



## Important Notice for New Blue Shield Enrollees

Dear Enrollee:

Blue Shield recognizes the importance of maintaining a strong doctor-patient relationship when people change health plans, especially when they have a serious medical condition. That's why we designed our Continuity of Care Program for newly enrolled members to provide a smooth transition of care to a healthcare provider in our network.

If you or your covered dependents are currently receiving care for pregnancy or treatment of an acute or serious chronic condition, and your current physician or other healthcare provider is not in your designated provider network, you may be eligible for our Continuity of Care Program. Examples of conditions that may qualify for continuity of care services include, but are not limited to:

- A surgery or other treatment that was previously recommended and documented by the provider to take place within 180 days of the effective date of coverage, and which is authorized by Blue Shield.
- An acute condition requiring prompt medical attention and that has a limited duration (not to exceed the acute phase of the condition when care can be safely transferred to a Blue Shield contracting provider).
- A serious chronic condition for the period of time necessary to complete a course of treatment and to arrange for safe transfer of care to a Blue Shield contracting provider (but not to exceed 12 months from the effective date of coverage).
- Pregnancy, including the immediate postpartum period.
- Care for a child who is newborn to 36 months of age (not to exceed 12 months from effective date of coverage).
- Terminal illness which has a high probability of causing death within one year or less is covered for the duration of the terminal illness.

Continuity of care is also available if you are currently receiving services for a serious mental health condition. For more information, call our mental health services administrator at the number on the back of your member identification card.

If you are currently receiving services for a serious dental condition and you or your employer has purchased dental plan benefits from Blue Shield, you may be eligible to continue care with your current dental provider. For more information, call our dental plan administrator directly at **(800) 585-8111**.

If you or your covered dependents need help transitioning care to your designated network provider, complete the attached Request for Continuity of Care Services form and return it within 30 days of your Blue Shield plan effective date. Your right to continuity of care is subject to the provider agreeing to certain conditions. For more information and a copy of our continuity of care policy, call Customer Service at the toll-free number on the back of your member identification card. We're ready to help you.

Sincerely,

N. Marcus Thygeson, MD  
Chief Health Officer and SVP