

Teladoc Primary360

Frequently Asked Questions

What is Primary360?

Primary360 offers easy access to high-quality care that fits your lifestyle, your needs and your health. It starts with you selecting a primary care provider and includes a dedicated Care Team that gets to know you as a person, not just another patient. Schedule annual physicals and checkups to manage ongoing conditions and other complex challenges. You have access to trusted medical care and personalized support by video or phone.

Who can use Primary360?

Members—ages 18 years and older can use Primary360. Primary360 is ideal for those who don't currently have a primary care provider or those who see their primary care provider less often than they should.

How do you handle bloodwork, x-rays and labs?

Your primary care provider can order lab work, x-rays, referrals and vaccinations. If needed, your Care Team will assist you in connecting to an in-network lab or facility of your choice. Using in-network services usually means you will pay a lot less. Results will be reviewed with you, incorporated into your care plan and uploaded to your Teladoc account.

How will I receive an exam virtually?

Prior to your visit, your chosen primary care provider will review the information provided through the Primary360 assessment. During the visit, expect to have an in-depth discussion with your chosen primary care provider, during which they will check your blood pressure (recorded from the blood pressure cuff that will be sent to you), assess your body mass index by reviewing your height and weight, and discuss your personal and family medical history to make sure you are in good health.

Can I get a prescription?

Yes. Our primary care providers can start new medications as clinically necessary and can prescribe refills for maintenance medications for a full year. We do not prescribe opioids, narcotics and other Drug Enforcement Agency (DEA) controlled substances. Visit <https://www.dea.gov/drug-information/drug-scheduling> for more information.

What happens if I need to speak with a doctor right away?

If you are sick and need care right away, after hours or on weekends, you can request a General Medical visit to talk to a doctor 24 hours a day, 7 days a week for non-emergency conditions like cold & flu, sinus infections, allergies and more. If this is an emergency, please call 911 or go to your nearest hospital.

Get started with Primary360 today

Download the app | Visit [Teladoc.com/Connecticare](https://teladoc.com/connecticare)