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## Broker Alert

We are excited to announce a new expansion for our Trio HMO network for IFP. With the addition of Accolade Care- a virtual primary care medical group to the Trio HMO network, members now have a new option to receive care more quickly and conveniently. Members will be able to select a virtual provider to serve as their assigned PCP, who will coordinate care with our existing in-person care options and reinforcing our commitment to expanding access to quality care and creating a healthcare system worthy of our family and friends that is sustainably affordable. Certain new IFP Trio HMO members who do not select a PCP during enrollment may be auto-assigned a Virtual PCP.

### **September 2024 soft launch-**

We've begun a limited release of our expanded Trio HMO services, incorporating virtual primary care and specialist options. This pilot will be exclusive to South Coast | Region 12, covering Santa Barbara, Ventura, and San Luis Obispo counties and Inland Empire | Region 17, which includes Riverside and San Bernardino counties. Following the pilot, a state-wide launch across the Trio ACO HMO Plan Services Area is anticipated for January 1, 2025.

### **Virtual care advantages-**

Our new access to virtual care capabilities provide your clients with flexible and easily accessible medical services. Key features include:

- **24/7 On-demand access:** Members can connect with healthcare professionals anytime, making it easier than ever to receive prompt attention.
- **Access to virtual specialist care:** Members can access specialists in twenty specialties with a referral from their Virtual PCP.

- **Seamless integration:** The virtual care model seamlessly integrates with our renowned Trio ACO HMO network. Members can enjoy a cohesive care experience through virtual visits or face-to-face consultations.
- **Dedicated care team:** Each member who selects or is assigned a virtual primary care physician will gain access to a dedicated care team. This team includes their primary care physicians, behavioral health providers, and Health Coaches.
- **Streamlined appointments:** Online booking is straightforward and designed for convenience, reducing wait times and simplifying the management of health needs.

### Support through Wellvolution-

In addition to these enhancements, Trio HMO plans continue to support members with access to Wellvolution—a suite of over 50 programs to improve lifestyle-related conditions such as diabetes, weight management, and mental health, at no additional cost to members.

### Benefits for your clients-

By recommending the Trio HMO plan, you are ensuring that your clients have access to:

- **Flexible healthcare:** Virtual and in-person care options that fit their various needs and lifestyles.
- **Integrated wellness solutions:** On-hand wellness programs that integrate with their care plans.
- **Enhanced accessibility:** A digital-first approach that keeps their medical records secure and their healthcare management straightforward.

This expansion of our Trio HMO network is more than just a network update—it's a revolution in how your clients access healthcare. Equip them with the power to manage their care, how and when they want, for better health outcomes.

Please review our [Did you Know](#) flyer for information and to see how see how an IFP Trio HMO plan can benefit your clients. Still have questions? Please register for one of our upcoming [Broker Roadshows](#) or contact your Blue Shield of California representative.

Thank you for your continued support. Together, we are transforming healthcare and providing exceptional value to your clients.

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