

# TELEDOC

## Telemedicine 24/7 via Mobile Device or Computer

Teladoc-# 1-800-362-2667 or [www.MyDrConsult.com](http://www.MyDrConsult.com)

### Examples of Conditions Teledoc treats at \$0 Cost to Employees and dependents

- ▶ General health
- ▶ Abdominal Pain/Cramps
- ▶ Acid Reflux
- ▶ Allergies
- ▶ Animal/Insect bite
- ▶ Arthritis
- ▶ Asthma
- ▶ Backache
- ▶ Blood Pressure issues
- ▶ Bronchitis
- ▶ Cellulitis
- ▶ Cold
- ▶ Dizziness/Fever
- ▶ Flu
- ▶ Headache/Migraine
- ▶ Joint Pain/Swelling
- ▶ Laryngitis
- ▶ Pink eye
- ▶ Rash
- ▶ Respiratory infection
- ▶ Sinusitis
- ▶ Sprains & Strains
- ▶ Tonsillitis
- ▶ Vaginal/menstrual issues

# Pre-Certification by your Provider 1/1/18 is a PRIORITY

- ▶ When your provider recommends a procedure, like an MRI, or a surgery (inpatient or outpatient) they call to precertify the service. **Precertification confirms the price with the hospital or facility BEFORE you even receive the service.**
- ▶ **YOU MUST** tell your provider to **Pre-Certify your services** for anything other than an office visit, lab work or prescriptions
- ▶ **Providers MUST Contact MedWatch for Precertification on Inpatient Hospitalizations and Outpatient Surgeries: 1-800-432-8421 or [www.urmedwatch.com](http://www.urmedwatch.com)**
- ▶ It is your responsibility to confirm with the provider they have Pre-Certified your service.
- ▶ If the facility costs are unusually expensive, you will be notified of other high-rated facilities where you can receive care for less. **By choosing wisely, we keep your costs as low as possible.**
- ▶ **For Diagnostic Imaging (MRI/CT/PET) Services: OneCallCare-#(888)458-8746**

# Contact Information

<b>Topic</b>	<b>Who to Contact</b>	<b>How</b>
<b>Questions about your health plan, enrollment, and eligibility</b>	Human Resources OR Cypress Benefit Administrators	877-236-0844 <a href="http://www.cypressbenefit.com">www.cypressbenefit.com</a>
<b>Hospital or Outpatient Facility Pre-Certification for Providers</b>	MedWatch	1-800-432-8421 <a href="http://www.urmedwatch.com">www.urmedwatch.com</a>
<b>What physicians are in-network?</b>	PHCS Practitioner Only Network	866-930-7427 <a href="http://www.multiplan.com">www.multiplan.com</a>
<b>You have received a balance bill.</b>	Patient Advocacy Center (PAC)	(888) 837-2237 <a href="mailto:patientadvocacy@hstechnology.com">patientadvocacy@hstechnology.com</a> fax: (949) 891-0420

# Contact Information

Topic	Who to Contact	How
What if the physician office staff has not heard of Lab Card Select?	Lab Card Select	1-800-750-1253
What if I am traveling and get sick or my Physicians office is closed?	Teledoc	1-800-362-2667 or <a href="http://www.MyDrConsult.com">www.MyDrConsult.com</a>
What if my doctor orders an MRI / CT or PET Scan?	OneCallCare	1-888-458-8746
Questions about a specific claims and coverage	Cypress Benefit Administrators	877-236-0844 <a href="http://www.cypressbenefit.com">www.cypressbenefit.com</a>