

**OFFICE OF THE COUNTY EXECUTIVE  
ALL-EMPLOYEES MEMORANDUM**

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**DATE: DECEMBER 20, 2024**

**EMPLOYEE MEDICAL HEALTH PLAN OF SUFFOLK COUNTY (EMHP)**

**NEW TELE-HEALTH PROVIDER TELADOC HEALTH® THROUGH AETNA**

Effective **January 1, 2025**, the EMHP and Suffolk County will be changing the Tele-Health Provider from Access Health to **Teladoc Health®** through Aetna.

Once you register yourself, and your covered family members, **Teladoc Health®** services gives you **24/7/365** access to board-certified doctors. You may be able to avoid a visit to the Emergency Room, Urgent Care or your doctor's office for convenient immediate care by utilizing **Teladoc Health®**. You can call for an appointment on demand, or you can schedule an appointment that works with your availability.

You can access **Teladoc Health®** by phone or video and speak with a General Practitioner (U.S. board certified in internal medicine, pediatrics, family or emergency medicine and nurse practitioners) or Dermatologist about many common non-emergency conditions such as:

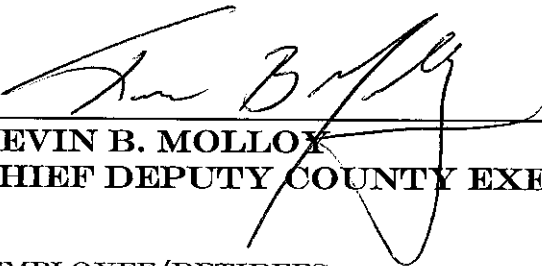
<b>Allergies</b>	<b>Poison Ivy/Oak</b>
<b>Cold/Fever/Flu</b>	<b>Rash</b>
<b>Dermatological issues</b>	<b>Sinus Infections</b>
<b>Eye Infection</b>	<b>Sore Throat</b>
<b>Food Poisoning</b>	<b>Sunburn</b>
<b>Headache/Migraine</b>	<b>Upper Respiratory Infection and more</b>

The co-payment for a telehealth visit is as follows:

- **General Practitioner Telehealth Visit - \$0 copayment**
- **Dermatologist Telehealth Visit - \$30.00 copayment**

During your Tele-Health visit the doctor/dermatologist may make a diagnosis as well as provide a treatment plan which may include prescriptions, lab testing, imaging studies, or follow-up. If necessary, you can request and download the doctor's note for your absence from work due to illness (be advised, however, they cannot provide you with a "return to work" note). If the provider determines that a prescription is medically necessary, it can be sent to your nearest pharmacy.

You will receive a "Welcome Letter" from **Teladoc Health®**, which will provide you with additional information about the plan as well as how to register. **You can contact Teladoc Health® via phone at 1-855-Teladoc (1-855-835-2362), via video at Teladoc.com/Aetna or via the Aetna Health<sup>sm</sup> Mobil App by downloading the Aetna Health<sup>sm</sup> or Teladoc Health® app to get started.**



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**KEVIN B. MOLLOY**  
**CHIEF DEPUTY COUNTY EXECUTIVE**

DISTRIBUTION: ONE COPY PER EMPLOYEE/RETIRES