

Get started on your Trio HMO plan health journey

WELCOME

Get to know your Trio HMO plan

Find helpful information for new Trio members at
blueshieldca.com/triowelcome.

Your Health — wellbeing highlights

- ✓ **Wellness discounts[†]**
Save on gym memberships; chiropractic, acupuncture, and massage therapy services; and more.
blueshieldca.com/wellnessdiscounts
- ✓ **Wellvolution[®]**
Access wellness tools and programs to help you reach your health goals.
wellvolution.com
- ✓ **Identity theft protection**
Eligible members[†] can get identity protection and credit monitoring services from Experian[®] at no additional cost. Visit experianidworks.com/blueshieldca.

Your Care — the doctor is in



Your doctor

Your primary doctor, also known as a primary care physician or PCP, keeps detailed records about your health, coordinates your care, provides annual checkups and preventive care, and can refer you to specialists.*



Urgent care

When your doctor isn't available, you can get non-emergency care at an urgent care center near you.



Find a doctor

Use our Find a Doctor tool at blueshieldca.com/find-a-doctor to help you find urgent care centers, hospitals, dentists, vision specialists, and more. You can also change your doctor at any time.

[†] Federal regulations prohibit Blue Shield of California from making this offer available to members enrolled in the Federal Employee Program (FEP), Medicare Part D, and Medicare Advantage Plans.

* You must obtain a referral to see most specialists.

Resources — tools to stay healthy

Online member account

[BLUESHIELDCA.COM/REGISTER](https://blueshieldca.com/register)

Access your plan information anytime, anywhere.

Shield Concierge

(855) 829-3566 (TTY: 711)

Get personalized support in all aspects of your care. Available Monday through Friday, 7 a.m. to 7 p.m., and Saturday, 8 a.m. to 5 p.m.

NurseHelp 24/7SM

(877) 304-0504 (TTY: 711)

Get advice from a registered nurse 24/7. Call or chat online at blueshieldca.com/nursehelp

Teladoc²

(800) TELADOC (835-2362) (TTY: 711)

Visit with a board-certified physician or licensed mental health provider from the comfort and safety of your own home. blueshieldca.com/teladoc

Next Steps — the journey continues

1

GET REGISTERED

Go to blueshieldca.com/register to set up your online account, update your communication settings, view your benefits, and more.

2

ENJOY OUR APP

Visit blueshieldca.com/mobile to download our mobile app,¹ so your ID card, plan benefits, network doctors, and billing information will always be on hand.

3

EXPLORE OUR WEBSITE

Take a trip to blueshieldca.com/gettingstarted to learn how to get care when you need it, read tips on how to use your plan, pay your bill, and get quick links to other tools and resources.

¹ Available for both Android™ and Apple® devices. Android is a trademark of Google LLC. Apple is a trademark of Apple Inc.

² IFP grandfathered plans are not eligible for Teladoc general medical or mental health services.

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

Alternative Care Discounts – services provided by the ChooseHealthy program, made available through ChooseHealthy, Inc., a subsidiary of American Specialty Health Incorporated (ASH). ChooseHealthy is a federal registered trademark of ASH and used with permission herein. All rights are hereby reserved.

NurseHelp 24/7 is a service mark of Blue Shield of California.

Wellvolution is a registered trademark of Blue Shield of California. Wellvolution and all associated digital and in-person health programs, services, and offerings are managed by Solera, Inc.

Nondiscrimination notice with access to language assistance services

The company complies with applicable state laws and federal civil rights laws and does not discriminate, exclude people, or treat them differently on the basis of race, color, national origin, ethnic group identification, medical condition, genetic information, ancestry, religion, sex, marital status, gender, gender identity, sexual orientation, age, mental disability, or physical disability. For assistance in English at no cost, call the toll-free or the number on your ID card. You can get this document translated and in other formats, such as large print, braille, and/or audio, also at no cost.