



Individual and Group Medicare Advantage Prescription Drug Plans
(IMAPD and GMAPD) and Medicare Supplement Plans
2025 Telehealth Benefit
Frequently Asked Questions
October 2024

THIS DOCUMENT IS TO BE USED AS A TOOL ONLY TO VERBALLY ANSWER QUESTIONS FROM PROSPECTIVE ENROLLEES OR CURRENT MEMBERS. THIS DOCUMENT CANNOT BE GIVEN TO EITHER PROSPECTIVE ENROLLEES OR CURRENT MEMBERS.

Effective January 1, 2025, a telehealth benefit offered through Teladoc Health (Teladoc) will be available to members enrolled in the following plans:

- Medicare Supplement Plan G Extra
- Blue Shield Individual MAPD HMO, HMO D-SNP and PPO plans
- Blue Shield Group MAPD HMO and PPO plans

1. What is the telehealth benefit offered by Teladoc Health?

Teladoc provides physician consultations by phone or online. Teladoc physicians can diagnose and treat non-emergency medical conditions and can also prescribe certain medications. Teladoc is a supplemental service that is not intended to replace care from your primary care physician.

Teladoc can be used for a variety of non-emergency conditions such as:

- Cold and flu symptoms;
- Allergies;
- Bronchitis;
- Respiratory infection;
- Sinus problems;
- Rash;
- Eye infection;
- Migraine;
- And more.

2. How do members get started?

To get started, members register their accounts and complete a medical history questionnaire. Members may elect to register well in advance of needing Teladoc services (recommended) or just prior to requesting their first appointment. To register, members visit blueshieldca.com/teladoc and after logging in, will single sign-on to Teladoc's portal where they can register. Members may also use the Blue Shield mobile app by clicking on Teladoc (located on the home screen of the app). Members can call Teladoc at 800-835-2362 (available 24/7/365) if they experience any issues with registering their account.

Once the registration is complete and medical history has been provided, members can request a visit.

3. How does a member provide and update their medical history?

After accessing Teladoc from blueshieldca.com/teladoc or the Blue Shield mobile app, members complete an online medical history questionnaire provided by Teladoc. Each year, Teladoc will prompt the member to make any updates to their medical history.

4. Can a member access Teladoc from their mobile phone?

Yes. A member can access Teladoc through the Blue Shield of California app on their iPhone or Android. Once the app is loaded on the member's iPhone or Android and the member has accessed the Teladoc link, they can: 1) Complete a medical history to give doctors; 2) request an appointment with a doctor as soon as possible or schedule an appointment in advance; and 3) get a prescription, if medically necessary, which can be sent to their local pharmacy by the Teladoc provider.

5. If members have trouble registering for Teladoc or with the website, whom can they contact?

Members may contact 800-TELADOC (800-835-2362) [TTY: 711] 24/7/365 for help with technical issues or with any questions.

6. Does Teladoc require members to provide their medical history?

Yes, Teladoc requires Blue Shield members to provide their medical history before the member's first consult (visit). Teladoc stores the member's medical history for one (1) year. After a year, Teladoc will prompt the member to update their medical history. Members can also update their medical history at any time.

7. How does Teladoc support non-English-speaking customers?

Teladoc has Spanish-speaking physicians and uses Language Line Solutions for both registration and physician visits. Language Line Solutions supports over 240 languages.

8. Does Teladoc provide coverage outside of the United States?

Teladoc services are only available in the United States and certain U.S. territories (U.S. Virgin Islands, Guam, Puerto Rico, American Samoa and Northern Mariana Islands); the doctor must be licensed in the state where the member is seeking care. If a member is traveling or residing outside of California and is eligible for Teladoc, the doctor will be licensed in the state from where they are calling.

9. Does Teladoc have "on-demand" coverage where a member signs on to the application and scrolls through a list of providers to select a physician to discuss their particular needs?

While Teladoc provides both on-demand and scheduled appointments, members cannot choose their physician. The member will be assigned to the first available physician licensed in the state at the time the member is seeking care. Members may request a physician contact them as soon as possible. The average response time is less than 10 minutes. Teladoc does not replace the relationship patients have with their primary care physician. Teladoc "fills the gap" when access to a member's primary care physician is not available.

10. Can Teladoc refer members to specialty physicians?

Teladoc does not refer members to specialty physicians. The member would need to work with their primary care physician or Blue Shield should they need to see a specialist.

11. Does Teladoc have the capabilities to set up an appointment call-back time?

Yes, members can schedule their appointment at any time, 24/7/365.

12. What provider network does Teladoc use?

Teladoc uses its own network of U.S. licensed physicians. The providers in Teladoc's network are all U.S. residents and are credentialed by Teladoc which is certified by the National Committee of Quality Assurance (NCQA). Teladoc's physicians are board-certified for family practice, internal medicine, and emergency medicine.

13. How do Teladoc providers prescribe medications?

Teladoc doctors send a prescription to the member's requested pharmacy. The member provides the pharmacy information to Teladoc Health.

14. Are there any state restrictions for Teladoc if members travel outside of California?

Members who travel outside of California must be seen by a provider licensed by the state where the member is located at the time of consult.

15. What are the California state restrictions for Teladoc prescriptions?

All medications prescribed by a Teladoc doctor are required to follow federal and state laws. Teladoc doctors do not prescribe medications controlled by any federal or state agency, and do not prescribe any medications that may be harmful because of their potential for abuse.

For Medicare Supplement plan ONLY: Teladoc is a third party corporate telehealth provider and this statement should be included in all member-facing materials:

You may receive services from providers on an in-person basis or via telehealth, if available. Contact your provider, treating specialist, facility, or other health professional to learn more. Telehealth and in-person services are subject to the same timeliness and geographic access standards. You are subject to your Medicare Supplement plan's cost-sharing obligations and balance billing protections.