

# Simplify your life

Access doctors and therapists  
by phone, video, or app

## HealthiestYou Complete Bundle

### **Get Care Now (General Medical) \$0/unlimited visits**

Talk to a doctor in minutes, 24/7 for non-emergency conditions

### **Mental Health - myStrengthComplete \$0/unlimited visits**

Build an ongoing relationship with a therapist or psychiatrist of your choice by appointment 7 days a week, telecoaching, crisis intervention, digital programs

### **Dermatology \$0/unlimited visits**

Upload images of a skin condition and received a personalized treatment plan within 2 business days

### **Expert Medical Advice \$0/unlimited visits**

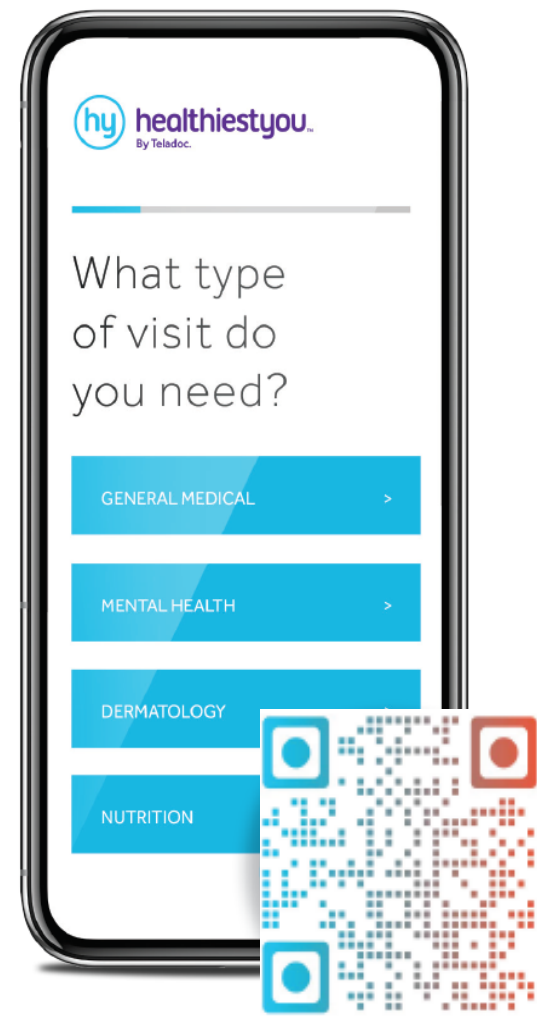
Our world-renowned medical experts can answer any medical questions, double-check a diagnosis, help you decide on a treatment plan or provide guidance about a surgery

### **Nutrition \$0/unlimited visits**

Talk to a registered dietitian for a personalized nutrition plan or help managing a condition like diabetes or high blood pressure

### **Neck & Back Care \$0/unlimited visits**

Relieve your neck and back pain through guided videos with a certified health coach



**Services are available to all employees & includes dependents**  
**Medical insurance coverage is not necessary to enroll**

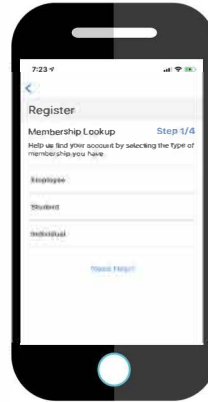
## How to register and get started with **HealthiestYou!**

### Step 1



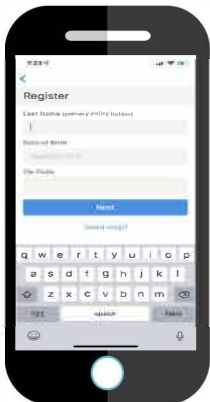
Search and download  
“HealthiestYou” or “HY” in  
the app store or Google Play!  
Available on your iPhone or  
Android devices!

### Step 2



Select “First time here? Register  
Now”. Select employee as your  
membership type.

### Step 3



Enter the Primary Member's  
Information:

- Last Name
- D.O.B.
- Zip Code

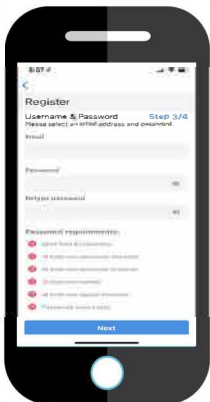
### Step 4



A list of names associated with the  
account will appear. Select your  
name.

