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# 2025 Summary of Benefits

## TotalDual Plan (HMO D-SNP)

Medicare Advantage Prescription Drug Plan  
for Los Angeles and San Diego Counties  
Effective January 1, 2025– December 31, 2025

[blueshieldca.com/medicare](https://blueshieldca.com/medicare)

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# Blue Shield TotalDual Plan, (HMO D-SNP), a Medicare Medi-Cal Plan | 2025 Summary of Benefits



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**If you have questions**, please call Blue Shield TotalDual Plan at 1-800-452-4413 (TTY: 711), 8:00 a.m. to 8:00 p.m., seven days a week. The call is free. **For more information**, visit [www.blueshieldca.com/medicare](http://www.blueshieldca.com/medicare).

## Introduction

This document is a brief summary of the benefits and services covered by Blue Shield TotalDual Plan. It includes answers to frequently asked questions, important contact information, an overview of benefits and services offered, and information about your rights as a member of Blue Shield TotalDual Plan. Key terms and their definitions appear in alphabetical order in the last chapter of the *Member Handbook*.

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## A. Disclaimers



This is a summary of health services covered by Blue Shield TotalDual Plan for 2025. This is only a summary. Please read the *Member Handbook* for the full list of benefits. The benefit information provided does not list every service that we cover or list every limitation or exclusion. To get a complete list of services we cover, please refer to the *Member Handbook* at [blueshieldca.com/DSNPdocuments2025](https://blueshieldca.com/DSNPdocuments2025) or by calling Customer Service at 1-800-452-4413 (TTY:711), 8:00 a.m. to 8:00 p.m., seven days a week. Note: The EOC will be available on our website by October 15, 2024.

- ❖ Blue Shield of California is an HMO D-SNP plan with a Medicare contract and a contract with the California State Medicaid Program. Enrollment in Blue Shield of California depends on contract renewal.
- ❖ Blue Shield TotalDual Plan includes Part D coverage, which provides prescription drug coverage, offering you the convenience of having both your medical and prescription drugs covered through one plan.
- ❖ To join Blue Shield TotalDual Plan, you must have both Medicare Part A and Medicare Part B, be eligible for Medi-Cal (Medicaid), and live in our service area. Our service area includes Los Angeles and San Diego Counties.
- ❖ Our plan Provider Directory is located on our website at [blueshieldca.com/medicare/providerdirectory](https://blueshieldca.com/medicare/providerdirectory) <file:///C:/Users/Csypol01/Downloads/blueshieldca.com/medicare>.
- ❖ Our plan Pharmacy Directory is located on our website at [blueshieldca.com/medpharmacy2025](https://blueshieldca.com/medpharmacy2025).
- ❖ To get the most complete and current information about which drugs are covered, you can visit our website at [blueshieldca.com/medformulary2025](https://blueshieldca.com/medformulary2025).
- ❖ Medicare approved Blue Shield TotalDual Plan to provide these benefits and lower copayments as part of the Value-Based Insurance Design program. This program lets Medicare try new ways to improve Medicare Advantage plans.
- ❖ Amazon Pharmacy is independent of Blue Shield of California and is contracted with Blue Shield to provide home delivery of prescription medications to Blue Shield members.
- ❖ For more information about **Medicare**, you can read the *Medicare & You* handbook. It has a summary of Medicare benefits, rights, and protections and answers to the most frequently asked questions about Medicare. You can get it at the Medicare website ([www.medicare.gov/medicare-and-you](https://www.medicare.gov/medicare-and-you)) or by calling 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048. For more information about **Medi-Cal**, you can check the California Department of Healthcare Services (DHCS) website ([www.dhcs.ca.gov/](https://www.dhcs.ca.gov/)) or contact the Medi-Cal Office of the Ombudsman 1-888-452-8609, Monday through Friday,



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between 8:00 a.m. and 5:00 p.m. You can also call the special Ombudsman for people who have both Medicare and Medi-Cal, at 1-855-501-3077, Monday through Friday, between 9:00 a.m. and 5:00 p.m.

- ❖ You can get this document for free in other formats, such as large print, braille, or audio. Call 1-800-452-4413 (TTY: 711), 8:00 a.m. to 8:00 p.m., seven days a week. The call is free.
- ❖ This document is available for free in Arabic, Armenian, Simplified Chinese, Traditional Chinese, Farsi, Khmer, Korean, Russian, Spanish, Tagalog, and Vietnamese.
- ❖ 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. La compañía cumple con las leyes de derechos civiles federales y estatales aplicables, y no discrimina, ni excluye ni trata de manera diferente a las personas por su raza, color, país de origen, identificación con determinado grupo étnico, condición médica, información genética, ascendencia, religión, sexo, estado civil, género, identidad de género, orientación sexual, edad, ni discapacidad física ni mental. 本公司遵守適用的州法律和聯邦民權法律，並且不會以種族、膚色、原國籍、族群認同、醫療狀況、遺傳資訊、血統、宗教、性別、婚姻狀況、性別認同、性取向、年齡、精神殘疾或身體殘疾而進行歧視、排斥或區別對待他人。
- ❖ When this document says “we,” “us,” or “our,” it means California Physicians’ Service (dba Blue Shield of California). When it says “plan” or “our plan,” it means Blue Shield TotalDual Plan.

## ❖ Other languages

- You can get this Summary of Benefits and other plan materials in other languages at no cost to you. Blue Shield TotalDual Plan provides written translations from qualified translators. Call Blue Shield TotalDual Plan’s Customer Service number at 1-800-452-4413 (TTY: 711). The call is free. Refer to your Member Handbook to learn more about health care language assistance services such as interpreter and translation services.



**If you have questions**, please call Blue Shield TotalDual Plan at 1-800-452-4413 (TTY: 711), 8:00 a.m. to 8:00 p.m., seven days a week. The call is free. **For more information**, visit [www.blueshieldca.com/medicare](http://www.blueshieldca.com/medicare).

## ❖ Other formats

- You can get this information in other formats such as braille, 20-point font large print, audio, and accessible electronic formats at no cost to you. Call Blue Shield TotalDual Plan's Customer Service number at 1-800-452-4413 (TTY: 711). The call is free.

## ❖ Interpreter services

- Blue Shield TotalDual Plan provides oral interpretation services, including sign language, from a qualified interpreter, on a 24-hour basis, at no cost to you. You do not have to use a family member or friend as an interpreter. We discourage the use of minors as interpreters unless it is an emergency. Interpreter, linguistic, and cultural services are available for free. Help is available 24 hours a day, 7 days a week. For help in your language, or to get this Summary of Benefits in a different language, call Blue Shield TotalDual Plan's Customer Service number at 1-800-452-4413 (TTY: 711). The call is free.



ATTENTION: If you need help in your language call 1-800-452-4413 (TTY: 711). Aids and services for people with disabilities, like documents in braille and large print, are also available. Call 1-800-452-4413 (TTY: 711). These services are free of charge.

الشعار بالعربية (**Arabic**) يُرجى الانتباه: إذا احتجت إلى المساعدة بلغتك، فاتصل بـ 1-800-452-4413 (TTY: 711). تتوفر أيضًا المساعدات والخدمات للأشخاص ذوي الإعاقة، مثل المستندات المكتوبة بطريقة بريل والخط الكبير. اتصل بـ 1-800-452-4413 (TTY: 711). هذه الخدمات مجانية.

