

Telebehavioral health FAQs



Q. What is telebehavioral health?

A. Telebehavioral health is a means of delivering outpatient mental health and substance use disorder services by using online video therapy sessions on a secure Web-based platform.

Q. What types of clinicians are included in the network?

A. The telebehavioral health network consists of licensed social workers, marriage and family therapists, psychologists, and psychiatrists. Some clinicians can even prescribe medications when appropriate.*

Q. Are these clinicians considered in the network?

A. Yes, all telebehavioral health clinicians are contracted with Blue Shield's mental health service administrator (MHSA) and are considered in the network for eligible Blue Shield members.

Q. Which Blue Shield members are eligible to use telebehavioral health?

A. Telebehavioral health is available to all Blue Shield HMO and fully insured PPO members, as well as select GMA-PD members. Members can call the number on their Blue Shield member ID card for help in determining eligibility.

Q. Can telebehavioral health clinicians also see members in an office-based setting?

A. Yes. All clinicians in the network also have physical offices, and a member can switch back and forth as it suits their needs.

Q. Is parental consent required for minors to receive telebehavioral health services?

A. Minors age 12 and older can request treatment without parental consent.

Q. What conditions can be treated using telebehavioral health?

A. Clinicians in the telebehavioral health network can help members with a wide variety of conditions such as:


- Stress
- Anxiety
- Depression
- Grief
- Relationship or family issues
- Panic attacks
- Alcohol addiction
- Substance use disorder
- Stress from coping with a sickness

Q. How much does it cost to see a telebehavioral health clinician?

A. The cost of a telebehavioral health appointment is the same as the cost of a traditional office visit.

Q. How does a member get started?

A. Blue Shield plan members can follow these steps to find a telebehavioral health clinician:

1. Log in or register at blueshieldca.com.
2. Choose *Find a Doctor*, click on *Mental Health* and then *Visit the MHSA Network*.
3. On the provider search page, click on *Choose your Benefit Plan*, *Choose a Provider List*, enter a ZIP code and desired distance, then click *Search*.
4. On the search results page, click on *More Filters* and under *Specialties* choose *Telebehavioral Health*, then click *Search*.
5. Look for the telebehavioral health icon  on the provider profile.

* Members should check with their telebehavioral health provider to learn if he/she can prescribe medications electronically.