

wellcare

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How to Get Started with Telehealth



Telehealth, or virtual care, lets you speak to a doctor, nurse, or therapist by phone or video. With telehealth, you do not have to leave the comfort of your home for many basic healthcare services.

During your virtual visit, you will use your computer, phone, or tablet to meet with a doctor or medical professional. They will discuss your symptoms, recommend treatment, and write a prescription if you need one. You can choose to have a voice call with your provider, or you can see each other face to face with a video call — whichever works best for you.



Your Telehealth Options

Many providers offer telehealth services directly. They can tell you how to get started with the service they use.

If your doctor or clinic doesn't offer telehealth, you can schedule a virtual appointment through Wellcare's telehealth provider network. Teladoc+ is one option that is available in all Medicare markets. See page 6 for more information about Teladoc.



How to Use Telehealth on Your Smartphone, Tablet, or Computer



Prepare and Plan

- Ensure your device (computer, tablet, or smartphone) is charged and has a strong internet connection.
- Find a quiet, well-lit space to take your call.
- Have your member ID, payment card, medication list, and pharmacy information ready.



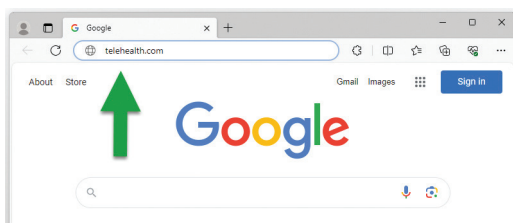
Choose your Platform

- If your provider offers telehealth services directly, they probably have a specific app or website that they use. They will give you this information.
- If you are using Teladoc, or another telehealth vendor, you will use their website or app.



Visit the Telehealth Website

- Open your web browser. On most devices the web browser icon is easy to find. Look for the Safari, Google Chrome, Firefox, or Microsoft Edge icons. There are other browsers, too.
 - If you're using a smartphone or tablet, tap on the icon for your web browser. It is usually on the home screen or in your list of apps.
 - If you're using a computer, look for the browser icon on the desktop or in the taskbar (the bar at the bottom of the screen). You can also find your browser by searching for its name in the search bar at the bottom of your screen. Double click to open.
- At the top of the browser window, you will see a long bar where you can type the website address. This is the address bar or URL bar. Click or tap to begin typing.



- Enter the website that your healthcare provider gave you for the telehealth platform.
- After typing the address, press “Enter” on your keyboard or tap the arrow symbol to load the website.



Create an Account

- Look for the “sign up” or “create account” option within the app or website. Click on it to start the registration process.
- Enter your personal information in required fields, such as your name, date of birth, email address, phone number, and other details.

Teladoc HEALTH

Username

Password

Remember my username

Sign In

[Forgot username?](#)
[Forgot password?](#)

[Set up your account](#)

Let's get started

Enter your information just as it appears on your health insurance card or pay stub.

* Required

First Name*

Last Name*

Email*

Country*

ZIP code*

Sex assigned at birth*

Date Of Birth*

I received a Teladoc Health code from my employer or insurance company.

Next

- Choose a username and password. Your password may need to have a mix of capital and lowercase letters, numbers, or special characters.
- Verify your account. Some platforms require that you verify your identity by clicking on a special link in an email or entering a code sent to you by text message. Follow the prompts to complete this step.
- Complete your profile and medical history. You may be asked to enter your health details, such as current medications, allergies, and any health problems you may be having.

Your medical history

Medication(s) [Add new +](#)
 No medication history

Allergies [Add new +](#)
 No allergy history

Lifestyle

Do you smoke / use tobacco?

Do you drink alcohol?

Have you traveled overseas in the past 2 months?

When was your last visit to the doctor? *
 MM/DD/YYYY

Health Problems

ASTHMA

Next

- Link your payment information. You may need to enter your health plan member ID. This lets the telehealth provider submit claims for any of your telehealth visits. If you have a copay, you may also need to add a debit card or credit card.
- Finally, you may be asked to enter your local pharmacy information in case your provider needs to write a prescription for you.



Explore Features

- Once you’ve set up your account, take some time to explore the platform. Get to know common features, like how to make an appointment, see your medical records, or join a telehealth session.



Schedule Appointment

- If you're ready to schedule a visit, use the platform's scheduling feature to book an appointment. This feature is usually found on the home page.
- The telehealth service will give you a date and time for the call.
- On most platforms, you can choose to have a voice call or a video call in which you'll be able to see your provider face to face.



