

Save money and time with virtual care benefits

Members may 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 (IBX) provides you with options in every situation. Check your benefits to see what virtual care options are available to you.

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

	Treatment for	Teladoc Health (Teladoc)	Primary care provider (PCP) or specialist
		Access ¹	Access ¹
Telemedicine	Non-emergency conditions, such as sinus pain, pink eye, sore throat, flu, and e-prescribing ²	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.	Available if your PCP or a specialist offers virtual care.
Telebehavioral health	Support for conditions such as anxiety, depression, bipolar disorders, adjustment disorders, and e-prescribing ²	Teladoc Mental Health Care provides access to board-certified psychiatrists and licensed psychologists or therapists by phone or video.	Available if your in-network licensed behavioral health provider (including psychiatrists, psychologists, and counselors) offers virtual care. ³ Our network has expanded to include providers with specialties in anxiety, depression, eating disorders, obsessive-compulsive disorder, substance use, and care for children/teens.
Teledermatology	Diagnosis and treatment for a variety of skin, hair, and nail conditions, and e-prescribing ²	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.	Available if your dermatologist or specialist offers virtual care.
Virtual Primary Care	Primary care doctors help manage your overall care	With Teladoc Primary360 (P360) virtual primary care, you have access to annual checkups and wellness visits with a care team by phone or video, dedicated time with your provider, and a personalized Care Plan so you can meet your health goals with ease. P360 may also give you access to Expert Medical Opinion , ⁴ with physicians and nationally-recognized experts who provide second opinion services, support, and recommendations on diagnoses and treatments to ensure you receive the best care and outcomes possible.	Available if your PCP offers virtual care.

See which virtual care benefits you have and related cost-sharing in your member handbook.

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

Note: You do not need a registration code to use Teladoc services.

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**.

How a P360 visit works

Before your visit

Once you choose your P360 provider, you'll answer questions about your health that your care team will review prior to your visit. You'll also receive your own blood pressure monitor at no cost so you can share your readings. If you get the monitor after a visit, share your readings through your Teladoc account and your provider will discuss them with you.

During your visit

You'll get dedicated time with your P360 provider to get answers to your health questions, talk through any concerns, and discuss any necessary next steps to achieve your health goals — all while saving yourself time and money.

Your care team is here to help

With P360, your care team nurses and medical assistants are here to help you every step of the way, whether it's checking vitals, assisting with specialist referrals, or offering personalized support whenever you need it. After your initial visit, your P360 provider and care team will create a personalized Care Plan and let you know what you need to do to stay healthy.

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

³ 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 benefits are covered.

⁴ Expert Medical Opinion is available as an add-on to Primary360. Check your plan details to see if you have this benefit.

Teladoc Health, Inc. is an independent company that provides virtual care and digital mental health services. Teladoc Health and the practitioners accessible through Teladoc Health are independent companies and contractors not affiliated with IBX. 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.

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.