

# 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.

## If the Teladoc doctor recommends that I see my primary care doctor or a specialist, will I be charged?

Just like any doctor appointment, there is a fee for the consulting doctors time. However, your plan covers this cost.

## 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 free

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