**Հայերեն պիտակ (Armenian)** ՈՒՇԱԴՐՈՒԹՅՈՒՆ. Եթե Ձեզ օգնություն է հարկավոր Ձեր լեզվով, զանգահարեք 1-800-452-4413 (TTY՝ 711) հեռախոսահամարով: Կան նաև օժանդակ միջոցներ ու ծառայություններ հաշմանդամություն ունեցող անձանց համար, օրինակ Բրայլի գրատիպով ու խոշորատառ տպագրված նյութեր: Չանգահարեք 1-800-452-4413 (TTY՝ 711) հեռախոսահամարով: Այդ ծառայություններն անվճար են:

**ឃ្លាសំគាល់ភាសាខ្មែរ (Cambodian)** ចំណាំ៖ បើសិនអ្នកត្រូវការជំនួយ ជាភាសារបស់អ្នក សូមទូរស័ព្ទទៅលេខ 1-800-452-4413 (TTY: 711) ។ ជំនួយ និងសេវា សំរាប់ជនពិការ ដូចជាឯកសារសរសេរជាអក្សរប្រើល សំរាប់ជនពិការភ្នែក ឬឯកសារជាអក្សរពុម្ពធំៗ ក៏មានដែរ។ ទូរស័ព្ទមកលេខ 1-800-452-4413 (TTY: 711)។ សេវាទាំងនេះមិនគិតថ្លៃឡើយ។

**简体中文标语 (Chinese)** 请注意：如果您需要以您的母语提供帮助，请致电 1-800-452-4413 (TTY: 711)。另外还提供针对残疾人士的帮助和服务，例如盲文和需要较大字体阅读，也是方便取用的。请致电 1-800-452-4413 (TTY: 711)。这些服务都是免费的。

**مطلب به زبان فارسی (Farsi)** توجه: اگر میخواهید به زبان خود کمک دریافت کنید، با 1-800-452-4413 (TTY: 711) تماس بگیرید. کمکها و خدمات مخصوص افراد دارای معلولیت، مانند نسخه های خط بریل و چاپ با حروف بزرگ، نیز موجود است. با 1-800-452-4413 (TTY: 711) تماس بگیرید. این خدمات رایگان ارائه میشوند.

**हिन्दी टैगलाइन (Hindi)** ध्यान दें: अगर आपको अपनी भाषा में सहायता की आवश्यकता है तो 1-800-452-4413 (TTY: 711) पर कॉल करें। अशक्तता वाले लोगों के लिए सहायता और सेवाएं, जैसे ब्रेल और बड़े प्रिंट में भी दस्तावेज़ उपलब्ध हैं। 1-800-452-4413 (TTY: 711) पर कॉल करें। ये सेवाएं निःशुल्क हैं।

**Nge Lus Hmoob Cob (Hmong)** CEEB TOOM: Yog koj xav tau kev pab txhais koj hom lus hu rau 1-800-452-4413 (TTY: 711). Muaj cov kev pab txhawb thiab kev pab cuam rau cov neeg xiam oob qhab, xws li puav leej muaj ua cov ntawv su thiab luam tawm ua tus ntawv loj. Hu rau 1-800-452-4413 (TTY: 711). Cov kev pab cuam no yog pab dawb xwb.



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**日本語表記 (Japanese)** 注意日本語での対応が必要な場合は 1-800-452-4413 (TTY: 711) へお電話ください。点字の資料や文字の拡大表示など、障がいをお持ちの方のためのサービスも用意しています。1-800-452-4413 (TTY: 711) へお電話ください。これらのサービスは無料で提供していますへお電話ください。これらのサービスは無料で提供しています。

**한국어 태그라인 (Korean)** 유의사항: 귀하의 언어로 도움을 받고 싶으시면 1-800-452-4413 (TTY: 711)번으로 문의하십시오. 점자나 큰 활자로 된 문서와 같이 장애가 있는 분들을 위한 도움과 서비스도 이용 가능합니다. 1-800-452-4413 (TTY: 711) 번으로 문의하십시오. 이러한 서비스는 무료로 제공됩니다.

**ເທກໄລພາສາລາວ (Laotian)** ປະກາດ:

ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອໃນພາສາຂອງທ່ານໃຫ້ໂທຫາເບີ 1-800-452-4413 (TTY: 711). ຍັງມີຄວາມຊ່ວຍເຫຼືອແລະການບໍລິການສໍາລັບຄົນພິການ ເຊັ່ນເອກະສານທີ່ເປັນອັກສອນນູນແລະມິໂຕພິມໃຫຍ່ ໃຫ້ໂທຫາເບີ 1-800-452-4413 (TTY: 711). ການບໍລິການເຫຼົ່ານີ້ບໍ່ຕ້ອງເສຍຄ່າໃຊ້ຈ່າຍໃດໆ.



**Mienh Tagline (Mien)** LONGC HNYOUV JANGX LONGX OC: Beiv taux meih qiex longc mienh tengx faan benx meih nyei waac nor douc waac daaih lorx taux 1-800-452-4413 (TTY: 711). Liouh lorx jauv-louc tengx aengx caux nzie gong bun taux ninh mbuo wuaaic fangx mienh, beiv taux longc benx nzangc-pokc bun hluo mbiutc aengx caux aamz mborqv benx domh sou se mbenc nzoih bun longc. Douc waac daaih lorx 1-800-452-4413 (TTY: 711). Naaiv deix nzie weih gong-bou jauv-louc se benx wang-henh tengx mv zuqc cuotv nyaanh oc.

**ਪੰਜਾਬੀ ਟੈਗਲਾਈਨ (Punjabi)** ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਾਲ ਕਰੋ 1-800-452-4413 (TTY: 711) | ਅਪਾਹਜ ਲੋਕਾਂ ਲਈ ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾਵਾਂ, ਜਿਵੇਂ ਕਿ ਬੋਲ ਅਤੇ ਮੋਟੀ ਛਪਾਈ ਵਿੱਚ ਦਸਤਾਵੇਜ਼, ਵੀ ਉਪਲਬਧ ਹਨ। ਕਾਲ ਕਰੋ 1-800-452-4413 (TTY: 711) | ਇਹ ਸੇਵਾਵਾਂ ਮੁਫਤ ਹਨ।

**Русский слоган (Russian)** ВНИМАНИЕ! Если вам нужна помощь на вашем родном языке, звоните по номеру 1-800-452-4413 (линия TTY: 711). Также предоставляются средства и услуги для людей с ограниченными возможностями, например документы крупным шрифтом или шрифтом Брайля. Звоните по номеру 1-800-452-4413 (линия TTY: 711). Такие услуги предоставляются бесплатно.



**Mensaje en Español (Spanish)** ATENCIÓN: Si necesita ayuda en su idioma, llame al 1-800-452-4413 (TTY: 711). Para las personas con discapacidades, también hay asistencia y servicios gratuitos disponibles, como documentos en braille y letra grande. Llame al 1-800-452-4413 (TTY: 711). Estos servicios son gratuitos.

**Tagalog Tagline** PAUNAWA: Kung kailangan ninyo ng tulong sa inyong wika, tumawag sa 1-800-452-4413 (TTY: 711). Mayroon ding mga tulong at serbisyo para sa mga taong may kapansanan, tulad ng mga dokumento sa braille at malalaking titik. Tumawag sa 1-800-452-4413 (TTY: 711). Libre ang mga serbisyonang ito.

**แท็กไลน์ภาษาไทย (Thai)** โปรดทราบ: หากคุณต้องการความช่วยเหลือเป็นภาษาของคุณ กรุณาโทรศัพท์ไปที่หมายเลข 1-800-452-4413 (TTY: 711) นอกจากนี้ ยังพร้อมให้ความช่วยเหลือและบริการต่าง ๆ สำหรับบุคคลที่มีความพิการ เช่น เอกสารต่าง ๆ ที่เป็นอักษรเบรลล์และเอกสารที่พิมพ์ด้วยตัวอักษรขนาดใหญ่ กรุณาโทรศัพท์ไปที่หมายเลข 1-800-452-4413 (TTY: 711) ไม่มีค่าใช้จ่ายสำหรับบริการเหล่านี้



**Примітка українською (Ukrainian)** УВАГА! Якщо вам потрібна допомога вашою рідною мовою, телефонуйте на номер 1-800-452-4413 (ТТУ: 711). Люди з обмеженими можливостями також можуть скористатися допоміжними засобами та послугами, наприклад, отримати документи, надруковані шрифтом Брайля та великим шрифтом. Телефонуйте на номер 1-800-452-4413 (ТТУ: 711). Ці послуги безкоштовні.

