



TELACARE
THE FUTURE OF VIRTUAL CARE IS HERE

**Talk to a Doctor
Anytime.
Anywhere.**

TelaCare Member Guide

*Providing an affordable addition to any
employee benefits program.*



TelaCare.com



1-800-317-0280



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support@telacare.com

TELACARE HEALTH SOLUTIONS INTRODUCTION

TelaCare Health Solutions, LLC is a privately held corporation headquartered in Indianapolis, IN. TelaCare P.A. is a gold standard national physicians' association licensed in all 50 states, providing consumer members affordable, around-the-clock access to telephone and video consults with board certified doctors who diagnose medical problems and, when necessary, prescribe medications.

TelaCare Health Solutions offers unlimited 24/7/365 access to board certified Doctors, Pediatricians, Therapists, Pharmacists, Dentists, Optometrists, Dietitians, Sports Medicine and Alternative Medicine professionals when families need it most. These medical services are provided with unlimited usage and no consultation fees for your employees and their immediate dependents.

Founded in 2009, TelaCare Health Solutions was the idea of founder: Larry D. Jones. The goal was to provide telemedicine services to address the U.S. healthcare system's twin challenges of rapidly rising and unsustainable costs and the growing gap in access to primary care physicians. TelaCare Health Solutions tested telemedicine services directly with consumers in 2009 and with employers in 2010. The latter was a more receptive market to this service.

In 2011 TelaCare Health Solutions began offering nationwide telemedicine coverage and in 2013 the company completed building its own proprietary physician network and Electronic Health Records platform.

TelaCare Health Solutions provides telemedicine services through employers to their employees. TelaCare Health Solutions treats everyday health issues via phone and video, via the web and mobile apps.

In 2017 TelaCare Health Solutions launched its own behavioral health service as well as access to medical specialties as part of its long-term goal of becoming the most innovative, and essential health solution for its clients and their employees.

TelaCare Health Solutions differentiates itself through the use of intense engagement strategies that result in the highest utilization rates of any provider in the industry. High utilization results in savings from diverted visits to expensive physical healthcare facilities, allowing TelaCare Health Solutions to provide its clients with a ROI when purchasing the company's services.

TelaCare Health Solutions has grown not only its member base, but also its top line revenue by triple digit rates throughout its history. TelaCare Health Solutions was awarded Entrepreneur Magazine's best company in 2018, and was listed in Entrepreneur Magazine's top 100 companies in 2019.

YOUR HEALTHCARE JUST GOT A WHOLE LOT EASIER WITH TELACARE

Dear TelaCare Member,

JUST IMAGINE... You wake up one morning with sudden cold-like symptoms like stuffy nose, cough, congestion. You have trouble getting an appointment with your existing doctor and you don't want to miss time at work by sitting in an urgent care or ER waiting room. **What do you do?**

You and your family now have access to on-demand healthcare from TelaCare. Rest easy knowing you have TelaCare to provide you and your family with 24/7/365 access to board-certified doctors by secure video, phone or mobile app.

TelaCare gives you the care you need anytime, anywhere without ever going to the doctor's office. TelaCare has board-certified doctors on call to help treat you and your family for a variety of health issues. Your TelaCare plan is confidential, secure and HIPAA compliant. Our TelaCare doctors can diagnose your symptoms, prescribe medications, and send your prescription to the pharmacy of your choice.

Along with your TelaCare benefits you also have unlimited access to therapists and medical specialists such as, Dermatologists, Pharmacists, Dentists, Optometrists, Dietitians, Sports Medicine Specialists and Alternative Medicine Specialists who can help 24/7 as well.

Enjoy peace of mind with TelaCare for you and your and your immediate family provided at **NO CHARGE** by your health plan or employer. This includes your spouse and dependent children at **NO ADDITIONAL** cost. All your consultations are included in your benefits plan and are available in all 50 states.

As a final important note, to get started using your benefits please read through this member booklet. You will first need to check eligibility and register then complete your medical health profile. We have provided many tools for you to learn more about your benefits and how to use them anytime, anywhere you need them most.



Warm Regards,
Larry D. Jones - CEO

Larry D. Jones

HOW DOES URGENT CARE WORK?

Imagine this...

You wake up one morning with cold-like symptoms. You don't want to take time off from work, but you need care now. **What can you do?**

1



You consider urgent care, but don't want to spend the time and money.

2



**THEN YOU
CALL TELACARE**

3



The Telacare doctor calls you back about your symptoms.

4



Turns out you have sinus problems.

5



You pick up an antibiotic at your local pharmacy on your way to work.

6



**PROBLEM SOLVED.
BOSS HAPPY.**

What is Telacare? Telacare provides a national network of U.S. board-certified doctors available 24/7/365 to resolve many of your medical issues. It's quality care when you need it at a price you can afford.

Talk to a doctor anytime for Free!

