

# 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 of California 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 speak to licensed therapists, psychiatrists, and other mental health professionals by appointment.\* Appointments are available between 7 a.m. and 9 p.m., seven days a week.

### Get the care you need

Teladoc doctors can treat many non-emergency medical conditions including:

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

Teladoc licensed mental health professionals can help you manage conditions and topics such as:

- Depression
- Addiction
- Grief
- Stress or anxiety
- Domestic abuse

### How much does it cost (2025)?

HMO, PPO, Trio HMO, and Tandem PPO plans:  
General medical consult (per visit)..... \$0

High-deductible health plan (HDHP) members will pay \$60 per consult 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 appointment (per visit)..... \$0

HDHP members will pay the following fees per visit 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 or text **988** to reach the 988 Suicide & Crisis Lifeline. You can also visit **988lifeline.org**.

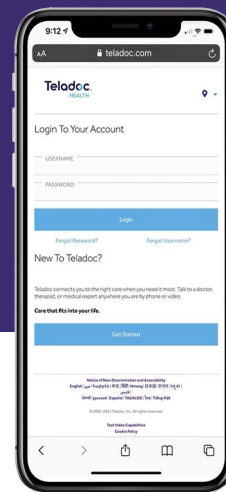
\* To see if you are eligible to use this service, see your *Evidence of Coverage* or *Certificate of Insurance* for a complete description of benefit details, exclusions, limitations, and conditions of coverage. Or call the Customer Service number on your Blue Shield member ID card.

Teladoc Mental Health services are available for eligible 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 Blue Shield member



## How to request an appointment

Scheduling a phone or video appointment is easy and convenient.

### Medical consultations

General medical visits can be scheduled ahead or requested on demand 24/7/365.

Visit [blueshieldca.com/teladoc](https://blueshieldca.com/teladoc) to register or log in. You can request a consultation any time you need care.

### Mental health consultations

Mental health appointments must be scheduled in advance. Appointments are available seven days a week between 7 a.m. and 9 p.m. 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. Teladoc confirms mental health appointments within 72 hours.

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

**Tip:** Download the **Blue Shield of California mobile app** to access care from anywhere.

## Confidential therapy when you need support



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

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For more help and resources, visit [blueshieldca.com](https://blueshieldca.com) or call Customer Service at the number on your Blue Shield member ID card. If you do not have your ID card, you can call (800) 393-6130 (TTY: 711).

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 (866) 346-7198. Para obtener asistencia en español sin cargo, llame al (866) 346-7198. 如果需要中文的免费帮助, 请拨打这个号码 (866) 346-7198.

### Nondiscrimination Notice

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