Care you can count on



Get support from licensed medical doctors and mental health professionals no matter where you are with Teladoc Health®

As a Blue Shield member, you have access to Teladoc Health's national network of U.S. board-certified physicians.

General medical care – appointments are available 24/7 by phone or video.

Teladoc Health medical doctors can treat many medical conditions including:

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

How much does Teladoc Health medical care cost? (2026)

HMO plan..... $0

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

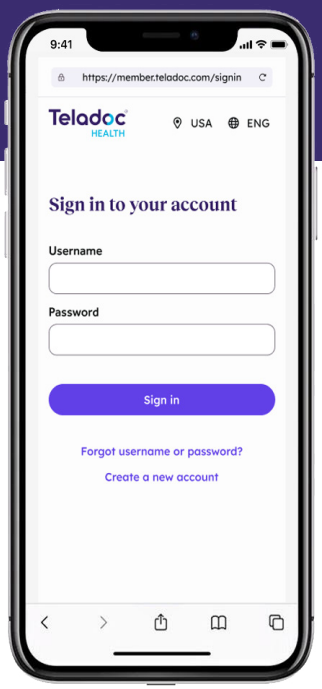
Teladoc Health licensed professionals can help you manage mental health conditions including:

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

How much does Teladoc Health mental health care cost?

HMO plan..... $0

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**.



How to request a video or phone appointment

General medical consultations

Appointments are available 24/7 by phone or video.

1. Visit **blueshieldca.com/teladochealth.**
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 Health confirms mental health appointments within 72 hours.

1. Visit **blueshieldca.com/teladochealth** 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) [TTY: (855) 636-1578]**. Wait times may vary.

Confidential therapy when you need support

blueshieldca.com/teladochealth

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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.

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