

VirtualBlueSM

An integrated program
delivering convenience,
access, and choice.

\$0 unlimited virtual visits for fully insured.*
Plans include in-person care.



24/7 on-demand care
and triage



Choose a virtual personal
physician & maintain an
ongoing relationship



Access care with
the Blue Shield of
California app



\$0 virtual visits*

- Primary care
- Behavioral health (age 3 & up)
- Specialty care (20+ areas)

In-person care

- Access through Virtual Blue in-person network, BlueCard or Blue HPN out-of-state
- No referrals needed
- Cost-sharing applies

*Virtual visits are powered by Accolade Care and subject to a plan deductible.

Delivering more than traditional telehealth

- Support from a virtual care team including a personal physician, therapist, specialists, health coach, & more
- Integrated physical and mental health across the care journey, with dedicated relationships across all aspects of care
- Members can choose from a diverse selection of personal physicians (50% of providers are Black, indigenous, and people of color; virtual providers combined speak more than 25 languages; providers have experience supporting LGBTQIA+ patients)
- Short appointment lead times with online booking for virtual care

Virtual Blue at-a-glance

Primary care

- \$0 virtual visits *
- Graduates of top 50 U.S. medical schools
- Licensed in all 50 states
- 89 Net Promoter Score (NPS)**

Specialty care

- \$0 virtual visits *
- No referral required
- 20+ specialties including cardiologists, endocrinologists, & more
- Licensed in all 50 states

Behavioral health care

- \$0 virtual visits *
- No referral required
- Mental health coaches, clinical social workers, therapists, & health coaches

In-person care

- In California, coverage to Full PPO or Tandem network
- National coverage with BlueCard network or Blue HPN
- No referral required
- Deductible & cost-sharing, where applicable

3% savings

annual savings for members with chronic conditions

Care anywhere

it's simple for members to access care no matter where they are



Includes no-cost Blue Shield Vitals Kit with blood pressure monitor and digital thermometer when the member makes their first virtual appointment (Limit one per household.)

*Subject to deductible

**Accolade Care Reporting, 2024



Blue Shield of California is an independent member of the Blue Shield Association.

Check out the [Virtual Blue care model](#)

