BlueCross BlueShield of North Carolina

Teladoc HEALTH

CONDITION MANAGEMENT

Frequently asked questions

What is Condition Management?

It's a one-of-a-kind approach to chronic condition management using virtual care that inspires lasting changes. With our program, you get unlimited access to connected health monitoring devices, certified health coaches and support from physicians and mental health specialists—all to help manage conditions like diabetes, hypertension and prediabetes.

How do I join?

It's easy and takes only a few minutes! To register, visit **TeladocHealth.com/smile/BCNC2** and answer a few simple questions about your health. Next, download the app and log in. You may also enroll by calling Teladoc Health Member Support at **877-280-0639.**

Is this really no additional cost for me? How can that be?

Yes! Teladoc Health is being offered at no cost to you, including shipping. You will not be billed anything for joining.

What happens after I join?

After you enroll, you will be shipped a Welcome Kit. It includes the appropriate connected device(s) for your condition so you can begin your readings immediately, at no cost to you. You'll have access to our member website, **TeladocHealth.com/smile/BCNC2**, where you can personalize the program and access your readings.

Do I need to download the mobile app?

It's beneficial to download the app so you can get the most out of Teladoc Health, including easy tracking, personalized tips, all of your data in one place

What chronic conditions are included?

Condition Management is a bundle that includes all three solutions below, which can also be configured individually.



Diabetes Management

Get an advanced blood glucose meter, unlimited strips and lancets, personalized tips and expert coaching.



Hypertension Management

Discover guidance and support with a connected blood pressure monitor, personalized insights and expert coaching.



Diabetes Prevention Program

Reduce your risk of developing type 2 diabetes with a smart scale, structured lessons and expert coaching.

Is my information confidential?

Yes, your health information is protected by federal and state laws, including HIPAA. Please see our Notice of Privacy Practices for more information on how Teladoc Health uses your information **(TeladocHealth.com/Legal/Notice-of-Privacy-Practices/)**.

How do I re-order test strips and lancets?

You can re-order supplies in four ways:

1. Through our member website at **TeladocHealth.com/smile/BCNC2**
2. Through your meter
3. Through the mobile app
4. By calling Member Support at **877-280-0639**

What certifications does my coach carry?

Our experienced and certified coaches across all programs are professionally qualified. Coaches are certified based on the program they are serving.

For Diabetes Management, each coach is a certified diabetes care and education specialist (CDCES). For Hypertension Management, each coach is a CDCES or certified by the National Board for Health & Wellness Coaching (NBHWC). For our Diabetes Prevention Program, lifestyle coaches are trained by a CDC-recognized National Diabetes Prevention Program.



How often will I receive communications from Teladoc Health, or how do I opt out?

Communication frequency varies depending on the preferences you've set for your account. You can customize what out-of-range readings a coach should contact you about by logging in to your account at **TeladocHealth.com/smile/BCNC2** and visiting the "Support" tab on the left panel of your dashboard. You can opt out of communications by logging into your account and visiting "Notifications" in the drop-down menu located at the top right of the screen.

Can I cancel my membership?

Yes, you can cancel at any time for any reason. Just call Teladoc Health at **877-280-0639** or email **MemberSupport@TeladocHealth.com**.

We're here to help.

Visit TeladocHealth.com/smile/BCNC2 to get started.

To enroll in Teladoc Health, you must opt in to at least one program that Blue Cross and Blue Shield of North Carolina offers as a health program. You must also meet the health criteria for each program you wish to enroll in. If a Teladoc Health program is not offered by Blue Cross and Blue Shield of North Carolina, or if you do not meet the specific health criteria of that program, you will not be able to enroll.
Las comunicaciones del programa Teladoc Health están disponibles en español. Al inscribirse, podrá configurar el idioma que prefiera para las comunicaciones provenientes del medidor y del programa. Para inscribirse en español, llame al 877-280-0639 o visite TeladocHealth.com/bienvenido/BCNC2
The program is offered at no cost to members and covered dependents with diabetes (based on past doctor visits and/or prescriptions) and coverage through the Blue Cross and Blue Shield of North Carolina health plan.
Teladoc Health, Inc. interactive consultations are available 24 hours a day, 7 days a week. Telehealth services are subject to the terms and conditions of the member's health plan, including benefits, limitations, and exclusions. Teladoc Health does not replace your primary care doctor. Telehealth services are not a substitute for emergency care. Teladoc Health is subject to state regulations. Behavioral health telehealth is currently only available to members ages 13 or older. Teladoc Health is an independent company that is solely responsible for the telehealth services it is providing; please see Teladoc Health website for more information. Teladoc Health does not offer Blue Cross or Blue Shield products or services. Teladoc Health does not prescribe DEA-controlled substances and may not prescribe nontherapeutic drugs and certain other drugs which may be harmful because of their potential for abuse. Teladoc Health does not guarantee patients will receive a prescription. © 2026 Blue Cross and Blue Shield of North Carolina. ®, SM are marks of the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield plans. All other marks and names are property of their respective owners. Blue Cross and Blue Shield of North Carolina is an independent licensee of the Blue Cross and Blue Shield Association.

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