**Khẩu hiệu tiếng Việt (Vietnamese)** CHÚ Ý: Nếu quý vị cần trợ giúp bằng ngôn ngữ của mình, vui lòng gọi số 1-800-452-4413 (TTY: 711). Chúng tôi cũng hỗ trợ và cung cấp các dịch vụ dành cho người khuyết tật, như tài liệu bằng chữ nổi Braille và chữ khổ lớn (chữ hoa). Vui lòng gọi số 1-800-452-4413 (TTY: 711). Các dịch vụ này đều miễn phí.

- ❖ You can make a standing request to get this document in a language other than English or in an alternate format now and in the future. To make a request, please contact Blue Shield TotalDual Plan Customer Service. Your preferred language and format will be kept on file for future communications. To make any updates on your preferences, please contact Blue Shield TotalDual Plan Customer Service.



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## B. Frequently asked questions (FAQ)

The following table lists frequently asked questions.

Frequently Asked Questions	Answers
<b>What is a Medicare-Medi-Cal Plan?</b>	<p>A Medicare-Medi-Cal Plan is a health plan that contracts with both Medicare and Medi-Cal to provide benefits of both programs to enrollees. It is for people age 21 and older. A Medicare-Medi-Cal Plan is an organization made up of doctors, hospitals, pharmacies, providers of Long-term Services and Supports (LTSS), and other providers. It also has care coordinators to help you manage all your providers and services and supports. They all work together to provide the care you need.</p>
<b>Will I get the same Medicare and Medi-Cal benefits in Blue Shield TotalDual Plan that I get now?</b>	<p>You will get most of your covered Medicare and Medi-Cal benefits directly from Blue Shield TotalDual Plan. You will work with a team of providers who will help determine what services will best meet your needs. This means that some of the services you get now may change based on your needs, and your doctor and care team's assessment. You may also get other benefits outside of your health plan the same way you do now, directly from a State or county agency like In-Home Supportive Services (IHSS), specialty mental health and substance use disorder services, or regional center services.</p> <p>When you enroll in Blue Shield TotalDual Plan, you and your care team will work together to develop an Individualized Plan of Care to address your health and support needs, reflecting your personal preferences and goals.</p> <p>If you are taking any Medicare Part D prescription drugs that Blue Shield TotalDual Plan does not normally cover, you can get a temporary supply and we will help you to transition to another drug or get an exception for Blue Shield TotalDual Plan to cover your drug if medically necessary. For more information, call Customer Service at 1-800-452-4413 (TTY: 711), 8:00 a.m. to 8:00 p.m., seven days a week.</p>
<b>Can I go to the same doctors I use now? (continued onto next page)</b>	<p>Often that is the case. If your providers (including doctors, hospitals, therapists, pharmacies, and other health care providers) work with Blue Shield TotalDual Plan and have a contract with us, you can keep going to them.</p>



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The call is free. **For more information**, visit [www.blueshieldca.com/medicare](http://www.blueshieldca.com/medicare).

Frequently Asked Questions	Answers
<p><b>Can I go to the same doctors I use now?</b> (continued from previous page)</p>	<ul style="list-style-type: none"> <li>• Providers with an agreement with us are “in-network.” Network providers participate in our plan. That means they accept members of our plan and provide services our plan covers. <b>You must use the providers in Blue Shield TotalDual Plan’s network.</b> If you use providers or pharmacies that are not in our network, the plan may not pay for these services or drugs.</li> <li>• If you need urgent or emergency care or out-of-area dialysis services, you can use providers outside of Blue Shield TotalDual Plan’s plan.</li> <li>• If you are currently under treatment with a provider that is out of Blue Shield TotalDual Plan’s network, or have an established relationship with a provider that is out of Blue Shield TotalDual Plan’s network, call Customer Service to check about staying connected and ask for continuity of care. You, your authorized representative, or your provider can ask for continuity of care with an out-of-network Medicare provider if: <ul style="list-style-type: none"> <li>• You have had a non-emergency visit to a primary or specialty care provider once during the last 12 months prior to your enrollment into our plan, you and your provider can request Continuity of Care.</li> <li>• Your provider is willing to accept our plan’s payment rates and does not have any documented quality issues that prevent us from paying them, then you can continue to receive care from this primary or specialty care provider for an additional 12 months after enrolling into our plan.</li> </ul> </li> <li>• You, your provider, or your authorized representative can request continuity of care to continue treatment, call Customer Service to find out more and initiate your request.</li> </ul> <p>To find out if your doctors are in the plan’s network, call Customer Service at 1-800-452-4413 (TTY: 711), 8:00 a.m. to 8:00 p.m., seven days a week or read Blue Shield Total Dual Plan’s <i>Provider Directory</i> on the plan’s website at <a href="http://www.blueshieldca.com/medicare/providerdirectory">www.blueshieldca.com/medicare/providerdirectory</a>. If Blue Shield TotalDual Plan is new for you, we will work with you to develop an Individualized Plan of Care to address your needs.</p>
<p><b>What is a Blue Shield TotalDual Plan care coordinator?</b></p>	<p>A Blue Shield TotalDual Plan care coordinator is one main person for you to contact. This person helps to manage all your providers and services and make sure you get what you need.</p>



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Frequently Asked Questions	Answers
<p><b>What are Long-term Services and Supports (LTSS)?</b></p>	<p>Long-term Services and Supports (LTSS) are help for people who need assistance to do everyday tasks like bathing, toileting, getting dressed, making food, and taking medicine. Most of these services are provided at your home or in your community but could be provided in a nursing home or hospital. In some cases, a county or other agency may administer these services, and your care coordinator or care team will work with that agency.</p>
<p><b>What is a Multipurpose Senior Services Program (MSSP)?</b></p>	<p>A MSSP provides on-going care coordination with health care providers beyond what your health plan already provides and can connect you to other needed community services and resources. This program helps you get services that help you live independently in your home.</p>
<p><b>What happens if I need a service but no one in Blue Shield TotalDual Plan’s network can provide it?</b></p>	<p>Most services will be provided by our network providers. If you need a service that cannot be provided within our network, Blue Shield TotalDual Plan will pay for the cost of an out-of-network provider.</p>
<p><b>Where is Blue Shield TotalDual Plan available?</b></p>	<p>The service area for this plan includes: Los Angeles and San Diego Counties, California. You must live in one of these areas to join the plan.</p>
<p><b>What is prior authorization?</b></p>	<p>Prior authorization means an approval from Blue Shield TotalDual Plan to seek services outside of our network or to get services not routinely covered by our network <b>before</b> you get the services. Blue Shield TotalDual Plan may not cover the service, procedure, item, or drug if you don’t get prior authorization.</p> <p><b>If you need urgent or emergency care or out-of-area dialysis services, you don’t need to get prior authorization first.</b> Blue Shield TotalDual Plan can provide you or your provider with a list of services or procedures that require you to get prior authorization from Blue Shield TotalDual Plan before the service is provided. If you have questions about whether prior authorization is required for specific services, procedures, items, or drugs, call Customer Service at 1-800-452-4413 (TTY: 711), 8:00 a.m. to 8:00 p.m., seven days a week for help.</p>



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Frequently Asked Questions	Answers
<b>What is a referral?</b>	<p>A referral means that your primary care provider (PCP) must give you approval to go to someone that is not your PCP. A referral is different than a prior authorization. If you don't get a referral from your PCP, Blue Shield TotalDual Plan may not cover the services. Blue Shield TotalDual Plan can provide you with a list of services that require you to get a referral from your PCP before the service is provided.</p> <p>Refer to the <i>Member Handbook</i> to learn more about when you will need to get a referral from your PCP or care team.</p>
<b>Do I pay a monthly amount (also called a premium) under Blue Shield TotalDual Plan?</b>	<p>No. Because you have Medi-Cal, you will not pay any monthly premiums, including your Medicare Part B premium, for your health coverage.</p>
<b>Do I pay a deductible as a member of Blue Shield TotalDual Plan?</b>	<p>No. You do not pay deductibles in Blue Shield TotalDual Plan.</p>
<b>What is the maximum out-of-pocket amount that I will pay for medical services as a member of Blue Shield TotalDual Plan?</b>	<p>There is no cost sharing for medical services in Blue Shield TotalDual Plan, so your annual out-of-pocket costs will be \$0.</p>
<b>What should I do if a provider tries to bill me for a covered service?</b>	<p>Do NOT pay the bill, providers are not allowed to bill members with Medicare and Medi-Cal for covered services. Call Blue Shield TotalDual Plan Customer Service at 1-800-452-4413 (TTY: 711), 8:00 a.m. to 8:00 p.m., seven days a week, and we will work with your provider.</p>



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## C. List of covered services

The following table is a quick overview of what services you may need, your costs, and rules about the benefits.

