

# Virtual care

Get access to medical care anytime anywhere

Ask if your doctor offers same-day and after-hours care via phone and online consultation.

When your plan starts, you can also use Teladoc® to get treated by a doctor anytime anywhere in the United States.

Teladoc does not replace your family doctor or primary care physician. It's an affordable alternative to costly urgent care and ER visits when you need care now. Teladoc doctors can treat many medical conditions, including cold and flu symptoms, allergies, bronchitis, urinary tract infections, and more.

The cost of your virtual care visit with Teladoc or your doctor is based on your standard in-network office visit cost shares (copay or deductible and coinsurance).

## Getting started with Teladoc

Teladoc's U.S. board-certified doctors are available to resolve many of your medical issues through phone or video consults.\* When your plan starts, set up your account so when you need urgent care, a Teladoc doctor is just a call or click away.

### Set up your account

It's quick and easy online. Visit [teladoc.com/premera](https://teladoc.com/premera), click "Set up account" and provide the required information. You can also call Teladoc at 855-332-4059 for assistance.

### Request a consult

Once your account is set up, request a consult anytime you need care.

### Provide medical history

Your medical history provides Teladoc doctors with the information they need to make an accurate diagnosis.

#### ONLINE

Log into [teladoc.com/premera](https://teladoc.com/premera) and click "My Medical History".

#### MOBILE APP

Log into your account and complete the "My Health Record" section. Visit [teladoc.com/mobile](https://teladoc.com/mobile) to download the app.

#### PHONE

Call Teladoc at 855-332-4059 for help with completing your medical history over the phone.

Teladoc operates subject to state regulation and may not be available in certain states. Teladoc phone consultations are available 24 hours a day, 7 days a week; video consultations are available 7 a.m. to 9 p.m., 7 days a week. Teladoc® is an independent company that provides virtual medical care services on behalf of Premera Blue Cross. Teladoc does not replace the primary care physician. Teladoc does not guarantee that a prescription will be written. Teladoc does not prescribe DEA controlled substances, non-therapeutic drugs and certain other drugs which may be harmful because of their potential for abuse. Teladoc physicians reserve the right to deny care for potential misuse of services.

PREMERA | 

BLUE CROSS

An Independent Licensee of the Blue Cross Blue Shield Association

### Discrimination is Against the Law

Premera Blue Cross complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

### Getting Help in Other Languages

**This Notice has Important Information.** This notice may have important information about your application or coverage through Premera Blue Cross. There may be key dates in this notice. You may need to take action by certain deadlines to keep your health coverage or help with costs. You have the right to get this information and help in your language at no cost. Call 800-722-1471 (TTY: 800-842-5357).

**Español (Spanish): Este Aviso contiene información importante.** Es posible que este aviso contenga información importante acerca de su solicitud o cobertura a través de Premera Blue Cross. Es posible que haya fechas clave en este aviso. Es posible que deba tomar alguna medida antes de determinadas fechas para mantener su cobertura médica o ayuda con los costos. Usted tiene derecho a recibir esta información y ayuda en su idioma sin costo alguno. Llame al 800-722-1471 (TTY: 800-842-5357).

**中文 (Chinese): 本通知有重要的訊息。**本通知可能有關於您透過 Premera Blue Cross 提交的申請或保險的重要訊息。本通知內可能有重要日期。您可能需要在截止日期之前採取行動，以保留您的健康保險或者費用補貼。您有權利免費以您的母語得到本訊息和幫助。請撥電話 800-722-1471 (TTY: 800-842-5357)。

**Tiếng Việt (Vietnamese): Thông báo này cung cấp thông tin quan trọng.** Thông báo này có thông tin quan trọng về đơn xin tham gia hoặc hợp đồng bảo hiểm của quý vị qua chương trình Premera Blue Cross. Xin xem ngày quan trọng trong thông báo này. Quý vị có thể phải thực hiện theo thông báo đúng trong thời hạn để duy trì bảo hiểm sức khỏe hoặc được trợ giúp thêm về chi phí. Quý vị có quyền được biết thông tin này và được trợ giúp bằng ngôn ngữ của mình miễn phí. Xin gọi số 800-722-1471 (TTY: 800-842-5357).

**Tagalog (Tagalog): Ang Paunawa na ito ay naglalaman ng mahalagang impormasyon.** Ang paunawa na ito ay maaaring naglalaman ng mahalagang impormasyon tungkol sa iyong aplikasyon o pagsakop sa pamamagitan ng Premera Blue Cross. Maaaring may mga mahalagang petsa dito sa paunawa. Maaring mangailangan ka na magsagawa ng hakbang sa ilang mga itinakdang panahon upang mapanatili ang iyong pagsakop sa kalusugan o tulong na walang gastos. May karapatan ka na makakuha ng ganitong impormasyon at tulong sa iyong wika ng walang gastos. Tumawag sa 800-722-1471 (TTY: 800-842-5357).