

# Caregiver Program frequently asked questions

## Who can use this service?

As a caregiver, this program is available to you as well as the person you care for, such as a parent or spouse.

## How do I become a caregiver?

Simply open your Teladoc account and add your loved one to the account. If you have legal documents authorizing you to act on their behalf, upload the documentation for our legal department to review. (The review takes approximately two business days.) If legal documents aren't available, we can send an email to your loved one to obtain their authorization during the registration of your account.

## As a caregiver, what types of visits can I schedule for my loved one?

Caregivers can speak with a Teladoc doctor in two-way and three-way visits by phone, video, or online for non-emergency health issues 24/7/365.\*

\*Service not available in Arkansas; video only in Idaho.

## Do I talk to a real doctor?

Yes; you'll speak with a board-certified doctor living in the United States. When you request a consult, Teladoc will connect you with a doctor licensed in your state.

## Can I request a particular doctor?

Yes, you can choose the doctor you would like to meet with but it is subject to their availability and the wait time may be longer.

## What is a multi-party visit?

This is a visit that allows both the caregiver and loved one to be on a three-way phone or video visit with the Teladoc doctor.

## If we are in different locations, what type of visit options can I request?

Because of the need to link three parties to one call (caregiver, family member, and doctor), we do ask that these calls be scheduled for both phone or video visits.

## Are both the caregiver and their loved one required to be present during the visit with the Teladoc provider?

No. As long as one of the parties is present, the visit will be conducted by the Teladoc doctor.

## Can I get a prescription?

Yes, your doctor can provide a prescription if medically necessary but it is up to their discretion.

## If Teladoc recommends I see my primary care physician (PCP), do I still have to pay the visit fee?

Yes, this is the same relationship you have with your PCP if they refer you to a specialist or other provider.

## Can I share my visit information with my primary care physician?

Yes. Teladoc offers an electronic health record that can be requested and sent to your PCP of choice.

## Who will be billed for the visit?

You will designate the payment method when requesting the visit with the doctor.

## Request a visit for a loved one for \$45

Teladoc.com/hn | 1-800-TELADOC (835-2362)

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In addition to the State of California nondiscrimination requirements (as described in benefit coverage documents), Health Net complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, ancestry, religion, marital status, gender, gender identity, sexual orientation, age, disability, or sex.

免費語言服務。您可使用口譯員服務。您可請人將文件唸給您聽並請我們將某些文件翻譯成您的語言寄給您。如需協助，請撥打您會員卡上的電話號碼與客戶聯絡中心聯絡或者撥打健康保險交易市場外的 Individual & Family Plan (IFP) 專線：1-800-839-2172（聽障專線：711）。如為加州保險交易市場，請撥打健康保險交易市場的 IFP 專線 1-888-926-4988（聽障專線：711），小型企業則請撥打 1-888-926-5133（聽障專線：711）。如為透過 Health Net 取得的團保計畫，請撥打 1-800-522-0088（聽障專線：711）。

Servicios de idiomas sin costo. Puede solicitar un intérprete, obtener el servicio de lectura de documentos y recibir algunos en su idioma. Para obtener ayuda, comuníquese con el Centro de Comunicación con el Cliente al número que figura en su tarjeta de identificación o llame al plan individual y familiar que no pertenece al Mercado de Seguros de Salud al 1-800-839-2172 (TTY: 711). Para planes del mercado de seguros de salud de California, llame al plan individual y familiar que pertenece al Mercado de Seguros de Salud al 1-888-926-4988 (TTY: 711); para los planes de pequeñas empresas, llame al 1-888-926-5133 (TTY: 711). Para planes grupales a través de Health Net, llame al 1-800-522-0088 (TTY: 711).