

## Blue Shield of California offers Teladoc: Access to licensed doctors 24/7 by phone or video

Get care when and where you need it through your Blue Shield health plan. As a Blue Shield member, you have access to Teladoc's national network of U.S. board-certified physicians, licensed in California. Whenever you need care, Teladoc® doctors are available 24/7 by phone or video.



### Use Teladoc

- If you're considering the ER or urgent care center for a non-emergency
- When on vacation, a business trip, or away from home
- For short-term prescription refills

### Get the care you need

Teladoc doctors can treat many medical conditions including:

- Cold and flu symptoms
- Allergies
- Bronchitis
- Respiratory infection
- Sinus problems
- And more

### Meet the doctors

All Teladoc doctors:

- Are practicing primary care physicians, pediatricians, and family physicians
- Have an average of 20 years of experience
- Are board certified and licensed
- Are credentialed every three years

## Get started with Teladoc

### 1 Set up account

Visit [www.teladoc.com/bsc](http://www.teladoc.com/bsc), complete the required information, and click on *Set up account*. You can also call Teladoc at **1-800-Teladoc** (835-2362) for help.

### 2 Provide medical history

Your medical history provides Teladoc doctors with the information they need to make an accurate diagnosis.

**Web:** Log in to [www.teladoc.com/bsc](http://www.teladoc.com/bsc) and click *Update medical history*.

**Mobile:** Visit [Teladoc.com/mobile](http://Teladoc.com/mobile) to download the app. Log in, go to the menu icon on the top left, and click *Medical Info*.

**Phone:** Teladoc can help you complete your medical history over the phone. Call **1-800-Teladoc** (835-2362).

### 3 Request a consult

Once your account is set up, request a consult anytime you need care.

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#### Sharewell or Wellwise Plan Participants

You pay \$45 each time you use Teladoc, until you meet the plan's deductible.

Thereafter, the cost is \$4.50 per appointment.

# THE CARE YOU NEED – WHEN, WHERE AND HOW YOU NEED IT.

Introducing Cigna Telehealth Connection.



## Choice is good. More choice is even better.

Now Cigna provides access to **two** telehealth services as part of your medical plan – **AmWell** and **MDLIVE**.

Cigna Telehealth Connection lets you get the care you need – including most prescriptions – for a wide range of minor conditions. Now you can connect with a board-certified doctor via secure video chat or phone, without leaving your home or office. When, where and how it works best for you!

**Choose when:** Day or night, weekdays, weekends and holidays.

**Choose where:** Home, work or on the go.

**Choose how:** Phone or video chat.

**Choose who:** AmWell or MDLIVE doctors.

Say it's the middle of the night and your child is sick. Or you're at work and not feeling well. If you pre-register on both AmWell and MDLIVE, you can speak with a doctor for help with:

- › sore throat
- › fever
- › rash
- › headache
- › cold and flu
- › acne
- › stomachache
- › allergies
- › UTIs and more

## The cost savings are clear.

Televisits with AmWell and MDLIVE can be a cost-effective alternative to a convenience care clinic or urgent care center, and cost less than going to the emergency room. And the cost of a phone or online visit is the same or less than with your primary care provider. Remember, you telehealth services are only available for minor, non-life threatening conditions. In an emergency, dial 911 or go to the nearest hospital.



AmWell and MDLIVE are only available for medical visits. For covered services related to mental health and substance abuse, you have access to the **Cigna Behavioral Health** network of providers.

- › Go to **Cignabehavioral.com** to search for a video telehealth specialist
- › Call to make an appointment with your selected provider

Telehealth visits with Cigna Behavioral Health network providers cost the same as an in-office visit.

**Together, all the way.®**



Offered by: Cigna Health and Life Insurance Company, Connecticut General Life Insurance Company or their affiliates.

# Telephone appointments

now available



## Now, you can get care from a doctor – wherever you are

Do you have a minor health condition? If it doesn't require an in-person medical exam, you may be able to address it with a doctor by phone. You'll get great care, and you'll save time.



### Some examples of conditions:\*

- Allergies
- Colds and coughs
- Some follow-up visits
- Upper respiratory infections



### When you call us, we will:

- Make sure you're 18 and over
- Confirm you've had at least 1 face-to-face visit with us
- Schedule a 1-hour window for the doctor to call you

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### Need to make an appointment?

Find phone numbers and hours on the back side of this page.

\*Telephone appointments are not appropriate for emergency conditions, such as severe shortness of breath, severe abdominal pain, severe bleeding, or urgent conditions—like sprains, falls, or cuts needing stitches.

If you reasonably believe you have an emergency medical condition, call **911** or go to the nearest emergency department. An emergency medical condition is a medical or psychiatric condition that requires immediate medical attention to prevent serious jeopardy to your health. For the complete definition of an emergency medical condition, please refer to your *Evidence of Coverage*.

