

## Your path to better health

Get support for conditions with personalized guidance and care plans.

### Diabetes Management

A personalized way to help manage diabetes. Get tools and support to track blood sugar levels and develop healthier lifestyle habits.

Program includes:

- A connected blood glucose meter
- Unlimited strips and lancets
- Tips, action plans and one-on-one coaching
- Real-time support for out-of-range readings

### Hypertension Management

Take control of your heart health with guidance and a personalized plan. With a smart blood pressure monitor, you can track, get support, set up reminders and message a coach, all in one place.

Program includes:

- A connected blood pressure monitor
- Step-by-step action plans based on your goals
- Tips on nutrition and activity
- One-on-one support from expert coaches

### Diabetes Prevention program

Take your first step toward a healthier tomorrow, and reduce your risk of type 2 diabetes. With the Diabetes Prevention program, you'll get access to a team of expert coaches, a library of online lessons and a smart scale— at no cost to you.

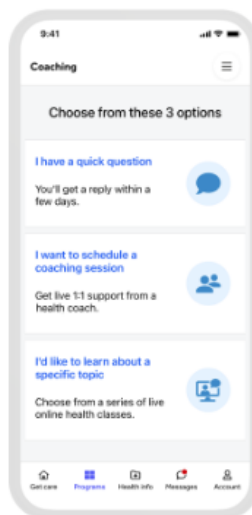
Program includes:

- Expert coaches to help with diet, nutrition, activity and more
- A smart scale that syncs to the app and web portal
- An all-in-one app to track weight, activity and food



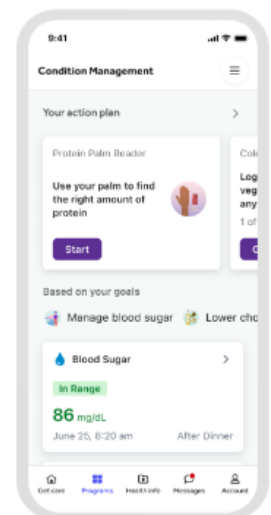
1

You'll receive the appropriate connected device(s) for your condition so you can begin your readings immediately.



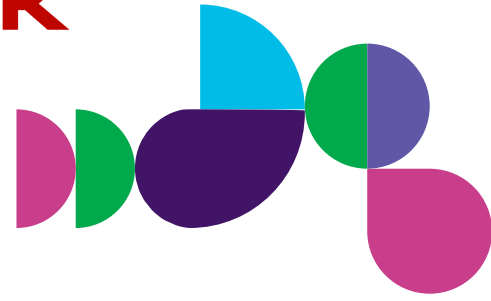
2

You will have expert health coaching and support available to you from the day you register.



3

We begin monitoring your health and feedback to develop customized tips and guidance to help you be your best.



CONDITION MANAGEMENT

# Frequently asked questions

## What is Condition Management?

It's a one-of-a-kind approach to chronic condition management using virtual care that inspires lasting changes. With our program, you get unlimited access to connected health monitoring devices, certified health coaches and support from physicians and mental health specialists—all to help manage conditions like diabetes, hypertension and prediabetes.

## How do I join?

It's easy and takes only a few minutes! To register, visit [TeladocHealth.com/Smile/CMSTX](https://TeladocHealth.com/Smile/CMSTX) and answer a few simple questions about your health. Next, download the app and log in. You may also enroll by calling Teladoc Health Member Support at 800-835-2362.

## Is this really no additional cost for me?

### How can that be?

Yes! Teladoc Health is being offered at no cost to you, including shipping. You will not be billed anything for joining.

## What happens after I join?

After you enroll, you will be shipped a Welcome Kit. It includes the appropriate connected device(s) for your condition so you can begin your readings immediately, at no cost to you. You'll have access to our member website, [member.teladoc.com](https://member.teladoc.com), where you can personalize the program and access your readings.

## Do I need to download the mobile app?

It's beneficial to download the app so you can get the most out of Teladoc Health, including easy tracking, personalized tips, all of your data in one place and more.



## What chronic conditions are included?

Condition Management is a bundle that includes all three solutions below, which can also be configured individually.



### Diabetes Management

Get an advanced blood glucose meter, unlimited strips and lancets, personalized tips and expert coaching.



### Hypertension Management

Discover guidance and support with a connected blood pressure monitor, personalized insights and expert coaching.



### Diabetes Prevention Program

Reduce your risk of developing type 2 diabetes with a smart scale, structured lessons and expert coaching.

