc offer?**
 - Teladoc service is for general medicine and mental health support.
 - Members have 24/7 for help with general medicine (non-emergency) conditions like cold & flu, sinus infections, allergies, and more.
 - Members also have 24/7 access to mental health support including - scheduling a visit with a therapist or psychiatrist, for challenges like depression, anxiety, stress, or not feeling like yourself, and many others.

- **Do all Clever Care members have the benefit?**
 - Yes, Clever Care is offering the Teladoc service as a supplemental benefit continuing to plan year 2025. This service is in addition to the telehealth Medicare-covered benefit which may be available through the member's regular provider.
- **How do members access the Teladoc benefit?**
 - Members can call Teladoc at 1-800-TELADOC (1-800- 835-2362)/ (TTY: 1-855-636-1578), or
 - Access the service electronically via the website at www.teladoc.com, or
 - mobile smart phone by downloading the Teladoc mobile app.
- **Can a Teladoc provider prescribe medications?**
 - Yes.
- **Is language support available with Teladoc?**
 - Yes. Teladoc uses an interpreter service if a member would like to communicate in a language not already supported by Teladoc.
- **Is there a visit summary at the end of the visit?**
 - Yes, at the end of the visit, the member will get be provided a summary of their visit.
- **Will the visit summary be sent to my PCP or caregiver?**
 - At the end of the session, the member has the option to enter an email address for additional individuals whom the member wants the summary to be delivered to.
- **If the IPA or provider group holds delegated risk for mental health, is it still okay for members to use the Teladoc Services?**
 - Members should maintain their relationship with the IPA for all medical and mental health services. Access through Teladoc is intended to supplement, **not** replace the IPA.