Testing

- Before your appointment, make sure your microphone and/or camera are working correctly. Look for "settings" or "test call." There should be a way to make sure your microphone is picking up your voice and that your camera is working, if you choose to use it.
- Check your appointment. Look for the "appointments" section for information about your call. Click on the appointment to see details and other options.



Join the Call

- When the day of your appointment arrives, log in to the app or website a little before your scheduled time.
- Go to the "appointments" section and look for the option to "join call" or "start appointment." This may vary depending on the specific app or website you are using.
- Sometimes the telehealth service will call you directly. A voice recording will let you know that your provider will be joining the call soon.



During the Call

- Be patient if there are technical difficulties. Sometimes the provider will have to call you back.
- Speak clearly and openly about your health concerns.
- If necessary, ask the provider to explain anything you don't understand.
- Take notes. Have a paper and pen handy to jot down recommendations.



After the Call

- After the call, follow any instructions given by your provider. Pick up any prescriptions you may have been given.
- Don't hesitate to contact the provider or their support team if you have any questions or problems after the call.
- Give feedback about your experience. If something was particularly helpful or challenging, let the telehealth provider know. It is OK to take your time and ask for help if needed.



Teladoc

If your provider doesn't offer telehealth, you can schedule an appointment through Teladoc. Wellcare partners with Teladoc to provide members with telehealth services. Teladoc is available to all members 24 hours a day, seven days a week.

To use Teladoc, you can:



Call **1-800-835-2362** (TTY: **711**).



Visit **teladoc.com/wellcare**



Download the Teladoc mobile app

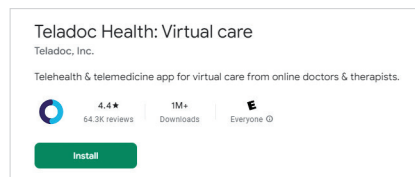
In this section, we'll talk specifically about how to use Teladoc.



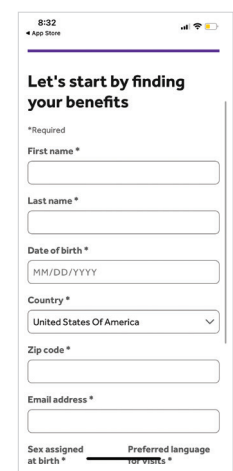
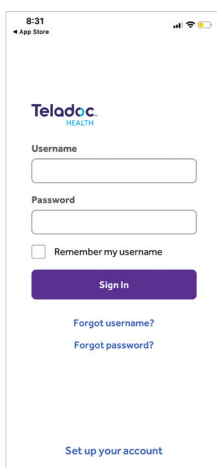
How to Get Started With Teladoc on the Mobile App

If you're using a smartphone or tablet (like an iPad), you can use the Teladoc app.

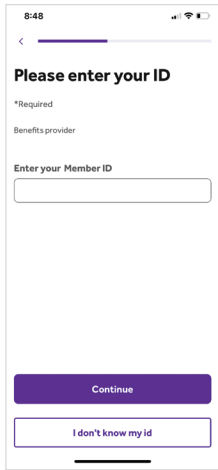
- 1 Open the app store on your device. You can usually find the app store on the home screen or in your list of apps.
- 2 In the app store search bar, type "Teladoc Health." Several search results will appear. This is the one you want to use (it may look like one of the options below, depending on your device type):



- 3 Select "Download," "Install," or "Get" to download the app onto your device. You may need to enter your app store username and password to download the app.
- 4 Once the app has downloaded, click the Teladoc icon on your device to open the app.
- 5 Select "Set Up Your Account" at the bottom of the page.
- 6 Enter your name, email, and other information. Teladoc will keep your information secure. When you're finished with the first part of the form, select "Continue" and enter any additional information that is needed.



- 7 Select your health insurance and enter your health plan member ID so Teladoc can check your coverage.



- 8 Enter your address. Then, set a username and password for your Teladoc account. You will also set security questions, so you can access your account if there are any issues with your password.

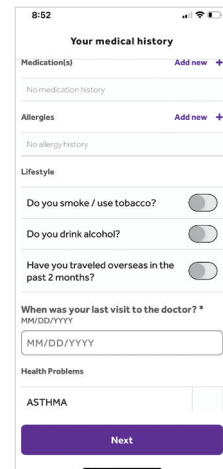
- 9 Once you complete the registration, your device may ask if you want to get notifications from Teladoc. We recommend that you allow notifications, so you get alerts about your appointments and messages.

