

Frequently asked questions

What is HealthiestYou?

HealthiestYou is a virtual healthcare service that offers convenient, confidential access to quality providers 24/7, anytime, anywhere.

By scheduling a visit with a U.S. board-certified and licensed provider, you can be diagnosed, treated and prescribed medication if necessary.

What can I use HealthiestYou for?

HealthiestYou can help you with everyday, non-emergency healthcare issues, including sinus problems, allergies, flu symptoms and much more. Skip the waiting room and the trip to the ER. HealthiestYou is here to help you feel better, faster, and get you back to living your life.

Does HealthiestYou replace my doctor?

No. HealthiestYou doesn't replace your primary care doctor. HealthiestYou should be used for non-emergency illnesses when it is not convenient to get to the doctor, or it is outside of regular office hours.

How do I set up my account?

Download the HealthiestYou app, visit the website, or call the number below to set up your account.

Do I need to have my insurance information available?

No. HealthiestYou is a separate benefit, and your insurance information is not required to have a visit.

How much does it cost?

Free—there are no visit fees when using HealthiestYou for everyday medical care.

Is there a time limit when talking to the provider? And am I charged more for taking longer?

There is no time limit for visits, and there is no extra charge for longer provider visits.

How do I access HealthiestYou?

The service can be accessed by app, web or phone, and visits are available by phone or video.

Can my family use HealthiestYou?

This depends on your specific HealthiestYou plan. Most plan designs allow you to use the Teladoc Health service for you, your spouse and covered dependents. Dependents over 18 years old must call our service center to request a visit. For dependents under 18 years old, the primary account holder must request a visit on their behalf through the app, website or by phone.

Who are the HealthiestYou providers?

HealthiestYou providers are U.S. board-certified clinicians. They average 20 years of experience and are licensed to practice in your state.

Can HealthiestYou providers prescribe medications?

Yes, when medically appropriate, providers can prescribe medications. If a prescription is not required, the provider may provide the member with instructions for managing symptoms or following up with their primary care doctor.

Can my primary care doctor get a record of my HealthiestYou visit?

With your consent, an electronic copy of your HealthiestYou visit will be sent to your primary care doctor.

Can I use HealthiestYou while traveling?

HealthiestYou is available in all 50 states, so you can use the service while traveling within the United States. Some restrictions may apply.

Who should I contact if I have questions or encounter an issue?

HealthiestYou aims to make your experience as seamless as possible. If you have any further questions or encounter an issue, please email our dedicated HealthiestYou Member Experience Team at help@healthiestyou.com

Download the app to get care now.

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