- Dependents under 18 will appear  
on the primary member's profile.
- Dependents over 18 will need to  
register their own account with a  
separate email.

### Step 5



Enter in a valid email address  
and password.

Password must meet the listed  
requirements.

### Step 6



Enter in the best number to reach  
you. Our doctors will use this num-  
ber to contact you.

Select your preferred language.

Click “I Accept Terms & Conditions.”

Click Finish.

**Download the App  
Today!**

[member.healthiestyou.com](https://member.healthiestyou.com)

**Need A Doctor? 866-703-1259 x1**

**Account Help? 866-703-1259 x3**



# healthiestyou™

## By Teladoc

1. **What is the HealthiestYou website?**  
www.healthiestyou.com
2. **How do I set up my account online?**
  1. Go to member.healthiestyou.com.
  2. Click "Register Now" then select the membership type.
  3. Enter the primary member's Last Name, DOB and Zip.
  4. Enter spouse and/or dependent information.
3. **How do I set up my account via phone call?**  
Call 866-703-1259 and press #1. A HealthiestYou Customer Service Representative will verify member eligibility by using the Last Name, DOB and Zip Code. Once eligibility has been verified the representative will ask some medical questions, update any account information, and schedule a call with the physician.
4. **How do I set up my account via the app?**  
Search for "healthiestyou" in the app store or google play store. Once downloaded, click the "Register Now" button on the bottom right of the app. Then you will click Primary Member to verify your Last Name, Date of Birth and Zip.
5. **How do I download the app?**  
The HealthiestYou app can be found in the Google Play store or the App Store by searching "HY" or "HealthiestYou".
6. **When can I call a doctor?**  
You can speak with a HealthiestYou physician 24/7/365.
7. **What can your doctors treat?**  
Our doctors are trained to treat a wide range of conditions. Some of the most common are: Acne, Allergies, Asthma, Bronchitis, Cold & Flu, Constipation, Diarrhea, Ear Infection, Fever, Headache, Insect Bites, Joint Aches, Nausea, Rashes, Sinus Infections, Sore Throat, UTI and more.
8. **Who are the doctors I speak to over the phone?**  
Our physicians must be U.S. board certified in internal medicine, pediatrics, family, or emergency medicine with an average of 20 years of experience.
9. **Where can I get service?**  
HealthiestYou delivers services nationally within all 50 states.
10. **Will I receive a prescription from the doctor?**  
HealthiestYou physicians prescribe short-term, traditional antibiotics, antihistamines, cough suppressants, and anti-bacterial agents. Nearly 99% are generic, which is our system default when prescribing a medication. HealthiestYou does not prescribe DEA controlled substances, lifestyle drugs, pain medications, or psychotropic drugs.
11. **Do your doctors refer to other doctors or facilities?**  
HealthiestYou does not suggest follow up visits to our service. We always refer them to their PCP if follow up is required and with the member's permission, HealthiestYou sends a Clinical Consult Record (CCR) of the visit to the member's physician of choice.
12. **Do I have to pay if a face-to-face appointment is required?**  
Yes. In a case where patients must be seen in an office the provider will make suggestions and patients are responsible to pay for those appointments to the doctor's office.
13. **What happens after my consultation with the doctor?** The doctor may give advice to manage/treat the chief complaint or provide instructions to follow up and treat the symptoms. If your doctor orders medication, the prescription will be sent electronically to the pharmacy selected by the member.
14. **Will you keep my information confidential?**  
Yes. HealthiestYou will only share information with the doctor who provides the consult and (when the doctor orders a prescription) with your selected pharmacy or as required by applicable law.
15. **Do your doctors provide return to work notes?**  
Yes. Physicians may provide return to work/school notices upon request. It is up to the physician's discretion to provide such notices.
16. **What languages do you support?**  
In addition to English and Spanish speaking personnel, call center staff and our providers use Language Line Solutions to provide translation services in more than 240 languages.

Be your **Healthiest You**