

THE NEW TELADOC HEALTH EXPERIENCE

# Frequently asked questions



## What is Teladoc Health?

Teladoc Health is the world's leading virtual care provider. Our goal is to make access to healthcare easier for people everywhere. From primary care to managing chronic conditions and mental health, we aim to make access to quality care available for all of life's needs.

## What has changed?

Livongo and myStrength are now a part of Teladoc Health. As a Livongo or myStrength member, you can access all of your services in one place. Teladoc Health is committed to making sure you have access to the best healthcare on your terms. Having all services in one convenient place makes that possible.

## When can I start using Teladoc Health?

You will receive an email from Livongo, myStrength or Teladoc Health with instructions when it is time to use your account.

## Will my benefits change?

Your existing benefits and coverage will not change. You will be able to access your existing Livongo and myStrength benefits through the new Teladoc Health experience.

## Will all of my information be transferred?

Yes. Your information will be transferred automatically. All of your programs, health information, data, lessons, chats and communication preferences will move over to the new experience.

## Will my account look different?

The new app and website will have a new look and feel, but your personalized programs and preferences will still be available. To make sure your account settings are the same, visit the account section in the experience.

## Can I use my existing password?

If you already have a Teladoc Health account, you can use your existing password. If you don't already have a Teladoc Health account, you will be prompted to create your new sign-in information.

## I forgot my password. What do I do?

If you forget your password, click the "forgot password" link below the sign-in area in the experience and follow the directions to reset your password.

## Questions? We're here to help.

Email [membersupport@teladochealth.com](mailto:membersupport@teladochealth.com) | Call 1-800-835-2362