

Care you can count on



Get support from mental health professionals and licensed doctors no matter where you are with Teladoc

As a Blue Shield member, you have access to Teladoc’s national network of U.S. board-certified physicians. Whenever you need care, Teladoc medical doctors are available 24/7/365 by phone or video.

You can also speak to licensed therapists, psychiatrists, and mental health professionals who can help you manage addiction, depression, stress or anxiety, domestic abuse, grief, and more.* Mental health appointments are available from 7 a.m. to 9 p.m. local time, seven days a week.

Get the care you need

Teladoc doctors can treat many medical conditions including:

- Cold and flu symptoms
- Allergies
- Respiratory infections
- Sinus problems

Teladoc licensed professionals can help you manage mental health conditions including:

- Depression
- Addiction
- Grief
- Anxiety
- And more

How much does it cost (2024)?

HMO, PPO, Trio HMO, and Tandem PPO plans
 General medical per visit..... \$0
 High-deductible health plans (HDHP) will pay a \$60 per consult fee until the deductible is met.
 The copay is \$0 after the deductible has been met.

HMO, PPO, Trio HMO, and Tandem PPO plans
 Mental health per visit..... \$0
 High-deductible health plans (HDHP) will pay the following consult fees until the deductible is met.
 The copay is \$0 after the deductible has been met.
 Psychiatrist (initial visit) \$195
 Psychiatrist (recurring visit) \$95
 Psychologist/therapist/counselor.....\$85

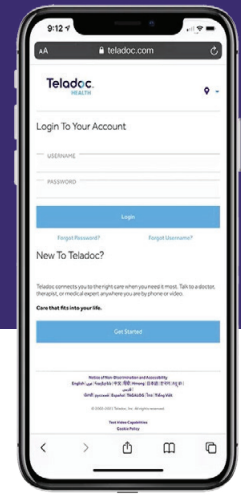
Please note: This service does not include a crisis hotline. Help is available if you or someone you know is in crisis. Call the National Suicide Prevention Lifeline at **1-800-273-TALK (8255)**. You’ll need to schedule an appointment to speak with a licensed therapist.

* To see if you are eligible to use this service, see your *Evidence of Coverage* or *Certificate of Insurance* for a complete description of benefit details, exclusions, limitations, and conditions of coverage. Or call the Member Services number on your Blue Shield member ID card.
 Teladoc Mental Health services are available for members age 13 and older.



As a working mom with two small children, finding ‘me time’ is almost impossible. So having easy access to an amazing psychologist through Teladoc has been an invaluable benefit.”

– Susan B. –
Current member



How to request an appointment

Scheduling a phone or video appointment is easy and convenient. General medical visits can be scheduled on demand 24/7/365. For mental health visits, you will need to schedule an appointment. Appointments are available seven days a week from 7 a.m. to 9 p.m. local time. Teladoc confirms mental health appointments within 72 hours.

How to schedule an appointment

Medical consultations

Visit blueshieldca.com/teladoc to register or log in. You can request a consultation any time you need care. Download the **Blue Shield of California mobile app** to access care from anywhere.

Mental health consultations

Visit blueshieldca.com/teladoc to register or log in and answer a few questions about your needs. Then, request an appointment. Download the **Blue Shield of California mobile app** to access care from anywhere. Please note that mental health appointments must be scheduled in advance.

If you have questions or need help creating an account, call **1-800-Teladoc (835-2362)**. Wait times may vary.

Confidential therapy when you need support



blueshieldca.com/teladoc

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You may receive services from network providers on an in-person basis or via telehealth, if available. Contact your primary care provider, treating specialist, facility, or other health professional to learn whether telehealth is an option. Network telehealth and in-person services are subject to the same timeliness and geographic access standards. If your plan has out-of-network benefits, they are subject to your plan’s cost sharing obligations and balance billing protections.

Language Assistance Notice

For assistance in English at no cost, call the toll-free number on your ID card. You can get this document translated and in other formats, such as large print, braille, and/or audio, also at no cost. Para obtener ayuda en español sin costo, llame al número de teléfono gratis que aparece en su tarjeta de identificación. También puede obtener gratis este documento en otro idioma y en otros formatos, tales como letra grande, braille y/o audio. 如欲免費獲取中文協助，請撥打您 ID 卡上的免費電話號碼。您也可免費獲得此文件的譯文或其他格式版本，例如：大字版、盲文版和/或音訊版。

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