So many reasons **to use Teladoc®**

Teladoc is an **affordable option** for quality medical care - with **access to U.S. board-certified doctors *anytime*** (24 hours, 7 days a week).

Schedule appointments and see your doctor by phone, video or through the mobile app.



Talk to a doctor anytime, anywhere you happen to be



Receive quality care via phone, video or mobile app



Prompt treatment, talk to a doctor in minutes



A network of doctors that can treat every member of the family



Prescriptions sent to a pharmacy of your choice if medically necessary



Teladoc is less expensive than the ER or urgent care

Get the care you need

Teladoc doctors can treat many medical conditions, including:

- **Cold & flu symptoms**
- **Allergies**
- **Pink Eye**
- **Respiratory infection**
- **Sinus problems**
- **Skin problems**

And more!

With your consent, Teladoc® is happy to provide information about your Teladoc visit to your primary care physician.

Talk to a doctor anytime

teladoc.com

1-800-TELADOC (835-2362)

Available on the Google Play

Download on the App Store

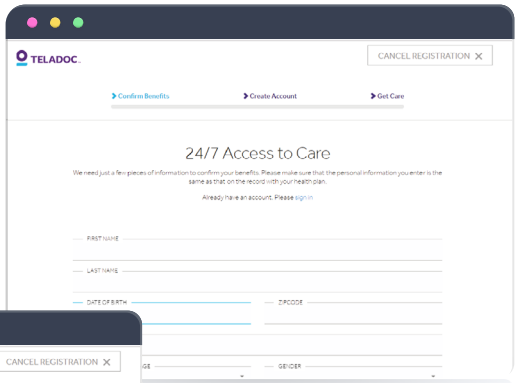
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Get started with Teladoc®

It's quick and easy to set up your account online. Simply visit the Teladoc® website, click **"Set up account"**, and then follow the instructions below.

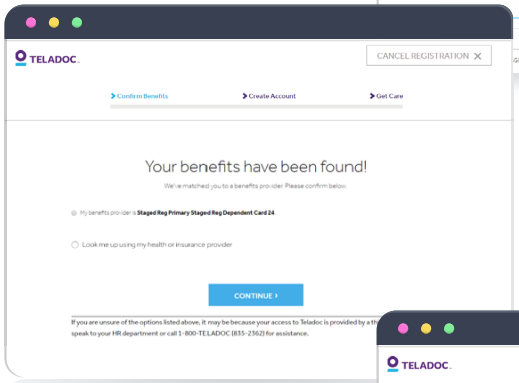
1. Confirm benefits

Provide some information about yourself to confirm your eligibility.



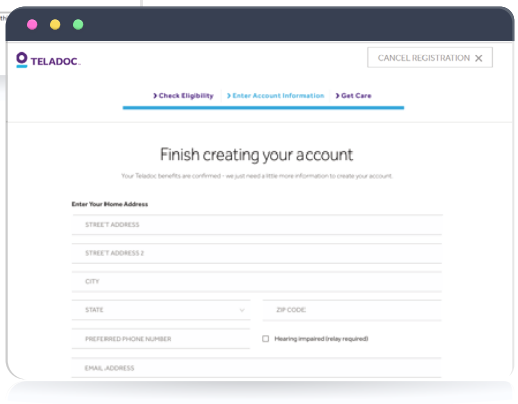
2. Benefit confirmation

We'll confirm that we found your benefits. Click "CONTINUE" and finish creating your account.



3. Create account

Enter your contact information, username, password, and security questions.



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Get started with Teladoc® App

It's quick and easy to set up your account through our app. Simply download the Teladoc® app and follow the four steps you see below.

1. Confirm benefits

Provide some information about yourself to confirm your eligibility.

