

# Feel better.

Talk to a doctor **for free** by phone or video 24/7.

**HealthiestYou provides a free, fast, and easy way to take care of your health.**



### See a doctor 24/7

Talk to a licensed doctor by phone or video from anywhere



### Save money

Find the lowest-cost prescriptions in your area



### Find a pharmacy nearby

Locate a pharmacy near you to pick up prescriptions from your doctor visit\*

\*Medicine is prescribed when medically necessary



## Set up your account today

Download the app for free doctor visits

HealthiestYou.com | 866-703-1259



**HealthiestYou is now part of Teladoc Health, the global leader in virtual care.**

Teladoc Health, Inc., on its own behalf and on behalf of its affiliates and/or wholly owned subsidiaries including but not limited to Best Doctors, Inc.; HealthiestYou, Inc.; Teladoc Physicians, P.A., and Teladoc Behavioral Health, P.A. (collectively referred to as "Teladoc Health," "we," "us," or "our"), owns and operates the websites located at www.teladoc.com, www.bestdoctors.com, www.askbestdoctor.com, members.bestdoctors.com, www.healthiestyou.com, and various mobile applications (collectively, the "site" or "sites"). Through these sites we operate various online services that enable eligible individuals ("members") to receive various types of healthcare information and telehealth services ("services"). The sites also have public portions that allow anyone to educate themselves on the services available from Teladoc Health. 10E-207B\_347083860\_05282019

# Healthy skin, fast-tracked.

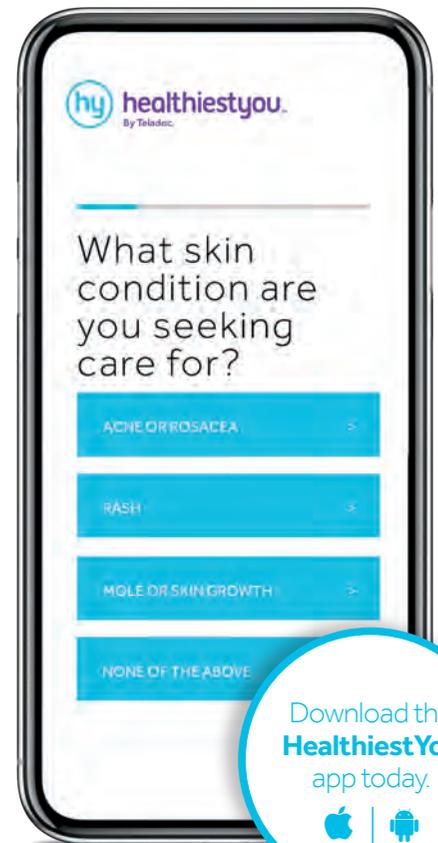


Be your **Healthiest You**

In two business days or less, you can get a diagnosis and treatment of skin conditions like acne, rashes, eczema, psoriasis, rosacea, and more. No appointment necessary — you'll communicate with a U.S. board-certified dermatologist through our online message center.

## Here's how it works:

- 1 Request a consult**  
on the HealthiestYou app.
- 2 Take and upload pictures**  
of your skin condition.
- 3 Choose your pharmacy**  
in case the doctor prescribes medication.\*
- 4 View your results online**  
within two business days.



## Download the HealthiestYou app today.

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<sup>1</sup> Check your plan for pricing details.

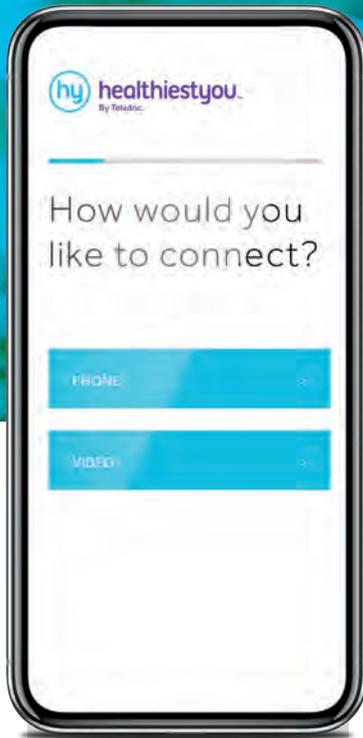
<sup>2</sup> Prescriptions provided when medically necessary.

