

# Virtual care with Teladoc<sup>®</sup> FAQs

Teladoc is the first and largest provider of telehealth medical consultations in the United States, giving members anytime anywhere access to quality medical care through phone and video consults.

Question	Answer
Where is Teladoc available?	You can get treated by a Teladoc doctor by phone or video throughout the United States. Teladoc operates subject to state regulation and may not be available in certain states.
When is Teladoc available?	Teladoc phone consultations are available 24 hours a day, 7 days a week; video consultations are available 7 a.m. to 9 p.m., 7 days a week.
Who are the Teladoc doctors?	Teladoc doctors are U.S. board certified in internal medicine, family practice, or pediatrics. They average 15 years of practice experience, are licensed in your state, and incorporate Teladoc into their day-to-day practice as a way to provide people with convenient access to quality medical care.
Does Teladoc replace my doctor?	No. Teladoc does not replace your family doctor or primary care physician. Teladoc should be used when you need immediate care for non-emergency medical issues. It is an affordable, convenient alternative to urgent care and ER visits.
How do I set up my Teladoc account?	Setting up your account is a quick and easy process online. Visit <b>teladoc.com/premera</b> and click "Set Up Account." Follow the online instructions. You can also call Teladoc to set up an account.
How do I request a consult to talk to a doctor?	Visit <b>teladoc.com/premera</b> , log into your account and click "Request a Consult." You can also call Teladoc to request a consult by phone.

## Talk to a doctor anytime anywhere

[teladoc.com/premera](https://teladoc.com/premera)  
855.332.4059

### Question

### Answer

How quickly can I talk to the doctor?

A doctor will call you back within 24 minutes, on average. If you miss the doctor's call, whether you are away from the phone or you have anonymous call blocker on, you will be returned to the bottom of the waiting list. The consult request is canceled if you miss three calls.

Can I provide consult information to my regular doctor?

Yes. You have access to your electronic medical record at any time. Download a copy online from your account or call Teladoc and ask to have your medical record mailed or faxed to you.

Can you provide services related to psychiatric or dental care needs?

Not at this time. Teladoc provides care for non-emergency medical issues.

How much will I pay for a Teladoc consult?

You will pay your health plan's standard in-network office visit copay.

Is the consult fee the same price, regardless of the time?

Yes! Teladoc charges one flat rate per consult. You will pay your standard in-network office visit copay, regardless of the length of the consult.

How do I pay for the consult?

You may pay with a credit or debit card.

Will Teladoc prescribe medications?

A Teladoc doctor can prescribe medications when necessary. Teladoc does not prescribe DEA controlled substances, nontherapeutic drugs, and certain other drugs that may be harmful because of their potential for abuse.

How do I pay for a prescription called in by Teladoc?

When you go to your pharmacy to pick up the prescription, you may use your health/prescription insurance card to help pay for the medication. You will be responsible for the copay based on the type of medication and your plan benefits.

If the Teladoc doctor recommends that I see my primary care physician or a specialist, do I still have to pay the Teladoc consult fee?

Yes. Just like any doctor appointment, you must pay for the consulting doctor's time.

Teladoc® is an independent company that provides virtual medical care services on behalf of Premera Blue Cross. Teladoc does not guarantee that a prescription will be written. Teladoc physicians reserve the right to deny care for potential misuse of services.

**PREMERA** | 

**BLUE CROSS**

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