



Get care at home

You have many options for care from the comfort of your home.

Get health advice from a nurse around the clock

When you need answers now, contact NurseHelp 24/7SM. A registered nurse can answer your questions by phone or online.

Nurses can evaluate your symptoms, discuss treatment options, and determine whether you need to see a doctor. NurseHelp 24/7 can help you save time and money by avoiding unnecessary trips to the doctor's office or emergency room for non-emergency care.

To learn more, go to blueshieldca.com/nursehelp.

Speak with a board-certified doctor or licensed mental health professional by phone or video

Whenever you need non-emergency medical care, Teladoc's U.S. board-certified doctors are available 24/7 by phone or video. Teladoc's doctors can diagnose and treat common medical conditions, such as the flu, and prescribe medications.

You can also speak to a licensed mental health professional who can help you manage stress, addiction, depression, and more. Mental health appointments are available for members age 13 and older from 7 a.m. to 9 p.m. local time, seven days a week.

To request an appointment, register at blueshieldca.com/teladoc and complete your medical history. Or, call **1-800-Teladoc (835-2362)**.

Get expert support in meeting life's challenges

Everyone can use a hand sometimes. Call LifeReferrals 24/7SM anytime and talk with experienced professionals ready to help you with personal, family, and work issues.* You are eligible for three visits by phone or video chat in a six-month period with a licensed counselor. Legal and financial consultations are also available.

For more information, visit lifereferrals.com and enter the access code: **bsc**. Or, call **(800) 985-2405**.

Save time and money with the mail service pharmacy

If you take medications for a chronic condition such as diabetes, you can fill up to a 90-day supply through our mail service pharmacy. Shipping is free, and you may save on your copay. To learn more, visit blueshieldca.com/pharmacy.

* LifeReferrals 24/7 is not available to members with Blue Shield Small Business medical plans or Federal Employee Program PPO or Federal Employees Health Benefits Program HMO plans. Check your plan's *Evidence of Coverage* or *Certificate of Insurance*, or call the customer service number on your Blue Shield member ID card, to see what your plan offers.