

Frequently Asked Questions:

What 24/7 General Medical services does Teladoc include?

24/7 access to general medical doctors that can prescribe treatment for non-emergency conditions like flu, allergies, bronchitis and more. Teladoc can replace making an in-person visit to an urgent care center for most common illnesses.

Teladoc is not for emergencies! For any emergency, please instead call 911!

Do I need to pay for my Teladoc appointments?

No! Your Health Benefits with AmeriCorps include full coverage for Teladoc General Medical and Mental Health services. Teladoc will send the appointment bill/claim to IMG directly.

Do I need to pay to enroll in Teladoc or provide a Debit/Credit Card?

No! Access to Teladoc is included in your health benefits at no cost.

If you are prompted to pay for Teladoc, it is because your account did not attach to your Health Benefits. Please follow all enrollment steps to ensure your Teladoc account is created correctly.

Can Teladoc doctors write prescriptions?

Yes! Teladoc does not guarantee prescriptions, and it is up to the doctor to recommend the best treatment. Teladoc doctors do not issue prescriptions for substances controlled by the DEA, non-therapeutic and/or certain other drugs that may be harmful because of their potential for abuse.

Does Teladoc include Mental Health services?

Yes! Teladoc provides confidential counseling with a licensed therapist or psychiatrist if you are feeling overwhelmed, anxious, down, or not like yourself.

If you have an existing mental health condition that is not improving, you can get guidance from an expert who can modify your treatment to help you make progress.

How do I schedule a Mental Health appointment?

Mental Health services are by appointment only! You will need to schedule an appointment with a Teladoc Mental Health provider. Select Mental Health, answer a few questions, and then you will see the available appointment time slots for Mental Health providers that match your needs!

IMG recommends always scheduling using the listed time slots for the best service. Some providers will let users request specific times and dates. While you may do this, there is no guarantee that the provider will accept that time and date you request.

You are not scheduled until you have confirmation from the therapist you're scheduled with! Check your Teladoc message box for confirmation from the therapist that your session was fully scheduled! Please also be on time for your appointment. You may be required to pay penalty fees for not showing up to your scheduled appointment.