Health need or concern	Services you may need	Your costs for in-network providers	Limitations, exceptions, & benefit information (rules about benefits)
<b>You need hospital care</b>	Hospital stay	\$0	Blue Shield TotalDual Plan covers and unlimited number of days for an inpatient hospital stay. Authorization rules may apply.  Referral requirements may apply.
	Doctor or surgeon care	\$0	Doctor and surgeon care is provided as part of your hospital stay.
	Outpatient hospital services, including observation	\$0	Authorization rules may apply.  Referral requirements may apply.
	Ambulatory surgical center (ASC) services	\$0	Authorization rules may apply.  Referral requirements may apply.
<b>You want a doctor (continued on the next page)</b>	Visits to treat an injury or illness	\$0	You must go to network doctors, specialists, and hospitals.  Authorization rules may apply.  Referral required for network hospitals and specialists (for certain benefits).
	Specialist care	\$0	You must go to network doctors, specialists, and hospitals.  Authorization rules may apply.



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Health need or concern	Services you may need	Your costs for in-network providers	Limitations, exceptions, & benefit information (rules about benefits)
<b>You want a doctor (continued)</b>			Referral required for network hospitals and specialists (for certain benefits).
	Wellness visits, such as a physical	\$0	You must go to network doctors, specialists, and hospitals.
	Care to keep you from getting sick, such as flu shots and screenings to check for cancer	\$0	Applies to all preventive services covered under Original Medicare or Medi-Cal.
	“Welcome to Medicare” (preventive visit one time only)	\$0	<p>We cover the one-time “Welcome to Medicare” preventive visit. The visit includes:</p> <ul style="list-style-type: none"> <li>• A review of your health,</li> <li>• Education and counseling about the preventive services you need (including screenings and shots), and</li> <li>• Referrals for other care if you need it. Note: We cover the “Welcome to Medicare” preventive visit only during the first 12 months that you have Medicare Part B. When you make your appointment, tell your doctor’s office you want to schedule your “Welcome to Medicare” preventive visit.</li> </ul>
<b>You need emergency care</b>	Emergency room services	\$0	You may go to any emergency room if you reasonably believe you need emergency care. You may access emergency room services out of Blue Shield TotalDual Plan’s network and without prior authorization.



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Health need or concern	Services you may need	Your costs for in-network providers	Limitations, exceptions, & benefit information (rules about benefits)
	Urgent care	\$0	This is <b>NOT</b> emergency care. Urgent care is when a condition, illness, or injury is not life threatening, but medical care is needed right away. You may access urgent care services out of Blue Shield TotalDual Plan's network and without prior authorization.
You need medical tests	Diagnostic radiology services (for example, X-rays or other imaging services, such as CAT scans or MRIs)	\$0	Authorization rules may apply. Referral requirements may apply.
	Lab tests and diagnostic procedures, such as blood work	\$0	Authorization rules may apply. Referral requirements may apply.
You need hearing/auditory services	Hearing screenings	\$0	Exam to diagnose and treat hearing and balance issues.  Referral requirements may apply.
	Hearing aids	\$0	You will receive up to a \$1,500 allowance every year for two hearing aids and two hearing aid fitting and evaluations. Hearing aid coverage is for both ears. You may go to a hearing aid provider of your choice and pay the provider directly. You will receive a spending card that will be pre-loaded with your \$1,500 per year allowance to help pay for covered items and services.
You need dental care (continued on the next page)	Dental check-ups and preventive care	\$0	Blue Shield offers dental services that are not covered by the Medi-Cal dental program. For more information on what Blue Shield covers and how it coordinates with Medi-Cal dental, refer to Chapter 4 of the Member Handbook.



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Health need or concern	Services you may need	Your costs for in-network providers	Limitations, exceptions, & benefit information (rules about benefits)
<p><b>You need dental care (continued)</b></p>			<p>For a full list of services covered by the Medi-Cal Dental Program, call 1-800-322-6384 (TTY 1-800-735-2922) or visit <a href="https://smilecalifornia.org">Smile, California</a> at <a href="https://smilecalifornia.org">https://smilecalifornia.org</a>. These resources can also help you locate a <a href="#">Medi-Cal dental provider</a> and file a grievance or complaint for Medi-Cal dental services.</p>
	Restorative and emergency dental care	\$0	<p>Blue Shield offers dental services that are not covered by the Medi-Cal dental program. For more information on what Blue Shield covers and how it coordinates with Medi-Cal dental, refer to Chapter 4 of the Member Handbook.</p> <p>For a full list of services covered by the Medi-Cal Dental Program, call 1-800-322-6384 (TTY 1-800-735-2922) or visit <a href="https://smilecalifornia.org">Smile, California</a> at <a href="https://smilecalifornia.org">https://smilecalifornia.org</a>. These resources can also help you locate a <a href="#">Medi-Cal dental provider</a> and file a grievance or complaint for Medi-Cal dental services.</p>
<p><b>You need eye care (continued on the next page)</b></p>	Eye exams	\$0	<p>A referral from your doctor may be required for an exam to diagnose and treat diseases and conditions of the eye.</p>
	Glasses or contact lenses	\$0	<p>Our plan pays for one pair of eyeglass frames (priced up to a regular retail value of \$200) every 12 months from a network provider. Some coverage at non-network providers included; see the plan EOC for details.</p>



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Health need or concern	Services you may need	Your costs for in-network providers	Limitations, exceptions, & benefit information (rules about benefits)
<p><b>You need eye care (continued)</b></p>			<p>Our plan pays for either one pair of prescription eyeglass lenses (regardless of size or power) OR for contact lenses (priced up to \$200 for contact lens service and materials) every 12 months from a network provider. Some coverage at non-network providers included; see the plan EOC for details.</p>
	<p>Other vision care</p>	<p>\$0</p>	<p>Coverage for routine (non-Medicare covered) vision care: One visit every 12 months with a network provider. Some coverage at non-network providers included; see the plan EOC for details.</p>
<p><b>You need mental health services (continued on the next page)</b></p> <p><b>You need mental health services (continued)</b></p>	<p>Mental health services</p>	<p>\$0</p>	<p>Blue Shield TotalDual Plan covers most Medicare and Medi-Cal mental health services, but some specialty mental health and substance use disorder services are provided outside of the plan through the state or county agencies. For more information on these services refer to Section D in this document.</p>
			<p>Prior Authorization rules may apply.</p> <p>Referral requirements may apply.</p>



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Health need or concern	Services you may need	Your costs for in-network providers	Limitations, exceptions, & benefit information (rules about benefits)
	Inpatient and outpatient care and community-based services for people who need mental health services	\$0	<p>Covered services include mental health care services that require a hospital stay.</p> <p>Medicare covers up to 90 days of medically necessary hospitalization for each benefit period and Medi-Cal covers unlimited, medically necessary days.</p> <p>Medicare also covers up to 60 additional lifetime reserve days that can be used only once per lifetime for care provided in either in an acute care hospital or psychiatric hospital.</p> <p>Medicare covers up to 40 additional days in a Psychiatric hospital once during your lifetime, and Medi-Cal covers unlimited, medically necessary days.</p> <p>Some specialty mental health and substance use disorder services are provided outside of the plan through the state or county agencies. For more information on these services refer to Section D in this document.</p> <p>Prior authorization rules may apply.</p> <p>Referral requirements may apply.</p>
<b>You need substance use disorder services</b>	Substance use disorder services	\$0	<p>We will pay for the following services, and maybe other services not listed below:</p> <ul style="list-style-type: none"> <li>• Alcohol misuse screening and counseling</li> </ul>



