

Call A Doctor

	Teladoc	Call A Doctor	Call A Doctor Plus
24/7 Access to Doctors	x	x	x
Phone, Video, App	x	x	x
Prescriptions & Diagnosis	x	x	x
Utilization Average	10%	30%	30%
Discount Health Card		x	x
Life Counselors			x
Legal & Financial			x
Eldercare & Childcare			x
Online Resource Center			x
Medical Bill Saver			x
Optional Advocacy Services			x
Product Offering	24/7 access to quality, trained physicians by phone, video or mobile app. Doctors can diagnose and prescribe when needed for acute non-emergent conditions.	Because we are a platinum channel partner of Teladoc, we offer the same services that Teladoc offers at our core.	The 'plus' in the bundle adds various additional services, including Life Counselors, Legal & Financial Services, Online Resources, and Medical Bill Saver. Advanced concierge Advocacy services are also available.
Service & Support	Teladoc offers a very basic level of service, where members can receive the services, and groups can call for questions and receive marketing resources.	Call A Doctor offers a higher level of 'hands-on' service and support. From extensive training to the way we support our clients, you will find that our support is more extensive than that of Teladoc. This approach to service leads to a better overall experience for not only you as a broker, but our clients as well.	

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Sales Training	Teladoc offers very little sales training, consisting mainly of monthly webinars.		Call A Doctor Plus offers extensive sales training and support. From weekly webinars and email drip campaigns, to prospect webinars, sales collateral and marketing tools, our goal is to make it easy for you to sell Telemedicine to your clients, and to give you all the tools you need to do so.
Account Management	Teladoc offers a standardized, generic level of account management for Small to Medium Sized companies. Their focus is mainly on larger accounts.		Call A Doctor Plus specializes in SMBs and offers a higher level of account management for all our groups, small to large. From assigning a dedicated account manager, to having access to our call center for member services needs, our account managers make sure our clients have the red-carpet treatment whenever they contact us.
Marketing & Promotion	Teladoc offers an extensive library of on-demand marketing collateral that groups can download and use on their own initiative.		Call A Doctor Plus adds on to the resources that Teladoc offers with our own level of marketing and promotion. We also provide specific marketing plans and promotional concepts that help drive utilization, and are willing to invest hard dollars to help drive awareness, education, adoption and member use.
Driving Utilization	Teladoc offers monthly emails and bi-annual postcards to their members to get them to use the program.		Call A Doctor Plus is obsessed with utilization, it's our main goal with all of our clients. From our no-copay model to our active partnership that we have with all our clients, we work with each of our groups, individually to promote, analyze and drive utilization.
Administration	Teladoc's administration consists of a file send that their groups provide to add/terminate members.		Call A Doctor Plus offers extensive administration to both our brokers and our clients, allowing them access to log directly into our back office and see activity, member info, invoice info, etc. This level of transparency and use helps our clients feel more in control of