

# Save money and time with virtual care benefits

Members have several options to receive care quickly and conveniently from a doctor, specialist, or behavioral health professional.

When it's not an emergency, virtual care is a fast, convenient, and affordable option. Whether you're connecting with your own doctor or need to talk with someone after hours or when you're away from home, Independence Blue Cross provides you with options in every situation.

Visit [teladohealth.com](https://teladohealth.com) or [ibx.com](https://ibx.com) to get started using your virtual care benefits.

		Teladoc Health (Teladoc)		Primary care provider (PCP) or specialist	
	Treatment for	Access <sup>1</sup>	Cost-share	Access <sup>1</sup>	Cost-share
<b>Telemedicine</b>	Non-emergency conditions, such as: <ul style="list-style-type: none"> <li>• Sinus pain</li> <li>• Pink eye</li> <li>• Earaches</li> <li>• Sore throat</li> <li>• Flu</li> <li>• E-prescribing (when appropriate)</li> </ul>	<b>Teladoc General Medical</b> gives you 24/7 access to board-certified doctors who can provide a diagnosis, initiate treatment, and write prescriptions, as appropriate, via phone or video.	Refer to your health plan.	Available if your PCP or a specialist offers virtual care.	Refer to your health plan.
<b>Telebehavioral health</b>	Support for conditions such as: <ul style="list-style-type: none"> <li>• Anxiety</li> <li>• Depression</li> <li>• Bipolar disorders</li> <li>• Adjustment disorders</li> <li>• E-prescribing (when appropriate)</li> </ul>	<b>Teladoc Mental Health Care</b> provides access to board-certified psychiatrists and licensed psychologists or therapists by phone or video.	Refer to your health plan.	Available if your licensed behavioral health provider (including psychiatrists, psychologists, and counselors) offer virtual care. <sup>2</sup>  Our network has expanded to include providers with specialties in anxiety, depression, eating, obsessive-compulsive disorder, and substance abuse disorders for all ages.	Refer to your health plan.
<b>Teledermatology</b>	Diagnosis and treatment for a variety of skin, hair, and nail conditions, and e-prescribing (when appropriate)	<b>Teladoc Health Dermatology</b> gives you access to convenient and reliable skin care from a licensed dermatologist for a wide range of conditions without the wait.	Refer to your health plan.	Available if your specialist offers virtual care.	Refer to your health plan.

## How to access virtual care

### Teladoc Health

Activate your Teladoc account and schedule an appointment in one of the following ways:

- Call 1-800-835-2362
- Visit [teladochealth.com](https://teladochealth.com)
- Download the Teladoc mobile app

### PCP and specialists

Contact your in-network provider directly to set up a virtual care appointment. If the provider offers virtual care, the provider will give you instructions for setting up your appointment. Our Find a Doctor tool at [ibx.com](https://ibx.com) identifies if a provider offers virtual care services.

### Behavioral health care providers

To find a behavioral health provider, call the Mental Health/Substance Abuse number on the back of your member ID card<sup>2</sup> or use the Find a Doctor tool at [ibx.com](https://ibx.com).

You may also use the following resource:

#### Atlas

You also have access to Atlas, a free online tool by Shatterproof that connects you and your loved ones with trustworthy, in-network addiction treatment. For more information about the Atlas tool, visit [treatmentatlas.org](https://treatmentatlas.org).

<sup>1</sup> Refer to your health plan benefits for how virtual care visits are covered.

<sup>2</sup> You must have mental health benefits through Independence Blue Cross and should refer to your health plan for information about how mental health and telebehavioral health are covered.

Teladoc Health, Inc. is an independent company that provides virtual care, and digital mental health services.

Shatterproof/Atlas: Shatterproof, a national non-profit dedicated to reversing the addiction crisis in the U.S., is leading the implementation of Shatterproof's Treatment Atlas tool, a quality measurement system for addiction treatment facilities. Shatterproof is an independent company that provides behavioral health services for Independence Blue Cross.

Independence Blue Cross offers products through its subsidiaries Independence Assurance Company, Independence Hospital Indemnity Plan, Keystone Health Plan East, and QCC Insurance Company — independent licensees of the Blue Cross and Blue Shield Association.