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 [Telacare.com/mobile](https://www.telacare.com/mobile)

**ACTIVATE
YOUR
ACCOUNT!**

Talk to a



anytime

TelaCare gives you 24/7/365 access to U.S. board-certified doctors through the convenience of phone or video consults. It's an affordable alternative to costly urgent care and ER visits when you need care now.

WATCH VIDEO
Click the "Play" Button



CONFIDENTIAL THERAPY AND SUPPORT SYSTEM

Most people experience some personal or family distress in the course of their lives. Professional assistance helps to ensure successful management of personal challenges. TelaCare Health Solutions offers members 24/7 telephonic counseling as a convenient first step in getting such support.

MEMBERS USE COUNSELING FOR:

Death of a loved one

Relationship issues

Parenting issues

Traumatic accident

Major illness

Substance abuse

Depression

Stress and anxiety

Workplace issues

Change & transition

Financial stress

Any reason that causes concern

- ▶ 38 percent of high school seniors have used an illicit drug in the past year (NIDA).
- ▶ Suicide is the 4th leading cause of death among 18-65 year olds (NIMH).
- ▶ 75 percent of the general population experiences at least "some stress" every two weeks (National Health Interview Survey).
- ▶ Stress in society is so prevalent that the U.S. Public Health Service has made reducing stress one of its major health promotion goals.
- ▶ Over 60 percent of visits to primary care physicians are for stress related symptoms.

FEATURES:

Since most people experience significant challenges at some point(s) in their lives, all individuals, regardless of their financial resources/occupation/personal situation can benefit from this service in managing personal or family problems.

- ▶ Convenient and efficient way to obtain a consultation and specific recommendation(s).
- ▶ Cost effective way to access support and minimize health care costs. If additional care may be needed, we assist members with finding appropriate and cost effective follow up care.
- ▶ Once you are assigned a counselor you will speak with the same counselor. This allows you to create a rapport with the person assisting you. Follow up appointments are scheduled just like an in person appointment with your counselor.

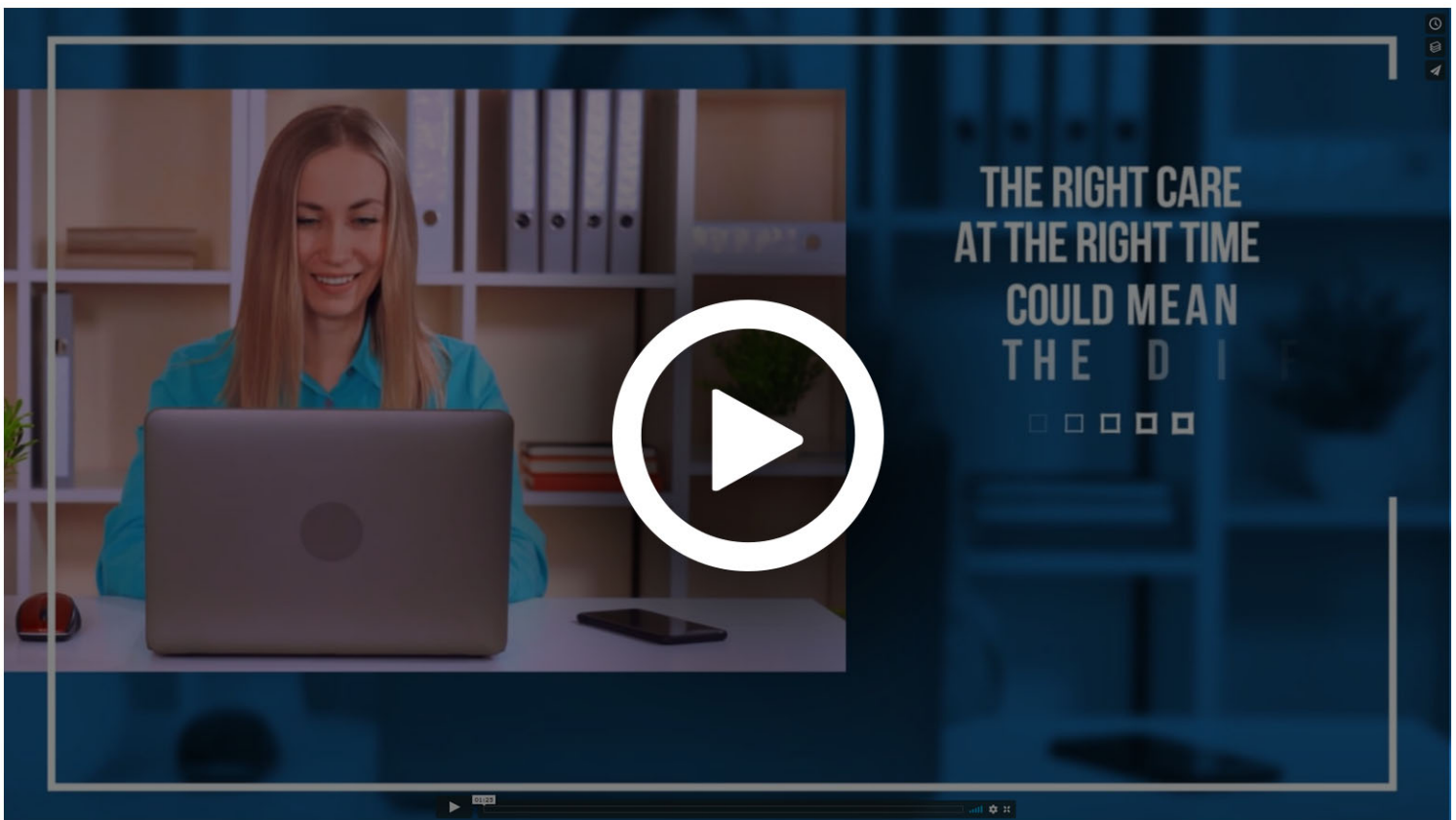
FACTS AND FIGURES:

