



Teladoc

Fully insured, portfolio medical plans for all employer groups include Teladoc general medical and mental health coverage.* Teladoc is the first and largest provider of telehealth medical consultations in the United States with NCQA-certified provider credentialing.¹

What is Teladoc?

Teladoc general medical services offers members convenient access to physicians who can treat many non-emergency medical issues. Available to members 24/7/365 by phone or video, Teladoc saves members from having to travel to a hospital emergency room, an urgent care center, or their doctor's office. Teladoc's U.S. board-certified and state-licensed physicians specialize in internal medicine, family practice, pediatrics, and emergency medicine, and they prescribe medication as needed. Teladoc is for primary care services only and does not include access to a specialist. Although Teladoc offers a convenient way to access care, it does not replace the patient's personal physician.

With Teladoc mental health services, members can speak to licensed therapists, psychiatrists, and mental health professionals who can help manage addiction, depression, stress or anxiety, domestic abuse, grief, and more. Mental health services are available by appointment from 7 a.m. to 9 p.m. local time, seven days a week. Teladoc mental health services are available to members age 13 and older for visits with psychologists, counselors, and therapists. Psychiatry services are available for members age 18 and older.

Common uses

Teladoc doctors can diagnose and treat many medical conditions, including:

- Cold and flu symptoms
- Allergies
- Sinus problems

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

- Depression
- Anxiety
- Grief
- And more

How members get started with Teladoc

Members can get started with Teladoc by registering their account at blueshieldca.com/teladoc. Once members have authenticated, they will be prompted to complete a medical history questionnaire that will provide Teladoc providers the information they need to make an accurate diagnosis. For on-the-go access, members can download the Blue Shield app on their mobile device or call Teladoc at **(800) Teladoc (835-2362)** for help.

* Effective January 1, 2021. Subject to change.

Teladoc options for members with a language preference

Teladoc has physicians and representatives who speak both English and Spanish. Members who prefer to communicate in Spanish can call the Teladoc call center at **(800) 835-2362** and select "Spanish" when prompted.

Teladoc call center staff and providers use Language Line solutions to provide interpretation services in more than 240 languages.

Cost share for fully insured plans

All HMO, PPO,² Trio HMO, Tandem PPO, and Active Choice portfolio plans:

\$0 copay for both general medical and mental health. HSA-qualified high-deductible health plans will pay the rates noted in the 'Provider allowance' table until the deductible is met. Once the deductible is met, the copay is \$0 per visit for general medical and mental health.

Added Advantage Point-of-Service plans:

Teladoc falls under level 1 (HMO benefit). Therefore, cost shares are \$0 per visit.

Fully insured groups may not opt out of this service. Only groups that are otherwise eligible to customize may change this service.

Rates

There are no additional premium costs or fees to fully insured members, subscribers, or groups.

Self-funded and Flex Funded products

Self-funded and Flex Funded groups do not have an embedded benefit. Teladoc continues to be available as a buy-up option at an additional cost. General Medical is a prerequisite purchase in order for Mental Health to be purchased. Groups that elect to purchase Teladoc will customize cost shares for their employees and members based on the following rates, effective January 1, 2022:

Provider allowance	
General medical	\$50
Mental health	
Psychologist, licensed therapist, counselor, or licensed clinical social worker	\$75
Psychiatrist – initial visit	\$185
Psychiatrist – recurring visits	\$85

Contact your Blue Shield representative for more information.

Teladoc does not replace the primary care physician. Teladoc does not guarantee that a prescription will be written. Teladoc operates subject to state regulations. Teladoc does not prescribe DEA-controlled substances, non-therapeutic drugs, and certain other drugs that may be harmful because of their potential for abuse. Teladoc physicians reserve the right to deny care for potential misuse of services. Teladoc general medical phone and video consultations are available 24 hours a day, seven days a week.

1 Teladoc's doctors are credentialed every three years according to NCQA credentialing standards.

Teladoc is certified under NCQA's Credentialing Certification, a quality assessment program that is a voluntary review process. NCQA Certification is governed by the Standards for Certification in Credentialing, developed with the assistance of representatives from the Standards Committee, the Review Oversight Committee, and input from other organizations. NCQA is an independent, nonprofit organization dedicated to assessing and reporting on the quality of managed care plans, managed behavioral healthcare organizations, preferred provider organizations, new health plans, physician organizations, credentials verification organizations, disease management programs, and other health-related programs.

2 Teladoc services are not available to subscribers and dependents covered by an FEP PPO Blue Shield plan.