



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
- And more

### How much does it cost?

HMO, PPO, Trio HMO, Tandem PPO, and high-deductible health (HDHP) plans

General medical per visit ..... \$0

HMO, PPO, Trio HMO, Tandem PPO, and high-deductible health (HDHP) plans

Mental health per visit ..... \$0

**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.

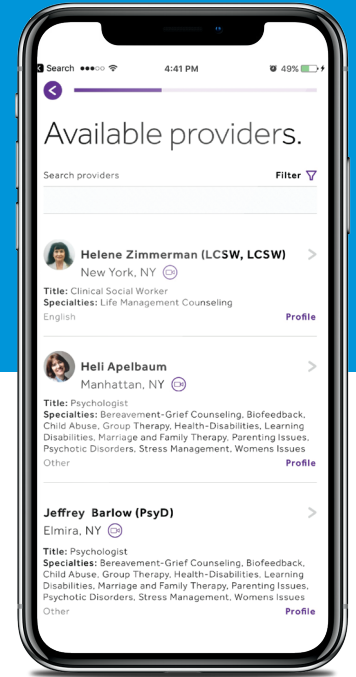
\* To see if you are eligible to use this service, see your *Evidence of Coverage* or *Certificate of Insurance* for a complete description of benefit details, exclusions, limitations, and conditions of coverage. Or call the Member Services number on your Blue Shield member ID card.





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](https://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](https://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](https://blueshieldca.com/teladoc)

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