- ▶ In any given year, 25% of the population experiences some type of diagnosable mental health condition (National Institute of Mental Health).



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WATCH VIDEO
Click the "Play" Button





Don't let a worry keep you from **YOUR VACATION!**

Regardless of your medical question, TelaCare is the right spot. Our users ask whatever they want, whenever they want, and are guaranteed personal responses from professionals who know.

TelaCare's mission is to empower families to take more control of their health.

ASK A MEDICAL SPECIALIST

TelaCare's ask a specialist gives 24/7 access to board-certified:

- Pharmacists
- Dentists
- Optometrists
- Dietitians
- Sports Medicine Professionals
- Alternative Medicine professionals
- And More!

WHAT IS ASK A SPECIALIST?

TelaCare gives individuals and their family members unlimited email access to board certified medical specialists who provide personal answers to all health related questions. Individuals now have the ability to easily get their questions answered and thus become more informed, more confident decision makers.

HOW TO USE THIS?

Members receive the answers they need to effectively execute health decisions.

Simply log into your account, go to the "Consultations" tab and select "Ask a Specialist" then select your medical specialist and ask a question.

Ask a medical specialist for Free!



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Expert Advice when you NEED it most...Stop searching the web for bad advice. Email physicians, psychologists, dentists, dietitians, fitness trainers (and more) and get personal answers to your questions in a few hours. Regardless of your medical question, TelaCare Health Solutions is the right spot. With a proven return on investment, TelaCare empowers people to take control of their health and make more efficient use of healthcare dollars.

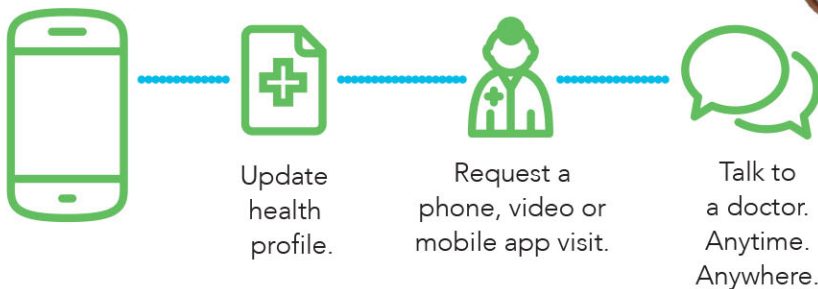
WATCH VIDEO
Click the "Play" Button

◆ IT'S HARD TO KNOW WHO TO TRUST

A video player interface. On the left, a grey box contains the text "◆ IT'S HARD TO KNOW WHO TO TRUST". The main video area shows a woman with long brown hair, wearing a green top, looking down with a distressed expression, her hand resting on her forehead. A large white play button is centered over the video. At the bottom, there is a video player control bar with a progress bar and icons for play, volume, and full screen. In the top right corner of the video area, there are small icons for back, forward, and refresh.

HEALTHCARE NOW AT YOUR FINGERTIPS

TelaCare's **mobile app** gives you simple and convenient access to a doctor in **10 minutes or less***.



TELACARE CAN TREAT

- Cold & flu symptoms
- Respiratory infection
- Sinus problems
- Ear infection
- **And more!**



USE TELACARE WHEN

- You need care now
- You're considering the ER or urgent care for a non-emergency issue
- Traveling out of town



TELACARE'S WAIT TIME

Talk to a doctor in **less than 10 minutes**

(*median call back time)



DOWNLOAD THE MOBILE APP



Talk to a doctor anytime for Free!



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**DOWNLOAD
THE APP!**



ACTIVATE YOUR ACCOUNT

and provide your
health profile today.

WATCH VIDEO
Click the "Play" Button

A video player interface with a dark blue background. On the left, the text 'IT ONLY TAKES A FEW STEPS' is displayed in a light blue, sans-serif font. Below this text is a progress bar with five small white squares. In the center, there is a large white play button icon. The background of the video player shows a laptop screen displaying the TELACARE website, with a person's hand visible on the keyboard. The video player has standard controls at the bottom, including a play/pause button, a progress bar, and volume controls.