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# Feel like yourself again with therapy by phone or video.

Talk to a HealthiestYou therapist from wherever you're most comfortable as part of your All Savers® Alternate Funding benefits.



### Flexible

Choose a licensed therapist who best fits your needs.



### Convenient

Schedule and have a visit 7 days a week\* by phone or video.



### No cost to you

All HealthiestYou sessions are included.



## Download the app for a confidential therapy visit.

HealthiestYou.com | 866-703-1259



\*Available 7 a.m. to 9 p.m. in your local time zone. HealthiestYou Behavioral Health is available to members ages 18 and older.

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Administrative services provided by United HealthCare Services, Inc. or their affiliates. Stop-loss insurance is underwritten by All Savers Insurance Company (except MA, MN, and NJ), UnitedHealthcare Insurance Company in MA and MN, and UnitedHealthcare Life Insurance Company in NJ. 3100 AMS Blvd., Green Bay, WI 54313 (800) 291-2634.

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# Take relief into your own hands.

Learn easy and effective ways to get relief for your neck and back pain.



Be your **Healthiest You**

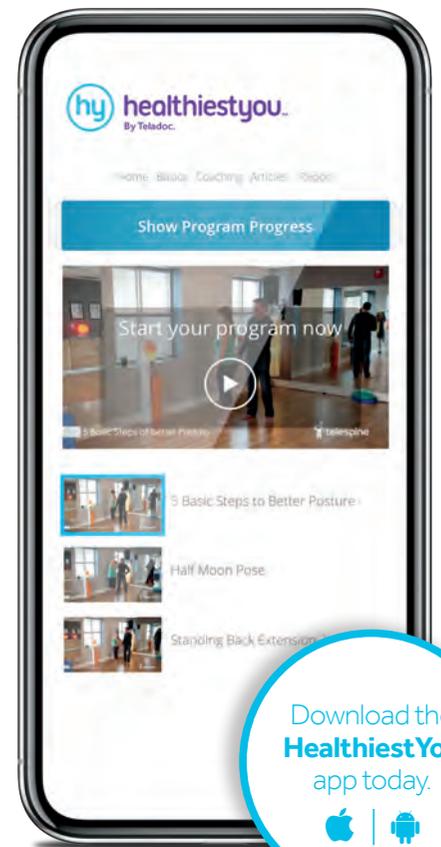
Build strength, reduce pain, and improve flexibility and posture without having to go to a physical therapist's office.

## Our **FREE Neck and Back Care** program provides:

- Relief in just 10 minutes a day using our guided videos in the app.
- Expert support through certified coaches.
- Personalized progress monitoring to help you stay on track.

## Here's how it works:

- 1 Click "Neck and Back Care" in the HealthiestYou app.
- 2 Complete a 5-minute assessment.
- 3 Contact a certified health coach for a personalized plan.



## Download the HealthiestYou app today.

HealthiestYou.com | 866-703-1259

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# Healthcare that fits your life

With HealthiestYou, convenient care is within reach.



Take control of your health. Download the app to start using your healthcare services at no cost to you.



## General Medical

Talk to a doctor 24/7 for conditions like the flu, bronchitis, allergies, sore throats and more.



## Mental Health

Have real conversations and see progress with a therapist of your choice. Available 7 days a week from the privacy of your own home. Also discover digital content and resources based on your goals and needs.



## Dermatology

Start an online skin review with a dermatologist by uploading images and details of your concern. Get a treatment plan and prescription if needed in 24 hours or less.



## Expert Medical Services

Get a second opinion on a condition or diagnosis from nationally recognized medical experts.



