

As you can imagine, just like the demand impacted the normal supply channels for groceries, sudden and significant change in normal/typical demand patterns is also impacting accessing healthcare. **Virtual health care providers, including Teladoc®, are experiencing unprecedented volumes and customers may experience longer than usual wait times.**

With social distancing and zero co-pay for telemedicine visits for any reason, just yesterday Teladoc did 4,000 consults and are averaging about 8,000 registrations a day this week. Aetna is partnering with other virtual health care providers to closely monitor and address wait times and capacity. Teladoc is activating more doctors to address this tremendous surge.

Teladoc is a convenient and affordable option for non-emergency medical services, including **General Medicine, Dermatology** and **Behavioral Health**. This service allows our employees to receive quality health care in minutes from the comfort of their homes. Employees can even get a prescription sent to their local pharmacy, when medically necessary.

Please encourage your employees to register for Teladoc today by visiting **teladoc.com/aetna** or call **1-855-TELADOC (1-855-835-2362)**. As a reminder, Aetna members also have access to the free Informed Health Line and can speak to a registered nurse at **1-800-556-1555** 24/7.

We will keep you posted and provide you updated guidance as we receive them from Aetna.