

Blue Shield Q1 2024 Small Business Roadshow

Frequently Asked Questions

- 1. Will the vision network transition from MES to EyeMed happen for all groups on 1/1/2024?**
 - a. Yes, all groups with Blue Shield vision plans will transition to the new EyeMed network effective 1/1/2024.
- 2. Does the two-year rate guarantee for dental and vision also apply to medical plans?**
 - a. No, currently the rate guarantee is for dental, and vision plans only.
- 3. What do you mean by single sign-on for specialty benefits?**
 - a. Members can view their medical, dental, and vision benefits together by signing into their Blue Shield portal. No need to remember multiple usernames and passwords.
- 4. Is Virtual Blue a PPO plan? Is it available to members outside of California?**
 - a. Yes, Virtual Blue is our innovative virtual-first PPO plan which launched in January of 2023. Members nationwide can take advantage of \$0 copays on virtual visits for primary, specialty, and mental health care. When a member needs in person care they can take advantage of our Tandem PPO network in California or the BlueCard PPO network if they live out of state.
- 5. What is the quarterly rate increase from Q4 2023 to Q1 2024?**
 - a. The average new business quarterly rate increase for all plan types is 3%.
- 6. Who can I contact to get help with making employee level changes through the broker portal?**
 - a. You can contact Broker Services by calling (800) 559-5905, or if you prefer Broker Chat is available on the Contact Us page of the broker portal Monday – Friday from 8am to 6pm excluding holidays.
- 7. Are there trainings available for the Employer Enrollment Tool? How do I sign up?**
 - a. Recordings of the webinars offered March-June are available for [Brokers](#) and [Employers](#) on Broker and Employer Connection. You can also access [video tutorials](#) that cover the tool's navigation and all submission types.

8. **Which lines of business have access to the Member ID card download feature?**
 - a. Brokers with Small Business, Medicare, and IFP groups can download member ID cards through the broker portal.
9. **Will Blue Shield still be working with neighborhood pharmacies after the pharmacy model transition in 2025?**
 - a. Yes, we do not expect any changes to our retail pharmacy network under the new pharmacy model. Members will still have access to their preferred local pharmacy as they do today.
10. **When you say that Blue Shield is unbundling the services typically provided by a PBM, do you mean that small groups will have to buy pharmacy plans separately from medical?**
 - a. No, that is not the case. The broker, employer, and member experience will remain essentially the same. What is changing is how we at Blue Shield contract with vendors and suppliers on the back end to then offer pharmacy benefits to our groups. We are confident that going forward, our new pharmacy model will produce significant long-term cost savings.