

## Frequently Asked Questions

### **What is Teladoc Medical Experts?**

Best Doctors has become Teladoc Medical Experts, a leading virtual care service getting you the right expert care when you need it most. You can use Teladoc Medical Experts to get an expert medical opinion when you want confirmation of a recent diagnosis, a review of an upcoming surgery or treatment plan, help with a chronic condition or have a specific question about your health that you need answered.

### **When should I use the Teladoc Medical Experts service?**

When you have concerns or questions about a diagnosis, need help deciding on a treatment option, or question the need for surgery, Teladoc Medical Experts provides you with access to the world's top medical minds. Our medical experts are peer-rated as the best in their fields of specialties and can provide advice on a wide range of conditions, from sports injuries and pregnancy complications to rare conditions, chronic diseases, and life-threatening illnesses.

Use Teladoc Medical Experts to get an expert medical opinion when you want:

- Confirmation of a recent diagnosis
- A review of an upcoming surgery or treatment plan
- Help with a chronic condition
- A specific question about your health answered

### **How do I request an Expert Medical Opinion with Teladoc Medical Experts?**

You can request an Expert Medical Opinion on [Teladoc.com/MedicalExperts](https://www.teladoc.com/MedicalExperts), the Teladoc app or call us at 1-800-Teladoc (835-2362). Once a case is opened, a member of our clinical team will call you to better understand your needs, determine what types of records need to be collected, and to answer your questions about the process.

### **If I use Teladoc Medical Experts services, does that mean Teladoc is now my treating physician?**

No. Teladoc Medical Experts provides medical information only. These services do not provide medical care, diagnoses, or treatments. You will not be a patient of Teladoc or of any Teladoc Health expert who reviews your case. These services are only for additional medical insight on your condition. No doctor-patient relationship will be created between you and Teladoc or you and a medical expert. Your treating physician is still responsible for your care and all treatment decisions will be made solely between you and your treating physician.

### **Can Teladoc Medical Experts help me find a local specialist for an in-person visit?**

If you need help finding a specialist for an in-person visit, we will search our database of medical experts to see if any of our doctors meet your criteria and practice within a distance that works for you. You can request this service on the Teladoc mobile app or Teladoc website by clicking the "Find a Doctor" button. The team can also provide you with questions to ask your treating physician, so you feel confident and prepared for the visit.

**Should I continue to use BestDoctors.com and the Best Doctors app to access services?**

You should use [Teladoc.com/MedicalExperts](https://www.teladoc.com/MedicalExperts) and the Teladoc mobile app to access Medical Experts services. To gain access to Medical Experts services, you must register and create a new account. In order for your profile and case history to carry over, you must use the same email address that was used on your Best Doctors account. If you experience any issues, please call us at 1-800-Teladoc (835-2362) for assistance.

**Do I have to travel or collect my own medical records?**

No. We will handle everything for you. All your contact with us is over the phone or online. You do not need to travel or contact your doctor(s) to obtain records, images, or other information related to your case.

**If I have a case opened with Best Doctors, what happens now?**

If you have recently **opened a case** that is not yet complete, we would recommend that you continue to use BestDoctors.com and the Best Doctors mobile app for a seamless experience through case completion. You should also register and create your Teladoc account for any services needed thereafter.

If you have recently **completed a case**, after registering and creating a Teladoc account, your Best Doctors profile and case history will automatically transfer over\*. You can use your Teladoc account for all Medical Expert services moving forward.

*\*You must use the same email address that was used on your Best Doctors account. By using the same email address, your profile and case history from Best Doctors will automatically carry over.*

**How much do Teladoc Medical Experts services cost?**

If these services are part of your Teladoc benefit, the services are at no cost to you or your eligible dependents. Any tests and treatment options recommended by one of our medical specialists are not paid through Teladoc; those payments will depend on the terms of a member's health insurance coverage. All recommendations from our specialists are completely voluntary.

**Who should I contact if I have any additional questions or concerns?**

If you have any further questions or encounter an issue, please visit our website at [Teladoc.com/MedicalExperts](https://www.teladoc.com/MedicalExperts) or call our Member Services team at 1-800-Teladoc (835-2362).