



**MERITAIN<sup>®</sup>**  
**HEALTH**

*An Aetna Company*



## Let's Make Your Care One Less Worry

We know you have urgent needs, concerns and decisions to attend to as your area rebuilds in the aftermath of this recent crisis. That's why Teladoc<sup>®</sup> is offering free, easy-to-access telehealth visits to help you, your family and community get the care you need.

### Teladoc provides:



24/7 access to a  
board-certified, licensed  
doctor.



Prescriptions when medically  
necessary, sent to a  
pharmacy of your choice.

Even if you already use a Teladoc account to receive care, you'll need to call our Teladoc natural disaster hotline to request your free visit. Our member service agents are standing by to help when you're ready. You can call for care at **1.855.225.5032**.



## Frequently Asked Questions:

### What should I do to receive care now?

Call our Teladoc natural disaster hotline at **1.855.225.5032** to request a free visit. Our member service agents are standing by to help you get the care you need. Since this natural disaster benefit is available to everyone in your affected area, you'll need to call even if you already have and use a Teladoc account for care.

**Please note:** if you are a current Teladoc member, you must use the hotline to receive services free of charge.

### Can I receive care if I'm not a Teladoc member?

Yes, this service is free of charge to any individual impacted during the natural disaster. This service is not tied to any current Teladoc membership, client or health plan account.

### What can Teladoc doctors treat?

Teladoc doctors can diagnose and treat common conditions, including sinus and respiratory infections, headaches, stomach issues and many other non-emergency illnesses. When medically necessary, we can also prescribe medication and refills.

### Can I get a prescription?

Our doctors can write prescriptions when medically necessary for new ailments, as well as refills for your ongoing medications. They can be sent to a pharmacy that is convenient for you.

## Questions?

If you have any questions, we can help. Just call our natural disaster hotline at **1.855.225.5032** or visit <https://www.teladoc.com/disaster-hotline/>.



## We are Meritain Health®

As Advocates for Healthier Living, we provide easy-to-use health care benefits you can use to live well. We also take steps to help you save on the cost of your care. Contact us at the number on your ID card if you have any questions about your plan.

*This flyer is for information and is not meant as medical advice. Health benefits plans contain exclusions and limitations. Not all health services are covered. See plan documents for a complete description of benefits, exclusions, limitations and conditions of coverage. Information is believed to be accurate as of the production date; however, it is subject to change.*

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