

# TELEHEALTH SERVICES GUIDE

## Blue Cross and Blue Shield Service Benefit Plan



**Helping you get  
the care you need**

With telehealth services provided by **Teladoc**  
HEALTH

  **BlueCross.  
BlueShield.**  
Federal Employee Program.

[fepblue.org](https://fepblue.org)





## What is telehealth?

We've partnered with Teladoc Health to make it easy to get the care you need. Telehealth lets you talk with experienced doctors by phone, tablet or computer anytime, anywhere.

### All Teladoc Health doctors are:



**Board  
certified**



**State  
licensed**



**Able to treat many  
non-emergency  
health issues**

*Call 911 or go to your local emergency services in an emergency.*

### Top 4 reasons to use telehealth services:



**It's like a doctor  
in your pocket**



**Available  
after hours**



**Coverage for  
the sniffles, minor  
bumps and more**



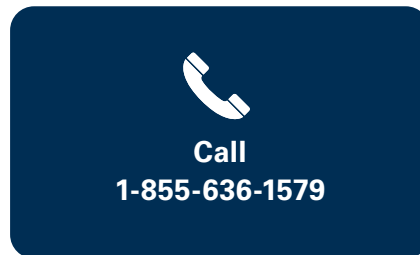
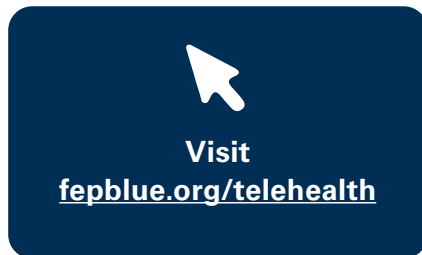
**No more  
waiting rooms**

# Getting started with Teladoc Health®

## Registering for an account

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.

To get started:



## Four different types of care

We want you to get the care you need. Teladoc Health lets you connect with qualified doctors and specialists who can help.



### General health

Get 24/7 care for minor illness and injuries.



### Mental health

Receive ongoing support for your mental and emotional well-being.



### Dermatology

Get treatment for skin, nail and hair issues.



### Nutritional counseling

Understand your nutritional needs and receive personalized diet meal plans.



# General health

Your telehealth benefit offers convenient access to board-certified doctors 24 hours a day, seven days a week. These doctors can treat minor injuries, illnesses and non-emergency health issues.

General health services are available in all 50 states, Washington, D.C., Puerto Rico, the U.S. Virgin Islands and Guam.

## Examples of non-emergency health issues:

- Allergies
- Bronchitis
- Cold and flu symptoms
- Headaches and migraines
- Pink eye
- Respiratory infections
- Sore throat
- Sinus problems
- And many others

## Getting care for general health issues

- 1 Log in to your account**  
Visit [fepblue.org/telehealth](https://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 for you.
- 4 Get additional care**  
Receive a prescription, schedule more appointments or continue to message the doctor.



### Global care

U.S.-based members traveling or temporarily living abroad can be treated globally for minor injuries, illnesses and non-emergency health issues.  
**You must use the Teladoc Health Global Care app when overseas.**



# Mental health

Your telehealth benefit also includes a stress-free and cost-effective way to get support for your mental and emotional well-being. Speak to an expert therapist or psychiatrist from wherever you are most comfortable.

This benefit is available in all 50 states and Washington, D.C., for members 13 and older.

## Get support for:

- Anxiety
- Eating disorders
- Depression
- Grief
- Family difficulties
- Substance use disorder
- Sleeping disorders
- Anger

## Setting up a mental health appointment

- 1 Choose your doctor**  
Select a licensed counselor, therapist, psychologist or psychiatrist online or via the app.
- Select a date and time**  
We have sessions available 7 days a week from 7 a.m. to 9 p.m. local time. The therapist will confirm within 48 hours and may conduct the session within 72 hours.
- 3 Have your appointment**  
A therapist will provide treatment and set goals for your care.
- 4 Schedule ongoing treatment**  
If needed, continue sessions with your chosen therapist and receive additional support and guidance.

### Mental health services for adolescents



Mental health specialists can provide support for teens dealing with cyberbullying, depression, school stress, family challenges, eating disorders and more. Teens between 13 and 17 must have a signed parental consent form before they can participate.



# Dermatology

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

Dermatology services are available in all 50 states and Washington, D.C.

## Get treatment for:

- Acne
- Psoriasis
- Rosacea
- Skin infections and rashes
- Moles and warts
- And more



## Receiving dermatology treatment

- 1 Request a consult**  
Visit [fepblue.org/telehealth](https://fepblue.org/telehealth) or use the **Teladoc Health app**.
- 2 Complete an assessment and upload images**  
Answer questions and provide images of your issue to share with the doctor.
- 3 Get a response**  
The doctor will provide treatment options online within two business days.
- 4 Follow up**  
You'll have seven days to reach out to the provider with any questions you have. You'll receive a follow-up response within 2 business days.





# Nutritional counseling

Meet with a registered dietician to evaluate your nutritional needs and develop personalized diet and meal plans, shopping guides and more.

Nutritional counseling is available in all 50 states and Washington, D.C.



## Get resources such as:

- Personalized diet plans
- Actionable meal plans
- Shopping guides
- Customized nutritional manuals
- And more

## Getting personalized nutritional guidance

- 1 Log in to your account**  
Visit [fepblue.org/telehealth](https://fepblue.org/telehealth) or use the **Teladoc Health app**.
- 2 Select a date and time**  
Appointments are available seven days a week from 7 a.m. to 9 p.m. local time.
- 3 Complete a nutrition assessment**  
Let the dietician know of any diet goals you may have.
- 4 Schedule additional sessions**  
After your appointment, you can schedule follow-up appointments as needed.

# What you'll pay

You pay less than you would at the doctor's office.\* Payment is due at the time of service and can be made via credit card, PayPal (online or app only) or with funds from your MyBlue® Wellness Card or Health Savings Account.

## FEP Blue Focus

\$0 – \$10

Your first two visits and all nutritional counseling visits are free. You pay just **\$10** per visit for all additional visits.

## Basic Option

\$0 – \$15

Your first two visits and all nutritional counseling visits are free. You pay just **\$15** per visit for all additional visits.

## Standard Option

\$0 – \$10

Your first two visits and all nutritional counseling visits are free. You pay just **\$10** per visit for all additional visits.

\*You must use our Preferred telehealth provider, Teladoc Health, to receive these copay amounts. Certain out-of-pocket costs do not apply if Medicare is your primary coverage for medical services (it pays first).

## Connect with a doctor three ways:

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

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

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

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[fepblue.org](https://fepblue.org)

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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 brochures (FEP Blue Standard and FEP Blue Basic: RI 71-005; FEP Blue Focus: RI 71-017). All benefits are subject to the definitions, limitations and exclusions set forth in the Federal brochures.

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FEPTTEL2024