

# Member

## Frequently Asked Questions

### What is Teladoc?

Teladoc provides 24/7 access to U.S. board-certified doctors by phone or video for many non-emergency illnesses, including flu, allergies, sinus infections, and more.

### Who are the Teladoc doctors?

Teladoc doctors are licensed internists, family doctors, and pediatricians. They average 20 years of experience and are licensed to practice in your state.

### Does Teladoc replace my doctor?

No. Teladoc doesn't replace your primary care doctor. Teladoc should be used for non-emergency illnesses when it is not convenient to get to the doctor or it is outside of regular office hours.

### How do I talk to a Teladoc doctor?

You can connect with a doctor via phone or video.

### How do I set up my Teladoc account?

Visit the website listed below and click "Member Login." You can also download the mobile app or call the number below.

### How do I request a visit?

Log in to your account online or via the app and click "Request a Consult." You can also request a visit by calling the number below.

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

There is no time limit for visits.

### Am I charged more for talking longer?

There is no extra charge for longer doctor visits.

### Can Teladoc doctors write a prescription?

Yes, Teladoc doctors can prescribe medication when medically necessary.

Visit [teladoc.com/prescription-policy](https://teladoc.com/prescription-policy) for details.

### How do I pay for the visit?

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 doctor 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 my primary care doctor get a record of my Teladoc visit?

With your consent, we'll send an electronic copy of your Teladoc visit to your primary care doctor.

## Talk to a doctor for \$45 or less

 [Teladoc.com](https://teladoc.com)  1-800-TELADOC (835-2362)   Download the app



Engage | Learn | Improve

"The service is incredible! Being able to get a visit wherever you are and whenever you need it is beyond convenient. On top of that, **the doctors always make me feel very confident in their diagnoses and recommendations.**"

Sam Y. - Teladoc Member Since 2016

Visit [www.teladoc.com/doctors](http://www.teladoc.com/doctors) to discover how our doctors make the difference.

A few reasons why our 20+ million members trust us.



10 min

median response time



24/7

anytime, anywhere\*



92%

of patient issues resolved  
after first visit



95%

member satisfaction



## Your Available Services

### General Medical

- Board-certified doctors and pediatricians available 24/7/365
- Treat flu, allergies, sinus infection, rash, sore throat and more

**Family Physician**

**\$45 or less** / visit

### Dermatology

- Log in to upload images and receive a response through the online message center within two business days
- Treat ongoing or severe issues like psoriasis, eczema, acne and more

**Dermatologist**

**\$75** / visit

### Behavioral Health

- Appointments available 7 a.m. to 9 p.m. local time, seven days a week
- Support for anxiety, post traumatic stress disorder, depression, family issues and more

**Therapist, Psychologist  
Psychiatrist**

(ongoing sessions)

**\$85** / session

**\$200** / evaluation

**\$95** / session

### Learn more about Teladoc:

[Teladoc.com](http://Teladoc.com)

Download the app

1-800-TELADOC (835-2362)

\*Teladoc is not available internationally.

Teladoc complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Para obtener ayuda en su idioma, llame sin costo alguno al número que aparece en su tarjeta de identificación. (TTY: 1-855-636-1578)

T'áá shí shizaad k'ehjí shiká a'doowoł nínizingo naaltsoos bee atah nínínígí nanitínígí béésh bee hane'é bikáá' áajj' hodíílnih. (TTY: 1-855-636-1578)

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