

Teladoc Health Mental Health | Priority Medicare Product Brief

Short description Mental health and wellness app

Vendor Teladoc®/Livongo®

Summary Teladoc Health Mental Health is a digital behavioral health solution by Livongo that offers a personalized user experience, including interactive programs, in-the-moment coping tools, inspirational resources and community support. It's an evidence-based, self-guided program with many core focus area topics including depression, substance use, stress and chronic pain. It also offers on-demand text-based one-on-one coaching.

Where services may be performed Teladoc Health Mental Health is an online, digital app a member can use any time on their personal devices.

Authorization required? No.

Accessing and using the benefit To create an account, members can go to priorityhealth.com/mentalhealth and follow the instructions. They can also go to member.teladoc.com or the Teladoc Health app, where they'd click "Create a new account" or "Set up your account" and complete the following steps:

1. **Getting to know you:** To begin, they enter some information about themselves.
2. **Checking your coverage:** Confirm their health plan details. If their health plan is not listed, they can contact Teladoc Health support at **800.835.2362** and ask for assistance to sign up for the Teladoc Mental Health program.
3. **Create your account:** Enter their contact information, select their preferences and create their username, password and security questions.
4. **Finishing up:** Answer a few questions about what's on their mind. From there, their personalized account will be ready to use.

**Coverage
criteria**

Any member can use this benefit. There's no limit to the number of programs the member can use in the digital app.