

# Teladoc Health

**MEMBERS CAN TALK TO A DOCTOR ANYTIME, ANYWHERE BY PHONE OR VIDEO**

*Clients can talk to a U.S.-licensed doctor for non-emergency conditions like the flu, sinus infections, stomach bugs and more.*



## Create Account

Member uses their phone, the Teladoc app or the website.



## Talk To A Doctor

Members can wait for an on-demand visit or request a time and a Teladoc Doctor will contact them.



## Feel Better

Members gets a diagnosis and medicine prescribed if needed.<sup>1</sup>

## Teladoc Health Features:

- ✓ 24/7 on-demand and scheduled general medicine visits for all ages
- ✓ Scheduled behavioral health visits<sup>2</sup> as noted below\*
- ✓ Scheduled Psychiatry visits<sup>2</sup> (18 years and older) as noted below\*
- ✓ Telephonic & Video visits
- ✓ Web-based visit option
- ✓ Smartphone/tablet app
- ✓ Out-of-state care while traveling<sup>3</sup>
- ✓ Prescriptions<sup>1</sup>



**Contact your Health Net representative today to learn more about Teladoc Health.**

\*Behavioral Health Services:  
Psychiatry – 18 years and older  
Behavioral health counseling – 13 years and older  
General Medical Services – No age restrictions

<sup>1</sup>Access to telehealth services does not guarantee a prescription.

<sup>2</sup>Scheduled appointments for behavioral health services are available 7 days a week from 7 am to 9 pm (Pacific Time).

<sup>3</sup>Teladoc Health is not available internationally.

You may receive services on an in-person basis or via telehealth, if available, from your primary care provider, a treating specialist or from another contracting individual health professional, contracting clinic, or contracting health facility consistent with the service and existing timeliness and geographic access standards required under California law. Any cost share for services received through Teladoc Health (Teladoc) will accrue toward your out-of-pocket maximum and deductible (if your plan has a deductible). By scheduling through Teladoc, you consent to receive services via telehealth through Teladoc. See your health plan coverage document for coverage information and for the definition of telehealth services. You have a right to access your medical records for services received through Teladoc. Unless you choose otherwise, any services provided through Teladoc shall be shared with your primary care provider.

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