

TELEHEALTH

See a doctor from home, at work or on the go

Your Blue Cross and Blue Shield of North Carolina (Blue Cross NC) health plan includes telehealth services from Teladoc®. Because telehealth is such a convenient and effective option, Blue Cross NC encourages you to set up your account today.

Convenient care for your total health

- **Range of services.** Your telehealth offering includes acute care as well as behavioral health services and substance use support.¹
- **Affordable care.** Costs vary depending on your benefits. If you are enrolled in a copay plan, you can expect to pay no more than your primary care provider (PCP) copay. For deductible and coinsurance plans, you will pay no more than the cost of the service.²
- Available 24 hours a day, seven days a week (even holidays) for acute care.
- Low wait times.³
- Prescriptions sent electronically to your local pharmacy if needed.⁴
- On the couch, at work or traveling – you can use Teladoc anywhere in the U.S.⁵
- Pediatricians available if your child gets sick.⁶
- Teladoc doctors are board-certified with an average of 20 years' experience.⁷ Specialties range from primary care and internal medicine, to pediatrics and family medicine.

3 ways to sign up today
So it's ready when you need it!



Download the Teladoc mobile app

(iOS- / Android™-supported)



Go to Teladoc.com and click **"Log in/Register"**



Call 1-855-549-2214

Please Note:

You must wait until your health plan effective date before registering for telehealth services.

Happy customers

Teladoc has a >95% satisfaction rate with 92% of issues resolved after the first visit.⁸

1 Behavioral health telehealth is currently only available to members ages 13 or older.

2 www.teladoc.com/health-talk/time-and-money/ (Accessed January 2024).

3 www.teladoc.com/start (Accessed December 2023).

4 In some states, laws require that a doctor only prescribe medication in certain situations and subject to certain limitations.

5 Consults can only be held within the United States.

6 Children under 36 months who present with fever must be referred to their pediatrician (medical home), child friendly urgent care center or emergency department for clinical evaluation and care. Teladoc doctors may not treat any children with urinary symptoms. Parent/guardian will be required to complete a different medical history disclosure form for children under the age of 36 months prior to making an appointment with an Teladoc doctor.

7 Member.teladoc.com/ih (Accessed January 2024).

8 Teladoc Health General Medicine brochure. (19 April 2021). assets.ctfassets.net/13v9j0ltz3yi/73VhGDN96SJh2DTdtZs0XV/42ec6017429167ea0645ad2b8b183c04/General_Medical_Sell_Sheet.pdf (Accessed December 2023).

Teladoc interactive consultations are available 24 hours a day, 7 days a week. Telehealth services are subject to the terms and conditions of the member's health plan, including benefits, limitations and exclusions. Telehealth services are not a substitute for emergency care. Teladoc does not replace your primary care doctor and is not an insurance product. Teladoc is subject to state regulations. Teladoc does not prescribe DEA-controlled substances and may not prescribe nontherapeutic drugs and certain other drugs which may be harmful because of their potential for abuse. Teladoc does not guarantee patients will receive a prescription. Health care professionals using the platform have the right to deny care if, based on professional judgment, a case is inappropriate for telehealth or for misuse of services. Teladoc and the Teladoc logo are registered trademarks of Teladoc, Inc. and may not be used without written permission. For complete terms of use, visit member.teladoc.com/terms/terms_of_use.

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Acute/non-emergency health problems

- Allergies
- Cough, cold and flu
- Diarrhea
- Ear problems
- Fever⁶
- Headaches
- Insect bites
- Nausea and vomiting
- Sinus problems
- Sore throat
- Urinary problems⁶
- And more

Behavioral health¹

- Addictions
- Anxiety
- Depression
- Grief and loss
- Relationship issues
- And more

Learn more at Teladoc.com or by calling **1-855-549-2214**.

Blue Cross and Blue Shield of North Carolina (Blue Cross NC) provides free aids to service people with disabilities as well as free language services for people whose primary language is not English. Please contact the Customer Service number on the back of your ID card for assistance.

Blue Cross and Blue Shield of North Carolina (Blue Cross NC) proporciona asistencia gratuita a las personas con discapacidades, así como servicios lingüísticos gratuitos para las personas cuyo idioma principal no es el inglés. Comuníquese con el número para servicio al cliente que aparece en el reverso de su tarjeta del seguro para obtener ayuda.



**BlueCross BlueShield
of North Carolina**

