BlueCross BlueShield
Federal Employee Program
fepblue.org

GET CARE ANYWHERE

With telehealth services provided by Teladoc®.

WHAT IS TELEHEALTH?

TELADOC®

We've partnered with Teladoc 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.**

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*** app.

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

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

RECEIVE TREATMENT IN FOUR STEPS:

1. **Log in to your account.**
   Visit **fepblue.org/telehealth,** call **1-855-636-1579** or use the Teladoc 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 dietician 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.

Behavioral Health

Speak to a licensed behavioral health specialist through video or phone sessions 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.

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.

STANDARD OPTION	**$0 – 10****
BASIC OPTION	**$0 – 15****
FEP BLUE FOCUS	**$0 – 10****

Stay connected to fepblue

Download on the App Store

GET IT ON Google Play

**You must use our Preferred telehealth provider, Teladoc, 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).*

†Standard and Basic Option Only.

***Your first two visits and all nutritional counseling visits are free. You pay your regular copay for all additional visits.*

Teladoc is an independent company that provides telehealth services on behalf of the Blue Cross and Blue Shield Service Benefit Plan.

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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 (Standard Option and Basic Option: 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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The Blue Cross and Blue Shield Service Benefit Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Para obtener asistencia en español, llame al servicio de atención al cliente al número que aparece en su tarjeta de identificación.

請撥打您ID卡上的客服號碼以尋求中文協助。