



A smart, safe choice

Telemedicine, you can see a doctor right from home

We can all do our part to help prevent the spread of COVID-19. Using telemedicine to see a doctor is a great option to help you take care of your health, while protecting yourself and others. That's why, until further notice, we're providing you with **\$0 co-pay telemedicine visits** for any reason. Effective immediately, here are two ways you can get care through telemedicine.

1. **Telehealth visits —\$0 copay***: With a telehealth visit, you can meet with your doctor by phone or video chat without having to go into their office. When possible, we encourage this option to maintain care continuity. If you're interested, just contact your doctor. They'll let you know how they can see you by virtual care services, which include videoconferencing and over-the-phone care.
2. **Teladoc® visits — \$0 copay**: A Teladoc visit allows you to speak to a licensed doctor by web, phone or mobile app. You need to register for this service. After you register, you can schedule a session with a doctor. You can get more information or set up your account at Teladoc or call **1-855-TELADOC (855-835-2362 TTY: 711)**, 7 days a week, 24 hours a day.

*Out of network cost share may apply. Refer to your plan documents or call the number on your ID card for more information.



How to register for Teladoc

Step 1: Create an account

- Online: Go to Teladoc.com/Aetna and fill in your information under "Set up your account".
- Mobile app: Download the app and click "Set up your account". (Visit Teladoc.com/mobile to download the app.)
- Call Teladoc: They can help you set up your account over the phone at **1-855-TELADOC (855-835-2362 TTY: 711)**, 7 days a week, 24 hours a day.

Step 2: Provide medical history

Your medical history provides Teladoc doctors with the information they need to make an accurate diagnosis.

Step 3: Request a consult

Once your account is set up, request a consult anytime you need care. And talk to a doctor by phone, web or mobile app.

We're here to help

- If you have any additional questions or need assistance, contact Member Services by calling the number on the back of your medical ID card.
- Due to COVID-19, the need for care has never been greater and you may experience extended wait times. We appreciate your patience.
- Visit our COVID-19 support site at AetnaMedicare.com/coronavirus to stay up to date with the latest information.
- Be sure to register and provide contact and email information on your secure member website on AetnaMedicare.com/coronavirus.

Remember, if you need emergency care, call 911 or go to the nearest emergency room immediately.

Aetna Medicare is a HMO, PPO plan with a Medicare contract. Enrollment in our plans depends on contract renewal. See Evidence of Coverage for a complete description of plan benefits, exclusions, limitations and conditions of coverage. Plan features and availability may vary by service area.

Help/Contact us:

If you have any questions, please [Contact Us](#).

You are receiving this because you have elected to communicate with Aetna through email. If you no longer wish to receive these particular messages via email, you may [unsubscribe](#) at any time.

We are located at 151 Farmington Ave, Hartford, Connecticut 06156

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