

Finding a Behavioral Health Provider

Patient Instructions

You have two options for finding a behavioral health provider:

- You can go online to our Find a Doctor website at www.blueshieldca.com.
- You can call the “Mental Health Customer Services” phone number on the back of your member ID card.

We encourage you to use our online resources because you can take your time, scroll through available providers, and learn about them as you are deciding which provider is the best choice for you.

Online resource: www.blueshieldca.com

To be certain you are accessing the right network for your in-network services, follow these steps:

1. Go to www.blueshieldca.com and log in as a member. If you haven't established your member account, take a few moments to register so it will be even easier next time.
2. Click “Find a Doctor.”
3. Click “Mental Health.”
4. You will be directed to the search tool which provides behavioral health providers who provide services for your benefit plan, consistent with your member *Evidence of Coverage* or *Certificate of Insurance*.

Be sure to check out the behavioral health “TeleHealth” services available, if you are interested in interacting “face-to-face” with a provider from the comfort of your home, or anywhere you can log in. If you have questions, our Mental Health Customer Services Department is always ready to help you. Just call the number on the back of your member ID card.