Individual Medicare Advantage Prescription Drug Plans

New and rebranded IMAPD plans and benefits changes effective January 1, 2021
Overview

Today’s focus is 2021 Medicare Advantage plans and the transfer of the Blue Shield Promise Medicare Advantage contract to Blue Shield of California.
Agenda

1. 2021 Medicare Advantage plans: added counties and benefits
2. Novation overview, advantages, Blue Shield Promise plans affected, and contracts
3. Novation claims, vendors, member impacts, website tools, and support
2021 Medicare Advantage Counties

Alameda  San Bernadino
Fresno    San Diego
Kern      San Joaquin
Los Angeles San Luis Obispo
Madera    San Mateo
Merced    Santa Barbara
Orange    Santa Clara
Riverside Stanislaus
Sacramento Ventura

**New full-service counties**
Madera   — San Luis Obispo — Santa Barbara
### Blue Shield Individual Medicare Advantage Plans

**New benefits and plans are bolded.**

*Benefits and limits vary by plan and county.*

<table>
<thead>
<tr>
<th>Plan names</th>
<th>Benefit highlights</th>
<th>Counties</th>
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</table>
| **Blue Shield 65 Plus (HMO)** | • Acupuncture*  
• Annual physical exam $0 copay  
• Chiropractic services*  
• Over-the-counter items benefit*  
• Dental  
• Hearing aids  
• Emergency response system  
• SilverSneakers® gym membership  
• Teladoc  
• Worldwide emergency care | Kern, Los Angeles, Orange, Riverside, San Bernardino, San Diego, San Luis Obispo, Santa Barbara, Ventura |
| **Blue Shield 65 Plus Choice Plan (HMO)** | • Acupuncture  
• Annual physical exam $0 copay  
• Chiropractic services  
• Dental  
• Hearing aids  
• Transportation to plan-approved health-related locations  
• Over-the-counter items benefit  
• Emergency response system  
• SilverSneakers gym membership  
• Teladoc  
• Worldwide emergency care ($10k/yr) | Riverside, San Bernardino |
| **Blue Shield 65 Plus Plan 2 (HMO)** | • Annual physical exam $0 copay  
• Dental  
• SilverSneakers gym membership  
• Teladoc  
• Worldwide emergency care ($50k/yr) | Los Angeles, Orange |
# Blue Shield Individual Medicare Advantage Plans

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<tr>
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| **Blue Shield AdvantageOptimum Plan (HMO)** | • Annual physical exam $0 copay  
• Chiropractic services  
• Acupuncture  
• Dental  
• Hearing aids  
• Transportation to plan-approved health-related locations  
• Over-the-counter items benefit  
• Emergency response system  
• SilverSneakers gym membership  
• Teladoc  
• Vision  
• Worldwide emergency care | Fresno, Los Angeles, Merced, Orange, San Joaquin, Santa Clara, Stanislaus |
| **Blue Shield AdvantageOptimum Plan 1 (HMO)** | • Annual physical exam $0 copay  
• Hearing aids  
• Transportation to plan-approved health-related locations  
• Over-the-counter items benefit  
• Emergency response system  
• SilverSneakers gym membership  
• Teladoc  
• Vision  
• Worldwide emergency care | San Diego |
| **Blue Shield AdvantageOptimum Plan 2 (HMO)** | • Annual physical exam $0 copay  
• $50 Part B premium reduction  
• Dental  
• Teladoc  
• Vision  
• Worldwide emergency care ($10k/yr) | San Diego |
## Blue Shield Individual Medicare Advantage Plans

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| **Blue Shield Coordinated Choice Plan (HMO)** | **Annual physical exam $0 copay**  
• Acupuncture  
• Hearing aids  
• Transportation to plan-approved health-related locations  
• Over-the-counter items benefit | Fresno, Los Angeles, Merced, Orange, Riverside, San Bernardino, San Diego, San Joaquin, Santa Clara, Stanislaus |
| **Blue Shield Inspire (HMO)** | **Annual physical exam $0 copay**  
• Acupuncture  
• Chiropractic services  
• Over-the-counter items benefit  
• Independence and Safe Mobility with AAA** | Alameda, Fresno, Los Angeles, Madera, Merced, Orange, Sacramento, San Joaquin, San Mateo, Santa Clara, Stanislaus |
| **Blue Shield Vital (HMO)** | **Annual physical exam $0 copay**  
• Part B premium reduction | Los Angeles, Orange, Riverside, San Bernardino |

** Not available in Los Angeles or Orange counties and eligibility criteria apply.
# Blue Shield Individual Medicare Advantage Plans

New benefits and plans are bolded. *Benefits and limits vary by plan and county.*

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<tr>
<td>Blue Shield Inspire (HMO D-SNP)</td>
<td>• Annual physical exam $0 copay</td>
<td>Fresno, San Joaquin, Stanislaus</td>
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<td></td>
<td>• Home meal delivery</td>
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<td>• Independence and Safe Mobility with AAA</td>
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<td></td>
<td>• Worldwide emergency care ($25k/yr)</td>
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<tr>
<td>Blue Shield TotalDual Plan (HMO D-SNP)</td>
<td>• Annual physical exam $0 copay*</td>
<td>Los Angeles, Orange, San Bernardino, San Diego</td>
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<tr>
<td></td>
<td>• Chiropractic services</td>
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# Blue Shield Individual Medicare Advantage Plans

