



## Blue Shield of California offers Teladoc:

Access to licensed doctors and mental health professionals by phone or video

As a Blue Shield member, you have access to Teladoc's national network of U.S. board-certified physicians, licensed in California. Whenever you need care, Teladoc® medical doctors are available 24/7 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 9 a.m. to 7 p.m. local time, 7 days a week.

Use Teladoc	Get the care you need	Meet the doctors and mental health professionals
<ul style="list-style-type: none"><li>• If you're considering the ER or urgent care center for a non-emergency</li><li>• When you need medical advice during off hours or late at night</li><li>• When on vacation, a business trip, or away from home</li><li>• For prescriptions when medically necessary</li><li>• If you need support for your mental well-being</li></ul>	<p>Teladoc doctors can treat many medical conditions including:</p> <ul style="list-style-type: none"><li>• Cold and flu symptoms</li><li>• Allergies</li><li>• Respiratory infections</li><li>• Sinus problems</li></ul> <p>Teladoc licensed professionals can help you manage mental health conditions including:</p> <ul style="list-style-type: none"><li>• Depression</li><li>• Addiction</li><li>• Grief</li><li>• and more</li></ul>	<p>All Teladoc doctors:</p> <ul style="list-style-type: none"><li>• Are board certified, practicing primary care physicians, pediatricians, and family physicians.</li><li>• Are board certified and licensed</li><li>• Are credentialed every three years</li></ul> <p>Mental health professionals include licensed psychiatrists, psychologists, counselors, therapists, and clinical social workers.</p>

\* Teladoc Behavioral Health is available for individuals 18 years and older.

# Get started with TELADOC.

## 1 Set up account

Visit [Teladoc.com/bsc](https://teladoc.com/bsc), complete the required information, and click on *Set up account*. You can also call Teladoc at **1-800-Teladoc** (835-2362) for help.

## 2 Provide medical history

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

**Web:** Log in to [Teladoc.com/bsc](https://teladoc.com/bsc) and click *Update medical history*.

**Mobile:** Visit [Teladoc.com/mobile](https://teladoc.com/mobile) to download the app. Log in and go to the menu icon on the top left to complete the "Medical Info" section.

**Phone:** Teladoc can help you complete your medical history over the phone. Call **1-800-Teladoc** (835-2362).

## 3 Request a consult

- Once your account is set up, request a medical consult anytime you need care.
- Mental health appointments must be scheduled in advance and can be set up online. To schedule a Behavioral Health appointment:
  1. Register for Teladoc. Visit [teladoc.com/bsc](https://teladoc.com/bsc)
  2. Login to your account
  3. Request a Behavioral Health visit and complete a short intake form.
  4. Select your provider and complete the emotional health questionnaire. Choose the top three appointment times that are best for you.
  5. Request your first appointment

### Talk to a doctor anytime at no cost\*

#### PPO Plan/High Deductible Health Plan (HDHP)

For medical doctors, members pay a \$0 cost. Deductible is waived.

\* For behavioral health, members pay \$0 cost. Deductible is waived.

Psychologist, therapist, counselor, or licensed clinical social worker.....	\$0
Psychiatrist	
Initial visit.....	\$0
Recurring visits.....	\$0

\* Please see your *Evidence of Coverage* for a detailed description of coverage benefits.

**Teladoc Behavioral Health** is not a Suicide or Crisis hotline.

Help is available if you or someone you know is in crisis – call the National Suicide Prevention Lifeline: **1-800-273-TALK (8255)**.