

# Care you can count on



Get support from licensed medical doctors and mental health professionals 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.

**General medical care** - appointments are available 24/7/365 by phone or video.

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**Teladoc medical doctors can treat many medical conditions including:**

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

**How much does Teladoc medical care cost?**

PPO plan..... \$25

**Mental health care** - appointments are available from 7 a.m. to 9 p.m. local time, seven days a week.

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**Teladoc licensed professionals can help you manage mental health conditions including:**

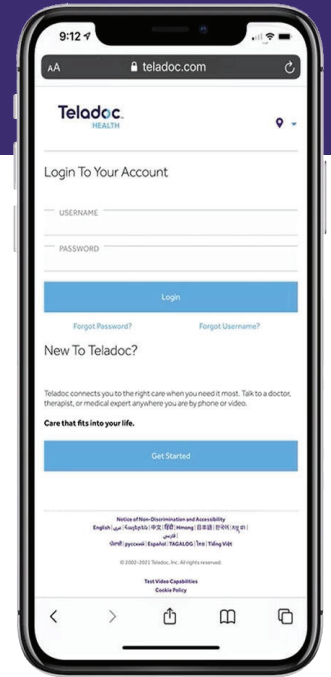
- Depression
- Anxiety
- Grief
- Stress
- Addiction
- Domestic Abuse
- And more

**How much does Teladoc mental health care cost?**

PPO plan..... \$25

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**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.



# How to request a video or phone appointment

## General medical consultations

Appointments are available 24/7/365 by phone or video.

1. Visit [blueshieldca.com/teladoc](https://blueshieldca.com/teladoc).
2. Register or log in. You can request a consultation any time you need care.
3. Download the Blue Shield app to access care from anywhere.

## Mental health consultations

Appointments are available from 7 a.m. to 9 p.m. local time, seven days a week. Teladoc confirms mental health appointments within 72 hours.

1. Visit [blueshieldca.com/teladoc](https://blueshieldca.com/teladoc) to register or log in and answer a few questions about your needs.
2. Request an appointment.
3. Download the Blue Shield 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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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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