

# Mental Health Services

## Frequently Asked Questions

### **When should I choose Mental Health services?**

If you're overwhelmed, not feeling like yourself, confused about a personal situation, or experiencing anxiety or depression, we can help.

Mental Health services allow you to schedule a visit with a licensed therapist or to schedule an appointment with a board-certified psychiatrist for help managing medications or more serious diagnoses.

Therapists and psychiatrists are available for appointments seven days a week from 7 a.m. to 9 p.m. Visits can take place wherever you are most comfortable, by phone or video. Visits with a therapist only last as long as you feel you need them.

### **How do I schedule a Mental Health visit?**

Visit [Teladoc.com](https://teladoc.com) or use the Teladoc app to schedule a Mental Health visit. You can choose a therapist or psychiatrist who fits your needs. You can also select a time or times that work best for you. You can have your visit within three to seven days of confirmation.

**Please note:** Before your visit, you will be asked to complete a brief mental health questionnaire. This will help your therapist or psychiatrist understand where you are and how you're feeling.

### **What types of mental health professionals can prescribe medications?**

Therapists cannot prescribe medication. Psychiatrists can prescribe medications. Our psychiatrists cannot prescribe any controlled substances or medications for the treatment of bipolar disorder or schizophrenia.

Prescriptions for these drugs require in-person care and ongoing monitoring. You can use our services for therapy or guidance or to obtain other medications. However, if you are currently taking any of the above drugs, we cannot prescribe refills.

Controlled substances we can prescribe include:

**Antidepressants:** Asendin, Celexa, Cymbalta, Desyrel, Effexor XR, Lexapro, Paxil, Prozac, Pristiq (desvenlafaxine), Remeron, Trintellix (vortioxetine), Sinequan, Viibryd, Vivactil, Wellbutrin and Zoloft

**Anxiolytics/sedatives/hypnotics:** propranolol, Vistaril (hydroxyzine)

**Schedule II and IV meds:** BuSpar, Benadryl, melatonin and Rozerem

**ADHD:** Intuniv, Strattera, Kapvay

**Chemical dependency adjuncts:** ReVia

**Monoamine oxidase inhibitors:** Emsam

**Miscellaneous:** Luvox and Neurontin

### **How do you match me with the right mental health professional?**

When you schedule a visit, we will ask you questions about your preferences for your mental health professional. We will also ask you questions about what your specific needs are. You will be able to choose from a selection of matching provider profiles, which will display information including gender, language, and specialties.

### **Who are the Teladoc doctors?**

Teladoc doctors are U.S. board-certified internists, family doctors, and pediatricians. They average 20 years of experience and are licensed to practice in your state.

### **Will Teladoc follow up with each visit?**

Teladoc providers use the secure member message center after each visit to share a summary of the visit. If you and your provider decide to schedule another visit, he or she will schedule that through the message center as well. Our licensed nursing staff may also reach out to you directly by phone after your visits to follow up if needed.

### **Can I talk to the same therapist/psychiatrist every time?**

Yes. You can see the same specialist throughout your treatment.

### **How much does a typical visit cost?**

The cost of a Teladoc visit varies, depending on the type of care you are requesting and your health plan design. Mental Health therapist visits can be as low as \$0 per visit with insurance.

Please refer to your welcome letter or call us at **1-800-Teladoc** to confirm pricing prior to requesting a visit.

Teladoc accepts all major credit cards and PayPal. Teladoc may change pricing at any time for any reason.

**Please note:** If you do not have access through your benefits or do not have health insurance, you can still use Teladoc for General Medical, Dermatology, Mental Health, Nutrition, and Neck and Back Care Therapy.

**Download the app to talk to a doctor today**

Visit [Teladoc.com](https://www.teladoc.com)

Call 1-800-TELADOC (835-2362) | Download the app  