Care when you need it — no waiting room required.

Talk to a board-certified doctor from home or wherever you are through Teladoc Health (Teladoc) — with a $0 copay. Get care for non-emergency general medical, behavioral/mental health, and dermatology services without the wait or the need for transportation. Because caring for your health shouldn't stop when the doctor's office closes.

Get started

Before using any Teladoc services, create an account by downloading the Teladoc Health app or visiting **teladochealth.com/signin**.

1. **Confirm your benefits:** Provide some information about yourself to confirm your eligibility.
2. **Select your health insurance:** Make sure you have your member ID card to fill out the required information. You will be asked to select your health plan from the drop-down menu and enter your member ID number.
3. **Create an account:** Enter your contact information, username, password, and security questions.
4. Complete a comprehensive **electronic health record (EHR)** either online, via the Teladoc mobile app, or by talking to a designated Teladoc Health representative.

To get started or schedule an appointment: Download and sign in with the Teladoc Health app.

Visit **teladochealth.com/signin.**

Call **1-800-835-2362** (TTY/TDD: **711**), 24/7.

Teladoc 24/7 Care

Access board-certified doctors 24/7 who can diagnose and treat non-emergency conditions like sinus infections, flu, sore throats, allergies, pink eye, and more through Teladoc's 24/7 Care program.

- Schedule a visit at your preferred time or request a visit on-demand.
- Virtually meet with your doctor, who will evaluate you and answer your health questions.
- Your doctor will upload a visit summary to your Teladoc file, send medically necessary prescriptions to your pharmacy, and provide details for follow-up.

See more Teladoc services on the next page!

Independence

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Never stop caring

Teladoc Mental Health Care

Schedule visits with a licensed therapist, psychologist, or psychiatrist and get support for depression, anxiety, stress, grief, and more.

- Schedule appointments through the Teladoc website or mobile app, or call **1-800-835-2362** (TTY/TDD: **711**), 24/7.
- During scheduling, you will be able to select the mental health provider you wish to meet with and whether you'd like to talk by phone or video (conference).
- Talk to the provider about your concerns.
- Your provider will upload a visit summary to your Teladoc file, send medically necessary prescriptions to your pharmacy, and provide details for follow-up.
- You can schedule follow-up appointments with the same provider as needed.

Teladoc Dermatology

Connect online with a board-certified dermatologist who can provide timely answers to questions about new or chronic skin conditions like rashes, acne, eczema, and rosacea.

- Complete the intake form and provide details about your skin concern.
- Upload a minimum of three digital pictures so the dermatologist can evaluate your skin.
- Within two business days, the online message center will send you a notification with a diagnosis and treatment plan from your dermatologist.
- Your dermatologist can also send medically necessary prescriptions to your pharmacy.
- Use the online message center to send one message to your dermatologist over the next seven days.
- For additional questions, you can schedule a follow-up with the same provider.

Frequently Asked Questions

Can I use my telemedicine benefit through Teladoc when I travel?

You can use the service from anywhere in the United States. Some restrictions may apply. Teladoc cannot be used internationally.

What devices can I use to access Teladoc?

You can use your computer, tablet, or smartphone.

Does Teladoc Health replace my doctor?

No. Teladoc Health doesn't replace your primary care doctor. Use Teladoc Health for non-emergency conditions when it's not convenient to get to the doctor or it's outside of regular office hours.

Questions? We're here to help. It's one more way we never stop caring.

Call our Member Help Team using the phone number on the back of your member ID card. Representatives are available seven days a week from 8 a.m. to 8 p.m. On weekends and holidays from April 1 through September 30, your call may be sent to voicemail, but we'll get back to you as soon as we can.

Teladoc Health and the practitioners accessible through Teladoc Health are independent companies and contractors not affiliated with Independence Blue Cross. Please consult a physician for personalized medical advice. Always seek the advice of a physician or other qualified health care provider with any questions regarding a medical condition.

Independence Blue Cross offers PPO, HMO-POS, and HMO Medicare Advantage plans with a Medicare contract. Enrollment in Independence Blue Cross PPO, HMO-POS, and HMO Medicare Advantage plans depends on contract renewal.

Independence

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Independence Blue Cross offers products through its subsidiaries and affiliates including Independence Assurance Company, Independence Hospital Indemnity Plan, Keystone Health Plan East, and QCC Insurance Company — independent licensees of the Blue Cross and Blue Shield Association.

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