



Telemedicine \$0 Co-Pay 24/7 Care

WellHealth Online is powered by MDLIVE, with a \$0 co-pay for THT members. Providers are able to diagnose and treat conditions such as the cold and flu, fevers, strep throat, conjunctivitis (pink-eye), sinus infections, rashes and more. In addition members also have access to counselors and therapists for Teletherapy needs that can assist with behavioral health needs such as coping with loss and grief, financial hardship, marital problems, parenting advice, problems at work, stresses and challenges of everyday life, anxiety, and depression.

Accessing care through Telemedicine is a secure way to see a provider. Personal medical information is only visible to the patient and the doctor during the appointment. Through their diagnosis, patients that may need antibiotics for treatment will be able to receive a prescription from their Telemedicine doctor, pending the doctor's discretion.

Although Telemedicine provides ease and convenience to see a provider at a time that works best for patients and their families, **it is not meant to replace your chosen Patient Centered Medical Home provider, therapists, or counselors, nor should it replace true emergency or crisis behavioral health needs.** Telemedicine is meant to provide access to medical or behavioral health occasions that may happen during non-traditional hours an alternative to Urgent Care or Emergency Room visits.

WellHealthOnline.com
(866) 327-4873

Register online, or call to connect with someone that can help you register.

Provider Changes

For the Patient Centered Medical Home model to be successful we want to encourage teachers to form a relationship with their Primary Care provider to take steps to making sure an easily treatable condition doesn't develop into a long-term medical problem.

We also understand that sometimes personalities, schedules, or methods do not match, and we want to give you the opportunity to change your provider in order to create and sustain a relationship. You are welcome to submit a provider change form which can be found on the Teachers Health Trust website, or through your Healthcare Advocate. Your change will take effect in the upcoming quarter. For example if you submit a request now until March 31st, the change will happen on April 1st, 2016. There are circumstances to which this may need a change sooner, if you need to discuss your situation please call a Healthcare Advocate at 855-404-9355.

Performance Plus Plan UPDATED INFORMATION

