



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 mental health services and substance use support.
- **Affordable care.** Costs vary depending on your benefits and whether you have a copay or deductible/coinsurance plan. Telehealth is typically less expensive than a visit to urgent care.
- Available 24 hours a day, seven days a week (even holidays) for acute care
- Low wait times and no appointment needed¹
- Prescriptions sent electronically to your local pharmacy if needed²
- On the couch, at work or traveling – you can use Teladoc anywhere in the U.S.³
- Pediatricians available if your child gets sick⁴

Get started today

Whether you've caught a severe cold, or are dealing with anxiety, depression or substance use issues, telehealth services are a great way to get the care you need when you need it.

Sign up for your Teladoc account today. There are several ways to get started: Mobile app, online or by phone (see details at right).

Once your account is set up, you can see a board-certified doctor or behavioral health specialist via secure online video or phone from your mobile device or computer. Teladoc's doctors can diagnose symptoms, prescribe non-narcotic medication¹ and send prescriptions to your pharmacy.

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](https://www.teladoc.com) and click "Log in/Register"



Call 1-800-835-2362 (1-800-TELADOC)

Please Note:

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





Save money

Extra convenience doesn't mean extra cost. In fact, telehealth runs less than the typical urgent care visit or ER for a non-emergency. With Teladoc, the cost is transparent. You'll see prices once you log in to your account. This means you know what you'll be paying before you start a visit.

Get quality care

Teladoc doctors are board-certified with an average of 15 years' experience. Specialties range from primary care and internal medicine, to pediatrics and family medicine. So, they can treat a wide range of conditions.

And now your telehealth benefit includes behavioral health care services, with visits for mental illness, substance use and similar issues.

Trust is also important. You're only shown doctors who are licensed to practice in your state. It's HIPAA-compliant and if your policy is part of a group plan, your personal health information is never shared with your employer.

Keep in mind that telehealth isn't meant to replace your primary care doctor or behavioral health specialist. Instead, think of it as an easy way to get care when common health problems hit. And of course, you should always call 911 for any life-threatening emergencies.

Acute/non-emergency health problems

- Allergies
- Cough, cold and flu
- Diarrhea
- Ear problems
- Fever⁴
- Headaches
- Insect bites
- Nausea and vomiting
- Sinus problems
- Sore throat
- Urinary problems⁴
- And more

Behavioral health

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

Learn more at [Teladoc.com](https://www.teladoc.com) or by calling **1-800-835-2362 (1-800-TELADOC)**.

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.



Happy customers

Teladoc has a >90% satisfaction rate with 92% of issues resolved after the first visit.⁵

* Teladoc is an independent company that is solely responsible for the telehealth services it is providing.

1 www.teladoc.com/start (Accessed June 2021).

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

3 Consults can only be held within the United States.

4 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.

5 2017-2020 Teladoc member satisfaction survey. Teladoc Health Post Visit Survey Data 2020.

Teladoc is an independent company that is solely responsible for the telehealth services it is providing. Teladoc does not offer Blue Cross or Blue Shield products or services. 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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