

COVID-19: How Aetna can help



1 How can I stay protected?
Wash your hands and practice social distancing. You can help reduce your risk of infection by washing your hands, avoiding touching your face, and avoiding contact with sick people.

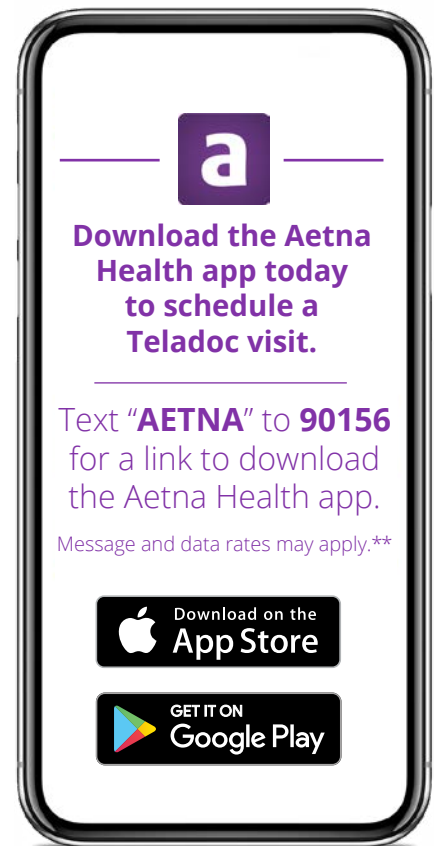
2 Where should I get care?
For members with a doctor, call them first.
Members with concerns that they may have been exposed to or have symptoms of COVID-19 should call their doctor immediately. Your doctor will determine whether a diagnostic test is necessary.

For members without a doctor or who cannot access their doctor, use Teladoc. Our doctors are available 24/7 by phone or video and can answer questions about the virus, assess your risk, and provide support to help relieve symptoms. Please note that Teladoc cannot diagnose or test for COVID-19.

In response to the COVID-19 outbreak, between March 6, 2020 and June 4, 2020, eligible* Aetna member costs will be waived for all Teladoc general medical, mental health, and dermatology visits.

Due to COVID-19, the need for Teladoc has never been greater, and you may experience extended wait times. We appreciate your patience.

3 What if I'm very sick?
See a doctor (or go to the ER), but make sure you "Call before you go."



Last updated: April 7, 2020

Talk to a doctor 24/7

Call 1-855-TELADOC (835-2362) | Visit Teladoc.com/Aetna

Download the Aetna Health app

*** To confirm if you are eligible to have your member cost share waived, log in to your Teladoc account via web or app and request a visit to confirm your cost.**

**** Terms and Conditions:** bit.ly/2nJFYG Privacy Policy: aetna.com/legal-notices/privacy.html. By texting 90156, you consent to receive a one-time marketing automated text message from Aetna with a link to download the Aetna Health™ app. Consent is not required to download the app. You can also download by going to the App Store or Google Play.
©2020 Teladoc Health, Inc. All rights reserved. Teladoc and the Teladoc logo are registered trademarks of Teladoc Health, Inc. For a complete description of the Teladoc program and the limitations of Teladoc services, visit Teladoc.com/Aetna. 475528792_04032020