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## Call for care at a location near you

### Baldwin Park, Downey, and South Bay

- **Baldwin Park Medical Center**  
Mon-Fri, 7 a.m. to 7 p.m.  
**1-800-780-1277**
- **Downey Medical Center**  
Mon-Fri, 7 a.m. to 7 p.m.  
Sat-Sun, 7 a.m. to 1 p.m.  
**1-800-823-4040**
- **South Bay Medical Center**  
7 days, 24 hours  
**1-800-780-1230**

### Inland Empire and Coachella Valley

- **Fontana Medical Center**  
Mon-Fri, 7 a.m. to 7 p.m.  
Sat, 7 a.m. to 3:30 p.m.  
**1-888-750-0036**
- **Moreno Valley Medical Center**  
Mon-Fri, 7 a.m. to 7 p.m.  
Sat, 7 a.m. to 3 p.m.  
**1-866-984-7483**
- **Ontario Medical Center**  
Mon-Fri, 7 a.m. to 7 p.m.  
Sat, 7 a.m. to 3:30 p.m.  
**1-888-750-0036**
- **Riverside Medical Center**  
Mon-Fri, 7 a.m. to 7 p.m.  
Sat, 7 a.m. to 3:30 p.m.  
**1-866-984-7483**

### Kern County, Valleys, Western Ventura

- **Antelope Valley Service Area**  
Mon-Fri, 7 a.m. to 7 p.m.  
**1-877-554-4404**

- **Kern County Service Area**  
Mon-Fri, 7 a.m. to 7 p.m.  
**1-877-524-7373**
- **Panorama City Medical Center**  
Mon-Fri, 7 a.m. to 7 p.m.  
**1-888-778-5000**
- **Woodland Hills Medical Center**  
Mon-Fri, 7 a.m. to 7 p.m.  
**1-888-515-3500**

### Los Angeles

- **Los Angeles Medical Center**  
Mon-Fri, 7 a.m. to 7 p.m.  
**1-800-954-8000**
- **West Los Angeles Medical Center**  
Mon-Fri, 7 a.m. to 7 p.m.  
**1-800-954-8000**

### Orange County

- **Orange County-Anaheim Medical Center**  
Mon-Fri, 7 a.m. to 7 p.m.  
**1-888-988-2800**
- **Orange County-Irvine Medical Center**  
Mon-Fri, 7 a.m. to 7 p.m.  
**1-888-988-2800**

### San Diego

- **San Diego Medical Center**  
7 days a week, 7 a.m. to 7 p.m.  
**1-800-290-5000**

For TTY, all locations call **711**.





# Take it easy

## Connect with a counselor online anywhere Aetna Resources For Living<sup>SM</sup>

Your issues are unique and counseling should match that.

You have the option of meeting with a counselor anywhere at your convenience with televideo. It's simple. Just use your webcam with any computer or smart device that's connected to the internet.

### Call on us for help anytime

What would you like to work on? When it comes to using your free sessions, you've got more options than ever before. And there's no need to leave home to work with the same counselor for multiple sessions. You can get help with:

- Anxiety and depression
- Family and relationship issues
- Caregiving
- Time management
- Work-life balance and more

When you call us for a referral, you've got new choices. Televideo makes it easier than ever to see a counselor on your schedule.

**Aetna Resources For Living<sup>SM</sup> is the brand name used for products and services offered through the Aetna group of subsidiary companies (Aetna). The EAP is administered by Aetna Behavioral Health, LLC. and in California for Knox-Keene plans, Aetna Health of California, Inc. and Health and Human Resources Center, Inc.**

All EAP calls are confidential, except as required by law. EAP instructors, educators and participating providers are independent contractors and are not agents of Aetna. Provider participation may change without notice. For more information about Aetna plans, refer to [aetna.com](http://aetna.com).



## Choose with confidence.

AmWell and MDLIVE are both quality national telehealth providers, so you can choose your care confidently. When you can't get to your doctor, Cigna Telehealth Connection is here for you.

Register for one or both today so you'll be ready to use a telehealth service when and where you need it.

**AmWellforCigna.com\***  
**855-667-9722**

**MDLIVEforCigna.com\***  
**888-726-3171**

### Signing up is easy!



Set up and create an account with one or both AmWell and MDLIVE



Complete a medical history using their "virtual clipboard"



Download vendor apps to your smartphone/mobile device\*\*



\*Availability may vary by location and plan type and is subject to change. See vendor sites for details.

\*\*The downloading and use of any mobile app is subject to the terms and conditions of the mobile app and the online stores from which it is downloaded. Standard mobile phone carrier and data usage charges apply.

AmWell and MDLIVE are independent companies/entities and are not affiliated with Cigna. The services, websites and mobile apps are provided exclusively by AmWell and MDLIVE and not by Cigna. Providers are solely responsible for any treatment provided. Not all providers have video chat capabilities. Video chat is not available in all areas. AmWell/MDLIVE services are separate from your health plan's provider network. Telehealth services may not be available to all plan types. A Primary Care Provider referral is not required for AmWell/MDLIVE services.

In general, to be covered by your plan, services must be medically necessary and used for the diagnosis or treatment of a covered condition. Not all prescription drugs are covered. All group health insurance policies and health benefit plans contain exclusions and limitations. See your plan materials for costs and details of coverage, including other telehealth/telemedicine benefits that may be available under your specific health plan.

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