2. Benefit confirmation

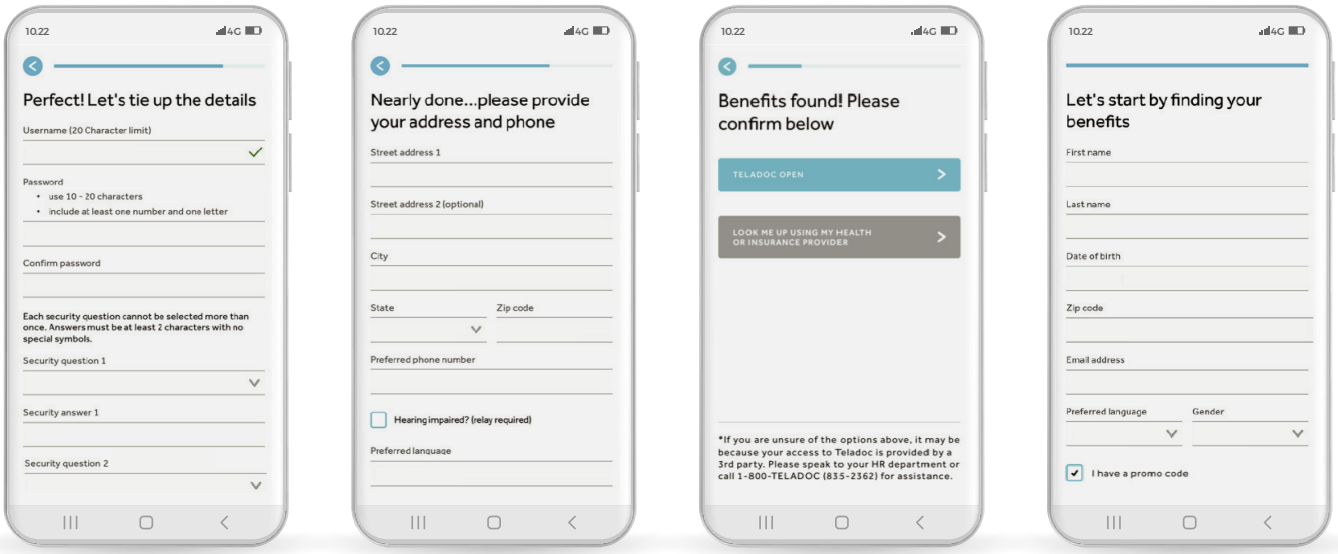
We'll confirm that we found your benefits and you'll continue creating your account.

3. Create account

Please provide your contact information and preferred language.

4. Complete account

Create a username, password, and pick security questions to ensure your account is secure.



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Teladoc® member
Frequently Asked Questions

TELADOC®

What is Teladoc?

Teladoc is a healthcare service that offers convenient, confidential access to quality doctors 24/7, anytime, anywhere.

By scheduling a visit with one of our U.S. board-certified and licensed medical doctors, you can be diagnosed, treated, and prescribed medication if necessary.

What can I use Teladoc for?

Teladoc can help you with everyday, nonemergency healthcare issues, including sinus problems, allergies, flu symptoms, and much more. Skip the waiting room and the trip to the ER. We're here to help you feel better, faster, and get you back to living your life.

Does Teladoc replace my doctor?

No. Teladoc doesn't replace your primary care doctor. Teladoc should be used for nonemergency illnesses when it is not convenient to get to the doctor or it is outside of regular office hours.

How do I set up my account?

Download the Teladoc app, visit the website, or call the number below to set up your account.

Do I need to have my insurance information available?

No. Teladoc is a separate benefit, and your insurance information is not required to have a visit.

How do I pay for the visit?

You can pay with your HSA (health savings account) card, credit card, prepaid debit card, or by PayPal.

Is there a time limit when talking to the doctor? And am I charged more for taking longer?

There is no time limit for visits, and there is no extra charge for longer doctor visits.

How do I access Teladoc?

The service can be accessed by app, web, or phone, and visits are available by phone or video.

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

Just like any doctor appointment, there is a fee for the consulting doctor's time. The portion of the fee that you will pay varies based on your benefit plan structure.

Can my family use Teladoc?

This varies depending on your specific Teladoc plan. Most plan designs allow you to use the Teladoc service for you, your spouse, and your dependents. Dependents over 18 years old must call our service center to request a visit.

For dependents under 18 years old, the primary account holder must request a visit on their behalf through the app, website, or by phone.

How much does it cost?

The cost of a Teladoc visit varies, depending on the type of visit you are requesting and your plan design. Please refer to your welcome letter, or call 1-800-Teladoc if you wish to confirm pricing prior to requesting a visit.

Who are the Teladoc doctors?

Teladoc doctors are U.S. board-certified internists, family doctors, and pediatricians. They average 20 years of experience and are licensed to practice in your state.

Can Teladoc physicians prescribe medications?

Yes, when medically appropriate, doctors can prescribe medications. If a prescription is not required, the doctor may provide the member with instructions for managing symptoms or following up with their primary care doctor.

Can my primary care doctor get a record of my Teladoc visit?

With your consent, we'll send an electronic copy of your Teladoc visit to your primary care doctor.

Can I use Teladoc while traveling?

Teladoc is available in all 50 states, so you can use the service while traveling within the United States. Some restrictions may apply.

Who should I contact if I have questions or encounter an issue?

We aim to make your experience with us as seamless as possible. If you have any further questions or encounter an issue, please visit our website at Teladoc.com or call our member services team at 1-800-TELADOC (835-2362)

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