

# Teladoc® Member Frequently Asked Questions

## What is Teladoc?

Teladoc is the first and largest provider of telehealth medical consults in the United States, giving you 24/7/365 access to quality medical care.

## Who are the Teladoc doctors?

Teladoc doctors are U.S. board certified in Internal Medicine, Family Practice, or Pediatrics. They average 20 years experience, are licensed in your state, and incorporate Teladoc into their day-to-day practice as a way to provide people with convenient access to quality medical care.

## Does Teladoc replace my doctor?

No. Teladoc does not replace your primary care physician. Teladoc should be used when you need immediate care for non-emergent medical issues. It is an affordable, convenient alternative to urgent care and ER visits.

## What kind of medical care does Teladoc provide?

Teladoc provides adult and pediatric general medical care.

## What consult methods are available?

You can talk with a Teladoc doctor by video or phone.\*

## How do I set up my Teladoc account?

Setting up your account is a quick and easy process online. Visit the Teladoc website and click "Set Up Account". Follow the online instructions.

## How do I request a consult to talk to a doctor?

Visit the Teladoc website, log into your account and click "Request a Consult".

## How quickly can I talk to the doctor?

The doctor will call you back in minutes. If you miss the doctor, you will be returned to the bottom of the waiting list. The consult request is cancelled if you miss three attempts.

## Is there a time limit when talking with a doctor?

There is no time limit for consults.

## Can Teladoc doctors write a prescription?

Yes, Teladoc doctors can prescribe short-term medication for a wide range of conditions when medically appropriate. Teladoc doctors do not prescribe substances controlled by the DEA, non-therapeutic and/or certain other drugs which may be harmful because of their potential abuse.

## How do I pay for a prescription called in by Teladoc?

When you go to your pharmacy of choice to pick up the prescription, you may use your health/prescription insurance card to help pay for the medication. You will be responsible for the co-pay based on the type of medication and your plan benefits.

## Is the consult fee the same price, regardless of the time?

Yes! Teladoc charges one flat rate per consult.

## How do I pay for the consult?

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

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

Yes. Just like any doctor appointment, you must pay for the consulting doctor's time.

## Can I provide consult information to my doctor?

Yes. You have access to your electronic medical record at anytime. Download a copy online from your account or call Teladoc and ask to have your medical record mailed or faxed to you.

**Talk to a doctor anytime for free!**

 [Teladoc.com/hn](https://teladoc.com/hn)

 [Facebook.com/Teladoc](https://facebook.com/Teladoc)

 **1-800-Teladoc (835-2362)**

 [Teladoc.com/mobile](https://teladoc.com/mobile)

**\*In Arkansas and Delaware, your first visit must be by video and future visits can be by phone or video.**

Health Net contracts with Teladoc to provide telehealth services. Teladoc services are not intended to replace services from your physician, but are a supplemental service. See your health plan Policy (PPO) or Plan Contract and Evidence of Coverage (HMO) for coverage details. Health Net HMO plans are offered by Health Net of California, Inc. Health Net EnhancedCare PPO insurance plans, Policy Form #P35001, are underwritten by Health Net Life Insurance Company. Health Net of California, Inc. and Health Net Life Insurance Company are subsidiaries of Health Net, Inc. Health Net is a registered service mark of Health Net, Inc. All other identified trademarks/service marks remain the property of their respective companies. All rights reserved.

In addition to the State of California nondiscrimination requirements (as described in benefit coverage documents), Health Net complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, ancestry, religion, marital status, gender, gender identity, sexual orientation, age, disability, or sex.

免費語言服務。您可使用口譯員服務。您可請人將文件唸給您聽並請我們將某些文件翻譯成您的語言寄給您。如需協助，請撥打您會員卡上的電話號碼與客戶聯絡中心聯絡或者撥打健康保險交易市場外的 Individual & Family Plan (IFP) 專線：1-800-839-2172（聽障專線：711）。如為加州保險交易市場，請撥打健康保險交易市場的 IFP 專線 1-888-926-4988（聽障專線：711），小型企業則請撥打 1-888-926-5133（聽障專線：711）。如為透過 Health Net 取得的團保計畫，請撥打 1-800-522-0088（聽障專線：711）。

Servicios de idiomas sin costo. Puede solicitar un intérprete, obtener el servicio de lectura de documentos y recibir algunos en su idioma. Para obtener ayuda, comuníquese con el Centro de Comunicación con el Cliente al número que figura en su tarjeta de identificación o llame al plan individual y familiar que no pertenece al Mercado de Seguros de Salud al 1-800-839-2172 (TTY: 711). Para planes del mercado de seguros de salud de California, llame al plan individual y familiar que pertenece al Mercado de Seguros de Salud al 1-888-926-4988 (TTY: 711); para los planes de pequeñas empresas, llame al 1-888-926-5133 (TTY: 711). Para planes grupales a través de Health Net, llame al 1-800-522-0088 (TTY: 711).