



care you can
count on.



Get support from a mental health professional no matter where you are with Teladoc's behavioral health service

Taking care of your mental health is as important as exercising and eating right. Now, getting the help you need is easier than ever. As a Blue Shield of California member, you can speak to a licensed mental health professional by phone or video with Teladoc's behavioral health service.*

This service, which is available to adults age 18 and older, can help you manage addiction, depression, stress or anxiety, domestic abuse, grief, and more. You can choose to see a licensed psychiatrist, psychologist, social worker, counselor, or therapist and establish an ongoing relationship.

With Teladoc, you can also speak to a medical doctor 24/7 by phone or video for non-emergency conditions such as the flu, allergies, and more.

Why use Teladoc's behavioral health service?

- 1 Meet with a licensed mental health professional by phone or video when it's easy and convenient for you.
- 2 Connect for a completely confidential session.
- 3 Make an appointment seven days a week, 7 a.m. to 9 p.m. local time.
- 4 Have Teladoc psychiatrists prescribe drugs when medically necessary.
- 5 Get quick access to a licensed psychiatrist, psychologist, counselor, or therapist who meets your needs.

Talk to a doctor anytime for a \$0 copay†

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

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.



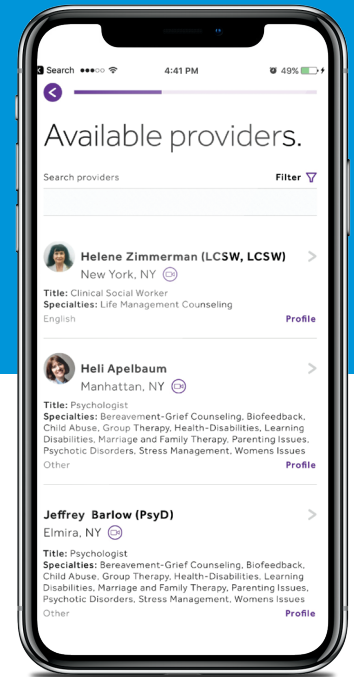
* To see if you are eligible to use this service, see your *Evidence of Coverage* or *Certificate of Insurance* for a complete description of benefit details, exclusions, limitations, and conditions of coverage.

† Please see your *Evidence of Coverage* or *Certificate of Insurance* for a detailed description of coverage benefits.

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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 patient



How to request an appointment

Scheduling a phone or video appointment with a therapist is easy and convenient. You can make an appointment seven days a week from 7 a.m. to 9 p.m. local time. Teladoc confirms appointments within 72 hours.

How to schedule an appointment

- 1 Register at **blueshieldca.com/teladoc**. If you already have a Teladoc account, log in at **Teladoc.com/bsc**, or visit **Teladoc.com/mobile** to download the Teladoc app.
- 2 Log in to your account to request an appointment (appointments can only be scheduled online).
- 3 Request a behavioral health visit and complete a short intake form.
- 4 Select your provider, complete the emotional health questionnaire, and choose three appointment times that are best for you.
- 5 Request your first appointment.

Please schedule your appointment online or via the Teladoc app.

Although call center representatives cannot schedule appointments for you, they can answer your questions about this service and the types of therapists available.

Confidential therapy when you need support



blueshieldca.com/teladoc



Teladoc.com/bsc



Teladoc.com/mobile

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