

# Shield Concierge

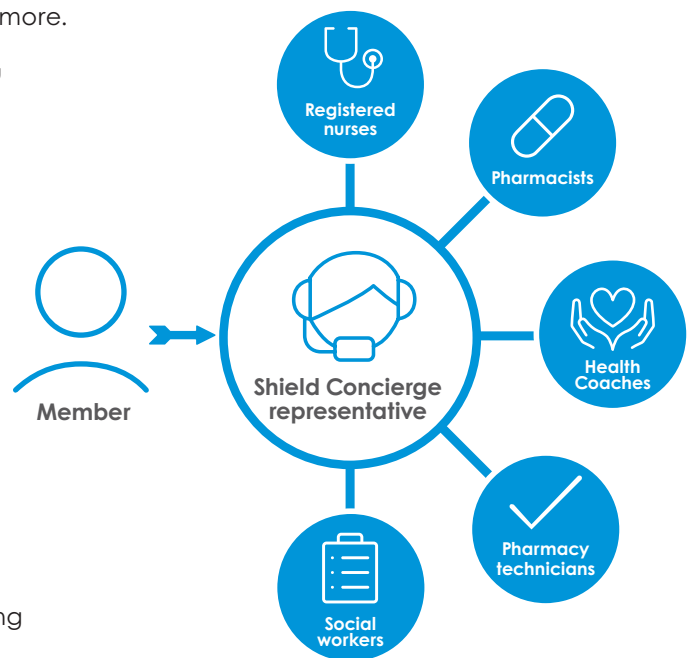
## Your total healthcare connection

One call to Shield Concierge connects you to a dedicated representative who can answer your questions and connect you to a team of experienced health professionals when you need more - all in one call.

**Get answers to your questions** about your plan benefits and coverage, ID cards, provider network, claims, medications, language assistance, condition management programs and more.

**Access complete member care assistance** by connecting you directly to our certified team of healthcare experts including:

- **Registered Nurses:** Provide health counseling, education and support. They can also resolve issues with accessing care, and help you navigate through the health care system when needed.
- **Health Coaches:** Guide you with information and self-management tools to promote a healthy lifestyle including; disease prevention, nutrition, weight management, stress reduction and management of chronic conditions such as diabetes, hypertension and stress.
- **Pharmacy Technicians:** Coordinate prescription drugs between doctors and pharmacies and assistance with emergency prescription authorizations.
- **Pharmacists:** Answer questions about medications, including side effects, drug safety, costs and treatment options.
- **Social Workers:** Help assess emotional and psychological well-being. And provide crisis intervention, substance abuse and mental health referrals.



Connect instantly to Shield Concierge at

**(855) 664-5577**

from 7 a.m. to 7 p.m. PST, Monday through Friday.