



# Care from home

Access quality care with telehealth services



Can't make it into the doctor's office? From the comfort of home, you can meet with a licensed primary care physician (PCP), behavioral health provider or urgent care clinic by phone, video or mobile app. It's a convenient way to receive care if an in-person visit isn't possible or required.

## Many services are covered, including:

- Routine care
- Sick visits
- Urgent care (walk-in clinics)
- Prescription refills
- Behavioral health services (individual and group sessions)
- After-hours or weekend care

Check with your doctor to see if they offer telehealth services. You'll pay the same cost share as you would for an in-person visit, according to the costs listed on your plan benefits summary.



## Questions?

Call the number on the back of your member ID card.

Aetna Medicare is a HMO, PPO plan with a Medicare contract. Enrollment in our plans depends on contract renewal. See Evidence of Coverage for a complete description of plan benefits, exclusions, limitations and conditions of coverage. Plan features and availability may vary by service area.



# Quality health care

## When and where you need it

Teladoc® gives you access to a national network of U.S. board-certified doctors by phone or video. They're available anywhere and anytime to treat many of your medical issues.



### Use Teladoc to get the care you need

It's a convenient and affordable option for quality care:

- When you need care now
- If you're considering the ER or urgent care center for a non-emergency issue
- If you're on vacation or away from home
- For short-term prescription refills

### Teladoc doctors can help with many medical conditions, including:

- Cold and flu symptoms
- Allergies
- Sinus problems
- Sore throat
- Respiratory infection
- Skin problems





**Teladoc.com/Aetna**

**1-855-Teladoc (1-855-835-2362)**

## **Aetna is here to help**

If you have questions about your health plan,  
call **1-888-267-2637 (TTY: 711)**,  
Monday–Friday, 8 AM–6 PM ET

Consultations in Idaho are available by video only. First consultations in Arkansas and Delaware must be done by video. Consultations in Georgia have a 72-hour prescription limit. Teladoc does not operate in the U.S. territories. Aetna Medicare is a PDP, HMO, PPO plan with a Medicare contract. Enrollment in our plans depends on contract renewal. Other physicians are available in our network. See Evidence of Coverage for a complete description of plan benefits, exclusions, limitations and conditions of coverage. Plan features and availability may vary by service area.