Physician Access

DialCare Physician Access is a modern, easy-to-use telemedicine solution for non-emergency illnesses and general care. You and your family have direct access to state-licensed and fully credentialed doctors, via phone or video consultations, to receive treatment and advice for common ailments, including colds, the flu, rashes and more. Doctors are available 24 hours a day, 365 days a year, allowing students convenient access to quality care while studying and traveling in the U.S. When medically appropriate, a DialCare doctor may prescribe a short term, non-DEA controlled medication that you can pick up at the pharmacy of your choice. You are responsible for making sure the pharmacy chosen is part of your network. Please refer to your policy for information.

When to use DialCare Physician Access:

- For non-emergency medical issues, questions and concerns
- During or after normal business hours, nights, weekends and holidays
- If you live a significant distance from a primary care doctor
- When a primary care doctor is not available
- When traveling and in need of non-urgent medical care or advice

What conditions can be treated?

- Allergies
- Fever
- Respiratory infections
- Asthma
- Gout
- Sinus infections
- Bronchitis
- Insect bites
- Skin inflammations
- Cold & flu
- Sore throat
- Digestive issues
- Joint aches & pains
- Sports injuries
- Ear infections
- Rashes
- Urinary tract infections
- And more!

How to Access:

1. To register, follow the link you received in the confirmation email, download the DialCare mobile app or visit dialcare.com/verify. If you're having problems registering, you can call DialCare at (855) 335-2255 for assistance.

2. Once registered, you can log in at member.dialcare.com or through the mobile app to begin requesting consults and to update your medical history. You can also call us at (855) 335-2255.
Mental Wellness

DialCare Mental Wellness is a program designed to provide you with a safe, secure and private means of seeking mental health assistance from licensed counselors via virtual or telephonic counseling sessions. DialCare Mental Wellness counselors can assist you with conditions such as depression, anxiety, grief, relationship problems and more. Students enrolled through their educational institution may speak with a licensed counselor while they are studying within the U.S. This unique program offers an app-based interface, connecting you with our counselors not only over the phone, but via video chat as well.

DialCare Mental Wellness is easy to use.

- You can schedule an appointment with a counselor from 7 a.m. to 10 p.m., seven days a week.
- DialCare Mental Wellness counselors will reach out via phone or video chat upon request.
- Counselor appointments last for 30 minutes.
- Follow-up sessions may be scheduled for your convenience.
- Consultations are available in both English and Spanish.

What conditions can DialCare Mental Wellness counselors treat?

- Depression
- Stress
- Eating Disorders
- Addiction
- Relationship problems
- Anxiety
- Grief
- And more

How to Use:

Simply follow the link you received in your email to complete your registration, download the DialCare mobile app or visit dialcare.com/verify. If you’re having problems registering, you can call DialCare Mental Wellness for assistance at (855) 335-2255. Once registered, you can log in online at member.dialcare.com or through the mobile app to request consultations or to update your account.
Terms & Conditions

Terms and Conditions: DialCare, LLC ("DialCare") provides administrative services to DialCare clinicians and does not provide professional medical services. The Terms and Conditions define the obligations of DialCare, its authorized agents and yourself, and they establish the basic rules of safe and fair use of DialCare's public website, member website, and services (Services). DialCare and its authorized agents reserve the right to immediately and without advance notice terminate the Services and deny access to individuals who do not abide by the Terms and Conditions. Additional Terms and Conditions are located at www.dialcare.com.

The DialCare Physician Access and Mental Wellness Plan will remain in effect as long as your insurance policy that is administered by GBG is in effect.

Limitations, Exclusions & Exceptions: This plan is a telemedicine program offered by DialCare. DialCare is not a licensed insurer, health maintenance organization or other underwriter of health care services. This plan is not insurance. DialCare is not licensed to provide and does not provide health care services or items to individuals. Telemedicine consultations are provided by physician entities that are contracted with DialCare. Physicians contracted by DialCare are solely responsible for the professional advice and treatment rendered to members and DialCare disclaims any liability with respect to such matters. DialCare may not be available in all states, and certain methods of telemedicine consultations (e.g., phone, video) may not be available per state law. Consultation times are not guaranteed. Telemedicine consultations are not appropriate for emergencies or other medical issues requiring in-person care. You must immediately dial "911" or seek in-person treatment in the event of a medical emergency, or if instructed to do so by a DialCare physician. DialCare reserves the right to deny care for potential misuse of services. You are obligated to pay for all health care services resulting from consultations. Services and service providers may change or be discontinued at anytime with notice as required by law.

Complaint Procedure: If you would like to file a complaint, you must submit your complaint in writing to: DialCare, P.O. Box 2568, Frisco, TX 75034.