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| Blue Shield Inspire (PPO)   | • Acupuncture  
• Annual physical exam $0 copay  
• Chiropractic services  
• Over-the-counter items benefit  
• Teladoc | Alameda |
# Added Medicare Advantage benefits summary

*New plans are bolded.*

*Benefits and limits vary by plan and county.*

<table>
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<tr>
<th>Plan names</th>
<th>Added benefits</th>
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</thead>
<tbody>
<tr>
<td>Blue Shield 65 Plus (HMO)</td>
<td>• Acupuncture*&lt;br&gt;• Annual physical exam $0 copay&lt;br&gt;• Chiropractic services*&lt;br&gt;• Over-the-counter items benefit*</td>
</tr>
<tr>
<td>Blue Shield 65 Plus Choice Plan (HMO)</td>
<td>• Acupuncture&lt;br&gt;• Annual physical exam $0 copay&lt;br&gt;• Chiropractic services</td>
</tr>
<tr>
<td>Blue Shield 65 Plus Plan 2 (HMO)</td>
<td>• Annual physical exam $0 copay</td>
</tr>
<tr>
<td>Blue Shield AdvantageOptimum Plan (HMO)</td>
<td>• Annual physical exam $0 copay&lt;br&gt;• Chiropractic services</td>
</tr>
<tr>
<td>Blue Shield AdvantageOptimum Plan 1 (HMO)</td>
<td>• Annual physical exam $0 copay</td>
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<td>Blue Shield Inspire (HMO)</td>
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Novation overview

**Novation** is a legal term for transferring the rights and obligations of one entity to another. We will be transferring Blue Shield Promise’s H5928 contract to Blue Shield of California.

**Currently,** we have two Medicare HMO networks each with its own plans, one for Blue Shield of California and one for Blue Shield Promise.

Novation will bring these Medicare networks and plans together under the Blue Shield of California brand.

This means Medicare Advantage plans currently offered by Blue Shield Promise under the H5928 contract in 2020 will continue to be offered in 2021, but under the Blue Shield of California brand.
Reduced brand confusion
There will be a single brand for Medicare Advantage.

More efficient
Integrated technology will provide a single member, sales, and provider experience for all Medicare Advantage products.

Full-county provider networks
Partially covered counties will expand to full-county provider networks.
Blue Shield Promise plans affected

These Blue Shield Promise Plan names are changing in 2021 to reflect the Blue Shield of California brand:

<table>
<thead>
<tr>
<th>2020 Plan Names</th>
<th>2021 Plan Names</th>
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<tbody>
<tr>
<td>Blue Shield Promise AdvantageOptimum Plan (HMO)</td>
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<tr>
<td>Blue Shield Promise TotalDual Plan (HMO D-SNP)</td>
<td>Blue Shield TotalDual Plan (HMO D-SNP) and Blue Shield Inspire (HMO D-SNP) depending on the county</td>
</tr>
</tbody>
</table>
Contracts

Existing Blue Shield Promise providers will be re-contracted with Blue Shield of California.

The Blue Shield of California Network Contracting team will provide communications as they implement new contracts.

Beginning January 1, 2021, the terms of current Blue Shield of California Medicare Advantage agreements will apply to Blue Shield of California Medicare Advantage members, including the newly transitioned members from Blue Shield of California Promise Health Plan.
Medicare Advantage claim and encounter submissions

Electronic Claims and Encounter Submission

Claims
Payer ID 94036  Change Healthcare (Emdeon)
Payer ID BS001  Office Ally

Encounters
Payer ID BS002  Office Ally
Payer ID TU042  TransUnion

Providers should contact the clearinghouse to ensure they can submit for Blue Shield of California if they currently submit only Blue Shield of California Promise Health Plan claims and encounters.

Paper Claims Submission

Medical claims
Blue Shield of California
P.O. Box 272640
Chico, CA 95927-2640

Drug claims
Blue Shield of California
P.O. Box 52066
Phoenix, AZ 85072-2066

For Medicare Advantage claim and encounter questions, call 800-541-6652.
Specialty vendors

Are there any impacts to Behavioral Health?

No. Behavioral Health will continue to be administered by Beacon Health Options.

Are there any impacts to Pharmacy?

Yes. The Pharmacy Management Vendor claims administration will move to CVS starting 1/1/21. Blue Shield of California will no longer be supporting DST Pharmacy Solutions.
Member impact

Most members will keep their Blue Shield of California Promise Health Plan primary care physician (PCP); however, eight percent of members (170) will be assigned a new PCP. Members were notified of this change by mail on October 14th.

Blue Shield Promise members will get new ID cards with Blue Shield of California logos. Members’ ID numbers will not change.
Blue Shield’s Find A Doctor directory

Patients can search for a participating physician by:

- Specialty
- Language preference
- Location

Blue Shield’s Verify Eligibility tool on Provider Connection

1. On the Eligibility & Benefits tab, click Verify Eligibility
2. Enter either the Subscriber ID or Last Name, First Name, and Date of Birth
3. Click Search
Provider education on Provider Connection

blueshieldca.com/provider.com

News and education

Click this tab to ...

- Register for webinars.
- Access training and support for the AuthAccel online authorization tool.
- View tools on topics related to you, your patients, and Blue Shield.
- Read Blue Shield news and announcements.
An independent member of the Blue Shield Association