

Access+ HMO by the numbers

Our Access+ HMO® provider network is **one** of the largest in the state with more than:

10,000 primary care physicians	270 hospitals	27,000 specialists
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Zero copays and no deductibles for hospitalization and preventive care

The Access+ HMO plan delivers value, quality, and many care choices. Hospitalization and preventive care comes with no deductibles or copays.

Compare overall costs with costs of a PPO plan:

HMO	vs.	PPO
No deductibles		Plan-year deductibles
No coinsurance		Coinsurance
Fixed copayments		Copayments are % of cost
No claim forms		Claim forms

One call connects members with answers to their healthcare questions



Shield Concierge provides members a personalized service experience. By calling a CalPERS-dedicated phone number, members can access:

- Registered nurses
- Health coaches
- Social workers
- Pharmacists
- Pharmacy technicians

Available at **(800) 334-5847, 7 a.m. to 8 p.m., seven days a week.**

Five health and wellness programs accessible through **one** platform



With Wellvolution®, members receive the personalized support they need to make healthy decisions through clinically proven lifestyle programs that leverage social connections and the latest online and mobile technologies.

- 1 Health Risk Assessment**
 Members can take the confidential Health Risk Assessment and receive a personalized report on their overall well-being. On average, 60% of new members complete an assessment.
- 2 Daily Challenge**
 Once members join Daily Challenge®, they'll get a daily email suggesting one simple wellness-related activity. Program participation has resulted in a 4.5-point improvement in members' well-being.
- 3 Diabetes Prevention Program**
 With the Diabetes Prevention Program, members can learn how to lose weight and reduce their risk of developing type 2 diabetes. Most participants lose 5% to 7% of their weight during the program, dramatically lowering their diabetes risk. Find out more at solera4me.com/shield.
- 4 QuitNet**
 With a quit rate of 19%, QuitNet® offers online and mobile peer support and daily email/SMS text support for members who want to quit smoking.
- 5 Walkadoo**
 Walkadoo® is a walking program customized to each individual's needs. Members receive a daily step goal and track their steps throughout the day.

Wellvolution facts:	77% engagement at 90+ days	5.5 million member interactions per year
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Choice and convenience: top **four** plan highlights

Some of the features available to members and their eligible dependents include:



Coverage while traveling

Members have access to care for emergency and urgent care services **across the United States and around the world and only pay their regular copay** through the BlueCard® Program and Blue Shield Global Core.



Teladoc

Board-certified California doctors provide **virtual consultations** for a \$5 per "visit" copayment **anywhere, anytime** in the United States. The doctor can prescribe a prescription if necessary and send it to a member's nearest pharmacy.



Pharmacy benefits

Members who take medication for a **chronic condition** – such as diabetes or high blood pressure – can get up to a 90-day supply of medication for the cost of a 60-day supply by mail or from select retail pharmacies.



Self-referral

Members have the option to **self-refer to a specialist** within their primary care physician's medical group for a \$30 copay.¹

- 1 If a member's primary care physician participates in our Access+ SpecialistSM program, they may go directly to a specialist in their primary care physician's medical group or Independent Practice Association (IPA) without a referral, for a slightly higher copayment. Medical groups and IPAs that participate in the Access+ Specialist program are designated with an A+ in our online and printed directories and on Blue Shield member ID cards.
- 2 These discount program services are not a covered benefit of Blue Shield health plans and none of the terms or conditions of Blue Shield 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 nor 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 Blue Shield's grievance process described in the Grievance Process section of the *Evidence of Coverage or Certificate of Insurance*. Blue Shield reserves the right to terminate this program at any time without notice.

Three ways members can save



Blue Shield offers a wide range of **discount programs**² to help members save money and get healthier.

These include discounts for:

1	A broad selection of health improvement and wellness products and services.
2	Acupuncture, chiropractic services, and massage therapy
3	Eye exams, frames, contact lenses, and LASIK surgery

Discount programs administered by or arranged through:

- Alternative Care Discount Program – American Specialty Health Systems, Inc. and American Specialty Health Networks, Inc.
- Vision program – MESVision
- LASIK – NVision, QualSight, and TLCVision within California, and TLCVision (USA) Corporation outside California

The Diabetes Prevention Program is provided by Solera Health, an independent company.

Daily Challenge, QuitNet, and Walkadoo are registered trademarks of MYH, Inc.

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Blue Shield and the Shield symbol are registered trademarks of the BlueCross BlueShield Association, an association of independent Blue Cross and Blue Shield plans.