

Freedom and flexibility

# PPO Plan

This plan gives you the freedom to choose doctors and hospitals from our broad PPO network and the flexibility to seek care outside the network. You will usually pay less for services from PPO in-network providers.



## Plan highlights

- Once you've met your deductible, you pay a copayment or coinsurance for most services. You will usually pay less for services from in-network providers.
- Freedom to choose any doctor – in or out of our PPO network – for most services.
- Self-referral to specialists – no need to see your primary care physician first.
- No additional cost for Teladoc medical and mental health virtual visits or NurseHelp 24/7<sup>SM</sup> phone advice.
- Mental health benefits for help with depression, mental illness, and alcohol or substance use disorder. Some services are also available virtually.



## Learn more online

To explore the plan in more detail and search for doctors and other providers in this plan's network, visit [blueshieldca.com/prism](https://blueshieldca.com/prism) or scan the QR code.



## Get more with this plan



### Access care away from home

- **Urgent care centers**  
Ideal for care that is not an emergency but cannot be resolved virtually.
- **MinuteClinic®**  
Walk-in health care from registered nurses every day at CVS and Target.



### Get care at home

- **NurseHelp 24/7<sup>SM</sup>**  
Health advice from registered nurses at any time.
- **Teladoc**  
Doctors and mental health professionals 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 (see [blueshieldca.com/wellnessdiscounts](https://blueshieldca.com/wellnessdiscounts)).



### Manage your condition

- **Care Management**  
A dedicated healthcare team to help explain treatments and coordinate care for issues like chronic pain or diabetes.
- **Maternity support**  
Virtual pregnancy, postpartum, and return-to-work support from specialists and coaches.



We're here to help. If you have any questions, please call us at **(855) 599-2650** (TTY: 711), 7 a.m. to 7 p.m. PT, Monday through Friday.

NurseHelp 24/7 is a service mark of Blue Shield of California. Nurses do not provide medical services for treatment or diagnosis.

You may receive covered services from other network providers on an in-person basis or via telehealth, if available. Contact your primary care provider, treating specialist, facility, or other health professional to learn whether telehealth is an option. Network telehealth and in-person services are subject to the same timeliness and geographic access standards. If your plan has out-of-network benefits, they are subject to your plan's cost sharing obligations and balance billing protections.

Blue Shield of California is an independent member of the Blue Shield Association A53502-Prism\_0522