

CONNECT WITH A DOCTOR 24/7

With telehealth services provided by Teladoc®.

WHAT IS TELEHEALTH?

We've partnered with Teladoc to make it even easier to get the care you need. Telehealth lets you talk with experienced doctors by phone or video anytime, anywhere.

All Teladoc doctors are:

- **Board certified**
- **State licensed**
- **Able to treat many non-emergency health issues**

(Call 911 or go to your local emergency services in an emergency.)



TOP 4 REASONS TO USE TELEHEALTH SERVICES



**It's like a doctor
in your pocket.**



**Available
after hours.**



**Coverage for
the sniffles, minor
bumps and more.**



**No more
waiting rooms.**

GETTING STARTED WITH VIRTUAL DOCTOR VISITS



SET UP YOUR ACCOUNT

You're eligible for telehealth services if you're a current Blue Cross and Blue Shield Service Benefit Plan member, 18 or older. You can also register dependents under 18 on your account.

Visit fepblue.org/telehealth or call **1-855-636-1579** to get started.



GENERAL HEALTH

Your telehealth benefit offers convenient access to board-certified doctors 24 hours a day, seven days a week. These doctors can treat minor injuries, illnesses and non-emergency health issues.

1

Log in to your account

Visit fepblue.org/telehealth, call **1-855-636-1579** or use the Teladoc app.

2

Complete your medical history

The doctor will review the information you provide.

3

Request a visit

Request a visit with the next available doctor or schedule a time that works.

4

Get additional care

If needed, the doctor will send a prescription to the pharmacy of your choice.

EXAMPLES OF NON-EMERGENCY HEALTH ISSUES:

- Allergies
- Bronchitis
- Cold and flu symptoms
- Headaches and migraines
- Pink eye
- Respiratory infections
- Sore throats
- Sinus problems
- And many others



BEHAVIORAL HEALTH

Your telehealth benefit also includes a stress-free and cost-effective way to get support for your mental and emotional well-being. Speak to a licensed behavioral health specialist from wherever you are most comfortable. Appointments are available seven days a week, from 7 a.m. to 9 p.m. local time.

1

Choose a doctor

Select a licensed counselor, therapist, psychologist or psychiatrist online or via the app.

2

Select a date and time

We have sessions available 7 days a week. The therapist will confirm within 48 hours and may conduct the session within 72 hours.

3

Have your appointment

A therapist will provide treatment and set goals for your care.

4

Schedule ongoing treatment

If needed, continue sessions with your chosen therapist and receive additional support and guidance.

GET SUPPORT FOR:

- Anxiety
- Eating disorders
- Depression
- Grief
- Family difficulties
- Substance disorder
- And more





DERMATOLOGY

Another feature of your telehealth benefit is dermatology. Through this service, you can get treatment for skin, nail and hair issues from a licensed dermatologist. Oftentimes, these issues can take weeks or months to get an appointment and/or diagnose. But with telehealth, you'll receive treatment options within days.

Request a consult

- 1** You must use the Teladoc website or app to request a visit.

Complete an assessment and upload images

- 2** Answer questions and provide images of your issue to share with the doctor.

