

# 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

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

