

# Teladoc Member Frequently Asked Questions

## What is Teladoc?

Founded in 2002, Teladoc is the first and largest provider of telehealth medical consultation in the United States, allowing over 3 million members 24/7/365 on-demand access to affordable medical care via phone and online video consultations.

## Who are the Teladoc doctors?

Teladoc doctors are U.S. board certified in Internal Medicine, Family Practice, Emergency Medicine or Pediatrics. The average 15 years practice experience and are licensed in your state. Our doctors incorporate Teladoc into their day-to-day practice as a way to provide people with convenient, affordable access to quality medical care.

## Does Teladoc replace my doctor?

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

## How do I set up my Teladoc account?

Setting up your account is a quick and easy process. Simply visit [www.Teladoc.com](http://www.Teladoc.com) and click **Set Up Account**. Follow the online instructions.

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

Log in to your account at [www.Teladoc.com](http://www.Teladoc.com) and click **Request a Consult**. Or you can call **1-800-Teladoc** any time day or night.

## How quickly can I talk to the doctor?

A doctor will call you back within 30 minutes, on average. If you miss the doctor's call (whether you are away from the phone or you have anonymous call blocker on), you will be returned to the bottom of the waiting list. The consultation request is cancelled if you miss three calls.

## 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.

## Can I provide consultation information to my doctor?

Yes. You have access to your portable electronic medical record at anytime. Download a copy from your online Teladoc account or call **1-800-Teladoc** and ask to have your medical record mailed or faxed to you.

## Can you provide services related to psychiatric or dental care needs?

Not at this time. Teladoc provides care for non-emergent medical issues.



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