## Digital Physical Therapy

Overcome pain from home through a custom plan from a physical therapist and personalized content.

**Current estimated wait time**

**10 mins or less**

This is an estimate only. Your actual wait time may vary during peak hours.

**When is a good time?**

\*Required

Select visit type\*

Phone  Video

Select a time\*

As soon as possible

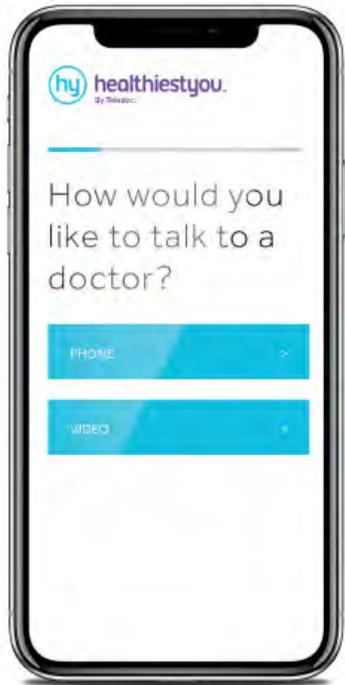
**Continue**

## Download the app to access healthcare at no cost to you

Visit [HealthiestYou.com](https://www.healthiestyou.com)

Call 1-866-703-1259 | Download the app  | 

## Set up your HealthiestYou account in 4 easy steps.



Download the app to connect to doctors for free by phone or video 24/7, shop the lowest-cost prescriptions, and much more.

- 1 Download the app**  
Search "HealthiestYou" in the app store or on Google Play.
- 2 Set up your account**  
Once you've downloaded the app, select "Register," then choose "Employee" as your membership type.
- 3 Enter basic contact information**  
Type in your last name, date of birth, and ZIP code.
- 4 Type in your security information**  
Enter a valid email address, password, the best number for our doctors to reach you, your preferred language, and accept terms and conditions.

  
**All doctor visits are free. Download the app today!**    
HealthiestYou.com | 866-703-1259  
 

- App:** 'HealthiestYou' available on iPhone/ Android/ tablet (You can request all 4 types of visits)
- Website:** [member.healthiestyou.com](https://member.healthiestyou.com) (You can request all 4 types of visits)
- By phone - Hotline #:** (866) 703-1259 x1 (English) x2 (Spanish) (You can **only** request a general medical visit by using the phone call option)

# How to add dependents to your HealthiestYou account using the mobile app.

1. Open the "HealthiestYou" app and select the icon in the upper right hand corner.
2. Select "Family". The app will show display the names of anyone listed on your account.
3. Select "Add a Family member" to add a Spouse/Dependent that is not listed.
4. Complete the required fields. Once saved, your Spouse/Dependent will now be able to register their own mobile app profile.

Spouses and dependents over the age of 18, must register their own account using a separate email.



**NOTE: Any Spouse/Dependent that is added, will need to wait 24 hours to become effective.**

All consultations with the doctors will also be free (\$0 visit fee) for these family members. Their only cost would be any medication IF the doctors write a script

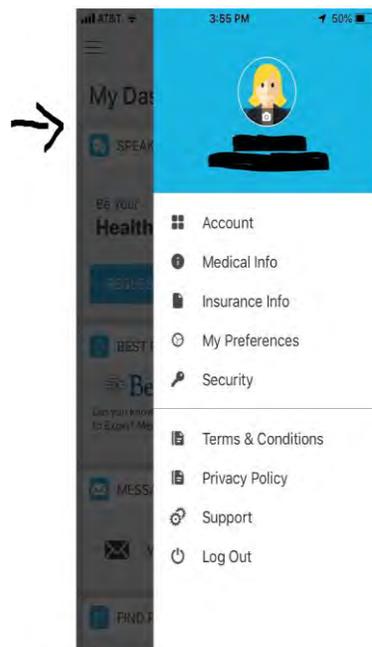
## Set up your account today

HealthiestYou.com | 866-703-1259

### Quick Navigation Tips in the App:



By tapping the circle in the upper right, you will get this this menu:



The Account section is for all your personal information.

