

Teladoc Health FAQs – Updated July 19, 2023

GENERAL INFORMATION AND 24/7 CARE

Q: Why should I use Teladoc Health?

A: There are several things that make Teladoc Health a convenient option when you need care:

- 24/7 care: Doctors are available day and night.
- Faster care: Appointments can be available in minutes.
- Convenience: You can talk to a doctor without leaving your house.
- Cost: Depending on your health plan, your Teladoc Health consultation may not cost you anything out of pocket. Other plans may require a copay, but you'll probably pay less than you would for an urgent care visit.

Q: What kind of conditions can Teladoc Health treat?

A: Teladoc Health offers support for non-emergency medical conditions, including:

- Allergies, cold, fever or flu
- Sinus or respiratory issues
- Skin conditions (rashes or insect bites)
- Urinary tract infections
- Constipation or diarrhea
- Earaches
- Nausea or vomiting
- Pink eye
- Sunburn
- Sore throat
- Food poisoning
- Nasal congestion

Other care like dermatology, mental health, nutrition, and back and joint care may be available depending on your health plan. Once you've set up your Teladoc Health account, log in to your **bcbst.com**, Choose **Get Care**, then **Teladoc Health** to see all types of care available on your plan.

Q: Can Teladoc Health providers write prescriptions?

A: Yes. When appropriate, they can write a prescription and send it to your pharmacy. However, they can't write prescriptions for controlled substances and some other drugs.

Q: How much does using Teladoc Health cost?

A: You'll typically pay less than you would for a visit to the office or urgent care clinic. Refer to your Evidence of Coverage or employer benefit materials for cost information. Once you're registered, you can also go to My Account/Cost Overview in your Teladoc Health account to see the cost for any products available to you.

Q: How do I register for Teladoc Health?

A: You can get started by logging in to our free **BCBSTNSM app** and choosing **Talk With a Doctor Now**, or by visiting **bcbst.com/Teladoc** if you'd prefer to sign up on your computer. We'll autofill some of your information to make registration easier. After you register, future logins will take you directly to Teladoc Health's website.

If you'd rather register by phone, you can also call **1-800-TELADOC (1-800-835-2362)**. You'll need to provide information as it appears on your BlueCross Member ID card, so please have it handy.

Q: Do I need a code to register?

A: No, you don't need a code to register your account. You can skip this field during registration.

Q: How do I register other people on my health plan?

A: Any family member on your medical plan can register. Anyone 18 and older will need to register themselves as described above.

Only the subscriber (the person whose name is on the health plan) can register family members younger than 18. Once you've created your own Teladoc Health account, you can register minors under **My Family/My Dependents** or during the visit scheduling process. Click on **Add Dependent** for the minor you'd like to register. Then you can go to **My Family/Authorized Consenter** to give another adult the ability to call in and request a visit for a minor.

Q: Can I use Teladoc Health's app and website to register and schedule appointments?

A: Yes, you can use Teladoc Health's app and website – whichever you prefer. However, registration is quicker and easier when you use the **BCBSTN app** or your **bcbst.com** account since we pre-populate your information for you.

Q: How do I schedule a visit?

A: If you need to speak with a doctor, click the **24/7 Care** tile in your account and answer some questions. Choose phone or video for your appointment, complete a short medical history (if you haven't ahead of time already), and fill out your billing information. You can speak with the first available doctor (typically available within 10 minutes) or schedule a visit with a doctor of your choice.

Q: Are Teladoc Health services available internationally?

A: Teladoc Health visits are only available in the United States.

MENTAL HEALTH CARE

Q: Does Teladoc Health offer support for mental health conditions?

A: Yes. This convenient, private feature may be available on your health plan. Teladoc Health has therapists and psychiatrists who can help with common mental health conditions including:

- Feeling blue, depressed or lonely
- PTSD and other forms of trauma

- Relationship issues
- Stress and anxiety

Therapists and psychiatrists are available for appointments seven days a week from 7 a.m. to 9 p.m. Mental health appointments are typically available within seven days and must be scheduled online rather than by phone.

Q: Can I make recurring appointments with the same mental health provider, or will my provider change each time I make a new appointment?

A: In most cases, you'll be able to schedule recurring appointments with the same provider, depending on their availability.

Q: Are there any age limitations?

A: Members 18 years and older can see licensed therapists or board-certified psychiatrists for help managing medications or more serious diagnoses. Members 13–17 years old can see licensed therapists (not psychiatrists) through their parent or guardian's account.

DERMATOLOGY

Q: How does the dermatology service work?

A: If available on your plan, visits with a licensed dermatologist are usually limited to online or app-based messaging in your Teladoc Health account. You can message a dermatologist for persistent or serious skin issues like acne, rosacea, psoriasis, moles, rashes and other skin issues. After providing photos and information about symptoms, you'll typically receive a response from a dermatologist within 48 hours, including a diagnosis, treatment plan and prescription, if necessary. You may ask a follow-up question within seven days of the initial visit.

For additional questions, log in to your Teladoc Health account or call 1-800-TELADOC.