

Adolescent Mental Health Services

Frequently Asked Questions

What is Teladoc Adolescent Mental Health?

Teladoc Mental Health services allow you or your adolescent (ages 13+) to schedule a visit with a licensed therapist to support your child if they are overwhelmed, not feeling like themselves, confused about a personal situation, or experiencing anxiety or depression.

Please Note: Therapy is not available to adolescents who present with the following concerns:

Eating disorders; Substance use; Domestic violence; Sexual abuse; Codependency; Sexual/reproductive health; ADHD

What are the available appointment times?

Therapists 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 visit with a mental health therapist?

Visit [Teladoc.com](https://www.teladoc.com) or use the Teladoc app to schedule a Mental Health visit for your adolescent dependent. You can also select a time or times that work best for your adolescent.

Will my child need parent/guardian support to schedule an appointment?

All appointments must be created by the parent/guardian on behalf of their adolescent dependent. Before your visit, the parent/guardian must fill out a consent form supporting their adolescent dependent. The parent/guardian will also be asked to complete a brief mental health questionnaire and an intake form. The contents of the intake form help the provider gain an insight of the dependent's medical and developmental history.

Please note: A parent/guardian must be present at the start of the adolescent's first therapy session. This is intended as confirmation that the parent/guardian is indeed aware that the adolescent is engaging in therapy.

How do you match my child with the right mental health professional?

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

Can Teladoc mental health professionals prescribe medications?

Therapists cannot prescribe medication. Only psychiatrists can prescribe medications; however, psychiatrists are not available for adolescent mental health services.

How much does it cost?

The cost of a Teladoc Mental Health visit varies, depending on the type of care you are requesting and your health plan design. Adolescent 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.

How do I pay for the visit?

If there is a fee, you can pay with your HSA (health savings account) card, credit card, prepaid debit card, or by PayPal.

How do I access Teladoc Adolescent Mental Health services?

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

Please note: Therapy sessions do not require the adolescent to have access to the member's account and are accessible by the adolescent via phone or video independently.

With your consent, we'll send an electronic copy of your Teladoc visit to your primary care doctor.

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

We aim to make your experience with us as seamless as possible. If you have any further questions or encounter an issue, please visit our website at [Teladoc.com](https://www.teladoc.com) or call our member services team at 1-800-TELADOC (835-2362).

Download the app to talk to a doctor today

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