

Teladoc Medical Experts

Frequently Asked Questions

What is Teladoc Medical Experts?

Teladoc Medical Experts is a leading virtual care service getting you the right expert care when you need it most. You can use Teladoc Medical Experts when you or your eligible dependents are unsure about a diagnosis or need help choosing treatment, have medical questions or concerns and want a leading expert's advice, need help finding a local expert who specializes in treating your condition or have been admitted to the hospital and want expert guidance.

When should I use the Teladoc Medical Experts service?

When you have concerns or questions about a diagnosis, need help deciding on a treatment option, or question the need for surgery, Teladoc Medical Experts provides you with access to world-renowned specialists, giving you the answers and confidence you need to make informed decisions about your health. This includes a wide range of conditions, from sports injuries and pregnancy complications to rare conditions, chronic diseases, and life-threatening illnesses.

Use Teladoc Medical Experts when you or your eligible dependents:

- Are unsure about a diagnosis or need help choosing treatment
- Have medical questions or concerns and want a leading expert's opinion

- Have been admitted to the hospital and want expert guidance

How do I request an Expert Medical Opinion with Teladoc Medical Experts?

You can request an Expert Medical Opinion by emailing membersupport@teladochealth.com, visiting www.teladoc.com/medicalexperts, or calling +1 855-380-7828* (toll free). You will need know your registration/promo code: **PAYPALGLOBAL**. Once a case is opened, you will be connected with your advocate physician, who guides you through every step in the process and coordinates your review with a team of specialists and your existing physician. Our team of doctors will work with you to develop and deliver a clear diagnosis and treatment plan that's right for you.

If I use Teladoc Medical Experts services, does that mean Teladoc is now my treating physician?

No. Teladoc Medical Experts provides medical information only. These services do not provide medical care, diagnoses, or treatments. You will not be a patient of Teladoc or of any Teladoc Health expert who reviews your case. These services are only for additional medical insight on your condition. No doctor-patient relationship will be created between you and Teladoc or you and a medical expert. Your treating physician is still responsible for your care and all treatment decisions will be made solely between you and your treating physician.

How to I access Expert Medical Services?

You should use [Teladoc.com/MedicalExperts](https://www.teladoc.com/MedicalExperts) to access Medical Experts services (registration/promo code: **PAYPALGLOBAL**). To gain access to Teladoc Medical Experts services, you must register and create a new account. If you experience any issues, please call us at +1 855-380-7828* (toll free) for assistance.

Do I have to travel or collect my own medical records?

No.** We will handle everything for you. All your contact with us is over the phone or online. You do not need to travel or contact your doctor(s) to obtain records, images, or other information related to your case.

How much do Teladoc Medical Experts services cost?

If these services are part of your Teladoc benefit, the services are at no cost to you or your eligible dependents. Any tests and treatment options recommended by one of our medical specialists are not paid through Teladoc; those payments will depend on the terms of a member's health insurance coverage. All recommendations from our specialists are completely voluntary.

Who should I contact if I have any additional questions or concerns?

If you have any further questions or encounter an issue, please email membersupport@teladochealth.com, visit www.teladoc.com/medicalexperts, or call +1 855-380-7828* (toll free).

**If you are located in India, please use (+91) 080-3724-4625 if you wish to contact Teladoc by phone. Local service fees may apply.*

***Medical record collection may not be available in all countries.*

Contact us to get started

Email membersupport@teladochealth.com |

Visit [Teladoc.com/MedicalExperts](https://www.teladoc.com/MedicalExperts) | Call +1 855-380-7828* (toll free)