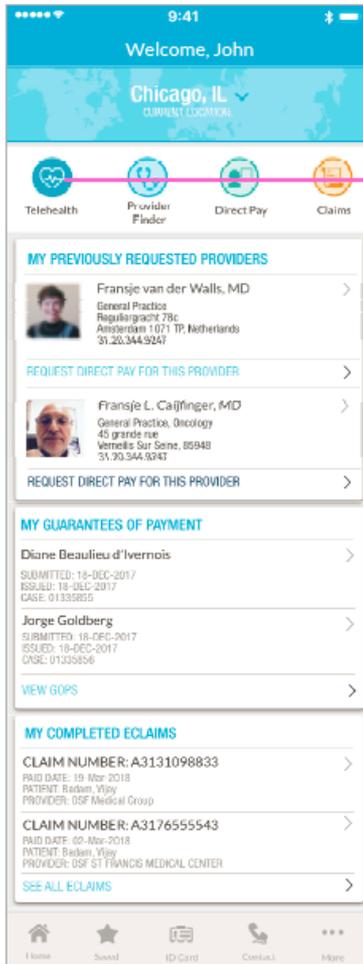




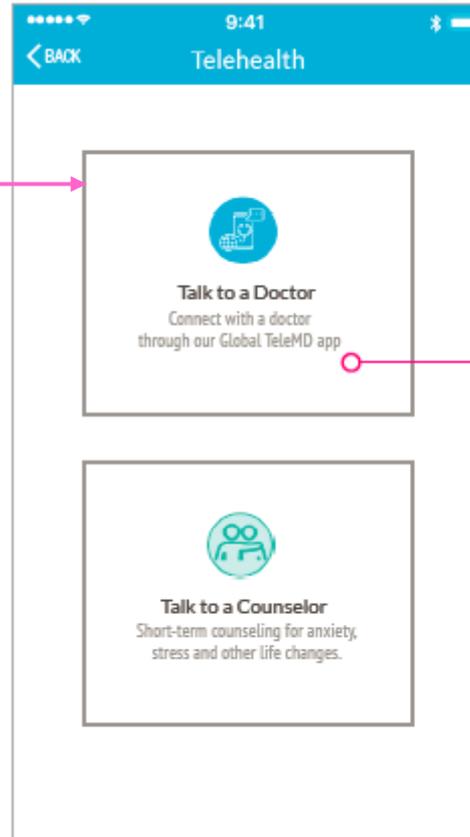
Global TeleMD: Member Journey

Access to Global TeleMD from GeoBlue Mobile App

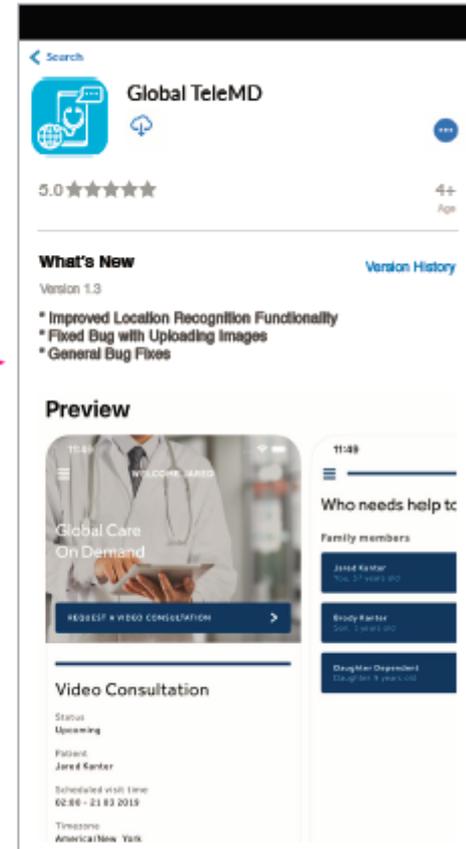
1. Telehealth Engagement Button



2. Select "Talk to a Doctor"



3. Download or Open Global TeleMD



All 1st Time Users Must “Create a Profile”

4. Create a Profile or Login/Fingerprint Recognition



Global TeleMD

Remember my Email Address

LOG IN >

[Forgot your password?](#)

Create A Profile

5. Create a Profile: Enter Personal Details



Let's start with the basics.

