Philadelphia American Life Insurance Company

10/17/2022

Subject: Telemedicine Vendor Change Effective 11/1/2022

Dear (Member Name),

We're happy to announce that on 11/1/2022, we'll be improving your telehealth experience by launching New Era Telehealth. New Era Telehealth will be supported by Lyric, formerly known as My Telemedicine, and will replace Teladoc. Lyric is an award-winning virtual care platform and is known as an industry-leading innovator in the telehealth services market.

By partnering with Lyric, you will still receive virtual care for minor illnesses and conditions for \$0. What we're most excited about, is that **New Era Telehealth will expand your access to virtual care** by providing you additional services.

New Era Telehealth services available beginning 11/1/2022:

24/7 access to virtual urgent care consultations for \$0

 Used to treat minor illnesses and conditions such as cold and flu symptoms, ear infections, pink eye, rashes, and more



Message a doctor for \$0

 Instead of Googling your symptoms, ask a licensed doctor for medical advice or a second opinion



24/7 access to virtual dermatological services at a low rate

 Used to treat chronic dermatology conditions such as acne, eczema, rosacea and more



Access to psychologists and psychiatrists for virtual counseling and psychiatric medical care at a low rate

Used to treat anxiety, depression, insomnia, stress, and more



What to Know

When does New Era Telehealth become available?

New Era's Telehealth services will be available to you beginning 11/1/2022.

How do I access New Era Telehealth?

Beginning 11/1/2022, New Era Telehealth will be accessible by logging into your Policyholder Portal. You may also call New Era Telehealth support for care - day or night - at 877-643-1849. Any dependents over the age of 18 will need to create their own Policyholder Portal account or call the support line for service.

What will happen to the current telemedicine vendor, Teladoc?

Teladoc services will remain available for your virtual care needs through the rest of October. Beginning on 11/1/2022, New Era Telehealth will be your sole virtual care provider and Teladoc will no longer be available.

24/7 Toll-Free New Era Telehealth Support Line: 877-643-1849

We look forward to enhancing your virtual care experience with New Era Telehealth!

Sincerely,

Your PALs at Philadelphia American Life Insurance Co.

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