

# GLOBAL CARE ON DEMAND

## Access quality care anywhere

For members living overseas, the Teladoc Health® Global Care app makes it easier than ever to get the care you need whenever—and wherever—you need it.

## Why choose telehealth?



It's like visiting the doctor without leaving your home.



Avoid long wait times in the ER.



Available 24/7, 365.

Teladoc Health Global Care allows you to connect with experienced doctors by phone, tablet or computer anytime, anywhere.

There are two ways to connect with an English-speaking doctor in your time zone using the app.



### Request a consultation by phone.

80% of callbacks are less than two hours from when the request was made.



### Request a consultation by video.

Appointments are available three hours from when the request was made.

## What conditions can be addressed?

Teladoc Health Global Care is a great way to get care for minor injuries, illnesses and non-emergency health issues, including\*:



Cold and flu symptoms



Sore throat



Stomach ache



Allergies

Doctors can also solve health-related questions and provide health information.

## Who is eligible?

Service Benefit Plan members living overseas who have an international address or temporarily reside overseas with an international address. Members with a U.S.-based address are **not** eligible.



### How to start:

- 1 Download the Teladoc Health Global Care app.
- 2 Fill in the registration info along with your member ID number.
- 3 Remember to validate your email address in your inbox.
- 4 Request to speak with a doctor.



### Have questions?

Our support team is ready to help. Visit [fepblue.org/overseas](https://fepblue.org/overseas) or email [globalcare@teladochealth.com](mailto:globalcare@teladochealth.com) for more information.

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*\*Doctors can only diagnose and prescribe medications in specific countries. Visit [fepblue.org](https://fepblue.org) for details.*

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*This is a summary of the features of the Blue Cross and Blue Shield Service Benefit Plan. Before making a final decision, please read the Plan's Federal Employees Health Benefits Program brochures (FEP Blue Standard™ and FEP Blue Basic™; RI 71-005; FEP Blue Focus®; RI 71-017) and the Postal Service Health Benefits Program brochures (FEP Blue Standard and FEP Blue Basic; RI 71-020; FEP Blue Focus; RI 71-025). All benefits are subject to the definitions, limitations and exclusions set forth in the brochures.*

*Teladoc Health is an independent company that provides telehealth services on behalf of the Blue Cross and Blue Shield Service Benefit Plan.*

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