

Frequently Asked Questions



WHICH EMPLOYEES QUALIFY FOR THIS BENEFIT?

ANYONE THAT THE EMPLOYER WOULD LIKE TO INCLUDE. (FULL-TIME, PART-TIME, SEASONAL, INTERNS, 1099 WORKERS, ETC.).

WILL MY EMPLOYEE GET ANY SURPRISE BILLS?

NO. THE LOW MONTHLY FEE COVERS DOCTOR CONSULTATIONS FOR ALL FAMILY MEMBERS. THE EMPLOYEE IS RESPONSIBLE FOR FEES ASSOCIATED WITH PRESCRIPTIONS AND LAB WORK AND CAN USE OUR DISCOUNT PROGRAM FOR THOSE FEES.

DO WE HAVE TO WAIT FOR OPEN ENROLLMENT?

NO, THERE IS NO REQUIREMENT TO WAIT UNTIL OPEN ENROLLMENT SINCE THIS PROGRAM IS NOT INSURANCE. EMPLOYERS CAN ADD AND REMOVE PARTICIPANTS ON A MONTHLY BASIS.

IS THERE A CONTRACT LENGTH OR DOES THIS

SUBSCRIPTION CONTINUE INDEFINITELY? THE SUBSCRIPTION RUNS MONTH TO MONTH AND CAN BE CANCELLED ANY TIME.

HOW DO WE KEEP TRACK OF WHICH EMPLOYEES ARE ENROLLED?

EMPLOYERS HAVE ACCESS TO AN OFFICE PORTAL THAT ALLOWS YOU TO ADD OR REMOVE EMPLOYEES AT ANY TIME.

DOES THIS REALLY COVER THE ENTIRE FAMILY FOR MY EMPLOYEE?

YES, THE ENTIRE IMMEDIATE FAMILY LIVING IN THE HOUSEHOLD ARE COVERED.

WHAT DOES THE NTBS BUNDLE INCLUDE?

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WHAT TYPE OF EMPLOYEE INFORMATION IS NEEDED TO GET STARTED?

IT IS A SIMPLE PROCESS. WE NEED EACH EMPLOYEE'S FULL NAME, DATE OF BIRTH, FULL ADDRESS, EMAIL AND GENDER. WE DO NOT NEED ANY INFORMATION FOR THE DEPENDENTS IN THE HOUSEHOLD.

WHAT IF SOMEONE HAS A PRE-EXISTING CONDITION?

WE DO NOT TURN PATIENTS AWAY BECAUSE OF PRE-EXISTING CONDITIONS.

CAN I GET A PRESCRIPTION?

IT IS UP TO THE DOCTOR TO RECOMMEND THE BEST TREATMENT. WE USE TELADOC NETWORK OF DOCTORS. THESE DOCTORS DO NOT ISSUE PRESCRIPTIONS FOR SUBSTANCES CONTROLLED BY THE DEA, NON-THERAPEUTIC, AND/OR CERTAIN OTHER DRUGS THAT MAY BE HARMFUL BECAUSE OF THEIR POTENTIAL FOR ABUSE.

HOW DOES NTBS PROTECT PATIENT PRIVACY?

NTBS AND TELADOC ARE COMMITTED TO PROTECTING THE PRIVACY OF EVERY INDIVIDUAL WHO USES OUR SERVICES. WE COMPLY WITH ALL RELEVANT STATE, NATIONAL AND INTERNATIONAL LAWS AND REGULATIONS, INCLUDING THE U.S. HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT OF 1996 (HIPAA). HEALTH RECORDS ARE KEPT TOTALLY PRIVATE AND WE EMPLOY ROBUST ENCRYPTION METHODS TO PROTECT YOUR PERSONAL INFORMATION. YOU DETERMINE WHO CAN SEE THE INFORMATION ON YOUR RECORD.

HOW DOES THIS GET PAID FOR?

THE EMPLOYER MAKES THAT DECISION. IN MOST CASES THE EMPLOYER PAYS THE MONTHLY FEE FOR THEIR EMPLOYEES AND THEIR FAMILY. SOME EMPLOYERS MAY DECIDE TO SHARE THE COST OF THE SERVICE WITH THEIR EMPLOYEES. IT IS UP TO THE EMPLOYER TO DECIDE.



WHAT ARE SOME OF THE COMMON CONDITIONS TELADOC® TREATS?

COMMON CONDITIONS INCLUDE SINUS PROBLEMS, RESPIRATORY INFECTION, ALLERGIES, URINARY TRACT INFECTION, COLD AND FLU SYMPTOMS, AND MANY OTHER NON-EMERGENCY ILLNESSES.

WHEN CAN EMPLOYEES ACCESS THE SERVICES?

THE EMPLOYEES CAN ACCESS THE SERVICES ON THE FIRST OF THE MONTH FOLLOWING SIGNUP BY THE EMPLOYER.

WHEN SHOULD I CHOOSE MENTAL HEALTH SERVICES?

WE CAN HELP IF YOU'RE NOT FEELING LIKE YOURSELF, CONFUSED ABOUT A PERSONAL SITUATION, EXPERIENCING ANXIETY OR DEPRESSION, OR OVERWHELMED WITH EVERYTHING GOING ON.

NATIONAL TELEMED BUSINESS SOLUTIONS

National Telemed Business Solutions is a virtual healthcare platform that provides affordable healthcare solutions for small and mid-size businesses.

Our platform combines best-in-class telehealth services including unlimited consultations with no charge per call for general medical and mental health, a comprehensive medical savings program and employee concierge services.

