

Teladoc Health virtual care support anytime, anywhere



It's not always easy or convenient to go to a health appointment. With Teladoc Health (Teladoc), you can get virtual care from wherever you are... with a \$0 copay! Get care for non-emergency general medical, behavioral/mental health, and dermatology services from the comfort of your home.

Talk to a doctor 24/7 for general medical visits

You have access to board-certified doctors who can diagnose and treat non-emergency conditions such as sinus infections, flu, sore throats, allergies, pink eye, and more.

How Teladoc General Medical works:

Initiate: Schedule a visit at your preferred time or request an on-demand visit for an urgent need.

- Call **1-800-835-2362** (TTY/TDD: **711**), 24/7
- Visit teladochealth.com/signin
- Use the **Teladoc Health mobile app**

Visit: Virtually meet with your doctor, who will evaluate you and answer your health questions.

Resolve: Your doctor uploads a visit summary to your Teladoc file, sends medically necessary prescriptions to your pharmacy, and provides details for follow-up.

To schedule an appointment:

Download and sign in with the Teladoc Health app

Visit teladochealth.com/signin

Call **1-800-835-2362**
(TTY/TDD: **711**), 24/7

Call our Member Help Team

If you have any questions about your telemedicine benefit, you can contact our Member Help Team using the number on the back of your member ID card. Representatives are available seven days a week from 8 a.m. to 8 p.m. Please note that on weekends and holidays from April 1 through September 30, your call may be sent to voicemail.

Take charge of your mental well-being

Schedule visits with a licensed therapist, psychologist, or psychiatrist and get support for depression, anxiety, stress, grief, and more.

How Teladoc Mental Health Care works:

Initiate: Complete the intake form and assessment online to provide details about your concerns.

- Visit teladochealth.com/signin
- Use the **Teladoc mobile app**

Schedule: You must schedule appointments online through the Teladoc website or mobile app. During scheduling, you will be able to select the mental health provider you wish to meet with, and if you want to talk to them over the phone or by video conference.

Consult: Talk to the provider about your concerns.

Support: Your provider uploads a visit summary to your Teladoc file, sends medically necessary prescriptions to your pharmacy, and provides details for follow-up. Schedule follow-up appointments with the same provider as needed.

Connect with a dermatologist

Connect online with a board-certified dermatologist who can provide timely answers to questions about new or chronic skin conditions like rashes, acne, eczema, and rosacea.

How Teladoc Dermatology works:

Initiate: Complete the intake form and provide details about your skin concern.

- Visit teladochealth.com/signin
- Download the **Teladoc Health mobile app**

Upload images: Upload a minimum of three digital pictures so the dermatologist can evaluate your skin.

View online results: Within two business days, you will get a notification in the online message center from your dermatologist, with a diagnosis and treatment plan. Your dermatologist can also send medically necessary prescriptions to your pharmacy.

Follow-up: Use the online message center to send one message to your dermatologist over the next seven days. For additional questions, you can schedule a follow up with the same provider.

Frequently Asked Questions (FAQs)

How do I register/set up my Teladoc account online?

To register for Teladoc, download the Teladoc Health app or visit teladochealth.com/signin to create an account. Make sure you have your member ID card available and fill out the required fields. You will be asked to select your health plan from the drop-down menu and enter your member ID.

Can I use my telemedicine benefit through Teladoc 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. Teladoc cannot be used internationally.

What device can I use to access Teladoc?

You can use your computer, tablet, or smartphone.

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.

Independence Blue Cross offers products through its subsidiaries Independence Assurance Company, Independence Hospital Indemnity Plan, Keystone Health Plan East, and QCC Insurance Company — independent licensees of the Blue Cross and Blue Shield Association.

Independence Blue Cross offers PPO, HMO-POS, and HMO Medicare Advantage plans with a Medicare contract. Enrollment in Independence Blue Cross PPO, HMO-POS, and HMO Medicare Advantage plans depends on contract renewal.

Teladoc Health and the practitioners accessible through Teladoc Health are independent companies and contractors not affiliated with Independence Blue Cross. Please consult a physician for personalized medical advice. Always seek the advice of a physician or other qualified health care provider with any questions regarding a medical condition.



3191360 (10/24)
IBX14379 (07/24)
Y0041_HM_25_120524_M