



MENTAL HEALTH VIRTUAL VISITS

SAM'S JOURNEY

Sam is struggling. He has always managed to cope with the pressure of work and family demands, but he now finds the stress to be a problem.

Sam's HealthSelectSM benefits can put him on a path to better managing stress and improving his mental health.

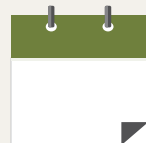
Sam's three steps for seeking help:



1. Sam calls a BCBSTX Personal Health Assistant using the number on the back of his medical ID card. He asks questions like:
 - » "Does my plan cover mental health care?"
 - » "What will a visit cost me?"
 - » "What type of provider should I see for counseling?"
 - » "How do I locate an in-network mental health provider?"



2. The BCBSTX Personal Health Assistant tells Sam about mental health Virtual Visits and walks him through the online registration process for the mental health Virtual Visits provider he chooses (**Doctor on Demand** or **MDLIVE**). Sam is able to schedule his first video appointment.



3. On the day of Sam's appointment, he logs in to the app and meets his new licensed mental health professional. The experience puts Sam at ease and he decides to schedule a follow-up Virtual Visit.

MENTAL HEALTH VIRTUAL VISITS

Mental health Virtual Visits offer a convenient option for accessing mental health care. With mental health Virtual Visits, you can consult with a licensed mental health professional any day of the week online for the same cost as an in-network mental health office visit. You must make appointments in advance. Appointments are typically available within 5-7 days, but could take up to two weeks.

Mental health Virtual Visit providers can talk to you about conditions including:

- Anxiety
- Depression
- Relationship issues
- Trauma and loss
- Insomnia
- Addiction
- Stress
- Anger management

Benefits apply based on the in-network mental health office visit benefit:

- **HealthSelect of Texas® and HealthSelectSM Out-of-State:** \$25 copay then 100% coverage.
- **HealthSelectSM Secondary:** You pay 30% coinsurance after meeting the annual deductible.
- **Consumer Directed HealthSelectSM:** You pay 20% coinsurance after meeting the annual deductible.



If you have questions about your mental health benefits or Virtual Visits, call a BCBSTX Personal Health Assistant toll-free at (800) 252-8039 (TTY: 711), Monday–Friday 7 a.m. – 7 p.m. and Saturday 7 a.m. – 3 p.m. CT.



Doctor On Demand®

[doctorondemand.com](https://www.doctorondemand.com)

(800) 997-6196 (TTY: 711)



MDLIVE®

[mdlive.com/healthselect](https://www.mdlive.com/healthselect)

(800) 770-4622 (TTY: 711)

In the event of an emergency, this service should not take the place of an emergency room or urgent care center. MDLIVE and Doctor On Demand doctors do not take the place of your primary care doctor. Internet/Wi-Fi connection is needed for computer access. Data charges may apply. Check your cellular data or internet service provider's plan for details. Non-emergency medical service in Idaho, Montana and New Mexico is limited to interactive audio/video (video only). Non-emergency medical service in Arkansas is limited to interactive audio/video (video only) for initial consultation. Service availability depends on location at the time of consultation. Virtual Visits are subject to the terms and conditions of your benefit plan, including benefits, limitations, and exclusions. The telemedicine services made available through Doctor On Demand are provided by licensed providers practicing within a group of independently owned professional practices collectively known as "Doctor On Demand Professionals." These professional practices provide services via the Doctor On Demand telehealth platform. Doctor On Demand, Inc. does not itself provide any provider, mental health or other healthcare provider services.

MDLIVE and Doctor On Demand operate subject to state regulations and may not be available in certain states. MDLIVE and Doctor On Demand are not insurance products nor prescription fulfillment warehouses. MDLIVE and Doctor On Demand do not guarantee that a prescription will be written. MDLIVE and Doctor On Demand do not prescribe DEA-controlled substances, nontherapeutic drugs and certain other drugs that may be harmful because of their potential for abuse. MDLIVE and Doctor On Demand providers reserve the right to deny care for potential misuse of services. Doctor on Demand, an independent company, and MDLIVE, a separate company, operates and administers the telemedicine and Virtual Visits program for Blue Cross and Blue Shield of Texas. MDLIVE and Doctor on Demand are solely responsible for its operations and for those of its contracted providers.

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