First Name

Last Name

Email Address

Date of Birth

Gender

Language

Country of Residence

6. Enter Member/Certificate Number, Create a Login and Accept Terms and Conditions



Perfect! Let's tie up the details

Member/Certificate Number

Password

- Both Upper and Lowercase letters
- At least 8 Characters
- Min. one Number
- Min. one Special Character

Confirm password

I have read and agree to the

Requesting a Consultation- Video or Phone

7. Homepage

WELCOME JARED

Global TeleMD

REQUEST A VIDEO CONSULTATION

Global TeleMD provides remote doctor consultations anywhere you may be, 24/7/365 over the phone, or by video. There is no charge for you to use as a GeoBlue member.

REQUEST A PHONE CALL

GeoBlue Mobile App

Be sure to access the GeoBlue Mobile App for plan information and medical resources.

GO TO GEOBLUE MOBILE APP

8. Select patient or add patient

Who needs help today?

Family members Add new +

Rey Skywalker
You, 42 years old

Luke Skywalker
Son, 11 years old

9. GPS Locator Native to Phone or Input Location

Okay, we need to know where you will be.

HERE'S A TIP

Let us know where you are

Sharing your location can expedite your visit requests and enable helpful alerts.

OKAY ✓

NOT NOW ✕

Because medical regulations can differ based on location, we use this information to connect you to the appropriate licensed doctor.

Requesting a Phone Call (Call Back from a Doctor)

10a. Enter Call Back Details



Request A Call Back

Please complete the details below and a doctor will call you back as soon as possible.

Type of Consultation

General Medicine

language

English

Second Preferred Language (optional)

Time zone

America/New_York (Eastern...

10b. Identify Reason for Appointment and ability to upload Images/Documents



Appointment details

Reason for appointment

Securely upload up to 5 pictures



CONTINUE



10c. Call Back Confirmation

We have received your Call Back request.

A doctor will call you back in less than one hour approximately.

CONTINUE



Booking a Video Consultation Appt

10c. Identify Reason for Appointment and ability to upload Images/Documents



Appointment details

Reason for appointment

Securely upload up to 5 pictures



CONTINUE



10d. Appointment confirmation

Your appointment has been booked.

We sent you an email with your appointment details. You can access your Global TeleMD appointment up to 5 minutes before your appointment time.

CONTINUE



10e. Launch Video Call from homepage or Cancel

REQUEST A VIDEO APPT >

Video Consultation

Status

Upcoming

Patient

Rey Skywalker

Scheduled visit time

12:30 PM - 01/15/2020

Time zone

America/New York

START VIDEO CALL



Cancel appointment

Global TeleMD provides remote doctor consultations anywhere you may be

Video Appt Confirmation and Post Appt Doctor's Notes

10f. Appt confirmation is emailed to the member.

11. "Launch" video from app at the scheduled time.

12. Doctor's notes post consult for both Video and Phone Consultations (Selfcare, Rx, referral and/or sick note can be provided on this page).



Global TeleMD Appointment

Dear Rey,

Congratulations, you are now booked in for a Global TeleMD video appointment. Please see your appointment details below:

For: Rey Skywalker

Day: 15 January 2020

Time: 12:30 PM (America/New_York)

Thank you

Teladoc Health Team



14:48

Appointment Details



Dr. Alex Mata
4006381333932

Doctor's Comments
I advised the patient that their history and symptoms are consistent with classical bacterial tonsillitis. Given their apparent recent exposure to both Streptococcal infection, and glandular fever, and the presence of a young breastfeeding baby in their home, it is safest to provide them both with a prescription for antibiotics

