
Teladoc No Longer In Network for Medicare and myBlue Members Starting in January 2025

Eligible Florida Blue Medicare and myBlue members continue to have access to virtual visits and may schedule virtual appointments. Effective January 1, 2025, however, Teladoc® will no longer be in network for members with these plans. This applies to all Teladoc services for these members, including general medical and behavioral health. While Teladoc visits will not be covered, your eligible members can continue to schedule virtual appointments with your practice, if offered, as an in-network benefit.

Continuity of Care Available for Teladoc Behavioral Health Services

If your Florida Blue Medicare and myBlue members are currently in active treatment with a Teladoc provider for behavioral health services, they may be able to receive continuity of care (COC) for that treatment. COC is available to an individual who is:

- Undergoing a course of behavioral health treatment for a serious and complex condition from the provider or facility
- Undergoing a course of institutional or inpatient care from the provider or facility

If your patient meets one of these criteria and wishes to continue treatment with Teladoc for that condition, they may do so after January 1, 2025. COC coverage may apply for up to six months as long as they maintain their current coverage with Florida Blue. COC does not change member benefits or the medical necessity and medical coverage guidelines of the member's health plan.

Please note: COC only applies to behavioral health services for Teladoc. For other types of care, such as general medical and specialist care, Teladoc will be out of network for Florida Blue Medicare and myBlue plans as of January 1.

Resources for Behavioral Health

Members impacted by this change were notified by letter. We encouraged them to contact Lucet, who manages behavioral health benefits and services on behalf of Florida Blue, at **1-866-287-9569** as soon as possible to be connected to a mental health professional and become a new patient.

If your members have questions about this virtual visit change, they may call the number on the back of their member ID card for assistance.

Teladoc Health is an independent company that provides telehealth services on behalf of the Blue Cross and Blue Shield Service Benefit Plan.

Florida Blue is an independent licensee of the Blue Cross and Blue Shield Association.