trio HMO

working together for our members
Wellvovation

Wellvovation is a next-generation wellness program that connects members to programs that blend socializing, fun activities and rewards.

Wellvovation Trio HMO package

Trio plans include, for subscribers age 18 and older, core services to help live healthier lives. These services include helping employees measure their well-being, addressing specific areas of concern and engaging in purposeful, daily activities.

Well-Being Assessment

This assessment goes beyond the typical health survey by measuring overall outlook, emotional and physical health, healthy behaviors, work environment and access to health/life resources.

Daily Challenge

Daily Challenge participants can have fun while doing something healthy by taking on one simple activity or “challenge” a day. They can invite friends and family to participate and share how they completed the challenge.

Diabetes Prevention Program

The Diabetes Prevention Program can help eligible members lose weight, adopt healthier habits and reduce the risk of developing type 2 diabetes. Members can find out if they qualify for this no-cost program by taking a one-minute quiz at solera4me.com/shield.

Undo it with Ornish

Wellvovation partners with select providers (UCLA Health and St. Jude Medical Center) to offer the Ornish Program for Reversing Heart Disease for eligible heart disease patients. Dean Ornish, M.D., and colleagues have published multiple clinical trials demonstrating that intensive diet and lifestyle changes can not only prevent but also reverse even severe coronary artery disease with minimal use of drugs or surgery. Visit www.ornish.com/undo-it to find out more.

Walkadoo

Walkadoo includes an easy-to-use mobile app that introduces your employees to a realistic and convenient way to add more movement to their day. Includes a wireless fitness tracker device for the subscriber at no additional charge.

QuitNet

QuitNet features online, mobile, email and SMS text support to help individuals quit tobacco.

Trio HMO offers your employees access to a network of providers that includes all specialties and levels of care. The Trio HMO provider network includes a subset of Independent Practice Associations, medical groups and affiliated physicians from our Access+ HMO network. Go to blueshieldca.com/aco for the latest information on the Trio network.
Trio HMO plans are focused on delivering quality and affordability for employees and their covered dependents, with lower premiums and lower out-of-pocket costs than most of our non-ACO commercial business, and virtually no claim forms.

Trio HMO represents our accountable care organization (ACO) collaborations between the medical group, hospital and Blue Shield – an integrated network model that creates a community of care to support improved health outcomes for Trio members and helps to reduce healthcare costs by limiting unnecessary expenses.

**Trio HMO can offer employers:**

- An alternative to further employee cost-shifting
- A high level of employee service and engagement
- Member support that can help fill a gap for employers with a small or no human resources team

At Blue Shield of California, we’ve put our powerful connections to work for employers and employees to offer high-quality, affordable health coverage worthy of our family and friends. Our Trio HMO offerings focus on delivering choice and affordability for employees and their covered dependents.

For employers who want a health plan that enables them to maintain a strong benefits program while working to control costs by reducing unnecessary expenses, Trio HMO offers an option to help limit premium increases and may help reduce the need to shift more costs to employees.

We collaborate with ACO providers to enhance care coordination and reduce duplication of healthcare services, which helps reduce costs. The savings are passed on to our customers by keeping rates down, and by reducing the annualized cost of healthcare trend to almost half of our non-ACO commercial business, depending on the region.

**Trio delivers tangible benefits to employers:**

- Lower benefit costs without shifting cost to the employee through higher deductibles and copays
- Typically lower premiums than our Access+ HMO®, estimated at 12% to 15% less, depending on the region
- Cost trends lower than our Access+ HMO or full PPO, which can bring stabilization to annual price increases
- More coordinated care for employees and families, which can translate to a faster return to work and a higher level of employee wellness and productivity, or decreased absenteeism

**Trio HMO offers a variety of plan design options**

- **Six plans** offered for small businesses off exchange (1-100)
- **21 plans** offered for large groups (101+)

**All Trio plans include:**

- White-glove member service from Shield Concierge with one phone number that members can call for help and answers to benefits- and health-related questions
- Next-generation wellness programs with Wellvolution® that seamlessly connect having fun and healthy activity
Putting members at the center

Blue Shield is committed to leveraging our robust and innovative care models to fundamentally change the healthcare delivery system.

Our ACOs are a network of doctors and hospitals that share responsibility for providing coordinated care to members while limiting unnecessary spending. They are committed to working together so members experience better coordinated, effective and efficient care, to help keep health care more affordable.

With Trio, members create their own community of care, choosing from select local doctors, hospitals and pharmacies that are right for them.

What’s best for the member

Just like a traditional HMO plan, a primary care physician (PCP) coordinates a Trio member’s care. Trio plans are designed to help:

- Link members to the right services
- Create a cross-organizational focus on members with complex needs
- Improve discharge processes and programs to reduce hospital re-admissions

The member is the focus of the ACO design. Members benefit from collaboration, more effective coordination between providers and the sharing of critical information that helps drive better overall health.

Blue Shield facilitates the relationship between providers and hospitals with the goal of providing the right care, at the right time, at the right place. ACOs are designed to reduce costs for members by eliminating unnecessary expenses without sacrificing comprehensive, quality coverage.

The member is the focus of the ACO design. The goal is to provide the right care, at the right time, at the right place.
Trio ACO HMO Network

Blue Shield’s ACO collaborations across the state are designed to deliver higher-quality care while lowering costs by reducing unnecessary expenses. Blue Shield is a recognized national leader in creating and supporting ACOs. We believe these collaborations will help us toward our goal of creating a healthcare system that is sustainably affordable while delivering access to higher-quality care and a better member experience.

As an innovator in the ACO market with more than six years of experience, Blue Shield currently provides ACO solutions to more than 340,000 Californians on our ACO platform statewide. These ACO alliances have resulted in an annualized cost of healthcare trend reduction to approximately 3%, roughly half that of our non-ACO commercial business. ACOs are central to Blue Shield’s strategy for transforming the healthcare system for our members.

Valuable Trio features

Shield Concierge

The Shield Concierge program is Blue Shield’s integrated service designed to provide a personalized service experience for members covered by Blue Shield.

Trio HMO helps reduce an employer’s administrative burden and improve member experience with one number for members to call for comprehensive white-glove service. Shield Concierge works with the member to answer benefit questions as well as provide assistance with health-related issues.

Providing a link between administrative and clinical support, Shield Concierge’s holistic team can address all aspects of care and connect members to providers and programs that are right for their unique needs.

The team consists of experienced health advocates, registered nurses, social workers, health coaches, clinical support coordinators, pharmacists, pharmacy technicians and dedicated customer service representatives.

Shield Concierge helps ease the transition of members from other health plans to Trio. It can also help members transfer their prescriptions and medical records when leaving other health plans.

Shield Concierge representatives offer extended hours from 7 a.m. to 7 p.m., Monday through Friday.

- **Small group** (1-100) members call (855) 664-5577
- **Large group** (101+) members call (855) 829-3566