

As a CalPERS Blue Shield member, you have access to Shield Concierge.



The Shield Concierge team includes healthcare experts such as registered nurses, health coaches, social workers, pharmacists, pharmacy technicians, and dedicated customer service representatives. All are committed to serving CalPERS Blue Shield members, and are available by calling just one number: **(800) 334-5847**.



Customer service representatives:

Help with benefits, coverage, billing, ID cards, doctor selection, pre-authorization and referrals.



Health coaches:

Help with disease prevention, nutrition, weight management, stress reduction and general lifestyle health. They can also help educate about prevention and management of chronic conditions such as diabetes, hypertension and stress.



Pharmacists:

Answer questions relating to medications, side effects, drug safety, costs and treatment options. They also oversee medication management programs, and provide outreach to members who may need medication advice.



Pharmacy technicians:

Provide support to our members, physicians, and pharmacies. They also coordinate between pharmacies and doctors in regard to medication prescriptions, assist with emergency authorizations, and provide information and priority services related to pharmacy-related inquiries.



Registered nurses:

Follow your condition, case or illness, answer health-related questions, and consult on many medical issues, symptoms and complications.



Social workers:

Work with individuals and families to assess the emotional and psychological well-being of members. They also help with crisis intervention, mental health referrals, and finding resources.