

Telemedicine Service: Questions and Answers

Telemedicine services are provided through our partner offering access to a vast network of board-certified physicians ready and skilled at analyzing symptoms and providing members with the appropriate level of care.

These frequently asked questions and answers will help you familiarize yourself with this service.



How do I coordinate a Telemedicine consultation?

Telemedicine consultations are coordinated through the Best Doctors Insurance Medical Team via our [Member Portal](#), or by calling +1 305.269.2521 or e-mail at Precert@bestdoctorsinsurance.com. See [step-by-step instructions](#) on how to schedule a Telemedicine consultation through the [Member Portal](#). See specific instructions on how to access service in [Brazil](#) and [Venezuela](#).

What information will I need to provide?

To complete your request, we will need the following information:

- Name
- Policy number
- Symptoms
- Phone/e-mail
- Location:
(address, city, state, zip, country)

What types of conditions can this service be scheduled for?

The service is available for a wide range of minor conditions, like allergies, cold and flu, ear infections, fever, gastroenteritis, headaches, insect bites, pink eye, respiratory infections, sinusitis, skin infections, urinary tract infections, and others.

How long do I have to wait after my initial request?

The provider will call you as soon as possible after the request has been coordinated by the Best Doctors Insurance Medical Team. The time can be affected due to high demand.

What language is this service available in?

Services are available in English, Spanish, and Portuguese through different providers in the United States and Latin America.

Do I have to pay a fee for this service?

Services are paid by Best Doctors Insurance directly to the provider. You do not have to pay for the service.

Is this service subject to deductible?

Deductible will be waived for the Telemedicine consultation only. However, deductible will still apply to any subsequent treatment or medication that result from the consultation.

How many times can I use this service with no deductible?

There is no limit to the times you can use this service with no deductible.

Is the service available worldwide?

Yes, the Telemedicine service is available worldwide since the physician will be contacting you by phone or teleconference.

Is the service available during specific hours/days of the week?

The service is available 24/7 all year round.

Is this service available to anyone?

This service is available to Best Doctors Insurance members with an active policy.