

# Advance Medical is now **Teladoc Medical Experts.**



Your expert medical services with Advance Medical will now be provided by Teladoc Medical Experts to offer the same great medical advice, but with easier access. Get the answers you need from world-renowned experts by web, phone or app **at no cost to you.**

## Services available to you or a family member:



### Expert Medical Opinion

Get confirmation on a diagnosis or help deciding on a treatment option



### Critical Case Support

Receive expert medical guidance if you've been admitted into the hospital



### Mental Health Navigator

Receive guidance on a mental health condition or treatment that isn't improving



### Ask the Expert

Get answers to medical questions or concerns from a leading expert



### Find a Doctor

Get help finding a doctor who specializes in your specific condition

## Set up your account in minutes to get started

Visit [teladoc.com/sisc](https://teladoc.com/sisc)

Call 1-800-Teladoc (835-2362) | Download the app



# Teladoc Medical Experts

## Frequently Asked Questions

### **What is Teladoc Medical Experts?**

Advance Medical has become Teladoc Medical Experts, a leading virtual care service providing you the right expert care when you need it most. You can use Teladoc Medical Experts when you or your eligible dependents are unsure about a diagnosis or need help choosing treatment, have medical questions or concerns and want a leading expert's advice, need help finding a local expert who specializes in treating your condition or have been admitted to the hospital and want expert guidance.

### **When should I use the Teladoc Medical Experts service?**

When you have concerns or questions about a diagnosis, need help deciding on a treatment option, or question the need for surgery, Teladoc Medical Experts provides you with access to world-renowned specialists, giving you the answers and confidence you need to make informed decisions about your health. This includes a wide range of conditions, from sports injuries and pregnancy complications to rare conditions, chronic diseases, and life-threatening illnesses.

Use Teladoc Medical Experts when you or your eligible dependents:

- Are unsure about a diagnosis or need help choosing treatment
- Have medical questions or concerns and want a leading expert's advice

- Need help finding a local expert who specializes in treating your condition
- Have been admitted to the hospital and want expert guidance

### **How do I request an Expert Medical Opinion with Teladoc Medical Experts?**

You can request an Expert Medical Opinion on [Teladoc.com/sisc](https://teladoc.com/sisc), the Teladoc app or call us at 1-800-Teladoc (835-2362). Once a case is opened, you will be connected with your advocate physician, who guides you through every step in the process and coordinates your review with a team of specialists and your existing physician. Our team of doctors will work with you to develop and deliver a clear diagnosis and treatment plan that's right for you.

### **If I use Teladoc Medical Experts services, does that mean Teladoc is now my treating physician?**

No. Teladoc Medical Experts provides medical information only. These services do not provide medical care, diagnoses, or treatments. You will not be a patient of Teladoc or of any Teladoc Health expert who reviews your case. These services are only for additional medical insight on your condition. No doctor-patient relationship will be created between you and Teladoc or you and a medical expert. Your treating physician is still responsible for your care and all treatment decisions will be made solely between you and your treating physician.

### **Can Teladoc Medical Experts help me find a local specialist for an in-person visit?**

If you need help finding a specialist for an in-person visit, we will search our database of medical experts to see if any of our doctors meet your criteria and practice within a distance that works for you. You can request this service on the Teladoc mobile app or Teladoc website by clicking the "Find a Doctor" button. The team can also provide you with questions to ask your treating physician, so you feel confident and prepared for the visit.

### **Should I continue to use Advance-Medical.net and the Advance Medical app to access services?**

You should use [Teladoc.com/sisc](https://www.teladoc.com/sisc) and the Teladoc mobile app to access Teladoc Medical Experts services. To gain access to Teladoc Medical Experts services, you must register and create a new account. In order for your profile and case history to carry over, you must use the same email address that was used on your Advance Medical account. If you experience any issues, please call us at 1-800-Teladoc (835-2362) for assistance.

### **If I have a case opened with Advance Medical, what happens now?**

If you have recently opened a case that is not yet complete, we would recommend that you continue to use Advance-Medical.net and the Advance Medical mobile app for a seamless experience through case completion. You should also register and create your Teladoc account for any services needed thereafter.

If you have recently completed a case, after registering and creating a Teladoc account, your Advance Medical profile and case history will automatically transfer over\*. You can use your Teladoc account for all Medical Expert services moving forward.

*\*You must use the same email address that was used on your Advance Medical account. By using the same email address, your profile and case history from Advance Medical will automatically carry over.*

### **Do I have to travel or collect my own medical records?**

No. We will handle everything for you. All your contact with us is over the phone or online. You do not need to travel or contact your doctor(s) to obtain records, images, or other information related to your case.

### **How much do Teladoc Medical Experts services cost?**

If these services are part of your Teladoc benefits, they come at no cost to you or your eligible dependents. Any tests and treatment options recommended by one of our medical specialists are not paid through Teladoc; those payments will depend on the terms of a member's health insurance coverage. All recommendations from our specialists are completely voluntary.

### **Who should I contact if I have any additional questions or concerns?**

If you have any further questions or encounter an issue, please visit our website at [Teladoc.com/sisc](https://www.teladoc.com/sisc) or call our Member Services team at 1-800-Teladoc (835-2362).

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