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City of De Pere

Teladoc member
Frequently Asked Questions

What is Teladoc?
Teladoc is a healthcare service that offers convenient, confidential access to quality doctors 24/7, anytime, anywhere.

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

What can I use Teladoc for?
Teladoc can help you with everyday, non-emergency healthcare issues, including sinus problems, allergies, flu symptoms, and much more. Skip the waiting room and the trip to the ER. We're here to help you feel better, faster, and get you back to living your life.

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 set up my account?
Download the Teladoc app, visit the website, or call the number below to set up your account.

Do I need to have my insurance information available?
No. Teladoc is a separate benefit, and your insurance information is not required to have a visit.

Is there a time limit when talking to the doctor? And am I charged more for taking longer?
There is no time limit for visits, and there is no extra charge for longer doctor visits.

How do I access Teladoc?
The service can be accessed by app, web, or phone, and visits are available by phone or video.

If the Teladoc doctor recommends that I see my primary care doctor or a specialist, do I still have to pay the Teladoc visit fee?
Just like any doctor appointment, there is a fee for the consulting doctors time. However, your plan covers this cost.

Can my family use Teladoc?
This varies depending on your specific Teladoc plan. Most plan designs allow you to use the Teladoc service for you, your spouse, and your dependents. Dependents over 18 years old must call our service center to request a visit. For dependents under 18 years old, the primary account holder must request a visit on their behalf through the app, website, or by phone.

How much does it cost?
When using Teladoc for everyday medical care, your visits are free.

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

Can Teladoc physicians prescribe medications?
Yes, when medically appropriate, doctors can prescribe medications. If a prescription is not required, the doctor may provide the member with instructions for managing symptoms or following up with their primary care doctor.

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.

Can I use Teladoc while traveling?
Teladoc is available in all 50 states, so you can use the service while traveling within the United States. Some restrictions may apply.

Who should I contact if I have questions or encounter an issue?
We aim to make your experience with us as seamless as possible. If you have any further questions or encounter an issue, please visit our website at Teladoc.com or call our member services team at 1-800-TELADOC (835-2362)

Does Teladoc offer any other services?
Your plan does offer additional services. Please log in to your account to see what else is available to you.

Download the app to talk to a doctor for free

Download the app

Teladoc.com | 1-800-TELADOC (835-2362)

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