

Primary360

Primary Care Reimagined



Primary care is where better health begins

We want to remove any barriers that might get in the way of you being your healthiest. That's why we've expanded our virtual care benefits to include primary care.¹

With Primary360, you can connect regularly, by phone or video, with a U.S. board-certified doctor and a dedicated Care Team of nurses and medical assistants. Together, they will create a personalized care plan to help you meet your long-term health goals, coordinate care across a range of services and provide ongoing support.

Primary360 includes:



Virtual Primary Care

Annual checkups, overall health management and care plans provided by a U.S. board-certified doctor and a dedicated Care Team.



Acute Care

Treatment available 24/7 for non-emergency and common conditions through same-day appointments with clinicians.



Mental Health Counseling

Phone or video visits with licensed therapists or psychiatrists available by appointment every day of the week.



Dermatology

Online review, diagnosis and treatment plan provided by a dermatologist within 24 hours.



Nutrition Counseling

Personalized support and tips for healthy eating and overall well-being offered by registered dietitians.



Pay \$0!

Primary360 virtual visits are not only convenient, they're also affordable with \$0 copays or 0% coinsurance. (For HSA-eligible plans, 0% coinsurance applies once deductible is met.)

3 ways to sign up today

So it's ready when you need it!



Download the Teladoc mobile app
(iOS- / Android™-supported)



Go to TeladocHealth.com
and click "Sign in/Register"



Call 1-855-549-2214





Virtual primary care – Getting started

STEP 1

Create your account

- Visit **TeladocHealth.com**, or
- Download the app, or
- Call **855-549-2214**

STEP 2

Choose your doctor

- Complete the intake survey – you can select preferences related to gender, language, availability, experience with specific health concerns, clinical specialty and more.
- Review your survey results to see profiles of doctors who are licensed to practice in North Carolina.
- Select the doctor that's right for you.

STEP 3

Prepare for your visit

- Fill out a pre-visit information form.
- Schedule a visit – primary care services are available from 7:00 a.m. to 6:00 p.m., Monday through Friday, and 7:00 a.m. to 12:00 p.m. on Saturdays. All times are local.
- Have the blood pressure monitor and cuff we will send you handy for use during your visits. It's yours to keep at no additional cost.

STEP 4

Meet with your doctor

- Join your appointment as scheduled by telephone or web-based video.
- Talk through any concerns and get answers to your health questions.
- Get specialist referrals, prescriptions and lab or imaging orders as needed.
- Begin your journey to a healthier you using the personalized care plan you receive.



Your team is here for you

Don't be shy! Contact your doctor and Care Team whenever you need them – to answer questions, discuss lab results or specialist recommendations and more.

¹ Primary360 is included in Blue Advantage[®] and Blue Care[®] plans. Teladoc Health, Inc. interactive consultations are available 24 hours a day, 7 days a week. Telehealth services are subject to the terms and conditions of the member's health plan, including benefits, limitations and exclusions. Telehealth services are not a substitute for emergency care. Teladoc Health is subject to state regulations. Behavioral health telehealth is currently only available to members ages 13 or older. Primary360 is a service provided by Teladoc Health, an independent company that is solely responsible for the telehealth services it is providing; please see Teladoc Health website for more information. Teladoc Health does not offer Blue Cross or Blue Shield products or services.

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