Effective immediately, Healthiest You/Teladoc has implemented a new cancellation policy to ensure that all members can access timely care and support.

Under the updated policy, a credit card will be required to schedule a mental health appointment if a member has a history of not canceling appointments in a timely manner (24-hour notice) or being a no-show. ​This policy aims to address the issue of missed appointments and ensure that appointment slots can be utilized by other members in need of support. A credit card will not be required to schedule an appointment if the member has attended all their appointments or canceled within 24-hour notice.

Please note that a fee will only be charged for mental health visits in the following cases: ​

1. Cancellations not made within 24 hours of a scheduled visit. ​
2. No-shows (missing a scheduled visit). ​

HealthiestYou/Teladoc kindly requests that if you need to cancel your mental health visit, please do so 24 hours prior to the visit. ​By canceling in a timely manner, you allow Healthiest You/Teladoc to offer your visit time to someone else who may require immediate support. ​Waiting too long or missing your appointment prevents them from assisting other members in need. ​

To address any potential questions or concerns you may have, they have compiled a list of frequently asked questions (FAQs) below:

1. Will I be charged a fee for general medical visits? ​
   * No, only mental health visits, which are scheduled in advance, are subject to a cancellation fee. ​
2. Why am I being prompted to add a card if I don't owe a copay? ​
   * A credit or debit card is required to cover potential late-cancellation and no-show fees. ​It will only be charged if a late cancellation or no-show occurs. ​
3. Can I use my HSA or FSA card to pay for late-cancellation and no-show fees? ​
   * Penalty fees are not HSA- or FSA-eligible expenses.​ If you add an HSA or FSA card to your account, you must add a secondary credit or debit card to cover potential fees. ​

If you have any questions or require assistance, please feel free to reach out to Kathy Malcolm at 570-408-4644 or [katherine.malcolm@wilkes.edu](mailto:katherine.malcolm@wilkes.edu)

​You can also contact Teladoc at 1-800-Teladoc or via email at [help@teladochealth.com](mailto:help@teladochealth.com). ​