



The doctor can see you now...



HOW TELEHEALTH WORKS

MEET THE DOCTORS

COSTS & GETTING STARTED

Anytime access to quality doctors

Did you know online telehealth services are already included in your health plan? Telehealth, powered by Teladoc, gives you anytime, anywhere access to board-certified doctors and specialists.¹ All you need to do is set up your account and download the free app to your smartphone or tablet, or register on your computer.



**BlueCross BlueShield
of North Carolina**



See a doctor in just minutes!

Once your account is set up, you can quickly and easily get help for common, non-emergency conditions. No taking time off from work or sitting around in a waiting room. Within minutes you can talk to your doctor, get treated and be on your way. Your telehealth doctor can even send a prescription to the nearest pharmacy if necessary.²

When to use an online doctor:

- + Your regular doctor is booked
- + You're out of town
- + It's after hours, the weekend or a holiday
- + You can't take time off from work
- + You want a lower-cost option to Urgent Care/ER for non-emergencies

Telehealth video consults are safe, secure and confidential.

Your privacy is of utmost importance. Teladoc is compliant with Health Insurance Portability and Accountability Act (HIPAA) and will only share details with your chosen doctor and pharmacy.

"So nice to stay home and receive care instead of going to a doctor's office with other sick people. Warm and comfortable care at home, on my time!"

— Teladoc patient

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Doctors you can count on

The doctors, pediatricians and specialists who staff Teladoc are all board-certified. They are licensed to practice in North Carolina and committed to providing you and your family with quality care. They can diagnose and prescribe medication, if needed, just like your regular doctor.



Common conditions treated:

General Medical

- + Allergy
- + Cold & flu
- + Earache
- + Fever
- + Headache
- + Insect bite
- + Nausea
- + Pink eye
- + Rash
- + Sinus infection
- + Sport injury



Behavioral Health*

- + Addiction
- + Trauma & PTSD
- + Grief & loss
- + Eating disorder
- + Depression
- + Relationships
- + Anxiety
- + Stress
- + Bipolar disorder

Dermatology*

- + Acne
- + Warts
- + Rash
- + Rosacea
- + Cold sore
- + Psoriasis
- + Minor cuts
- + Eczema

*NOTE: Not all plans include behavioral health and/or dermatology telehealth services.

“Prompt, professional, attentive to my needs. I received a second opinion in an impossibly short time, giving me the confidence to continue with surgery.”

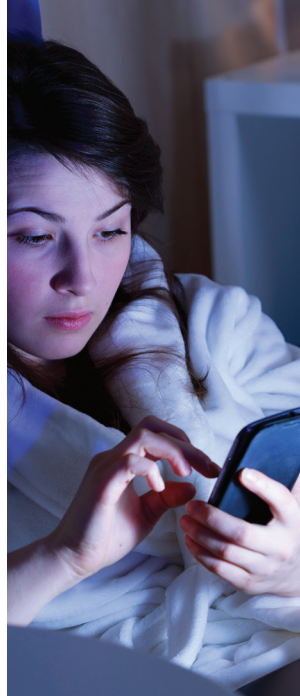
— Teladoc patient

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How much does an online visit cost?

Once your account is active, your costs will be displayed clearly within the app. Costs vary depending on your company's benefits and whether you have a copay or deductible/coinsurance plan.



Setting up your account is easy

We want to make it simple for you to get started with telehealth. Sign up today, so it's ready when you need it! Choose whichever way is easiest for you:



Download the Teladoc app

on your smartphone or tablet and follow the steps to activate your account



Call 1-800-Teladoc (835-2362)



Go to BlueCrossNC.com/Teladoc
and click **"Get Started Now"**

"Rapid service with a caring provider. Saved me a trip to urgent care."

— Teladoc patient



1 Video consults currently not available outside the United States.

2 Video consults are available 24 hours a day, seven days a week (including holidays) for general medical care. Behavioral health services are available by appointment seven days a week.

Teladoc is an independent company that is solely responsible for the telehealth services it is providing. Teladoc does not offer Blue Cross or Blue Shield products or services. Availability depends on location at the time of consultation. Telehealth services are subject to the terms and conditions of the member's health plan, including benefits, limitations and exclusions. Telehealth services are not a substitute for emergency care. Teladoc and the Teladoc logo are registered trademarks of Teladoc, Inc. and may not be used without written permission. Teladoc does not replace your primary care physician. Teladoc does not guarantee that a prescription will be written. Teladoc operates subject to state regulation and may not be available in certain states. Teladoc does not prescribe DEA-controlled substances, nontherapeutic 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. For complete terms of use, visit https://member.teladoc.com/terms/terms_of_use.

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