

Introducing

tandem PPO

At Blue Shield of California, we've collaborated with select providers to create a new family of PPO plans called Tandem. Tandem PPO plans offer cost savings and quality network providers. For employers who want a PPO plan but are cost conscious, Tandem may be the perfect solution.

Tandem PPO Network

Tandem PPO gives members access to a quality network of providers – that includes all specialties and levels of care – that have contracted with Blue Shield to offer services at discounted rates. The Tandem PPO network has fewer providers than our Full PPO network.

Tandem helps members manage their care

After members enroll in a Tandem PPO plan, they will be matched with a primary care physician (PCP) in the Tandem PPO Network. Their PCP helps keep them focused on their health and well-being. If members prefer a different doctor, they can easily change their PCP in their online account or by calling customer service.

Like all PPO plans, members have the flexibility to see any healthcare professional or visit any facility, including specialists, without a referral. But because the Tandem PPO network has fewer providers than the Full PPO network, we can offer this plan **at a lower cost**.

Tandem PPO offers a variety of plan design options

2018 Tandem PPO plans		
Platinum Tandem PPO 0/10 OffEx	Gold Tandem PPO 750/30 OffEx	Silver Tandem PPO 1700/55 OffEx
Platinum Tandem PPO 250/15 OffEx	Silver Tandem PPO 2000/45 OffEx	Bronze Tandem PPO 3750/65 OffEx

Pharmacy benefits

The Tandem PPO plans for companies with 100 employees or fewer will include a tiered pharmacy network that uses Blue Shield's current national pharmacy network. Pharmacies will be designated as Level A or Level B. Members will have the option to choose a Level A pharmacy or a Level B pharmacy. Level A pharmacies offer a lower cost share for prescription drugs than Level B pharmacies. Level A pharmacies include popular grocery stores and retailers throughout California.

Learn more about our formularies at blueshieldca.com/pharmacy.

Additional benefits

Out-of-state and global coverage

The BlueCard® Program national network, with 93% of all doctors and 96% of all hospitals in the United States, gives members access to covered services when they are out of state. Blue Shield Global Core gives members access to covered services with providers in more than 230 countries.

24/7 care with Teladoc

All Tandem PPO plans include Teladoc. With Teladoc, members can talk to board-certified primary care doctors anytime, anywhere by phone or video chat to resolve many of their non-emergency medical issues. Find out more at <https://member.teladoc.com/bsc>.

Heal

Heal™ is a service that allows members to see a doctor at a time and place that's convenient for them. At their home or office, on-demand visits are available for Blue Shield PPO members in Los Angeles, Orange County, San Francisco, Oakland, Berkeley, San Diego, and the Peninsula to San Jose.

Wellvolution

Our popular Wellvolution® online wellness programs connect having fun with healthy activity and can be easily worked into the busiest lifestyles. All members and their eligible dependents over 18 can participate – on their computers, tablets, or smartphones. See mywellvolution.com for details.

Discount programs

Blue Shield's wellness discount programs* help members save money and stay healthy. These include discounts for Weight Watchers; a membership with 24 Hour Fitness, ClubSport, or Renaissance ClubSport; acupuncture and chiropractic services; massage therapy; and more. They can also receive discounts on eye exams, frames, contact lenses, and LASIK surgery. Visit blueshieldca.com/hw to learn more.



Include Blue Shield dental, vision, and life[†] insurance for a comprehensive benefits program.

Contact your account manager for more information.

* These discount program services are not covered benefits of your Blue Shield of California or Blue Shield of California Life & Health Insurance Company (Blue Shield Life) health plans, and none of the terms or conditions of the Blue Shield or Blue Shield Life health plans apply.

The networks of practitioners and facilities in the discount programs are managed by the external program administrators identified below, including any screening and credentialing of providers. Blue Shield does not review the services provided by discount program providers for medical necessity or efficacy, nor does Blue Shield make any recommendations, representations, claims, or guarantees regarding the practitioners, their availability, fees, services, or products. Some services offered through the discount program may already be included as part of the Blue Shield health plan covered benefits. Members should access those covered services prior to using the discount program.

Members who are not satisfied with products or services received from the discount program may use the grievance process described in their *Evidence of Coverage* or *Certificate of Insurance*. Blue Shield reserves the right to terminate these programs at any time without notice.

Discount programs are administered by or arranged through the following independent companies:

- Alternative Care Discount Program – American Specialty Health Systems, Inc. and American Specialty Health Group, Inc. (ASH Group).
- Vision Program – MESVision
- Weight Control – Weight Watchers North America
- Fitness facilities – 24 Hour Fitness, ClubSport, and Renaissance ClubSport
- LASIK – NVision, QualSight, and TLCVision within California and TLCVision (USA) Corporation outside California

[†] Underwritten by Blue Shield of California Life & Health Insurance Company.

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