

Teladoc Behavioral Health

Frequently Asked Questions

What is Teladoc Behavioral Health care?

Teladoc Behavioral Health is a new telemedicine benefit offered to TRS-Care Standard and TRS-ActiveCare plan participants. Our board-certified psychiatrists and licensed psychologists, social workers, & family/marriage therapists can help with depression, anxiety, stress, panic disorder, ADHD, schizophrenia, work-related, personal issues, and more.

Who can use this benefit?

TRS-Care Standard and TRS-ActiveCare participants who are 18 and older can use this benefit.

How do I request a Behavioral Health consult?

When requesting a video appointment, you pick your preferred appointment time, followed by two other available times to propose to the provider. The provider can either accept the time you proposed or propose other times to you to get the consult scheduled.

If a provider needs to propose a new time, they use the information from the consult request to propose a suitable time. You can either accept the proposed time or suggest a new time to start the process over.

You can request an appointment as early as 72 hours in the future. Our providers will respond to your appointment request within 48 hours.

Please note: Teladoc Behavioral Health visits are only available through video appointments.

Do I have to schedule an appointment, or can I just call and get the next available time?

All Behavioral Health consults are scheduled. Teladoc Behavioral Health does not support an on-demand option at this time.

Can I talk to the same Provider each time I request a consult?

Yes. You can choose to see the same specialist or a different one. It's your choice.

How much does each consult cost?

- Psychiatrist (initial visit) \$185
- Psychiatrist (ongoing visit) \$95/session
- Psychologist, licensed clinical social worker, counselor or therapist \$85/session

Can Behavioral Health providers write a prescription?

Psychiatrists are the only behavioral health providers who can prescribe medications. They currently prescribe from a limited formulary, including antidepressants (e.g., Paxil, Zoloft, etc.) and other select medications as shown below.

Medications Teladoc psychiatrists can prescribe include:

- **Antidepressants:** Asendin, Celexa, Desyrel, Lexapro, Paxil, Prozac Remeron, Sinequan, Viibryd, Vivactil, Wellbutrin, and Zoloft
- **Anxiolytics/Sedatives/Hypnotics – Schedule II and IV meds:** BuSpar, Benadryl, Melatonin, Rozerem
- **Chemical Dependency Adjuncts:** ReVia and Vivitrol
- **Monoamine Oxidase Inhibitors (MAOIs):** Emsam
- **Misc.:** Luvox and Neurontin

Our psychiatrists do not currently prescribe antipsychotics, mood stabilizers, or stimulants.

Our therapists (psychologists, counselors, etc.) do not prescribe medications.

