

# Virtual care with Teladoc

## FREQUENTLY ASKED QUESTIONS

### Overview

Teladoc is the first and largest provider of telehealth medical consultations in the United States, giving members anytime, anywhere access to quality medical care through phone and video consults.

<b>Where is Teladoc available?</b>	You can get treated by a Teladoc doctor by phone or video throughout the United States. Teladoc operates subject to state regulation and may not be available in certain states.
<b>When is Teladoc available?</b>	Teladoc phone consultations are available 24 hours a day, 7 days a week. Video consultations are available 7 a.m. to 9 p.m., 7 days a week.
<b>Who are the Teladoc doctors?</b>	Teladoc doctors are U.S. board certified in internal medicine, family practice, or pediatrics. They average 15 years of practice experience and are licensed in your state. The doctors incorporate Teladoc into their day-to-day practice to provide people with convenient access to quality medical care.
<b>Does Teladoc replace my doctor?</b>	No. Teladoc does not replace your family doctor or primary care physician. Teladoc should be used when you need immediate care for non-emergency medical issues. It is an affordable, convenient alternative to urgent care and ER visits.
<b>How do I set up my Teladoc account?</b>	There are three ways to set your account: <ul style="list-style-type: none"><li>• The fastest way to register is through the Premera mobile app on <a href="#">iOS</a> or <a href="#">Android</a>. (Teladoc is on the dashboard on iOS and in Find Care on Android.)</li><li>• Visit <a href="https://teladoc.com/premera">teladoc.com/premera</a> and click "Set Up Account." Follow the online instructions.</li><li>• Call Teladoc at <b>855-332-4059</b> to set up an account.</li></ul>



**BLUE CROSS**

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<p><b>How do I request a consult to talk to a doctor?</b></p>	<p>There are three ways to set your account:</p> <ul style="list-style-type: none"> <li>• Connect through the Premera mobile app on <a href="#">iOS</a> or <a href="#">Android</a>. (Teladoc is on the dashboard on iOS and in Find Care on Android.)</li> <li>• Visit <a href="https://teladoc.com/premera">teladoc.com/premera</a>, log in to your account, and click "Request a Consult."</li> <li>• Call Teladoc at <b>855-332-4059</b> to request a consult by phone.</li> </ul>
<p><b>How quickly can I talk to the doctor?</b></p>	<p>A doctor will call you back within 24 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 consult request is canceled if you miss three calls.</p>
<p><b>Can I provide consult information to my regular doctor?</b></p>	<p>Yes. You have access to your electronic medical record at any time. Download a copy online from your account or call Teladoc and ask to have your medical record mailed or faxed to you.</p>
<p><b>Can you provide services related to psychiatric or dental care needs?</b></p>	<p>Not at this time. Teladoc provides care for non-emergency medical issues.</p>
<p><b>How much will I pay for a Teladoc consult?</b></p>	
<p><b>Is the consult fee the same price, regardless of the length of the consult?</b></p>	<p>Yes.</p>
<p><b>Will Teladoc prescribe medications?</b></p>	<p>A Teladoc doctor can prescribe medications when necessary. Teladoc does not prescribe DEA controlled substances, nontherapeutic drugs, and certain other drugs that may be harmful because of their potential for abuse.</p>
<p><b>How do I pay for a prescription called in by Teladoc?</b></p>	<p>When you go to your pharmacy 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 copay based on the type of medication and your plan benefits.</p>
<p><b>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?</b></p>	<p>Yes. Just like any doctor appointment, you must pay for the consulting doctor's time.</p>

### Discrimination is Against the Law

Premera Blue Cross (Premera) complies with applicable Federal and Washington state civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, gender identity, or sexual orientation. Premera does not exclude people or treat them differently because of race, color, national origin, age, disability, sex, gender identity, or sexual orientation. Premera provides free aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters and written information in other formats (large print, audio, accessible electronic formats, other formats). Premera provides free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages. If you need these services, contact the Civil Rights Coordinator. If you believe that Premera has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, sex, gender identity, or sexual orientation, you can file a grievance with: Civil Rights Coordinator — Complaints and Appeals, PO Box 91102, Seattle, WA 98111, Toll free: 855-332-4535, Fax: 425-918-5592, TTY: 711, Email [AppealsDepartmentInquiries@Premera.com](mailto:AppealsDepartmentInquiries@Premera.com). You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Civil Rights Coordinator is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Ave SW, Room 509F, HHH Building, Washington, D.C. 20201, 1-800-368-1019, 800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>. You can also file a civil rights complaint with the Washington State Office of the Insurance Commissioner, electronically through the Office of the Insurance Commissioner Complaint Portal available at <https://www.insurance.wa.gov/file-complaint-or-check-your-complaint-status>, or by phone at 800-562-6900, 360-586-0241 (TDD). Complaint forms are available at <https://fortress.wa.gov/oic/onlineservices/cc/pub/complaintinformation.aspx>.

### Language Assistance

- ATENCIÓN:** si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 800-722-1471 (TTY: 711).
- 注意:** 如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 800-722-1471 (TTY: 711)。
- CHÚ Ý:** Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 800-722-1471 (TTY: 711).
- 주의:** 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 800-722-1471 (TTY: 711) 번으로 전화해 주십시오.
- ВНИМАНИЕ:** Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 800-722-1471 (телетайп: 711).
- PAUNAWA:** Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 800-722-1471 (TTY: 711).
- УВАГА!** Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 800-722-1471 (телетайп: 711).
- ប្រយ័ត្ន:** បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតល្អល្អ គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ 800-722-1471 (TTY: 711)។
- 注意事項:** 日本語を話される場合、無料の言語支援をご利用いただけます。800-722-1471 (TTY:711) まで、お電話にてご連絡ください。
- ማስታወሻ:** የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያገለግሉት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ 800-722-1471 (መስማት ለተሳናቸው: 711)።
- XIYYEEFFANNAA:** Afaan dubbattu Oroomiffa, tajaajjila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 800-722-1471 (TTY: 711).  
*ملحوظة:* إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 800-722-1471 (رقم هاتف الصم والبكم: 711).
- ਧਿਆਨ ਦਿਓ:** ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। 800-722-1471 (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ।
- ACHTUNG:** Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 800-722-1471 (TTY: 711).
- ໂປດຊາບ:** ຖ້າວ່າ ທ່ານວົາພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ຄ່າສ່ຽງຄ່າ, ຄ່າມື້ພ້ອມໃຫ້ທ່ານ. ໂທ 800-722-1471 (TTY: 711).
- ATANSYON:** Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 800-722-1471 (TTY: 711).
- ATTENTION:** Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 800-722-1471 (ATS: 711).
- UWAGA:** Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 800-722-1471 (TTY: 711).
- ATENÇÃO:** Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 800-722-1471 (TTY: 711).
- ATTENZIONE:** In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 800-722-1471 (TTY: 711).
- توجه:** اگر بہ زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 800-722-1471 (TTY: 711) تماس بگیرید.