

1. After you have completed the list bill agreement for your TelaMed Plus plan and your broker submits the agreement, you will receive an email from finance@newbenefits.com. This is the administrator of the plan who will handle the billing for your group. This email requires a response from you. The purpose of this email is to confirm the contact information for the person at your company that will handle the billing.
2. The billing for the TelaMed Plus plan will come by email from finance@newbenefits.com and will arrive on approximately the 7th day of the month. This bill will be for the previous month. Example: The bill you receive on March 7th will be for the coverage dates of February 1 thru February 28th. Please pay the bill as billed and do not mark employees off the bill or add employees to the bill. If you wish to receive a paper bill instead of a bill emailed to you each month, please send an email to billing@telamedplus.com with your request – or call 866-521-6565 and go to extension 104 – Michelle Hodges.
3. Payments are due on the 20th of each month. Payments are considered late on the last day of the month. You will receive an email notice on about the 25th of the month from finance@newbenefits.com if they have not received your payment. You will receive a disruption of services email notice on the last day of the month. If you have mailed a payment and received either of these notices, please feel free to let us know by sending an email to billing@telamedplus.com with your request – or call 866-521-6565 and go to extension 104 – Michelle Hodges.
4. Additions and terminations: If you are responsible for providing new hires and terminations for the TelaMed Plus plan, you have two options for doing this:
 - A. If you were provided with an administrative website – usually your company name.telamedplus.com – you will see an “Enter Secure Admin Page” button on the top left portion of the home page. Click on this button. The default password is “letmein”. If you would like to change the password to something different, please send an email to billing@telamedplus.com with the new password and you will receive an email confirmation once it is changed. You will now choose to enroll or drop an employee. Please provide all required information and then click “submit”.
 - B. If you do not have an administrative website or you do not have time to enter the information or you have multiple employees to add or terminate – you may send an email to billing@telamedplus.com with the information and we will enter these for you. For new enrollments, we will need name, address, effective date, birth date, gender, email (optional), phone number (optional), choose English or Spanish for fulfillment materials. We will assume English materials unless you note otherwise. For terminations or drops, please provide the member name and member ID number along with the effective date of termination or drop (see notes on effective date below).
5. Effective Dates: Since the billing is done in arrears, you may terminate an employee up until the 25th of the current month and they will not show up on the billing for the current month. Example: You send us a termination on the 25th of February with an effective date of 2/25 – the employee will not show up on the February billing that you receive on March 7th even though he/she had use of the benefit up until the 25th of February. If you need the employee to show up on the billing for February and have use of

the benefit for the entire month of February – please show an effective date of March 1 – this will ensure the employee shows up on the February billing that you receive on March 7th. Additions are always on the first of a month. If you send us an employee late in the month of February – you may request a 2/1 or 3/1 effective date (or later) and the employee will be billed for the month in which you requested their effective date. Example: You send us a new hire employee addition on February 15 and request a February 1 effective date. The employee will become effective on 2/15 and will be billed for the full month of February and will show up on the billing you receive on March 7th.

6. Teladoc – doctors by telephone benefit. Once an employee is an active member in a TelaMed Plus plan, they have access to speak to a doctor, psychologist or dermatologist for no charge for their entire family. The employee must register for the benefit and complete their medical history disclosure before they can receive a consultation with a doctor. An employee may complete this registration process in three ways:
 - a. By Telephone – call 855-847-3627 to complete the registration and medical history disclosure. There is no charge for this service.
 - b. Online – by visiting <http://www.teladoc.com/feelbetter> The employee will enter their first name, last name, date of birth and member ID number under the “New to Teladoc?” area on the top right of this page. They will fill in this information and complete the HIPPA agreement and then can request a consultation online or by calling the phone number listed above. The advantage to having an online profile is that the employee will then be able to download and use the Teladoc app that is available for iPhone or Android device.
 - c. Paper Medical History Disclosure – available in English and Spanish. Available on the administrative website or you can request a form from TelaMed Plus.
7. eDocAmerica – this benefit gives your employees the ability to email a question to a board certified doctor, pharmacist, dentist, psychologist, dietician or fitness expert and receive a personal reply quickly. Individuals now have the ability to get their questions answered and thus become a more informed, more confident decision maker. This service includes two health risk assessments, weekly health tips, personal health record and 3D Health Encyclopedia. An employee may register to begin using this benefit by following these steps:
 - a. Online – go to <http://www.edocamerica.com> and click on “Register Here”. Go to the Company/Organization pull down menu and select “Doctors Online”. Enter your last name and member ID number from the front of your TelaMed Plus card. Create a screen name and password and then log in. You will now be able to use the service. This service also has a very simple app for iPhone and Android that allows you to quickly email a doctor.

Contact Information:

Billing, eligibility maintenance: email: billing@telamedplus.com phone: 866-521-6565 extension 104 – Michelle Hodges

Customer Service for your employee – questions or problems – available Monday thru Friday 7:00 AM to 7:00 PM CST and Saturday 8:00 AM to 5:00 PM CST Phone: 800-800-7616 English or Spanish