



Blue Shield of California offers Teladoc:

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

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 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** (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 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** (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.

*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 \$50/visit and the following rates are in place for mental health: \$185 for an initial psychiatry visit, \$85 for a recurring psychiatry visit, and \$75 for a psychologist, counselor, or therapist visit. Please see your Evidence of Coverage for a detailed description of covered benefits.

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 or the Blue Shield of California mobile app.

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BROKER INFORMATION

- Agent name:
- Agency name:
- Phone number:
- Email address:
- Website:
- Personalized URL: