

## 2026 Supplemental Telehealth (Teladoc®) Guide

### Background Information

Clever Care includes telehealth as a supplemental benefit on all plans for 2026. Please make sure to refer to the Evidence of Coverage (EOC) for details on the specific benefit.

**Federal Disclaimer:** Clever Care Health Plan, Inc. is an HMO and HMO C-SNP with a Medicare contract. Enrollment depends on contract renewal.

| Plan                 | Benefit Description (cost per visit)                 |
|----------------------|--|
| Longevity (HMO)      | \$0 copay for Medical<br>\$0 copay for Mental Health |
| Value (HMO)          |  |
| Total+ (HMO C-SNP)   |  |
| Breathe+ (HMO C-SNP) |  |

### 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 2026. 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).
- Access the service electronically via the website at [www.teladoc.com](http://www.teladoc.com).
- 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 sent.

### **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 their primary doctor.