Get a response

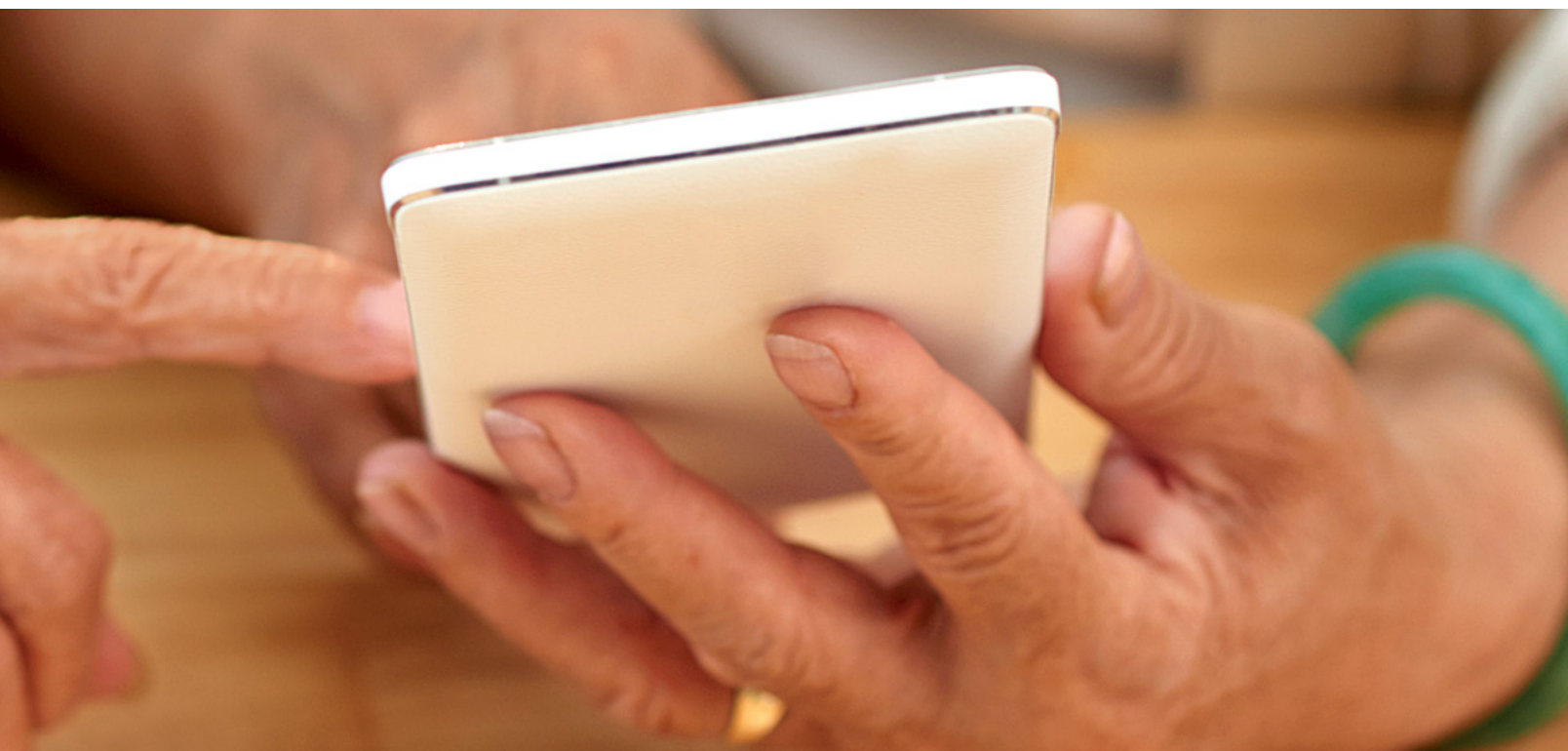
- 3** The doctor will provide treatment options online within two business days.

Follow up

- 4** You'll have seven days to reach out to the provider with any questions you have. You'll receive a follow up response within 2 business days.

GET TREATMENT FOR:

- Acne
- Psoriasis
- Rosacea
- Skin infections and rashes
- Moles and warts
- And more





NUTRITIONAL COUNSELING

Nutritional counseling appointments are also available with telehealth and covered in full. You can meet with a registered dietician to evaluate your nutritional needs and develop personalized diet and meal plans, shopping guides and more. Appointments are available seven days a week, from 7 a.m. to 9 p.m. local time.

1

Log in to your account

Visit fepblue.org/telehealth or use the Teladoc app.

2

Select a date and time

Appointments are available seven days a week, from 7 a.m. to 9 p.m. local time.

3

Complete a nutrition assessment

Let the dietician know of any diet goals you may have.

4

Schedule additional sessions

After your appointment, you can schedule follow-up appointments as needed.

GET RESOURCES SUCH AS:

- Personalized diet plans
- Actionable meal plans
- Shopping guides
- Customized nutritional manuals
- And more



WHAT YOU'LL PAY

You pay less than you would at the doctor's office.* Payment is due at the time of service and can be made via credit card, PayPal (online or app only) or with funds from your MyBlue® Wellness Card† or Health Savings Account.

STANDARD OPTION

\$0 – 10**

BASIC OPTION

\$0 – 15**

FEP BLUE FOCUS

\$0 – 10**

*You must use our Preferred telehealth provider, Teladoc, to receive these copay amounts. Certain out-of-pocket costs do not apply if Medicare is your primary coverage for medical services (it pays first).

†Standard and Basic Option only.

**Your first two visits and all nutritional counseling visits are free. You pay your regular copay for all additional visits.



CONNECT WITH A DOCTOR THREE WAYS:



Online at **fepblue.org/telehealth** or via the fepblue app.
Hit "Register" to get started.



By phone at **1-855-636-1579** (TTY: 855-636-1578).



Download the **Teladoc app** on the App Store® or Google Play™.



Stay connected to fepblue



Teladoc is an independent company that provides telehealth services on behalf of the Blue Cross and Blue Shield Service Benefit Plan.

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This is a summary of the features of the Blue Cross and Blue Shield Service Benefit Plan. Before making a final decision, please read the Plan's Federal brochures (Standard Option and Basic Option: RI 71-005; FEP Blue Focus: 71-017). All benefits are subject to the definitions, limitations and exclusions set forth in the Federal brochures.

The Blue Cross and Blue Shield Service Benefit Plan 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 asistencia en español, llame al servicio de atención al cliente al número que aparece en su tarjeta de identificación.

請撥打您ID卡上的客服號碼以尋求中文協助。

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