

Freedom and flexibility

# Blue Shield EPO Plan

Our exclusive provider organization – or EPO – plan gives you the freedom to choose doctors and hospitals from Blue Shield’s preferred provider network while enjoying lower out-of-pocket costs.



## Plan highlights

- **Access to doctors and specialists** within the Blue Shield’s PPO network.
- **Low, fixed copayments** with no coinsurance or deductible.
- **No need to see your primary care physician first** – you can go to any specialist within the Blue Shield’s PPO network.
- **Mental health benefits** for help with depression, mental illness, and alcohol or substance use disorder. Some services are also available virtually.
- **Features The Away From Home Care program**, which offers family members living outside of California – students, workers on long-distance assignments, etc. – access to medical care in select states across the country. (Availability varies by state.)
- **Convenient access to an extensive pharmacy network**, including Safeway/Vons, Costco, and CVS (including CVS Pharmacy® in Target stores).
- **Personal assistance** from Shield Concierge, our team of healthcare experts, to find doctors, transfer medical records and prescriptions, and answer healthcare questions.



## 2024 service area expansion

- Del Norte and San Benito.



## Learn more online

To learn more about the Blue Shield EPO plan and how to search for providers in this plan’s network, visit [blueshieldca.com/calpersepo](https://www.blueshieldca.com/calpersepo) or scan the QR code.



## Get more with this plan



### Access care away from home

- **Urgent care center**  
Ideal when your doctor is not available, saving you time and money compared to an ER visit.
- **Vaccines at a retail pharmacy**  
Flu shots and other preventive vaccines provided at network pharmacies.
- **Care while traveling**  
Coverage for urgent and emergency care anywhere in the world.



### Get care at home

- **LifeReferrals 24/7<sup>SM</sup>**  
Round-the-clock support from experts for personal, family, and work issues – at no extra cost.
- **Mail service pharmacy**  
Routine medications to treat certain chronic or long-term conditions (such as asthma or diabetes) delivered right to your door – no additional cost for standard shipping.
- **NurseHelp 24/7<sup>SM</sup>**  
Health advice from registered nurses at any time – at no extra cost.
- **Teladoc**  
Doctors available by phone or video.



### Jump-start Your Well-being

- **Preventive Care**  
Annual exams, screenings, and immunizations at no additional cost.
- **Wellness discounts**  
Savings on vision exams, fitness club memberships, massage services, and more. For details, visit [blueshieldca.com/wellnessdiscounts](https://blueshieldca.com/wellnessdiscounts).
- **Wellvolution<sup>®</sup>**  
Personalized digital programs to support weight loss, mental health, diabetes management, and more – at no extra cost.



### Manage your condition

- **Shield Support**  
A dedicated healthcare team to help explain treatments and coordinate care for issues like chronic pain or diabetes at no additional cost.
- **Maternity support**  
Virtual pregnancy, postpartum, and return-to-work support from specialists and coaches – at no extra cost.



We're here to help. If you have any questions, please call us at **(800) 334-5847 (TTY: 711)**, 7 a.m. to 8 p.m., seven days a week.

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

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

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