

# Telebehavioral Health

Online appointments that offer real-time, two-way communication using an online “virtual appointment” – with an added advantage of convenience

Try Telebehavioral Health, provided by Blue Shield’s mental health service administrator (MHSA)!



Discover an alternative way to meet with your mental health or substance use disorder clinician – virtually! Using emails and live video sessions, you can receive counseling services at a convenient time without having to travel. Your clinician can even prescribe medication, when appropriate.

Telebehavioral Health offers you an easy way to speak with your clinician – all within the privacy of your own home. You will need a computer with a webcam and high-speed Internet access.

## The Telebehavioral Health platform is HIPAA compliant:

- Email communication with a therapist is handled by the MHSA’s secure website.
- Live video sessions are securely encrypted and never recorded, ensuring privacy.
- Nothing is shared without written consent.\*

Find out more by calling the mental health customer service number on the back of your Blue Shield member ID card.

## → Get started

### As a Blue Shield plan member, follow these steps to find a Telebehavioral Health provider:

1. Go to **blueshieldca.com**. If you are a member, log in. If not, register on the site.
2. Select *Find a Provider*.
3. Under doctor type or specialty, choose *Mental Health Caregivers*. A new window will open.
4. Select *Visit the MHSA Network* to be taken to Blue Shield of California’s mental health page.
5. Begin your search:
  - a. Choose BSC MHSA as your benefit plan.
  - b. Choose a provider list.
  - c. Enter a ZIP code and any options that describe your needs.
  - d. Go to “Choosing the Right Provider” and select *Online Counseling Services*.
6. Schedule an appointment.

Before each scheduled appointment, Blue Shield’s MHSA will ask you to fill out a questionnaire to help your clinician offer the right counseling services and to identify any changes in condition or psychological state. Please note that your office visit copayment applies to Telebehavioral Health appointments.

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**Please note:** The Telebehavioral Health program is not available to members of self-funded plans, FEP PPO plans, individual MA-PD plans and some group MA-PD plans.

\* Except in cases where patients are a danger to themselves or others or as otherwise required by law.