The Medical Info section:

You must fill out the required information in the Medical History tab; it will not allow you to schedule a virtual visit until you have done this. The physicians must know this information before they can treat you or prescribe medications for you.

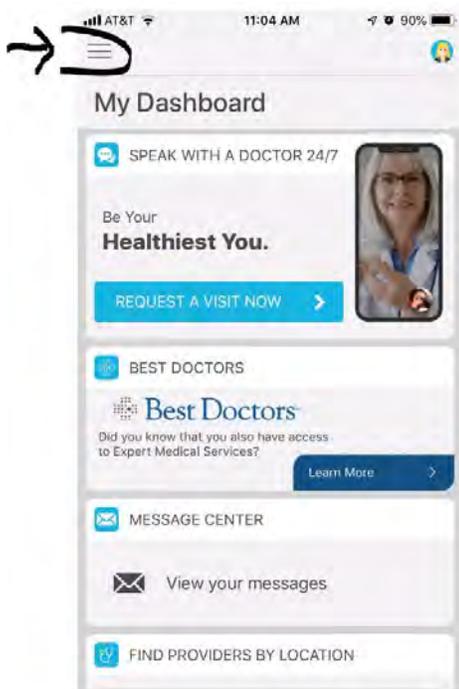
The Doctors tab – this is *optional*; if you want records of your virtual visit sent to your primary physician, then you need to enter their information into this section.

**The Pharmacies tab** – If you want the doctor to be able to call in a prescription for you, you need to use the 'find' tool in this section to select your preferred pharmacy. You can enter more than one pharmacy if you wish. When you talk to the provider, they will ask you which **pharmacy you wish to use for this visit's medication.**

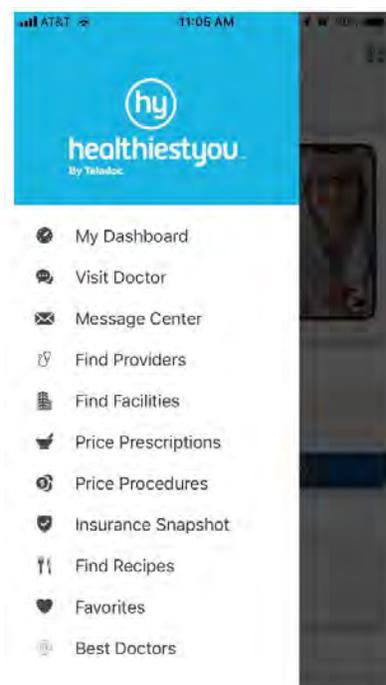
The Images tab - This will be where any pictures that you may eventually upload and send to the doctor will be stored. (For rashes, pink eye, cuts, etc.)

The Visits and Cases tabs – Once you have used the service, then your past visits and case information will be stored here for your records.

The Insurance Info section: If it is not already auto-filled, then enter in the information from your UHC insurance card.



By tapping the three lines in the upper left, you will get this menu:



Visit Doctor is where you click to set up a call. (See above)

There are also various other useful features in this menu that you can explore.

## Information About the Virtual Appointments

- When you are setting up the virtual appointment, you can schedule a **time for the call, or you can choose "Asap". Please note that Asap means within the hour.**
- When you set up a virtual visit, the call you get will always come from a **blocked number, or it will say "unknown" on your caller id.** The doctors often use their own personal phones to make these calls and are not expected to freely display their personal information.
- They will attempt to call you three times; if you do not answer the call after the third attempt, the appointment is cancelled, and you have to go back in and set up a new visit.
- Since you can use this service in all 50 states, you will be asked to provide your location each time you set up a call. When you are travelling, this is also a great option to use.
- If you need a note for work or school, you must remember to request this from the doctor while you are talking to them. These notes will be sent to the Message Center in your app. (See below) If you forget to ask the doctor, you can call Teladocs at 480-719-4825 during Mountain Standard Time business hours for assistance in obtaining a note.



