

# Teladoc Health FAQs

## Q What is Teladoc Health?

Teladoc Health offers convenient, confidential access to virtual visits with quality doctors and behavioral health providers. From wherever you are medical appointments are available 24 hours a day, 7 days a week and scheduled appointments for behavioral health services are available 7 days a week from 7 am to 9 pm (Pacific Time).

By scheduling a visit with one of Teladoc Health's U.S. board-certified doctors and behavioral health providers, members can be diagnosed, treated and even prescribed medication if medically necessary?

## Q What can members use Teladoc Health for?

Teladoc Health offers virtual visits for everyday, non-emergency conditions like the flu, sinus infections, stomach bugs, anxiety, depression and more.

## Q Does Teladoc Health replace a member's doctor?

No. Teladoc Health doesn't replace members' primary care doctor. Members use Teladoc Health for non-emergency conditions when it's not convenient to get to the doctor or it's outside of regular office hour.

## Q How do members set up their Teladoc Health account?

Members download the Teladoc Health app, visit the Teladoc Health website at [www.teladoc.com](http://www.teladoc.com) or call **800-TELADOC (835-2362)** to set up their account.

## Q Do members need to have their health coverage information available?

Yes. Members should have their basic health coverage details available, such as plan name, group ID and /or member ID.

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## Q Is there a cost to use Teladoc Health?

For most Health Net members, there is no cost to use Teladoc Health. Members should refer to their welcome letter, visit the app under *Account > Billing & Insurance > Cost overview*, or call

### **800-TELADOC**

**(800-835-2362)** to confirm pricing prior to requesting a visit. Members will also see the visit fee during the visit request process.

## Q How do members access Teladoc Health?

Members can access Teladoc Health by app, website or phone. Visits are available by phone or video.

## Q Can a member's family members use Teladoc Health?

If family members are covered under the member's Health Net plan that includes Teladoc Health visits or they have their own coverage under a Health Net plan that covers Teladoc Health visit, then they have access to Teladoc Health through their Health Net enrollment. Dependents over 18 years old must call our service center at **800-TELADOC (835-2362)** to request a visit. For dependents under 18 years old, the primary subscriber must request a visit on their behalf. This can be done by app, website or phone.

## Q Who are the Teladoc Health doctors?

Teladoc Health doctors are U.S. board-certified internists, family doctors, pediatricians, behavioral health therapists and psychiatrists. They average 20 years of experience and are licensed to practice in the member's state.

## Q Can Teladoc Health doctors prescribe medications?

Yes, when medically necessary. If a prescription<sup>1</sup> is not medically necessary the doctor may provide directions for managing symptoms or following up with the member's primary care doctor.

## Q Can members' primary care doctors get a record of the Teladoc Health visit?

Yes. With the member's consent, Teladoc Health can send an electronic copy of the member's Teladoc Health visit to their primary care doctor. Members select this option when they set up their Teladoc Health account. To choose this option, they will need to provide the fax number for their primary care doctor.

## Q Can members use Teladoc Health when they travel?

Teladoc Health is available in all 50 states, so members can use the service from anywhere in the United States. Some restrictions may apply.<sup>2</sup>

## Q Who should members contact with any questions or issues?

Members can visit the Teladoc Health website at **www.teladoc.com** or call their service center at **800-TELADOC (835-2362)**.



Contact your Health Net representative today to learn more about Teladoc Health.

<sup>1</sup>Access to telehealth services does not guarantee a prescription.

<sup>2</sup>Teladoc Health is not available internationally.

You may receive services on an in-person basis or via telehealth, if available, from your primary care provider, a treating specialist or from another contracting individual health professional, contracting clinic, or contracting health facility consistent with the service and existing timeliness and geographic access standards required under California law. Any cost share for services received through Teladoc Health (Teladoc) will accrue toward your out-of-pocket maximum and deductible (if your plan has a deductible). By scheduling through Teladoc, you consent to receive services via telehealth through Teladoc. See your health plan coverage document for coverage information and for the definition of telehealth services. You have a right to access your medical records for services received through Teladoc. Unless you choose otherwise, any services provided through Teladoc shall be shared with your primary care provider.

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