

HEALTH CARE IN YOUR HANDS

WITH TELEHEALTH SERVICES PROVIDED BY TELADOC HEALTH®

fepblue.org

WHAT IS TELEHEALTH?

We've partnered with Teladoc Health to make it even easier to get the care you need. Telehealth lets you talk with board-certified doctors by phone or video anytime, anywhere.

Reasons to use telehealth:

- It's like a doctor in your pocket
- Available after hours
- Coverage for many different conditions
- No more waiting rooms

Teladoc
HEALTH



GETTING STARTED WITH VIRTUAL DOCTOR VISITS

You're eligible for telehealth services if you're a current Blue Cross and Blue Shield Service Benefit Plan member, 18 or older. You can also register dependents under 18 on your account.

Visit fepblue.org/telehealth or call **1-855-636-1579** to get started.

Once you've registered, you can connect with a doctor three ways:



Online at fepblue.org/telehealth or via the [fepblue](https://fepblue.org) app.



Download the
Teladoc Health app
on the App Store®
or Google Play™.



By phone at
1-855-636-1579
(TTY: 855-636-1578).

RECEIVE TREATMENT IN FOUR STEPS:

1. Log in to your account

Visit fepblue.org/telehealth, call **1-855-636-1579** or use the Teladoc Health app.

2. Complete your medical history

The doctor will review the information you provide.

3. Request a visit

Request a visit with the next available doctor or schedule a time that works.

4. Get additional care

Receive a prescription, schedule more appointments or continue to message the doctor.



GENERAL HEALTH

Telehealth offers convenient access to experienced doctors 24 hours a day, seven days a week. These doctors can treat minor injuries, illnesses and non-emergency health issues.

If there's an emergency, call 911 or go to your local emergency services.



NUTRITIONAL COUNSELING

Nutritional counseling appointments are also available with telehealth. You can meet with a registered dietitian to evaluate your nutritional needs and develop personalized meal plans, shopping guides and more.

Appointments are available seven days a week from 7 a.m. to 9 p.m. local time.



MENTAL HEALTH

Speak to a licensed mental health specialist through video from wherever you are most comfortable.

Appointments are available seven days a week from 7 a.m. to 9 p.m. local time.



DERMATOLOGY

Through this service, you can get treatment for skin, nail and hair issues from a licensed dermatologist. Normally these issues can take weeks to get an appointment, but with telehealth, you'll receive treatment options within days.

\$0

WHAT YOU'LL PAY

No matter which plan you have, we'll cover all of your telehealth visits from Teladoc Health at no out-of-pocket cost to you.

Follow us



fepblue.org/telehealth

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This is a summary of the features of the Blue Cross and Blue Shield Service Benefit Plan. Before making a final decision, please read the Plan's Federal Employees Health Benefits Program brochures (FEP Blue Standard® and FEP Blue Basic®: RI 71-005; FEP Blue Focus®: RI 71-017) and the Postal Service Health Benefits Program brochures (FEP Blue Standard and FEP Blue Basic: RI 71-020; FEP Blue Focus: RI 71-025). All benefits are subject to the definitions, limitations and exclusions set forth in the brochures.

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