



**Health Plan Choices:**  
Access+ HMO plan

Offered through PRISM



# Access+ HMO plan highlights

For plan details, visit [blueshieldca.com/prism](https://blueshieldca.com/prism).

With the Access+ HMO plan®, you pay a copayment for most covered services like doctor visits, urgent care and emergency care. Your primary care physician (PCP) coordinates all your care as well as refers you to specialists and hospitals within their medical group/Independent Practice Association (IPA).

When you enroll in the HMO plan for the first time, you must choose a PCP for yourself and your covered dependents. Each member of your family can choose a different physician and medical group/IPA.

## Plan features

**Coverage for students or families living apart** – The Away From Home Care® program offers students, long-term travelers, workers on long-distance assignments and families living apart access to health care from Blue Shield and Blue Cross plans across the country. The program is available in 33 states and the District of Columbia, but availability varies by county within each state. HMO benefits vary by state.

**Coverage while traveling** – You are covered for emergency and urgent care services across the United States and around the world through the BlueCard® and Blue Shield Global Core programs.

**Chiropractic and acupuncture services** – Visit any participating chiropractor or acupuncturist in the American Specialty Health Plans of California, Inc. (ASH) provider network without a referral from your PCP.

**Emergency care** – You're covered for emergency care around the world regardless of whether the provider is in your plan's HMO network.

**Mental health and substance use disorder care** – You have access to inpatient and outpatient care for issues such as depression, alcohol/substance use disorder and mental illness. You can access these services through Blue Shield's mental health service administrator (MHSA) provider network.

**Preventive care** – You have access to services defined as routine preventive care. You do not have to pay a copayment or meet the plan's deductible for these services. Visit [blueshieldca.com/preventive](https://blueshieldca.com/preventive) to learn more.

**Specialty care\*** – Access+ *Specialist*<sup>SM</sup> makes it easy to self-refer to a specialist within your medical group or IPA for a consultation.

**Urgent care** – For non-emergencies, you can receive care at an urgent care center that's affiliated with your doctor's medical group or IPA. Your cost will usually be lower than the cost for a hospital emergency room visit.

**Teladoc** – You have access to board-certified doctors and licensed mental health professionals with Teladoc's phone and online video appointments.

## Find your doctor

Go to [blueshieldca.com/networkhmo](https://blueshieldca.com/networkhmo) and select the provider you are looking for. Enter your location, then click *Continue*.

You may need your selected PCP's ID number when you enroll in the plan for the first time. To find this number, click on the doctor's name and then select *View details* under "Primary Care Physician ID."

\* To use this option, members must select a PCP who is affiliated with a medical group or IPA that is an Access+ provider group, which offers the Access+ *Specialist* feature. Members should then select a specialist within that medical group or IPA. Access+ *Specialist* visits for mental health services must be provided by a participating mental health service administrator (MHSA) network provider. For ongoing care from a specialist, you'll need to get a referral from your PCP.

# Programs and services

The following programs and services are offered with the plan(s) described in this document.

**ID protection** – Protecting your financial well-being is as important as protecting your health. This is why we offer identity protection services. These include credit monitoring, identity repair assistance and identity theft insurance.

**LifeReferrals 24/7<sup>SM</sup>** – Experienced professionals are ready to help you with personal, family and work issues at any time.

**NurseHelp 24/7<sup>SM</sup>** – Registered nurses are available to answer your health questions at any time, every day.

**Prenatal Program** – Expectant mothers get 24/7 phone access to nurses and other support during pregnancy.

**Shield Advocate** – Get support managing your health needs for a wide range of conditions from a team specially trained on the specific health benefits and programs available to you. This team can provide health counseling, answer your medical questions, help you resolve issues and more.

**Wellness discount programs** – Get help saving money and living healthier with a wide range of discount programs\* including fitness club memberships; acupuncture, chiropractic services and therapeutic massage; and eye exams, frames, contact lenses and LASIK surgery. Learn more at [blueshieldca.com/wellnessdiscounts](https://blueshieldca.com/wellnessdiscounts).

**Wellvolution®** – Achieve your health goals with Wellvolution, our digital platform for health and well-being. Wellvolution offers over 50 tested apps and programs to help you exercise more, eat healthier, prevent and reverse disease and more – at no extra cost. Visit [wellvolution.com](https://wellvolution.com) to learn more.

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

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

\* These discount program services are not a covered benefit of your Blue Shield of California, Blue Shield of California Life & Health Insurance Company or self-insured health plan, and none of the terms or conditions of the Blue Shield, Blue Shield Life or self-insured health plan apply.

The networks of practitioners and facilities in the discount programs are managed by external program administrators, including any screening and credentialing of providers. Blue Shield does not review the services provided by discount program providers for medical necessity or efficacy, nor does Blue Shield make any recommendations, presentations, claims or guarantees regarding the practitioners, their availability, fees, services or products.

Some services offered through the discount program may already be included as part of the Blue Shield plan covered benefits. Members or self-insured plan participants should access those covered services prior to using the discount program.

Members or self-insured plan participants who are not satisfied with products or services received from the discount program may use the grievance process described in their *Evidence of Coverage, Disclosure Form, Evidence of Coverage and Disclosure Form, Benefit Booklet or Certificate of Insurance/Policy*. Blue Shield reserves the right to terminate this program at any time without notice.

Wellvolution is a registered trademark of Blue Shield of California. Wellvolution and all associated digital and in-person health programs, services, and offerings are managed by Solera, Inc., a health company committed to changing lives by guiding people to better health in their communities.

## Have questions?

Get answers to your questions about the health plan(s) described in this brochure or request printed copies of plan documents.

Call Member Services: **(855) 256-9404**, 7 a.m. to 7 p.m. PST, Monday through Friday.

Visit **[blueshieldca.com/prism](https://blueshieldca.com/prism)**

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### Take us with you anywhere

Log in to our mobile app and keep your health plan at your fingertips. Our mobile app is available on the App Store<sup>SM</sup> and Google Play<sup>TM</sup>.



### Find us on social media

Follow us on Facebook at [facebook.com/BlueShieldCA](https://facebook.com/BlueShieldCA), Twitter [@BlueShieldCA](https://twitter.com/BlueShieldCA) and Instagram [@BlueShieldofCA](https://instagram.com/BlueShieldofCA) for healthy tips, daily inspiration, member info and support. It's an easy way to stay connected.



### Member confidentiality

Blue Shield protects the confidentiality and privacy of your personal and health information, including medical information and individually identifiable information such as your name, address, telephone number and Social Security number. To ensure this, Blue Shield requires a signed authorization form for you to access health information for your spouse or dependents over the age of 18.

To request an authorization form, call Blue Shield Member Services. Or, you can also download the form by going to [blueshieldca.com](https://blueshieldca.com). Just log in, select *Family Members* under "Who's Covered" and then choose *Manage Family*. Scroll to the bottom of the page to download the Authorization for Release of PHI form.

If you don't have access to the Internet, or you have questions about how Blue Shield protects your privacy and confidentiality, please call our Privacy Office directly at (888) 266-8080.

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