

Virtual care

Get access to medical care anytime anywhere

Ask if your doctor offers same-day and after-hours care via phone and online consultation.

When your plan starts, you can also use Teladoc® to get treated by a doctor anytime anywhere in the United States.

Teladoc does not replace your family doctor or primary care physician. It's an affordable alternative to costly urgent care and ER visits when you need care now. Teladoc doctors can treat many medical conditions, including cold and flu symptoms, allergies, bronchitis, urinary tract infections, and more.

The cost of your virtual care visit with Teladoc or your doctor is based on your standard in-network office visit cost shares (copay or deductible and coinsurance).

Getting started with Teladoc

Teladoc's U.S. board-certified doctors are available to resolve many of your medical issues through phone or video consults. When your plan starts, set up your account so when you need urgent care, a Teladoc doctor is just a call or click away.

Set up your account

It's quick and easy online. Visit teladoc.com/premera, click "Set up account" and provide the required information. You can also call Teladoc at 855-332-4059 for assistance.

Request a consult

Once your account is set up, request a consult anytime you need care.

Provide medical history

Your medical history provides Teladoc doctors with the information they need to make an accurate diagnosis.

ONLINE

Log into teladoc.com/premera and click "My Medical History".

MOBILE APP

Log into your account and complete the "My Health Record" section. Visit teladoc.com/mobile to download the app.

PHONE

Call Teladoc at 855-332-4059 for help with completing your medical history over the phone.

Teladoc operates subject to state regulation and may not be available in certain states. Teladoc phone consultations are available 24 hours a day, 7 days a week; video consultations are available 7 a.m. to 9 p.m., 7 days a week. Teladoc® is an independent company that provides virtual medical care services on behalf of Premera Blue Cross. Teladoc does not replace the primary care physician. Teladoc does not guarantee that a prescription will be written. Teladoc does not prescribe DEA controlled substances, non-therapeutic 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.

PREMERA | 

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