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Health need or concern	Services you may need	Your costs for in-network providers	Limitations, exceptions, & benefit information (rules about benefits)
			<ul style="list-style-type: none"> <li>• Treatment of drug abuse</li> <li>• Group or individual counseling by a qualified clinician</li> <li>• Subacute detoxification in a residential addiction program</li> <li>• Alcohol and/or drug services in an intensive outpatient treatment center</li> <li>• Extended-release Naltrexone (vivitrol) treatment</li> </ul> <p>Your county agency also provides Medi-Cal covered substance use disorder services to members who meet medical necessity rules. For more information on these services, refer to Section D in this document.</p> <p>Prior authorization rules may apply. Referral requirements may apply.</p>
<p><b>You need a place to live with people available to help you</b></p>	<p>Skilled nursing care</p>	<p>\$0</p>	<p>Blue Shield TotalDual Plan covers an unlimited number of days in a Skilled Nursing Facility (SNF).</p> <p>Authorization rules may apply. Referral requirements may apply.</p>
	<p>Nursing home care</p>	<p>\$0</p>	<p>Authorization rules may apply. Referral requirements may apply.</p>



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Health need or concern	Services you may need	Your costs for in-network providers	Limitations, exceptions, & benefit information (rules about benefits)
	Adult Foster Care and Group Adult Foster Care	\$0	Authorization rules may apply. Referral requirements may apply.
<b>You need therapy after a stroke or accident</b>	Occupational, physical, or speech therapy	\$0	Authorization rules may apply. Referral requirements may apply.
<b>You need help getting to health services</b>	Ambulance services	\$0	Authorization rules may apply.
	Emergency transportation	\$0	Authorization rules may apply.
	Transportation to medical appointments and services	\$0	Blue Shield TotalDual Plan covers up to a combined limit of 48 one-way trips per year for non-medical transportation such as dental appointments and doctor's visits and Value Based Insurance Design (VBID) non-medical transportation such as trips to approved gym and grocery store locations. Medi-Cal covers unlimited trips to approved locations after your 48 one-way trips have been used.  Authorization rules may apply.
<b>You need drugs to treat your illness or condition (continued on the next page)</b>	Medicare Part B prescription drugs	\$0	Part B drugs include drugs given by your doctor in their office, some oral cancer drugs, and some drugs used with certain medical equipment. Read the <i>Member Handbook</i> for more information on these drugs. Authorization rules may apply.
	Medicare Part D prescription drugs	\$0	There may be limitations on the types of drugs covered. Please refer to Blue Shield TotalDual



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Health need or concern	Services you may need	Your costs for in-network providers	Limitations, exceptions, & benefit information (rules about benefits)
			Plan's List of Covered Drugs (Drug List) for more information.
<b>You need drugs to treat your illness or condition (continued on the next page)</b>	Tier 1: Preferred Generic drugs (includes preferred generic drugs)	\$0 for a 30-day supply.	<p>Important Message About What You Pay for Vaccines – Some vaccines are considered medical benefits. Other vaccines are considered Part D drugs. You can find these vaccines listed in the plan's <i>List of Covered Drugs</i> (Drug List). Our plan covers most adult Part D vaccines at no cost to you.</p> <p>Extended-day supplies are available at network retail and home delivery pharmacy locations. The cost sharing amount for these extended-day supplies is the same as for a one-month supply.</p> <p>You may get your drugs at network retail and home delivery pharmacies.</p>
	Tier 2: Generic Drugs (includes generic drugs)	\$0 for a 30-day supply.	<p>There may be limitations on the types of drugs covered. Please refer to Blue Shield TotalDual Plan's <i>List of Covered Drugs</i> (Drug List) for more information.</p> <p>Extended-day supplies are available at network retail and home delivery pharmacy locations. The cost sharing amount for these extended-day supplies is the same as for a one-month supply. Not all drugs on this tier are available for an extended day supply. Please contact the plan for more information. You may get your drugs at network retail and home delivery pharmacies.</p>



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Health need or concern	Services you may need	Your costs for in-network providers	Limitations, exceptions, & benefit information (rules about benefits)
<p><b>You need drugs to treat your illness or condition (continued on the next page)</b></p>	<p>Tier 3: Preferred Brand name drugs (includes preferred brand name and some generic drugs)</p>	<p>\$ 0 for a 30-day supply.</p>	<p>There may be limitations on the types of drugs covered. Please refer to Blue Shield TotalDual Plan's <i>List of Covered Drugs</i> (Drug List) for more information.</p> <p>Extended-day supplies are available at network retail and home delivery pharmacy locations. The cost sharing amount for these extended-day supplies is the same as for a one-month supply. Not all drugs on this tier are available for an extended day supply. Please contact the plan for more information. You may get your drugs at network retail and home delivery pharmacies.</p>
	<p>Tier 4: Non-Preferred drugs (includes non-preferred brand name and some generic drugs)</p>	<p>\$0 for a 30-day supply.</p>	<p>There may be limitations on the types of drugs covered. Please refer to Blue Shield TotalDual Plan's <i>List of Covered Drugs</i> (Drug List) for more information.</p> <p>Extended-day supplies are available at network retail and home delivery pharmacy locations. The cost sharing amount for these extended-day supplies is the same as for a one-month supply. Not all drugs on this tier are available for an extended day supply. Please contact the plan for more information. You may get your drugs at network retail and home delivery pharmacies.</p>



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Health need or concern	Services you may need	Your costs for in-network providers	Limitations, exceptions, & benefit information (rules about benefits)
<p><b>You need drugs to treat your illness or condition (continued)</b></p>	<p>Tier 5: Specialty Tier Drugs (Includes very high-cost brand name and generic drugs which may require special handling and/or close monitoring)</p>	<p>\$0 for a 30-day supply.</p>	<p>There may be limitations on the types of drugs covered. Please refer to Blue Shield TotalDual Plan's <i>List of Covered Drugs (Drug List)</i> for more information.</p>
	<p>Over-the-counter (OTC) drugs</p>	<p>\$0</p>	<p>There may be limitations on the types of drugs covered. Please refer to Blue Shield TotalDual Plan's <i>List of Covered Drugs (Drug List)</i> for more information.</p> <p>You have a monthly allowance of \$70 for OTC drugs and supplies.</p> <p>Items such as aspirin, vitamins, cold and cough preparations, and bandages are covered under this benefit. Items such as cosmetics and food supplements are not covered under this benefit.</p> <p>The OTC items catalog and ordering instructions are available online at <a href="http://blueshieldca.com/medicareOTC">blueshieldca.com/medicareOTC</a>. You can order items by phone at (888) 628-2770 (TTY: 711) Monday through Friday between 9 a.m. and 8 p.m. EST, or online at <a href="http://blueshieldca.com/medicareOTC">blueshieldca.com/medicareOTC</a>. Orders will be shipped to you at no extra charge. Please allow approximately 7 business days for delivery.</p>



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Health need or concern	Services you may need	Your costs for in-network providers	Limitations, exceptions, & benefit information (rules about benefits)
<b>You need help getting better or have special health needs</b>	Rehabilitation services	\$0	<p>Covered services include: physical therapy, occupational therapy, and speech language therapy.</p> <p>Outpatient rehabilitation services are provided in various outpatient settings, such as hospital outpatient departments, independent therapist offices, and Comprehensive Outpatient Rehabilitation Facilities (CORFs).</p> <p>Authorization rules may apply. Referral requirements may apply.</p>
	Medical equipment for home care	\$0	Authorization rules may apply.
	Dialysis services	\$0	Authorization rules may apply. Referral requirements may apply.
<b>You need foot care</b>	Podiatry services	\$0	Referral requirements may apply.
	Orthotic services	\$0	Authorization rules may apply.
<b>You need durable medical equipment (DME)</b>	Wheelchairs, crutches, and walkers	\$0	Authorization rules may apply.