Here is where Doctor's notes and other messages will appear.

# HealthiestYou and Expert Medical Services are Virtual Healthcare benefits that come along with your health insurance through UHC.

**HealthiestYou:** Also known as your "Telemedicine" benefit. HealthiestYou provides you **FREE** access to doctors, therapists, dermatologists, health coaches and medical experts by web, phone, video or app from wherever you are. This benefit helps you avoid unnecessary, in-person trips to the doctor for the smaller, non-life threatening illnesses and helps you save plenty of time and money.

***These telehealth visits cost you nothing; no copay, no getting billed later; no charge!***

The doctors can call medication into your chosen pharmacy and can provide notes for work or school.

## With HealthiestYou, you can get help for:

1. **General Medical:** Talk to a doctor by phone or video at any time, from wherever you are. Our doctors can diagnose, treat and prescribe medication when necessary for common conditions.
2. **Dermatologist:** Upload pictures of skin issues through the HealthiestYou app via message center for a confidential online review from a licensed dermatologist for skin conditions (acne, eczema, shingles, etc.)
3. **Mental Health:** Connect with a psychiatrist/ therapist by phone or video about anything from daily life to traumatic events. **(for 18+ only)**
4. **Back/Neck Care:** Gives you access to convenient Back and Neck care services. Follow quick, guided exercise videos, personalized for your back issue. Whether your back or neck is strained, you were injured at work or got hurt while playing with your kids, our certified coaches can help.

The service is accessible in all 50 states and 24 hours a day, 7 days a week, and is available to all family members living in your household, even those not on your medical coverage plan with UHC. ***Everyone 18 years or older, including spouses and dependents, need to make their own HealthiestYou account.*** ) Children under 18 can be added to the Member's account. (See further on for instructions on how to add family members.

HealthiestYou can be **used by all family in the household**, including those not insured with UHC. If our physician provides a script for an individual living in your household that is not insured through UHC, that medication would be a claim on THEIR insurance. Please add your family member(s) now to your HealthiestYou account as **it will take 24 hours for them to become active.**

**\*Please register and set-up your HealthiestYou account as soon as you receive your card and as soon as your coverage is effective. NOTE that there is a 24 hour wait from registration until a member can request a doctor consult, so do it asap so it is ready when you need it.** Once you have registered in the app or online, fill out your medical history and preferred pharmacy(s) info so it is ready when you need a visit.



Download the [HealthiestYou App](#)

Or you can register online at: [member.healthiestyou.com](https://member.healthiestyou.com)

## Expert Medical Services

7 different services available for more complicated medical situations. All 7 services are available ONLY to those taking medical coverage with UHC (not additional family members in the household).

To use, simply dial **866-904-0910** available Monday- Friday 8am-9pm EST. You can also find more information on your HealthiestYou App.

1. **Expert Medical Opinion-** Receive a 2<sup>nd</sup> opinion from a top medical expert if diagnosed with a critical illness, have an upcoming surgery, suffer from a complex medical condition, etc.
2. **Find a Best Doctor-** If you need a new physician or specialist to see in person, we can provide a top list of in network doctors.
3. **Behavioral Health Navigator-** Provides guidance and navigation for members with a mental health condition seeking an expert opinion on current diagnosis and treatment.
4. **Treatment Decision Support-** If you're having trouble deciphering between multiple treatment options, we can help you make the right decision.
5. **Ask the Expert-** For members with more complex condition specific questions, expert physicians are available for consult.
6. **Medical Records eSummary-** We collect & organize a member's medical records into one secure file and delivers them with a personalized health summary.
7. **Critical Case Support-** Draws on the expertise of leading critical care experts for acute medical events resulting in admittance to the trauma unit, ICU or NICU.