- 10 Next, you will answer questions about your medical history.

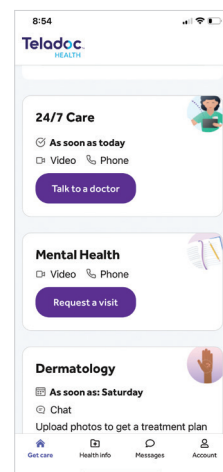
- Enter your height and weight, medications, and allergies.
- There are also questions about your health history and habits. If you do not select a habit or condition, the response will default to “no.” You can change the response to “yes” as needed.

If you answer “yes” to having a certain health condition, Teladoc will ask if the condition is current.










- The information that you give will become part of your electronic record. You can update this information any time.



- 11 Once you complete your medical history, select “Get Care” in the bottom left corner of the app. This will bring you to the appointment section, where you can view all the appointment options. Click the purple button for the type of appointment you want to schedule.



- 12** Select your name or the name of the person who will be attending the visit. You will also have to answer a few questions to help Teladoc and the provider prepare for your visit:

-  Select state location at time of your visit.
-  Select whether you want a video call or phone call.
-  Select the reason for the visit.
-  Select a time to speak to a medical professional (ASAP or scheduled).
-  Select the medical professional.
-  Upload images of your injury or illness, if you like.
-  Enter your phone number.
-  Select whether or not you would like to send a copy of your visit to your primary care doctor.
-  Enter your pharmacy information in case you need a prescription.

- 13** Now you're scheduled! In a few minutes you'll get a "Video Consultation Confirmation" email. It will explain how to prepare for your call on your mobile device using the app.

When the provider is available, click the button that says, "Join Video Now." Try to check in about 10 minutes early to prepare for your appointment. You will want to make sure your device's microphone and speakers are on, and your camera if you're doing a video call.

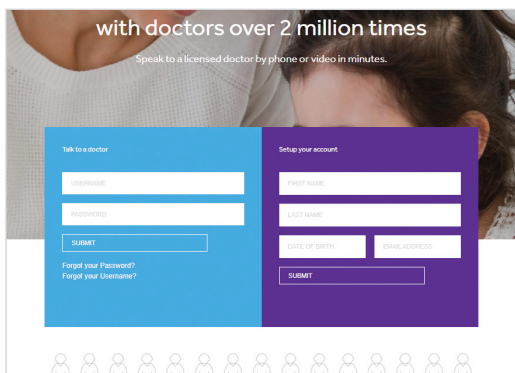
You're ready to go!



How to Get Started With Teladoc on the Computer

1 Open your internet browser and visit **wellcare.com/Teladoc**.

2 Once you get to the website, use the purple section on the right to set up an account. Enter your name, date of birth, and email address. Click “Submit.”



3 Enter your country, ZIP code, and sex assigned at birth. Click “Next” and enter any additional information that is needed.

Let's get started
Enter your information just as it appears on your health insurance card or pay stub.

* Required

First Name*

Last Name*

Email*

Country*

ZIP code*

Sex assigned at birth*

Date Of Birth*

I received a Teladoc Health code from my employer or insurance company.

4 Select your health insurance and enter your health plan member ID so Teladoc can check your coverage.

5 Enter your address. Then, set a username and password for your Teladoc account. You will also set security questions, so you can access your account if there are any issues with your password.

6 Next, you will answer questions about your medical history.

- Enter your height and weight, medications, and allergies.
- There are also questions about your health history and habits. If you do not select a habit or condition, the response will default to “no.” You can change the response to “yes” as needed.

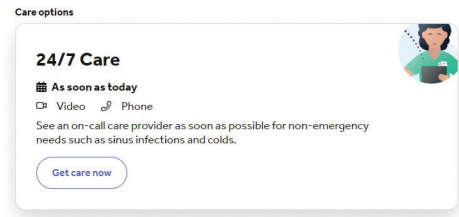
If you answer “yes” to having a certain health condition, Teladoc will ask if the condition is current.

- The information that you give will become part of your electronic record. You can update this information any time.

Health Problems

| | |
|--------------------------|-------------------------------------|
| Asthma | <input checked="" type="checkbox"/> |
| Kidney Problems | <input type="checkbox"/> |
| High Blood Pressure | <input checked="" type="checkbox"/> |
| Diabetes | <input type="checkbox"/> |
| Heart Problems | <input type="checkbox"/> |
| Headaches/Migraines | <input type="checkbox"/> |
| Urinary Tract Infections | <input type="checkbox"/> |

7 On the Teladoc homepage, you can view the types of care that are available for your plan. Click on the box to schedule an appointment.



