

# Virtual Care

Get expert health care from the comfort of home, 24/7.

Passport Health Plan by Molina Healthcare is pleased to partner with Teladoc to offer you virtual care. Now it's simple to connect to a board-certified doctor by phone, video or mobile app, from anywhere.



## Virtual Care means:

- Convenient online or phone visits, from wherever you are.
- No appointment is needed. Get the right care, right now.
- You're treated at NO COST! Visits are free for Passport members.

## Use Teladoc for:

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

If at any point your symptoms worsen or you feel like you are experiencing a medical emergency, call 911 or proceed to the nearest emergency room.

## Set up your account today!

### 1. Choose from one of three ways:

**Online:** Go to <https://member.teladoc.com/molina/KY> or

**Mobile app:** Download the app and click **"Activate account."** Visit [Teladoc.com/mobile](https://teladoc.com/mobile) to download the app or

**Call Teladoc** at **1-800-Teladoc (1-800-835-2362)** for help registering your account over the phone.

### 2. Provide your medical history.

Your health records are 100% secure and private. We provide this information only to our doctors, so they can treat you effectively.

### 3. Now you're ready for an online or telephone visit any time.

With your account set up, you can ask for a virtual visit whenever you need care. Just click "Request a Consult."

## Frequently Asked Questions

### **What is virtual care?**

Virtual care is a convenient way to receive medical care without leaving your home or wherever you are. Teladoc provides virtual medical visits for Passport members.

### **Who are the virtual care doctors?**

Teladoc doctors are U.S. board-certified in Internal Medicine, Family Practice, or Pediatrics. They average 20 years of experience. They are licensed in your state, and include virtual care in their day-to-day practice to provide people with convenient quality medical care.

### **Do virtual care doctors replace my doctor?**

No. Virtual care is for when you need care now for non-emergency medical issues. It's a convenient alternative to urgent care and ER visits.

### **What kind of care does virtual care provide?**

It provides adult and pediatric general medical care.

### **What ways are there to get virtual visits?**

You can talk with a Teladoc doctor through your phone, internet video through the secure member portal, or video through the Teladoc mobile app.

### **How quickly can I talk to the doctor?**

The average call-back time is just 10 minutes. If you miss the doctor's call, you will be returned to the bottom of the waiting list. Your request will be cancelled if you miss three calls.

### **Is there a time limit when talking with a doctor?**

No. There is no time limit for virtual visits.

### **Can Teladoc doctors write a prescription?**

Yes, Teladoc doctors can prescribe short-term medication for a wide range of conditions. Our doctors don't prescribe substances controlled by the DEA, or nontherapeutic and/or certain other drugs which may be harmful because of potential abuse.

### **How do I pay for a prescription called in by Teladoc?**

When you go to your pharmacy to pick up the prescription, you may use your insurance card to help pay for the medication.

### **Is the online visit free no matter how long it takes?**

Yes! As a Passport member, your online visits cost you nothing. However, cell phone and internet usage rates from your service provider apply.

### **Can I provide virtual visit information to my doctor?**

Yes. You have 24/7 access to your electronic medical record. You can download a copy online from your account or call Teladoc and ask us to mail or fax your medical record.

**Questions? Call us at (888) 483-0760**

