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 teladochealth.com or ibx.com to get started using your virtual care benefits.

		Teladoc Health (Teladoc)		Primary care provider (PCP) or specialist	
	Treatment for	Access[1]	Cost-share[2]	Access[1]	Cost-share
Telemedicine	Non-emergency conditions, such as: • Sinus pain • Pink eye • Sore throat • Flu • E-prescribing (when appropriate)	**Teladoc General Medical** 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.	$0[2]	Available if your PCP or a specialist offers virtual care.	Reduced cost-share[3]
Telebehavioral health	Support for conditions such as: • Anxiety • Depression • Bipolar disorders • Adjustment disorders • E-prescribing (when appropriate)	**Teladoc Mental Health Care** provides access to board-certified psychiatrists and licensed psychologists or therapists by phone or video.	$0[2]	Available if your in-network licensed behavioral health provider (including psychiatrists, psychologists, and counselors) offer virtual care.[4] Our network has expanded to include providers with specialties in anxiety, depression, eating disorders, obsessive-compulsive disorder, substance use, and care for children/teens.	$0[4]
Teledermatology	Diagnosis and treatment for a variety of skin, hair, and nail conditions, and e-prescribing (when appropriate)	**Teladoc Health Dermatology** gives you access to convenient and reliable skin care from a licensed dermatologist for a wide range of conditions without the wait.	$0[2]	Available if your specialist offers virtual care.	Reduced cost-share[3]

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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**
- 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** identifies if a provider offers virtual care services.

Behavioral health care providers

To find a behavioral health provider, call the Mental Health number on the back of your member ID card, visit **ibx.com/bhcare**, or use the Find a Doctor tool at **ibx.com**.

You may also use the following resources:

Quartet

Use Quartet to connect with an in-network mental health care provider who fits your needs and preferences. Visit **quartethealth.com/ibx** to get started.

1 Refer to your health plan benefits for how virtual care visits are covered.

2 Cost-share is $0 after deductible for HSA plans.

3 Reduced cost-share in comparison to what your cost-share is for an in-office visit. Refer to your health plan for cost-sharing details.

4 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 and the practitioners accessible through Teladoc Health are independent companies and contractors not affiliated with Independence Blue Cross. Please consult a physician for personalized medical advice. Always seek the advice of a physician or other qualified health care provider with any questions regarding a medical condition.

Quartet is a separate and independent company that facilitates and coordinates timely access to behavioral health services for Independence Blue Cross members.

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.

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