

Changes in accessing behavioral health services – beginning January 1, 2026 – offer a simpler, member-focused experience

What's changing

- Blue Shield will directly manage the behavioral health benefit for all members, including those receiving applied behavioral analysis (ABA) services.
- Providers will be contracted with Blue Shield instead of a Mental Health Service Administrator (MHSA).
- Network of providers will be expanded.

What members need to know

- If you are currently seeing a provider who won't be in-network in 2026, you'll be notified in November.
- Continue to use the MHSA website to find providers through December 31, 2025.
- Starting January 1, 2026, use blueshieldca.com/find-a-doctor to find a provider.

Mental health benefits – support when you need it the most



Digital programs

Reduce stress and sleep better with these two popular apps:

- **Headspace**® – Learn the essentials of meditation and sleep better with self-guided relaxation techniques
- **Headspace Care**™ – Connect with a trained mental health coach via text

Visit [wellvolution.com/mentalhealth](https://www.wellvolution.com/mentalhealth) to learn more



Virtual care

- **Teladoc Health** – Virtual appointments with behavioral health providers. Available 7 a.m. – 9 p.m. [blueshieldca.com/teladoc](https://www.blueshieldca.com/teladoc)
- **NurseHelp 24/7**™ – Referrals to providers or county mental health resources [blueshieldca.com/nursehelp](https://www.blueshieldca.com/nursehelp)
- **LifeReferrals 24/7**™ – Connects members to licensed therapists (three sessions in any six-month period). Visit [LifeReferrals 24/7](https://www.blueshieldca.com/lifereferrals) to learn more.



In-person care

Network providers include therapists, psychologists, psychiatrists, substance abuse professionals, and more. Some providers offer virtual care.

Effective January 1, 2026: To search for network providers, enter your location, plan name, and the type of mental health provider you're looking for into our Find a doctor tool:

[Find a doctor tool](#)

Your mental health resources hub

The mental health and substance use resources website makes it easy to find mental health information and access care

- View articles, videos, podcasts and newsletters
- Take wellbeing assessments on a variety of topics (stress, depression, anxiety and more)
- Access crisis resources and hotlines
- Explore Blue Shield mental health services and programs
- Find mental health providers

blue shield of CALIFORNIA

Plans Find a doctor Be well Get more Search

Are you having a mental health crisis? Call or text 988 to reach a specialist on the suicide and crisis lifeline.

Mental health & substance use resources

From therapy to self-guided help, you have access to a range of behavioral health benefits. If you're struggling, we're here to support you.

Therapy for mental health

A therapist, psychologist, or licensed clinical social worker can offer a safe space to treat conditions such as:

- Depression, anxiety, or feeling "stressed out"
- Substance use disorders
- Relationship conflicts
- Trauma

[Search for a provider →](#)

Self-guided help for your well-being

There's more to behavioral health than therapy. Check out self-assessments, articles, videos, and podcasts to help you address concerns like anxiety, stress, work, and parenting. We also offer on-demand programs for:

- Meditation and mindfulness
- Confidential text-based coaching

[Access self-guided resources →](#)

Get started at blueshieldca.com/mentalhealth