

Teladoc® Mobile App Enhancement

When Teladoc telemedicine service was embedded into all Maximum Benefit Health options last year, we provided an informational piece called “Getting Support When Travelling” to plan members, which explained how to use the service in the United States. When in the U.S., plan members had to call Teladoc’s U.S. member services team, essentially establishing a U.S. account.

While non-essential travel from Canada to the U.S. is not currently recommended by the Government of Canada, we are nonetheless pleased to advise that, effective November 1, 2020, the Canadian Teladoc app will work seamlessly in the U.S. As such, once the pandemic subsides and U.S. travel resumes, plan members will have an even easier time accessing the service from within the U.S.

