



TELADOC® AND TELEHEALTH:

Understanding the Difference

Your employer offers Teladoc® to give you 24/7 access to doctors who can address your medical needs through phone or video consultations. But, did you know your Primary Care Physician may offer this same convenience? It's called *telehealth*, and it makes getting the care you need easier.

WHAT IS TELEHEALTH?

Telehealth is a broad term for sharing medical records *electronically* and meeting with doctors *virtually* or *remotely*. It can save a trip to the hospital or doctor's office for non-emergency care, while easing any safety concerns you may have.

Telehealth providers can often:

- Meet your everyday health and wellness needs
- Complete your annual wellness exam
- Manage any chronic conditions
- Follow up with more complex challenges

Telehealth services performed must be within the scope of the provider's license and be medically necessary. Coverage for telehealth services varies by health plan. Before scheduling a virtual appointment with your provider, be sure to review your Blue Cross Benefit Booklet*, or call the member customer service number on the back of your Blue Cross ID card. If your condition is severe or life threatening, call 911 or go to an emergency room.

*Log in to your *myBlueCross* account. Click *myBlueCross* in the blue banner, and then click *View Benefits and Coverage*.

WHAT IS TELADOC?

Teladoc is a type of telehealth provider with a national network of board-certified, state-licensed physicians. What sets Teladoc apart is 24/7 availability, which means you can talk with a doctor – anytime and anywhere within the U.S.

Use Teladoc when you:

- Require immediate care and your Primary Care Physician is unavailable
- Consider an emergency room visit for a non-emergency
- Need short-term prescriptions or refills
- Travel

Your Teladoc general medical copay (if any) is the same – no matter the reason you need care. To request a virtual consultation:

Visit [Teladoc.com/Alabama](https://www.teladoc.com/Alabama) or call 855-477-4549 or use the Teladoc mobile app.

Teladoc® is an independent company providing electronic physician consultation services to Blue Cross and Blue Shield of Alabama members. There is no charge from Blue Cross to download the Teladoc mobile app, but rates from your wireless provider may apply.



An Independent Licensee of the Blue Cross and Blue Shield Association

Still have questions about your telehealth options or health plan coverage?

Call the member customer service number on the back of your Blue Cross ID card.