

Member Frequently Asked Questions

What is Teladoc?

Teladoc provides 24/7 access to U.S. board-certified doctors by phone or video for many non-emergency illnesses, including flu, allergies, sinus infections, and more.

Who are the Teladoc doctors?

Teladoc doctors are licensed internists, family doctors, and pediatricians. They average 20 years of experience and are licensed to practice in your state.

Does Teladoc replace my doctor?

No. Teladoc doesn't replace your primary care doctor. Teladoc should be used for non-emergency illnesses when it is not convenient to get to the doctor or it is outside of regular office hours.

How do I talk to a Teladoc doctor?

You can connect with a doctor via phone or video.

How do I set up my Teladoc account?

Visit the website listed below and click "Member Login." You can also download the mobile app or call the number below.

How do I request a visit?

Log in to your account online or via the app and click "Request a Consult." You can also request a visit by calling the number below.

Is there a time limit when talking with a doctor?

There is no time limit for visits.

Am I charged more for talking longer?

There is no extra charge for longer doctor visits.

Can Teladoc doctors write a prescription?

Yes, Teladoc doctors can prescribe medication when medically necessary. Visit teladoc.com/prescription-policy for details.

If the Teladoc doctor recommends that I see my primary care doctor or a specialist, will I be charged?

Just like any doctor appointment, there is a fee for the consulting doctors time. However, your plan covers this cost.

Can my primary care doctor get a record of my Teladoc visit?

With your consent, we'll send an electronic copy of your Teladoc visit to your primary care doctor.

Talk to a doctor for free

 [Teladoc.com/Aetna](https://teladoc.com/Aetna)  1-855-TELADOC (835-2362)   Download the app