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Health need or concern	Services you may need	Your costs for in-network providers	Limitations, exceptions, & benefit information (rules about benefits)
<p><b>Note: This is not a complete list of covered DME. For a complete list, contact Customer Service or refer to Chapter 4 of the <i>Member Handbook</i>.</b></p>	Nebulizers	\$0	Authorization rules may apply.
	Oxygen equipment and supplies	\$0	Authorization rules may apply.
<p><b>You need help living at home (continued)</b></p>	Home health services	\$0	Authorization rules may apply.
	Home services, such as cleaning or housekeeping, or home modifications such as grab bars	\$0	If you need additional assistance at home, contact our Blue Shield TotalDual Plan Care Coordinators using the phone number on your ID card. They will work with you to connect you to In-Home Supportive Services and Community Supports that provide you with more services to keep you safe and healthy at home.
	Adult day health, Community Based Adult Services (CBAS), or other support services	\$0	If you need adult day health or CBAS services, contact our Blue Shield TotalDual Plan Care Coordinators using the phone number on your ID card. They will work with you to connect you to what you need.
	Day habilitation services	\$0	
<p><b>Additional services (continued on the next page)</b></p>	Services to help you live on your own (home health care services or personal care attendant services)	\$0	If you need home health care or personal care services, contact our Blue Shield TotalDual Plan Care Coordinators using the phone number on your ID card. They will work with you to connect



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Health need or concern	Services you may need	Your costs for in-network providers	Limitations, exceptions, & benefit information (rules about benefits)
			you and help you apply for home health care or personal care services.
<p><b>Additional services (continued on the next page)</b></p> <p><b>Additional services (continued on the next page)</b></p>	Chiropractic services	\$0	<p>Per visit up to 12 visits per year</p> <p>Covered services include:</p> <ul style="list-style-type: none"> <li>• Initial and subsequent examinations</li> <li>• Office visits and chiropractic adjustments</li> <li>• Adjunctive therapies</li> <li>• X-rays(chiropractic only)</li> </ul> <p>Benefits are provided through a contract with American Specialty Health Plans of California, Inc. (ASH Plans). For more information, or to locate an ASH Plans participating provider you may call ASH Plans at (800) 678-9133, [TTY: 711], Monday through Friday, 5 a.m. to 8 p.m., April 1st through September 30th and Sunday through Saturday, 8 a.m. to 8 p.m., October 1st through March 31st.</p> <p>You can also call Blue Shield Customer Service or go to <a href="http://blueshieldca.com/find-a-doctor">blueshieldca.com/find-a-doctor</a> to locate an ASH Plans participating provider.</p>
	Diabetes supplies and services	\$0	<p>Show your provider or pharmacist both your Blue Shield TotalDual Plan and Medi-Cal Beneficiary ID cards.</p> <p>Authorization rules may apply.</p>



**If you have questions**, please call Blue Shield TotalDual Plan at 1-800-452-4413 (TTY: 711), 8:00 a.m. to 8:00 p.m., seven days a week. The call is free. **For more information**, visit [www.blueshieldca.com/medicare](http://www.blueshieldca.com/medicare).

Health need or concern	Services you may need	Your costs for in-network providers	Limitations, exceptions, & benefit information (rules about benefits)
<b>Additional services (continued on the next page)</b>	Home meal delivery	\$0	<p>Upon discharge from an inpatient hospital or skilled nursing facility stay, we cover:</p> <ul style="list-style-type: none"> <li>• 22 meals and 10 snacks per discharge</li> <li>• Meals and snacks will be divided into up to three separate deliveries as needed</li> <li>• Coverage is limited to two discharges per year</li> </ul>
	NurseHelp 24/7	\$0	<p>Have a confidential one-on-one online dialogue with a registered nurse, 24 hours a day. When you have a medical concern, one call to our toll-free hotline puts you in touch with a registered nurse who will listen to your concerns and help you toward a solution.</p> <p>Call 1-877-304-0504 (TTY: 711) 24 hours a day, 7 days a week.</p>
	Personal Emergency Response System (PERS) – a medical alert monitoring system that provides access to help 24/7, at the push of a button. Your PERS benefits are provided by LifeStation®.	\$0	<ul style="list-style-type: none"> <li>• One personal emergency response system</li> <li>• Choice of an in-home system or mobile device with GPS/Wi-Fi and fall detection</li> <li>• Monthly monitoring</li> <li>• Necessary chargers and cords</li> </ul>
	Prosthetic services	\$0	Authorization rules may apply.
	Radiation therapy	\$0	Referral requirements may apply.



**If you have questions**, please call Blue Shield TotalDual Plan at 1-800-452-4413 (TTY: 711), 8:00 a.m. to 8:00 p.m., seven days a week. The call is free. **For more information**, visit [www.blueshieldca.com/medicare](http://www.blueshieldca.com/medicare).

Health need or concern	Services you may need	Your costs for in-network providers	Limitations, exceptions, & benefit information (rules about benefits)
<b>Additional services (continued)</b>	Services to help manage your disease	\$0	
	SilverSneakers Fitness	\$0	
	Value-Based Insurance Design (VBID) Model	\$0	<p>If you are enrolled in the BlueShield TotalDual Plan and qualify for a Low-Income Subsidy (LIS), then you are eligible to receive Value-Based Insurance Design (VBID) benefits. Covered program benefits include:</p> <p>Healthy Grocery*</p> <ul style="list-style-type: none"> <li>○ \$50 per month allowance for the purchase of healthy and nutritious foods and produce. Approved items can be purchased at local approved retailers to assist members in maintaining a healthy diet to support their nutritional needs.</li> </ul> <p>Transportation: expanded non-medical transportation*</p> <p>This benefit allows for transportation to medical services by passenger car, taxi, or other forms of public/private transportation. Transportation may be used to access non-Medicare covered benefits offered by the plan, such as:</p> <ul style="list-style-type: none"> <li>○ Fitness locations in the SilverSneakers network</li> <li>○ Approved Healthy Grocery store locations</li> <li>○ Hearing aids at the hearing aid provider of your choice</li> <li>○ Chiropractic services in the health plan approved network</li> <li>○ Vision and dental services in the health plan approved network</li> </ul>



**If you have questions**, please call Blue Shield TotalDual Plan at 1-800-452-4413 (TTY: 711), 8:00 a.m. to 8:00 p.m., seven days a week. The call is free. **For more information**, visit [www.blueshieldca.com/medicare](http://www.blueshieldca.com/medicare).



Health need or concern	Services you may need	Your costs for in-network providers	Limitations, exceptions, & benefit information (rules about benefits)
			You have a combined limit of 48 one-way trips per year for non-medical transportation and VBID non-medical transportation.
	Worldwide Emergency/Urgent coverage	\$0	There is a 20% coinsurance that is waived if admitted to the hospital within one day for the same condition. There is no combined annual limit for covered emergency care or urgently needed care services outside the United States and its territories.

The above summary of benefits is provided for informational purposes only and is not a complete list of benefits. For a complete list and more information about your benefits, you can read the Blue Shield TotalDual Plan *Member Handbook*. If you don't have a *Member Handbook*, call Blue Shield TotalDual Plan Customer Service at 1-800-452-4413 (TTY: 711) to get one. If you have questions, you can also call Customer Service or visit [blueshieldca.com/medicare](http://blueshieldca.com/medicare).

## D. Benefits covered outside of Blue Shield TotalDual Plan

There are some services that you can get that are not covered by Blue Shield TotalDual Plan but are covered by Medicare, Medi-Cal, or a State or county agency. This is not a complete list. Call Customer Service at 1-800-452-4413 (TTY: 711) to find out about these services.

Other services covered by Medicare, Medi-Cal, or a State Agency	Your costs
<p>Assisted Living Waiver (ALW)</p> <p>The Assisted Living Waiver (ALW) is a Home and Community-Based Service (HCBS) waiver created for beneficiaries eligible for full scope Medi-Cal, with no share of cost, who require nursing facility level of care and wish to live in a residential care setting or in a publicly funded senior and/or disabled housing.</p>	<p>ALW participants must have sufficient funds to pay for their room and board, with some funds remaining to meet personal and incidental needs. In determining eligibility, institutional and spousal impoverished prevention rules are applied.</p>



**If you have questions**, please call Blue Shield TotalDual Plan at 1-800-452-4413 (TTY: 711), 8:00 a.m. to 8:00 p.m., seven days a week. The call is free. **For more information**, visit [www.blueshieldca.com/medicare](http://www.blueshieldca.com/medicare).

