

## Blue Shield of California offers Teladoc

Access to licensed doctors and mental health professionals by video or phone, no matter where you are.



### Talk to a doctor or licensed mental health professional for a \$0 copay.\*

Don't wait until you are sick. Register your account now by visiting [blueshieldca.com/teladoc](https://blueshieldca.com/teladoc) or the Blue Shield of California mobile app.

### Teladoc General Medical services

Get care when and where you need it through your Blue Shield health plan. You have access to Teladoc's national network of U.S. board-certified physicians. Whenever you need care, Teladoc® doctors are available 24/7/365 by phone or video to treat many non-emergency medical conditions including: cold and flu symptoms, allergies, sinus problems, and respiratory infections.

### Teladoc Mental Health services

You can speak to licensed mental health professionals including psychiatrists, psychologists, counselors, therapists, and social workers. Mental health services are available by scheduled appointment only from 7 a.m. to 9 p.m. daily. Teladoc mental health services are available for members age 13 and older. Mental health providers can help manage many conditions including: anxiety, depression, addiction, and grief.

### Get started with Teladoc

#### 1 Set up account

Visit [blueshieldca.com/teladoc](https://blueshieldca.com/teladoc) or the Blue Shield of California mobile app (and click on Teladoc) to register your account. Account registration is required before a consult can be requested. You can also call Teladoc at **1-800-Teladoc** or **(800) 835-2362** for help.

#### 2 Provide medical history

Your medical history provides Teladoc providers with the information they need to make an accurate diagnosis.

**Web:** Log in to [blueshieldca.com/teladoc](https://blueshieldca.com/teladoc) and click *Medical Info and Medical History*.

**Mobile:** Download or access the Blue Shield of California mobile app. Log in, click on *Teladoc*, and click on *Medical History* to complete your medical history.

**Phone:** Teladoc can answer questions about completing your medical history. Call **1-800-Teladoc** or **(800) 835-2362**.

#### 3 Request a consult

Once your account is set up, scheduling a phone or video appointment is easy and convenient. General medical visits can be scheduled on-demand 24/7/365. Mental health visits are by scheduled appointment only, available seven days a week from 7 a.m. to 9 p.m. Teladoc confirms mental health appointments within 72 hours.

## Broker Information

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Agent name:

Agency name:

Phone number:

Email:

Website:

Personal URL:

\*High-deductible health plan (HDHP) members pay up to the full consult fee until the deductible is met, then a \$0 copay. The General Medical rate is \$60/visit and the following rates are in place for mental health: \$195 for an initial psychiatry visit, \$95 for a recurring psychiatry visit, and \$85 for a psychologist, counselor, therapist or clinical social worker visit. Please see your Evidence of Coverage for a detailed description of covered benefits.

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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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