



Updates to Member Cancellation Policy for Teladoc® Mental Health Visits

To be consistent with other telehealth and mental health providers, Teladoc will soon implement a late cancellation and no-show fee.

Beginning September 1, 2022, members may be charged \$50 for missing or cancelling a mental health appointment within 24 hours of a scheduled visit. The added fee serves as a courtesy to participating Teladoc providers.

Teladoc understands this is a new policy and will waive the fee for first-time cancellations or no-shows.

For more information on Teladoc's cancellation policy, visit [Teladoc.com](https://www.teladoc.com).