Other services covered by Medicare, Medi-Cal, or a State Agency	Your costs
<p>To be eligible to receive services, ALW participants must meet the following eligibility criteria:</p> <ul style="list-style-type: none"> <li>• Age 21 or older;</li> <li>• Have full-scope Medi-Cal eligibility with zero share of cost;</li> <li>• Have care needs equal to those of Medi-Cal funded residents living and receiving care in nursing facilities;</li> <li>• Willing to live in an assisted living setting as an alternative to a nursing facility;</li> <li>• Able to reside safely in an assisted living facility or public subsidized housing;</li> <li>• Willing to live in an assisted living setting located in one of the following counties providing ALW services: <b>Alameda, Contra Costa, Fresno, Kern, Los Angeles, Orange, Riverside, Sacramento, San Bernardino, San Diego, San Francisco, San Joaquin, San Mateo, Santa Clara, and Sonoma counties.</b></li> </ul>	



**If you have questions**, please call Blue Shield TotalDual Plan at 1-800-452-4413 (TTY: 711), 8:00 a.m. to 8:00 p.m., seven days a week. The call is free. **For more information**, visit [www.blueshieldca.com/medicare](http://www.blueshieldca.com/medicare).

Other services covered by Medicare, Medi-Cal, or a State Agency	Your costs
<p>Certain dental services</p> <p>Medi-Cal (through the Medi-Cal Dental Program) covers some dental services.</p> <p>Dental Managed Care (DMC) member contact information can be found at <a href="http://www.dental.dhcs.ca.gov/Contact_Us/DMC_Member_Contact_Information/DMCMemberContactInformation">www.dental.dhcs.ca.gov/Contact_Us/DMC_Member_Contact_Information/DMCMemberContactInformation</a>.</p> <p>For Medi-Cal Dental Fee-for-Service, contact Medi-Cal Dental at 1-800-322-6384 or visit the website at <a href="http://smilecalifornia.org">smilecalifornia.org</a>.</p>	<p>\$0</p>
<p>In-Home Supportive Services (IHSS)</p> <p>The IHSS Program will help pay for services provided to you so that you can remain safely in your own home. To be eligible, you must be 65 year of age and over, or disabled, or blind. Disabled children are also potentially eligible for IHSS. IHSS is considered an alternative to out-of-home care, such as nursing homes or board and care facilities.</p> <p>The types of services which can be authorized through IHSS are housecleaning, meal preparation, laundry, grocery shopping, personal care services (such as bowel and bladder care, bathing, grooming and paramedical services), accompaniment to medical appointments, and protective supervision for the mentally impaired. Contact Blue Shield TotalDual Plan Customer Service or Care Coordinators to see if you're eligible for these services and to get connected.</p>	<p>\$0</p>



**If you have questions**, please call Blue Shield TotalDual Plan at 1-800-452-4413 (TTY: 711), 8:00 a.m. to 8:00 p.m., seven days a week. The call is free. **For more information**, visit [www.blueshieldca.com/medicare](http://www.blueshieldca.com/medicare).


Other services covered by Medicare, Medi-Cal, or a State Agency	Your costs
<p>Multipurpose Senior Services Program (MSSP)</p> <p>The Multipurpose Senior Services Program (MSSP) Waiver provides Home and Community-Based Services (HCBS) to Medi-Cal eligible individuals who are 65 years or older and disabled as an alternative to nursing facility placement. The MSSP waiver allows the individuals to remain safely in their homes. Contact Blue Shield TotalDual Plan Customer Service or Care Coordinators to see if you're eligible for these services and to get connected.</p>	\$0
<p>Specialty mental health (SMH)</p> <p>Some mental health services are provided by county mental health plans instead of Blue Shield. These include specialty mental health services (SMHS) for Medi-Cal members who meet medical necessity rules. To learn more about specialty mental health services, the county mental health plan provides, you can call your county mental health plan. To find all counties' toll-free telephone numbers online, visit <a href="https://dhcs.ca.gov/individuals/Pages/MHPContaktList.aspx">dhcs.ca.gov/individuals/Pages/MHPContaktList.aspx</a>.</p>	\$0
<p>Substance User Disorder Services (SUD)</p> <p>The county provides substance use disorder services to Medi-Cal members who meet medical necessity rules. Members who are identified for substance use disorder treatment services are referred to their county department for treatment. To find all counties' telephone numbers online, visit <a href="https://dhcs.ca.gov/individuals/Pages/SUDCountyAccessLines.aspx">https://dhcs.ca.gov/individuals/Pages/SUDCountyAccessLines.aspx</a>.</p>	0



**If you have questions**, please call Blue Shield TotalDual Plan at 1-800-452-4413 (TTY: 711), 8:00 a.m. to 8:00 p.m., seven days a week. The call is free. **For more information**, visit [www.blueshieldca.com/medicare](http://www.blueshieldca.com/medicare).

Other services covered by Medicare, Medi-Cal, or a State Agency	Your costs
<p>Regional Centers</p> <p>Regional centers are nonprofit private corporations that contract with the Department of Developmental Services to provide or coordinate services and supports for individuals with developmental disabilities. They have offices throughout California to provide local resources to help find and access the many services available to individuals and their families. California has 21 regional centers with more than 40 offices located throughout the state that serve individuals with developmental disabilities and their families. To access the Directory of Regional Centers, go to this website: <a href="http://www.dds.ca.gov">www.dds.ca.gov</a>.</p>	\$0
<p>Prescriptions covered by Medi-Cal RX</p> <p>Some prescription drugs given by a pharmacy or provider are covered by Medi-Cal Rx, a Medi-Cal FFS program. Sometimes, a drug is needed and is not on the Contract Drug List. These drugs will need to be approved before they can be filled at the pharmacy. Medi-Cal Rx will review and decide these requests within 24 hours. To find out if a drug is on the Contract Drug List or to get a copy of the Contract Drug List, call Medi-Cal Rx at 800-977-2273 (TTY 800-977-2273 and press 5 or 711), visit the Medi-Cal Rx website at <a href="https://medi-calrx.dhcs.ca.gov/home">https://medi-calrx.dhcs.ca.gov/home</a>.</p>	\$0
<p>Certain hospice care services covered outside of Blue Shield TotalDual Plan</p>	\$0
<p>Psychosocial rehabilitation</p>	\$0
<p>Targeted case management</p>	\$0
<p>Rest home room and board</p>	\$0

## E. Services that Blue Shield TotalDual Plan, Medicare, and Medi-Cal do not cover

 **If you have questions**, please call Blue Shield TotalDual Plan at 1-800-452-4413 (TTY: 711), 8:00 a.m. to 8:00 p.m., seven days a week. The call is free. **For more information**, visit [www.blueshieldca.com/medicare](http://www.blueshieldca.com/medicare).

This is not a complete list. Call Customer Service at 1-800-452-4413 (TTY: 711) to find out about other excluded services.

Services Blue Shield TotalDual Plan, Medicare, and Medi-Cal do not cover	
Services considered not “reasonable and medically necessary,” according to Medicare and Medi-Cal standards, unless we list these as covered services.	Experimental medical and surgical treatments, items, and drugs, unless Medicare, a Medicare-approved clinical research study, or our plan covers them. Refer to Chapter 3 of your <i>Member Handbook</i> for more information on clinical research studies. Experimental treatment and items are those that are not generally accepted by the medical community.
Surgical treatment for morbid obesity, except when medically necessary and Medicare pays for it.	A private room in a hospital, except when medically necessary.
Private duty nurses	Personal items in your room at a hospital or a nursing facility, such as a telephone or television.

