

# The doctor will see you now – wherever you are

Blue Shield of California is excited to provide PPO, Trio HMO, and Tandem PPO members access to Heal™, a service that lets you see a doctor at a time and place that's best for you. Scheduling when and where you want to see a doctor gives you freedom from the time, cost, and stress of traveling to an appointment.

To your home, office, or hotel – on-demand visits are available for Blue Shield PPO, Trio HMO, and Tandem PPO members throughout these California regions:

- Inland Empire
- Long Beach
- Los Angeles
- Orange County
- Sacramento
- San Diego
- San Francisco
- SF Bay Area and Silicon Valley

As a Blue Shield PPO, Trio, or Tandem PPO member you are eligible, even if you purchased coverage through Covered California.

## Convenience at the price of your copay

For most services, the cost to see a doctor is usually the same as your plan's copay. For preventive care covered under a PPO plan, you pay nothing.

Heal tells you how much a doctor's visit will cost before you book your appointment. No surprises.

## Need urgent care?

If you have a non-life-threatening medical problem and need to see a doctor, you don't even need to leave your house.

Examples of urgent care services provided by Heal doctors include:

- Respiratory infection
- Ear infection
- Sprains and strains
- Muscle and joint injuries
- Strep throat
- Flu shots and screenings

In addition, you can also receive point-of-care testing for blood, strep, urine, flu shots, and more.

PPO members can also see Heal for primary or preventive care. Trio HMO members should see their PCP (primary care physician).

## Licensed, qualified doctors

You will be treated by Heal doctors contracted in the Blue Shield network. All Heal physicians have gone through background checks and are licensed in family practice, internal medicine, or pediatrics.

Home visits by Heal doctors are available 8 a.m. to 8 p.m., daily. Schedule yours by:

- Calling Heal at **(844) 644-4325**
- Going to **blueshieldca.com/heal**
- Downloading the Heal app to your iPhone® or Android™ smartphone

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