

PERALTA BENEFITS EVERYONE!

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CORESOURCE

A Trustmark Company

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New Cards/MyCoresource.wire/Teladoc FAQ

New Cards

Q1: Why did CoreSource issue new cards?

Answer: CoreSource mailed out new cards to current members in order to:

- Introduce new and convenient services which may be useful
- Incorporate the use of technology in the delivery of medical information directly to enrollees.
- Also, we have not issued new ID cards since 2013 and it was a good time to ensure that everyone has the correct updated ID cards to ensure smooth/seamless submission and processing of their medical claims.

Q2: May I use my old card?

Answer: You can continue to use the old card, but you will be unable to take advantage of the services intended for use with a smartphone. We encourage members to throw away their old cards and replace with their new cards even if they chose not to register their card. We want to ensure that members are using the most current ID card produced to ensure that their claims are submitted and processed without delay. The new ID cards will still work if you do not call to register them. If you do not register, you cannot take advantage of the new communication tools that we are offer to the health plan members.

MyCoreSourceWire

Q3: What is *mycoresource.wire*?

Answer: Mycoresource.wire is a way for CoreSource to digitally communicate with health plan members to help them be better consumers and healthy individuals

Q4: Can I use mycoresource wire without a landline?

Answer: Mycoresourcewire is intende to send digital communications and works with smartphone features only at this time.



Q5. What is *Teladoc*

Answer: *Teladoc* is a access point to provide you and your eligible dependents access to U.S. board-certified doctors and pediatricians by phone or video 24/7/365. Participation is voluntary,

Q6: How do I set up an account?

Answer: Please visit Teladoc website at Teladoc.com, click “Set up account” and provide the required information. You can also call Teladoc at 1-800-TELADOC for assistance over the phone.

Q7: What type of conditions can Teladoc diagnose and assist with treatment?

Answer: Sinus problems, Bronchitis, allergies, cold and flu symptoms, respiratory infections and more!

Q8: Can Teladoc be used as a replacement for my primary care physician?

Answer: No, Teladoc is a convenient and affordable option that allows you to talk to a doctor who can diagnose, recommend treatment and prescribe medication, when appropriate, for many of your medical issues.

Q9: How credible are the physicians I am speaking with?

Answer: Teladoc doctors are U.S. board-certified, licensed in your state and average 15 years of practice experience.

Q10: Could Teladoc coordinate with my Primary Care Physician?

Answer: Yes, with your consent, Teladoc could provide information about your consultation to your primary care physician.

Q11: Can Teladoc handle my emergency situations?

Answer: No, Teladoc is designed to handle non-emergent medical problems. You should NOT use it if you are experiencing a medical emergency.

Q12: Is your electronic health record kept private?

Answer: Yes, health records are kept private and Teladoc employ robust encryption methods to protect your personal information. You can determine who can see the information in your record.

Q13: Can I call Teladoc outside of the United States? Answer: No, Teladoc visits are unavailable outside of the United States.