## F. Your rights as a member of the plan

As a member of Blue Shield TotalDual Plan, you have certain rights. You can exercise these rights without being punished. You can also use these rights without losing your health care services. We will tell you about your rights at least once a year. For more information on your rights, please read the *Member Handbook*. Your rights include, but are not limited to, the following:

- **You have a right to respect, fairness, and dignity.** This includes the right to:
  - Get covered services without concern about medical condition, health status, receipt of health services, claims experience, medical history, disability (including mental impairment), marital status, age, sex (including sex stereotypes and gender identity) sexual orientation, national origin, race, color, religion, creed, or public assistance
  - Get information in other languages and formats (for example, large print, braille, or audio) free of charge
  - Be free from any form of physical restraint or seclusion



**If you have questions**, please call Blue Shield TotalDual Plan at 1-800-452-4413 (TTY: 711), 8:00 a.m. to 8:00 p.m., seven days a week. The call is free. **For more information**, visit [www.blueshieldca.com/medicare](http://www.blueshieldca.com/medicare).

- **You have the right to get information about your health care.** This includes information on treatment and your treatment options. This information should be in a language and format you can understand. This includes the right to get information on:
  - Description of the services we cover
  - How to get services
  - How much services will cost you
  - Names of health care providers
  
- **You have the right to make decisions about your care, including refusing treatment.** This includes the right to:
  - Choose a primary care provider (PCP) and change your PCP at any time during the year
  - Use a women’s health care provider without a referral
  - Get your covered services and drugs quickly
  - Know about all treatment options, no matter what they cost or whether they are covered
  - Refuse treatment, even if your health care provider advises against it
  - Stop taking medicine, even if your health care provider advises against it
  - Ask for a second opinion. Blue Shield TotalDual Plan will pay for the cost of your second opinion visit
  - Make your health care wishes known in an advance directive
  
- **You have the right to timely access to care that does not have any communication or physical access barriers.** This includes the right to:
  - Get timely medical care
  - Get in and out of a health care provider’s office. This means barrier-free access for people with disabilities, in accordance with the Americans with Disabilities Act
  - Have interpreters to help with communication with your health care providers and your health plan
  
- **You have the right to seek emergency and urgent care when you need it.** This means you have the right to:
  - Get emergency services without prior authorization in an emergency
  - Use an out-of-network urgent or emergency care provider, when necessary



- **You have a right to confidentiality and privacy.** This includes the right to:
  - Ask for and get a copy of your medical records in a way that you can understand and to ask for your records to be changed or corrected
  - Have your personal health information kept private
- **You have the right to file a complaint or appeal a denied, delayed, or modified service, please see section G below.** This includes the right to:
  - File a complaint or grievance against us or our providers
  - Appeal certain decisions made by us or our providers
  - File a complaint with the California Department of Managed Health Care (DMHC) through a toll-free phone number (1-888-466-2219), or a TDD line (1-877-688-9891) for the hearing and speech impaired. The DMHC website ([www.dmhc.ca.gov/](http://www.dmhc.ca.gov/)) has complaint forms, Independent Medical Review (IMR) application forms, and instructions available online.
  - Ask DMHC for an IMR of Medi-Cal services or items that are medical in nature
  - Ask for a State Hearing
  - Get a detailed reason for why services were denied and ask for free copies of all the information used to make the decision

For more information about your rights, you can read the *Member Handbook*. If you have questions, you can call Blue Shield TotalDual Plan Customer Service at 1-800-452-4413 (TTY: 711).

You can also call the special Ombudsman for people who have Medicare and Medi-Cal at 1-855-501-3077, Monday through Friday, between 9:00 a.m. and 5:00 p.m., or the Medi-Cal Office of the Ombudsman 1-888-452-8609, Monday through Friday, between 8:00 a.m. and 5:00 p.m.

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## **G. How to file a complaint or appeal a denied, delayed, or modified service**

If you have a complaint or think Blue Shield TotalDual Plan improperly denied, delayed, or modified a service, call Customer Service at 1-800-452-4413 (TTY: 711). You may be able to appeal our decision.

For questions about complaints and appeals, you can read **Chapter 9** of the *Member Handbook*. You can also call Blue Shield TotalDual Plan Customer Service at 1-800-452-4413 (TTY: 711).

Contact the California Department of Managed Health Care for free help. The DMHC is responsible for regulating health plans. The DMHC helps people with appeals about Medi-Cal services or billing problems. The phone number is 1-888-466-2219. Individuals who are deaf, hard of hearing, or speech-impaired can use the toll-free TDD number, 1-877-688-9891.



**If you have questions**, please call Blue Shield TotalDual Plan at 1-800-452-4413 (TTY: 711), 8:00 a.m. to 8:00 p.m., seven days a week.

The call is free. **For more information**, visit [www.blueshieldca.com/medicare](http://www.blueshieldca.com/medicare).



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## H. What to do if you suspect fraud

Most health care professionals and organizations that provide services are honest. Unfortunately, there may be some who are dishonest.

If you think a doctor, hospital or other pharmacy is doing something wrong, please contact us.

- Call us at Blue Shield TotalDual Plan Customer Service. Phone numbers are 1-800-452-4413 (TTY: 711), 8:00 a.m. to 8:00 p.m., seven days a week.
- Or, call the Medi-Cal Customer Service Center at 1-800-541-5555. TTY users may call 1-800-430-7077.
- Or, call Medicare at 1-800-MEDICARE (1-800-633-4227). TTY users may call 1-877-486-2048. You can call these numbers for free, 24 hours a day, 7 days a week.

**If you have general questions or questions about our plan, services, service area, billing, or Member ID Cards, please call Blue Shield TotalDual Plan Customer Service:**

1-800-452-4413

Calls to this number are free. 8:00 a.m. to 8:00 p.m., seven days a week.

Customer Service also has free language interpreter services available for non-English speakers.

TTY: 711

This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.

Calls to this number are free. 8:00 a.m. to 8:00 p.m., seven days a week.

**If you have questions about your health:**

Call your primary care provider (PCP). Follow your PCP's instructions for getting care when the office is closed.

If your PCP's office is closed, you can also call Blue Shield of California Nurse Advice Line. A nurse will listen to your problem and tell you how to get care. The numbers for the Blue Shield of California Nurse Advice Line are:

(877) 304-0504

Calls to this number are free. 24 hours a day, 7 days a week.

Blue Shield TotalDual Plan also has free language interpreter services available for non-English speakers.

TTY: 711

Calls to this number are free. 24 hours a day, 7 days a week.



**If you have questions**, please call Blue Shield TotalDual Plan at 1-800-452-4413 (TTY: 711), 8:00 a.m. to 8:00 p.m., seven days a week.

The call is free. **For more information**, visit [www.blueshieldca.com/medicare](http://www.blueshieldca.com/medicare).

**If you have general questions or questions about our plan, services, service area, billing, or Member ID Cards, please call Blue Shield TotalDual Plan Customer Service:**

**If you need immediate behavioral health care, please call the Los Angeles County Access and Crisis Line:**

1-800-854-7771

Calls to this number are free. 24 hours a day, 7 days a week.

Blue Shield TotalDual Plan also has free language interpreter services available for non-English speakers.

TTY: 711

Calls to this number are free. 24 hours a day, 7 days a week.

**If you need immediate behavioral health care, please call the San Diego County Access and Crisis Line:**

1-888-724-7240

Calls to this number are free. 24 hours a day, 7 days a week.

Blue Shield TotalDual Plan also has free language interpreter services available for non-English speakers.

TTY: 711

Calls to this number are free. 24 hours a day, 7 days a week.



**If you have questions**, please call Blue Shield TotalDual Plan at 1-800-452-4413 (TTY: 711), 8:00 a.m. to 8:00 p.m., seven days a week.

The call is free. **For more information**, visit [www.blueshieldca.com/medicare](http://www.blueshieldca.com/medicare).

## We're here to help

Contact Blue Shield at (800)452-4413 [TTY: 711]

**8 a.m. to 8 p.m., seven days a week.**

Blue Shield of California is an HMO and an HMO D-SNP plan with a Medicare contract and a contract with the California State Medicaid Program. Enrollment in Blue Shield of California depends on contract renewal.

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La compañía cumple con las leyes de derechos civiles federales y estatales aplicables, y no discrimina, ni excluye ni trata de manera diferente a las personas por su raza, color, país de origen, identificación con determinado grupo étnico, condición médica, información genética, ascendencia, religión, sexo, estado civil, género, identidad de género, orientación sexual, edad, ni discapacidad física ni mental.

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