Date
2019-01-08 at 10:50

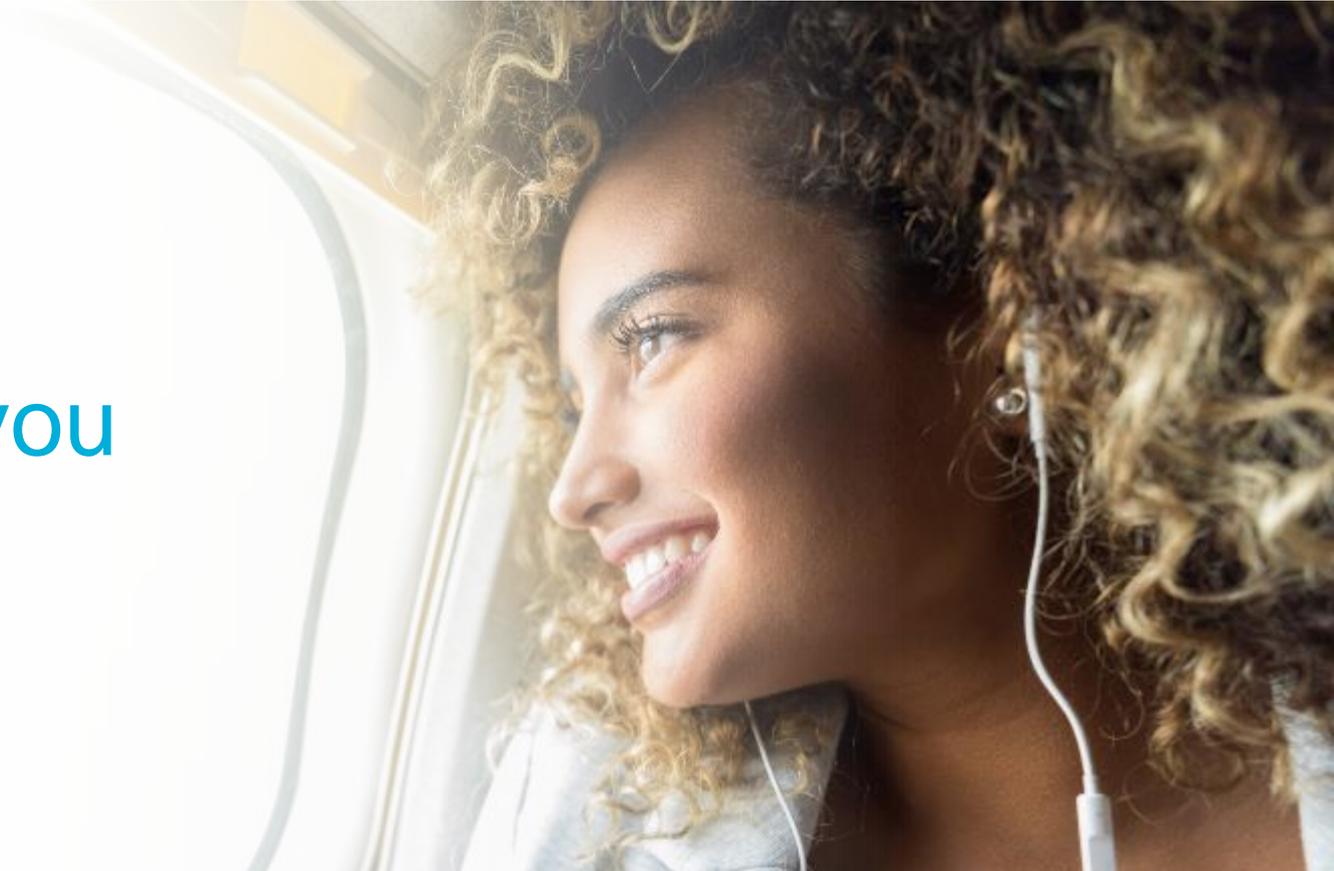
Patient
John Smith

Age
43

Telephone Number
+44 65289655

Language
English

Timezone
Europe/London



Thank you

GeoBlue is the trade name of Worldwide Insurance Services, LLC (Worldwide Services Insurance Agency, LLC in California and New York), an independent licensee of Blue Cross and Blue Shield Association and is made available in cooperation with Blue Cross and Blue Shield companies in select service areas. Coverage is provided under insurance policies underwritten by 4 Ever Life Insurance Company, Oakbrook Terrace, IL, NAIC #80985. Blue Cross Blue Shield Global is a brand owned by Blue Cross Blue Shield Association.