

GLOBAL CARE ON DEMAND

Quick Reference Guide

Access quality care anywhere

For members living overseas, the Teladoc® Global Care App makes it easier than ever to get the care you need whenever—and wherever—you need it.

Why choose telehealth?



It's like visiting the doctor without leaving your home.



Avoid long wait times in the ER.



Available 24/7, 365.

Teladoc Global Care allows you to connect with experienced doctors by phone, tablet or computer anytime, anywhere.

There are two ways to connect with an English-speaking doctor in your time zone using the app.



Request a consultation by phone.

80% of callbacks are less than two hours from when the request was made.



Request a consultation by video.

Appointments are available three hours from when the request was made.

What conditions can be addressed?

Teladoc Global Care is a great way to get care for minor injuries, illnesses and non-emergency health issues, including:*



Cold and flu symptoms



Sore throat



Stomachache

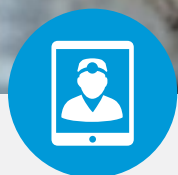


Allergies

Doctors can also solve health-related questions and provide health information.

Who is eligible?

Service Benefit Plan members living overseas who have an international address. Members with a U.S.-based address are **not** eligible.



How to start:

- 1 Download the Teladoc Global Care App.
- 2 Fill in the registration info along with your member ID number.
- 3 Remember to validate your email address in your inbox.
- 4 Request to speak with a doctor.

Have questions?

Our support team is ready to help. Visit fepblue.org/overseas or email globalcare@teladochealth.com for more information.



Stay connected to fepblue



**Doctors can only diagnose and prescribe medications in specific countries. Visit fepblue.org for details.*

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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 (FEP Blue Standard and FEP Blue Basic: RI 71-005; FEP Blue Focus: RI 71-017). All benefits are subject to the definitions, limitations and exclusions set forth in the Federal brochures.

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