MetLife | Overseas Teleconsultation

Connect with a doctor 24/7, wherever you are in the world.



Use your smartphone to get the care you need—even when you're far from home.

Now, you can have on-demand access to highly qualified doctors anywhere in the world. Teleconsultation provides unlimited access to a licensed healthcare professional 24 hours a day, seven days a week via your smartphone when traveling more than 100 miles from home.[1] In a confidential setting, medical staff can:

- Handle non-life-threatening medical conditions, such as minor injuries and illnesses.
- Provide medical advice and treatment options.
- Refer you to a provider for follow-up care as needed.

Teleconsultation

- When you are ready to teleconsult, you can request a video or phone consultation.
- You will be asked to provide information on your symptoms. Pictures can also be uploaded as needed.
- You will receive an email confirming your appointment.
- Five minutes before your appointment, you can log in to the Doctor Please! app to be ready for your visit.
- After your visit, you will receive a notification detailing where you can view the record of your visit. The record will contain a diagnosis care plan, prescription and referral information.

To get started

Download the **Doctor Please! app** and complete your profile.



The **Doctor Please! app** is available in the App Store or on Google Play. Create your account and enter the activation code **US0620**.

Medical conditions eligible for overseas teleconsultation

- Abrasions
- Allergies
- Arthritic pain
- Asthma
- Bronchitis
- Bruises
- Cold sores
- Colds and flu
- Cough
- Diarrhea
- Ear infections
- Fever (over age 12 months, under age 70)
- Insect bites
- Lice
- Mild dehydration
- Minor infections (e.g., skin, sore throat)
- Minor lacerations
- Minor sports injuries
- “Pink eye” or conjunctivitis
- Rashes
- Simple medication refills
- Sinusitis
- Sore throats
- Sprains and strains
- Sty
- Urinary tract infections (simple)
- Yeast infections

Frequently asked questions

Am I eligible for Teleconsultation?

A. As an active MetLife group life participant, you and your covered family members are eligible for Teleconsultation services.

Are there any areas where I cannot use Teleconsultation?

A. Teleconsultation is a global service. However, there are some countries where AXA currently cannot treat patients due to local laws and where trade or economic sanctions prohibit AXA from assisting.

What if I need additional treatment after my Teleconsultation?

A. AXA will locate an appropriate local medical provider for follow-up medical treatment as needed.

What if I do not have video chat capabilities?

A. When making an appointment, please select the option to have your appointment by phone.

How often can I use Teleconsultation?

A. You can use the service as often as you like for as long as you remain eligible for the program.

Call MetLife to create your account
1-800-GET-MET8 (1-800-438-6388)

1. Travel Assistance services are offered and administered by AXA Assistance USA, Inc. Certain benefits provided under the Travel Assistance program are underwritten by Certain Underwriters at Lloyd’s London (not incorporated) through Lloyd’s Illinois, Inc. Neither AXA Assistance USA Inc. nor the Lloyd’s entities are affiliated with MetLife, and the services and benefits they provide are separate and apart from the insurance provided by MetLife.

   Available globally to members in a traveling status. Teleconsultation is not an emergency medical response program. In the event of a medical emergency, you should contact your local emergency medical service. You can receive Teleconsultation services for limited, non-urgent, non-life threating medical conditions; this service is not appropriate for all conditions. Services, including assistance with prescriptions, will be provided if permitted under applicable law. Teleconsultation services are arranged through AXA Assistance USA and Teladoc International..

MetLife

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