## Is my information confidential?

Yes, your health information is protected by federal and state laws, including HIPAA. Please see our Notice of Privacy Practices for more information on how Teladoc Health uses your information ([TeladocHealth.com/Legal/Notice-of-Privacy-Practices/](https://TeladocHealth.com/Legal/Notice-of-Privacy-Practices/)).

## How do I re-order test strips and lancets?

You can re-order supplies in four ways:

1. Through our member website at [member.teladoc.com](https://member.teladoc.com)
2. Through your meter
3. Through the mobile app
4. By calling Member Support at 800-835-2362

## What certifications does my coach carry?

Our experienced and certified coaches across all programs are professionally qualified. Coaches are certified based on the program they are serving.

For Diabetes Management, each coach is a certified diabetes care and education specialist (CDCES). For Hypertension Management, each coach is a CDCES or certified by the National Board for Health & Wellness Coaching (NBHWC). For our Diabetes Prevention Program, lifestyle coaches are trained by a CDC-recognized National Diabetes Prevention Program.



## How often will I receive communications from Teladoc Health, or how do I opt out?

Communication frequency varies depending on the preferences you've set for your account. You can customize what out-of-range readings a coach should contact you about by logging in to your account at [member.teladoc.com](https://member.teladoc.com) and visiting the "Support" tab on the left panel of your dashboard. You can opt out of communications by logging into your account and visiting "Notifications" in the drop-down menu located at the top right of the screen.

## Can I cancel my membership?

Yes, you can cancel at any time for any reason. Just call Teladoc Health at 800-835-2362 or email [MemberSupport@TeladocHealth.com](mailto:MemberSupport@TeladocHealth.com).

# We're here to help.

Visit [TeladocHealth.com/Smile/CMSTX](https://TeladocHealth.com/Smile/CMSTX)  
to get started.

To enroll in Teladoc Health, you must opt in to at least one program that offers as a health benefit. You must also meet the health criteria for each program you wish to enroll in. If a Teladoc Health program is not offered by , or if y program, you will not be able to enroll.

Las comunicaciones del programa Teladoc Health están disponibles en español. Al inscribirse, podrá configurar el idioma que prefiera para las comunicaciones provenientes del medidor y del programa. Para inscribirse en español 800-835-2362 o visite [TeladocHealth.com/Bienvenido/CMSTX](https://TeladocHealth.com/Bienvenido/CMSTX)

Program eligibility varies. Visit our website to learn more.



## Get started with Teladoc Health

It's quick and easy to set up your account online. Simply visit the Teladoc Health website, click "Get started" or "Sign up," and then follow the instructions below.

### 1 Confirm benefits

Provide some information about yourself to confirm your eligibility.

#### Tell us about you

Enter your information just as it appears on your health insurance card or pay stub.

\* Required

First Name\*

Last Name\*

Email\*

Country\*

ZIP code\*

Sex assigned at birth\*

Month of birth\*  
MM

Day\*  
DD

Year\*  
YYYY

☐ I received a Teladoc code from my employer or insurance company

Next

**Do not** check the "I received a Teladoc code from my employer or insurance company".

### 2 Find your coverage

Confirm the coverage that has been matched to you. Please note your care option through your employer group will pop up here if a match is found, like the example below. Click "Next" to proceed with account set up.

#### We found a match!

These care options are available with your coverage.

Company ABC

- General Medical

Is this incorrect? [Add new coverage](#) or call us at [1-800-835-2362](tel:1-800-835-2362)

Next

### 3 Create account

Enter your contact information, username, password and security questions.

#### Finish creating your account

\* Required

#### Create your username and password\*

Username\*

Password\*

Confirm password\*

#### Enter your information\*

Address\*

Address line 2 (Optional)

City\*

Country\*

State\*

ZIP code\*

#### Secure your account\*

Security question 1\*

Answer 1\*

Security question 2\*

Answer 2\*

Security question 3\*

Answer 3\*

#### Visit preferences\*

Country

Preferred Phone Number\*

Preferred language for visits\*

☐ TTY relay service needed (hard-of-hearing, speech impairment, or similar)

How did you learn about Teladoc?

☐ I accept Teladoc's [Notice of Privacy Practices](#), [Terms of Service](#) and [Notice of Nondiscrimination and Language Assistance](#).

Create account

Once your account is created, eligible dependents under 18 years of age can be added in your account settings under the primary member. Dependents older than 18 should follow the steps above to create their own account.

**Set up your Teladoc Health account today**

Visit [TeladocHealth.com](https://TeladocHealth.com) | Call 1-800-835-2362 | Download the app

