Telehealth services available to Geisinger Health Plan members

Geisinger Health Plan (GHP) is committed to providing access to care for our members, even in times when social distancing makes a face-to-face visit to the doctor difficult. That’s why we’re proud to announce a collaboration with Teladoc to provide doctor visits from the comfort and safety of home. Telehealth services will be offered to members with no cost-sharing* through June 15, as a special provision of the COVID-19 pandemic.

This benefit is not limited to coronavirus/COVID-19 related cases. Members may use Teladoc for any routine medical need such as cold, flu, allergy, rash, sinus infection and much more. Members can get care through Teladoc in two convenient ways:

- **Online**: Visit Teladoc.com to download the Teladoc smartphone app. Use the app to create an account, fill out a short medical history questionnaire and schedule an online doctor visit. Teladoc will provide an estimate of when a doctor will contact the member. This is the fastest way to get in touch with a doctor.
- **By phone**: Call 800-Teladoc to request a call from a doctor. Teladoc will provide an estimate of when a doctor will contact the member.

**Please note**: As the coronavirus outbreak evolves, the need for telehealth care has never been greater. As a result, members may experience extended wait times. Doctors are working to provide the highest-quality care and will connect as quickly as they can. The fastest way to connect with a doctor is to use the app or web page.

Learn more about this service at [GeisingerHealthPlan.com/Teladoc](https://GeisingerHealthPlan.com/Teladoc). Cost sharing will also be waived through June 15 for telehealth services received from any network provider.

Members who are concerned about possible exposure to coronavirus or are showing symptoms of COVID-19 can consult with Teladoc doctors to evaluate risk and learn about next steps before visiting their regular doctor or a hospital.

Geisinger continues to monitor the coronavirus situation. Please visit [Geisinger.org/coronavirus](https://Geisinger.org/coronavirus) for the latest updates. Members can also call their Customer Care Team for assistance.

*Any non-GHP member who uses the Teladoc service may be responsible for a fee.