8 Select your name or the name of the person who will be attending the visit. You will also have to answer a few questions to help Teladoc and the provider prepare for your visit:

- Select state location at time of your visit.
- Select whether you want a video call or phone call.
- Select the reason for the visit.
- Select a time to speak to a medical professional (ASAP or scheduled).
- Select the medical professional.
- Upload images of your injury or illness, if you like.
- Enter your phone number.

- Select whether or not you would like to send a copy of your visit to your primary care doctor.
- Enter your pharmacy information in case you need a prescription.

[Back](#)

A few more details

*Required

What's the reason for your visit?*

Are you currently pregnant? *

Are you currently breastfeeding?*

Yes No

Upload images (optional)

[Continue](#)

9 Now you're scheduled! In a few minutes you'll get a "Video Consultation Confirmation" email. It will explain how to prepare for your call on your mobile device using the app.

When the provider is available, click the button that says, "Join Video Now." Try to check in about 10 minutes early to prepare for your appointment. You will want to make sure your device's microphone and speakers are on, and your camera if you're doing a video call.

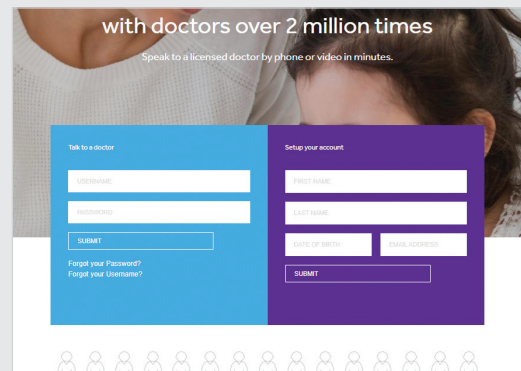
You're ready to go!



Teladoc Health Sign-In for Your Next Visit

Once you've registered with Teladoc, just log in the next time you need an appointment.

- 1 Visit **Teladoc.com/wellcare** or open the app.
- 2 Enter your username and password.
- 3 Select the kind of visit you want and follow the same steps to prepare for the appointment.





Telehealth Costs and Plan Details



Just like an in-person visit, your plan's copays, coinsurance, and deductibles may apply.



Any in-person care that needs prior authorization will need the same prior authorization through telehealth.



Before you finish scheduling your visit, you can see the estimated cost.



You must use in-network providers for non-emergency telehealth care.



Questions?

Depending on your plan, you may have other options for telehealth care. If you have questions or need help, please call Member Services using the phone number on the back of your member ID card. TTY users dial **711**.

From October 1 to March 31, we are here seven days a week, from 8 a.m. to 8 p.m. From April 1 to September 30, we are available Monday through Friday, from 8 a.m. to 8 p.m.

Washington residents: “Wellcare” is issued by Wellcare of Washington, Inc.

Washington residents: “Wellcare” is issued by WellCare Health Insurance Company of Washington, Inc.

Out-of-network/non-contracted providers are under no obligation to treat Plan members, except in emergency situations. Please call our customer service number or see your Evidence of Coverage for more information, including the cost-sharing that applies to out-of-network services.

Louisiana D-SNP members: As a Wellcare HMO D-SNP member, you have coverage from both Medicare and Medicaid. You receive your Medicare health care and prescription drug coverage through Wellcare and are also eligible to receive additional health care services and coverage through Louisiana Medicaid. Learn more about providers who participate in Louisiana Medicaid by visiting www.myplan.healthy.la.gov/en/find-provider or <https://www.louisianahealthconnect.com>. For detailed information about Louisiana Medicaid benefits, please visit the Medicaid website at <https://ldh.la.gov/medicaid> and select the “Learn about Medicaid Services” link. To request a written copy of our Medicaid Provider Directory, please contact us.

Notice: TennCare is not responsible for payment for these benefits, except for appropriate cost sharing amounts. TennCare is not responsible for guaranteeing the availability or quality of these benefits. Any benefits above and beyond traditional Medicare benefits are applicable to Wellcare Medicare Advantage only and do not indicate increased Medicaid benefits.

View non-discrimination notices and Multi-Language inserts for your health plan and state here: <https://www.wellcareca.com/medicare-disclaimers.html>

†Other Providers are available in our network.



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