

Telehealth: Powered by Teladoc®

**These are the most
common questions we
get asked.**

General Medical

How much does it cost?

The cost of a general medicine Teladoc visit through Tufts Health Plan is the same cost as visit to your PCP. For members on Saver plans are \$45.00, which will accumulate toward your deductible.

For Behavioral Health it is the cost of a PCP visit. Members on Saver plans the initial consult visit is \$200.00 and on-going visits are \$99.00, which will accumulate toward your deductible.

A Dermatology consult is \$75.00 for all plans.

Do I talk to "real doctors"?

Yes. Teladoc members only talk to actual doctors who are U.S. board-certified internists, state-licensed family practitioners, and pediatricians licensed to practice medicine in the U.S. and living in the U.S. When you request a visit, Teladoc will connect you with a doctor licensed in your state.

What are some of the common conditions Teladoc treats?

Common conditions include sinus problems, respiratory infection, allergies, urinary tract infection, cold and flu symptoms and many other non-emergency illnesses.

Can Teladoc handle my emergency situations?

Teladoc is designed to handle non-emergent medical problems. You should NOT use it if you are experiencing a medical emergency.

Can I request a particular doctor?

You cannot request a particular doctor. Teladoc is designed to support your relationship with your existing doctor. It is not a means of establishing an exclusive relationship with one of our doctors. All Teladoc doctors are board-certified, state-licensed and go through rigorous training and credentialing.

Can I use it for my family?

This varies depending on your specific plan. Most plan designs allow you to use the Teladoc service for you, your spouse and your dependents.

Can I get a prescription?

Teladoc does not guarantee prescriptions. It is up to the doctor to recommend the best treatment. Teladoc

doctors do not issue prescriptions for substances controlled by the DEA, non-therapeutic, and/or certain other drugs which may be harmful because of their potential for abuse. Also, non-therapeutic drugs such as Viagra and Cialis are not prescribed by Teladoc doctors.

How are prescriptions sent to the pharmacy?

Teladoc does not dispense prescription drugs. If the doctor prescribes medication, it is submitted electronically (SureScripts) or by phone to the pharmacy of your choice.

Is my electronic health record kept private?

Health records are kept totally private and we employ robust encryption methods to protect your personal information. You determine who can see the information in your record.

Can I be turned down for a pre-existing condition?

We do not turn patients away because of pre-existing conditions.

Can I call Teladoc outside of the United States?

Teladoc visits are unavailable outside of the United States.

Behavioral Health

Do I have to schedule an appointment or can I just call and get the next available time?

All Behavioral Health visits are scheduled. Teladoc does not support an on-demand option at this time.

How long is the typical Behavioral Health visit?

Our first time Behavioral Health visits average 45 minutes. Psychiatry visits vary in length based on the patient need.

Can a Behavioral Health visit be scheduled for someone under the age of 18?

Teladoc will provide Behavioral Health services to anyone over the age of 18.

Can I use the Behavioral Health service for an emergency?

This program is not intended to be used for emergency situations. Visit requests require an advance scheduling notification.

Are there Behavioral Health issues not treated by Teladoc?

There are some prescriptions not provided by our service, but the licensed specialist will determine if you are best seen for an in-person visit for further evaluation.

What should I expect during my call?

After completing a quick intake assessment you will have a conversation with the Behavioral Health professional just as if you were in person.

Can I talk to the same specialist each time I request a visit?

Yes. A member can choose to see the same specialist or a different one. It's your choice.

How secure is the communication line and who retains my medical records?

Confidentiality is very important to Teladoc and we follow the same strict security protocols as we do for our core services. All medical records are kept in a secure environment and Teladoc does not share the information with anyone outside of the patient's specific request or as required by law.

How do I access this service?

Members can access the Behavioral Health service by logging into their account or by calling customer service.

What type of equipment do I need for a Behavioral Health visit?

You will need a telephone for telephonic visits. For video visits, you will need to have internet connectivity and

webcam. Video visits are strongly encouraged by our specialists.

What if I need a medication?

Psychiatrists are able to prescribe from a limited formulary. If the Behavioral Health specialist determines a different/higher level medication is appropriate, they may refer you for an in-person visit.

Can I select my doctor based on preferences such as specialty, gender, language?

Our specialist profiles display information about each Teladoc professional, including gender, language and specialty. This information will display when making your specialist selection online.

Will I be able to schedule recurring appointments? If so, how far in advance can I schedule?

At the end of the visit, the provider will schedule a follow up if the individual specialist deems necessary. At this time, only the next visit can be scheduled.

Is there bilingual assistance provided when I contact Teladoc for the visit?

Teladoc does display a provider's languages on the profile screen when making your selection. If a bilingual Teladoc specialist is not available, an interpreter will be provided.

Is there a time limit on how long I can speak with a specialist?

Our therapy visit is expected to be 45 minutes on average. Psychiatry visits vary based on patient need.

What type of Behavioral Health specialist does Teladoc have?

Psychiatrist, Psychologist, Counselor, Clinical Social Workers, Therapist (Marriage and Family)

What types of specialists can prescribe medications?

Only psychiatrists can prescribe medications.

Does Teladoc follow-up after each visit?

Teladoc specialists utilize the member message center after each visit, but our licensed nursing staff will also be reaching out to patients directly by phone after their second and sixth visit to see how things are going. Ongoing outreach will occur as needed after the sixth visit.

What can be shared with PCPs?

At this time Teladoc will not include your Behavioral Health visit information in the medical record that is sent to your primary care provider.

Why do I have to fill our additional intake questions?

In order to make sure our specialist have the best information possible to assist members, we do require a short intake with specific questions about their Behavioral Health status.

What do I do if I feel I am in immediate danger of self-harm?

This is considered an emergency and the member should immediately dial **911 for assistance**.

Are there limits to how many visits can be scheduled within a month?

Not at this time. However, Teladoc is committed to evaluating this program to ensure compliance with patient safety standards.

Are there a maximum number of days a prescription can be issued?

At the discretion of the appropriate licensed specialist, prescriptions can be issued between 30-90 days.