



Telehealth: Don't wait to feel better...call a doctor!

Did you know you have access to 24/7 doctor visits over the phone at no additional cost to you? It's true! And you can get a prescription written, if medically necessary.

Do you know what people usually say **BEFORE** they use Telehealth?

"HMMM, I don't know if that'll work."

Do you know what they say **AFTER** a Telehealth visit?

"WOW! That was easy! I'm totally doin' that again!"

Here are two pieces of advice:

1 Have you completed your Telehealth account setup?

If not, click the Telehealth icon from your member app or portal and take a few minutes to do it now - before you get sick ;-)

If you need help, chat with AI Assistant Bonnie at freshbenies.com or call Member Services at 1-855 647-6762.



2 Have you requested a Telehealth visit?

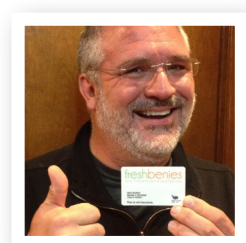
When you or someone in your family isn't feeling well and you're considering a visit to the doctor/ER/Urgent Care... STOP and request a visit!

TIP! Always use provider phone numbers in your freshbenies tech to ensure you aren't charged a visit fee.



Read page 2 for answers to the most popular Telehealth questions.

I was going to see my family 5 hours from my home. About 30 minutes into the drive, my back started to spasm, normally the start of something much worse unless I handle it quickly. Instead of a 5+ hour wait to even try to get to a doctor, I called the Telehealth service.. They called me back and called in a prescription to a pharmacy right by my destination. I was able to pick it up before seeing my family and had a great visit. What an amazing service to have! — Mike



Q&A About Using Telehealth

Q: Why should I call Telehealth?

Answer:

- 24/7 access to a doctor by phone or video.
- Fast treatment. Telehealth doctors respond within 10 minutes, on average.
- Talk to a board-certified doctor from anywhere in the U.S. - at home, work, or while traveling.
- Save money by avoiding expensive urgent care or ER visits.

Q: What can the Telehealth doctors treat?

Answer:

- Allergies
- Cold & flu
- Bronchitis
- Sore throat
- Ear Infection
- Respiratory infection
- Sinus problems
- Urinary tract infection
- Pediatric care
- Poison ivy
- Pink eye
- and more...

Q: What can't Telehealth doctors treat?

Answer: Telehealth doctors do not prescribe DEA controlled substances, non-therapeutic drugs or certain other drugs which may be harmful because of their potential for abuse. In the event a doctor does prescribe medication, he/she will limit the supply based on state regulations. If you have a chronic illness, you should visit a primary care physician or other specialist for extended care. Also, based on treatment protocols, doctors may not prescribe an antibiotic for viral illnesses such as most colds, sore throats, coughs, sinus infections and the flu. Doctors may suggest alternative treatment options such as a prescription for symptom relief or over-the-counter medication.

Q: Who are the Telehealth doctors?

Answer: They are U.S. licensed doctors residing in your state who meet many additional quality assurance standards. The doctors incorporate Telehealth into their day-to-day practice as a way to provide people convenient, affordable access to quality medical care.

Need help? Call freshbenies Member Services at 1-855-647-6762, login at www.freshbenies.com or download the freshbenies app!

Q: Does Telehealth replace my doctor?

Answer: No. Telehealth doctors do not replace your primary care physician. Instead, use this service when you need immediate care for non-emergency medical issues.

Q: Can I provide visit info to my doctor?

Answer: Yes. Visit information can be shared with your doctor at your request.

Q: How do I request a visit with a doctor?

Answer: It's easy! Just log in to your freshbenies app or portal and click the Telehealth icon or call the number on the back of your freshbenies virtual card - any time day or night.

NOTE: To request visit for dependents, you will first need to add them in your freshbenies app or portal. Log in and go to Profile>Manage Dependents.

Three ways to use your freshbenies services...

1

App



2

Portal



3

Call

