

Teladoc Health Member FAQs

Q What is Teladoc Health?

Teladoc Health offers convenient, confidential access to virtual visits with quality doctors and behavioral health providers. It's available 24 hours a day, 7 days a week from wherever you are.¹

By scheduling a visit with one of Teladoc Health's U.S. board-certified doctors and behavioral health providers, you can be diagnosed, treated and even prescribed medication if medically necessary²

Q What can I 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 my doctor?

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

Q How do I set up my Teladoc Health account?

Download the Teladoc Health app, visit the Teladoc Health website at www.teladoc.com or call **800-TELADOC (835-2362)** to set up your account.

Q Do I need to have my health coverage information available?

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

Q Is there a cost to use Teladoc Health?

For most Health Net members, there is no cost to use Teladoc Health. You can confirm your plan coverage with Health Net

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

There is no time limit for visits. There is also no extra charge for longer visits.

(continued)



Q How do I access Teladoc Health?

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

Q Can my family members use Teladoc Health?

If your family members are covered under your Health Net plan or have their own coverage under a Health Net plan, then they have access to Teladoc 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 your state.

Q Can Teladoc Health doctors prescribe medications?

Yes, when medically necessary. If a prescription² is not medically necessary the doctor may provide directions for managing your symptoms or following up with your primary care doctor.

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

Yes. With your consent, Teladoc Health can send an electronic copy of your Teladoc Health visit to your primary care doctor. You'll select this option when you set up your Teladoc Health account. To choose this option, you'll need to provide the fax number for your primary care doctor.

Q Can I use Teladoc Health when I travel?

Teladoc Health is available in all 50 states, so you can use the service from anywhere in the United States. Some restrictions may apply.³

Q Who should I contact with any questions or issues?

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



Download the app to securely talk to a doctor.

Visit **www.teladoc.com**
Call **800-TELADOC (835-2362)**

¹Scheduled appointments for behavioral health services are available 7 days a week from 7 am to 9 pm (Pacific Time).

²Access to telehealth services does not guarantee a prescription.

³Teladoc 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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