

## Behavioral health programs and benefits



### Digital programs

#### Wellvolution

Headspace® and Headspace Care™ are now available on Wellvolution®.\* This platform brings together digital health and wellness programs vetted by Blue Shield of California. It focuses on mental health support, diabetes reversal and prevention, and more. [Wellvolution.com](https://www.wellvolution.com)

#### Credible Mind

Credible Mind offers many different resources, all in one place. You can navigate by topic, including everything from stress and anxiety to happiness and resilience. [Blueshieldca.com/crediblemind.com](https://blueshieldca.com/crediblemind.com)



### Virtual care and coaching

#### Teladoc Mental Health

Nationwide virtual (phone or video) coaching for members living or traveling anywhere in the U.S. One-on-one appointments with behavioral health providers are available between 7 a.m. and 9 p.m. [Blueshieldca.com/teladoc](https://blueshieldca.com/teladoc)

#### NurseHelp 24/7<sup>SM</sup>

Online chat or phone assistance. Nurses can give healthcare advice, help members access care, and offer referrals to providers or county mental health resources. [Blueshieldca.com/nursehelp](https://blueshieldca.com/nursehelp)

#### LifeReferrals 24/7<sup>SM</sup>

This confidential program connects members with an experienced team of behavioral health coaches. Members also get access to financial and legal coaches to help navigate stressful circumstances arising from divorce, adoption, budgeting, and more. [Blueshieldca.com/life-referrals](https://blueshieldca.com/life-referrals)



### In-person care

#### Inside California

Members have access to over 10,000 providers in California through the Blue Shield network (in-person and virtual options).

#### Outside of California

Members outside of California have access to over 370,000 behavioral health providers through the national BlueCard® Program network (in-person and virtual options).

\* As part of our Wellvolution program, members have a choice of using either Headspace or Ginger.

Ginger is a registered trademark. Ginger is a licensed medical provider in the United States.

Headspace is a registered trademark of Headspace Inc.

Brightline is independent of Blue Shield of California and is contracted by Blue Shield to provide behavioral health services.

Maven is independent of Blue Shield of California and is contracted by Blue Shield to provide maternity benefits including care advocacy, virtual consultations, coaching, and education. Maven is not intended to replace your in-person providers. Maven® is a registered trademark of Maven Clinic Co. All rights reserved.

EngagementPoint is a service mark of Blue Shield of California. Powered by MobileHealth.

NurseHelp 24/7 and LifeReferrals 24/7 are service marks of Blue Shield of California. NurseHelp 24/7 is a healthcare advice line. Nurses do not provide medical services for treatment or diagnosis.

Wellvolution is a registered trademark of Blue Shield of California. Wellvolution and all associated digital and in-person health programs, services, and offerings are managed by Solera, Inc., a health company committed to changing lives by guiding people to better health in their communities.

For more help and resources, visit [blueshieldca.com](https://www.blueshieldca.com) or contact Member Services at the number located on your member ID card. If you do not have your ID card, you can call (800) 393-6130 (TTY: 711).

You may receive services from network providers on an in-person basis or via telehealth, if available. Contact your primary care provider, treating specialist, facility, or other health professional to learn whether telehealth is an option. Network telehealth and in-person services are subject to the same timeliness and geographic access standards. If your plan has out-of-network benefits, they are subject to your plan's cost-sharing obligations and balance billing protections.

#### **Language Assistance Notice**

For assistance in English at no cost, call (866) 346-7198. Para obtener asistencia en español sin cargo, llame al (866) 346-7198. 如果需要中文的免费帮助，请拨打这个号码 (866) 346-7198.

#### **Nondiscrimination Notice**

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