

Teladoc member

Frequently asked questions

What is Teladoc?

Teladoc is a healthcare service that offers convenient, confidential access to quality doctors. It's available 24 hours a day, 7 days a week from wherever you are.

By scheduling a visit with one of our U.S. board-certified doctors, you can be diagnosed, treated and even prescribed medication if needed.

What can I use Teladoc for?

Teladoc can help you with everyday, non-emergency conditions like the flu, sinus infections, stomach bugs and more. Skip the waiting room and the trip to the ER. We're here to help you feel better, faster so you can get back to living your life.

Does Teladoc replace my doctor?

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

How do I set up my Teladoc account?

Download the Teladoc app, visit our website or call 1-800-TELADOC (835-2362) to set up your account.

Do I need to have my insurance information available?

Yes. You should have your basic insurance details available, such as plan name, group ID and member ID.

Is there a cost to use Teladoc?

For most members, there is no cost to use Teladoc. You can confirm your plan coverage with your insurance or in your Teladoc account.

Is there a time limit when talking to a doctor? And am I charged more for taking longer?

There is no time limit for visits. There is also no extra charge for longer visits.

How do I access Teladoc?

You can access Teladoc by app, website or phone. Visits are available by phone or video.

Can my family members use Teladoc?

This depends on your specific Teladoc plan. If your family members are covered under your benefits or have their own benefits, they may be able to use Teladoc. Dependents over 18 years old must call our service center at 1-800-TELADOC (835-2362) to request a visit. For dependents under 18 years old, the primary account holder must request a visit on their behalf. This can be done by app, website or phone.

Who are the Teladoc doctors?

Teladoc doctors are U.S. board-certified internists, family doctors and pediatricians. They average 20 years of experience¹ and are licensed to practice in your state.

Can Teladoc doctors prescribe medications?

Yes, when medically necessary. If a prescription is not needed, the doctor may provide directions for managing your symptoms or following up with your primary care doctor.

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

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

Can I use Teladoc when I travel?

Teladoc is available in all 50 states, so you can use the service from anywhere in the United States. Some restrictions may apply.

Who should I contact with any questions or issues?

We aim to make your experience with us as seamless as possible. If you have any questions or run into an issue, please get in touch. You can visit our website at [Teladoc.com](https://www.teladoc.com) or call our service center at 1-800-TELADOC (835-2362).

**Download the app to securely talk
to a doctor**

Visit [Teladoc.com](https://www.teladoc.com)

Call 1-800-TELADOC (835-2362) | Download the app  | 

*Teladoc is not available internationally.

¹Teladoc internal provider data as of August 2019.



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