How the plan works

Choose your primary care physician
When you enroll in this plan, you’ll choose a primary care physician (PCP) and medical group/Independent Practice Association (IPA).

PCPs perform preventive care and treat medical conditions. They can also coordinate other health care, including referrals to specialists and hospitals within their medical group/IPA. Each member of your family can choose a different physician and medical group/IPA.

To find a PCP, use Find a Doctor at blueshieldca.com/networkhmo. Clicking in the address box next to the PCP’s name will give you the provider number and medical group/IPA number.

Give Blue Shield the name, provider number and medical group/IPA number for the PCP you choose. If the PCP is one you’ve already seen, tell Blue Shield that you’re a current patient.

If you don’t choose a PCP during enrollment, we will automatically assign one to you. If you ever need to change your PCP, call Blue Shield Member Services.

Find a network provider
You have access to providers in the Blue Shield HMO network, one of the largest HMO provider networks in the state.

1. Go to blueshieldca.com/networkhmo.
2. Select the type of provider you need.
3. Enter your location, then click Continue.

Stay covered while you travel
HMO members using the BlueCard® Program can get emergency and urgent care services across the United States and around the world. Getting urgent care with the BlueCard Program can be more cost-effective. It may also eliminate the need to pay for the services at the time you receive them.

Away From Home Care program
Designed for students, long-term travelers, workers on long-distance assignments and families living apart, the Away From Home Care® program offers flexible coverage across most of the country for extended periods of time. Call Blue Shield Member Services to find out if your family is eligible.

Have questions? Get answers.
Call Member Services at (855) 256-9404.
Visit blueshieldca.com/gusd to find providers, review medical benefits and more.
Download the Blue Shield mobile app for iPhone® or Android™ at blueshieldca.com/mobile.
Condition Management Program
Get nurse support, education and self-management tools to help treat chronic conditions. Programs are available for members with asthma, diabetes, coronary artery disease, heart failure and chronic obstructive pulmonary disease.

LifeReferrals 24/7
With LifeReferrals 24/7℠, you can call anytime to talk with experienced professionals ready to help you with personal, family and work issues. Get referrals for three face-to-face or telephone visits in a six-month period with a licensed therapist at no cost.

NurseHelp 24/7
With NurseHelp℠, registered nurses are available day or night to answer your health questions. Call or go online to have a one-on-one personal chat with a registered nurse anytime.

Prenatal Program
Expectant parents get 24/7 phone access to experienced maternity nurses. The program also offers prenatal information, including a choice of a free pregnancy or parenting book. Some materials are also available in Spanish.

Shield Support
Our case management program supports members with acute, long-term and high-risk conditions. The program includes short-term care coordination and ongoing case management. Our care team includes physicians, registered nurses, licensed clinical social workers, dietitians and pharmacists who provide support and resources to meet members’ needs.

Teladoc
Teladoc gives you around-the-clock access to board-certified doctors who are ready to treat many medical issues. With Teladoc’s convenient phone and online video appointments, you can avoid a trip to the doctor’s office. You pay only $5 each time you use Teladoc. To learn more, go to www.teladoc.com/bsc or call Teladoc at (800) Teladoc (835-2362).

ID protection and credit monitoring
Blue Shield of California offers identity protection services such as credit monitoring, identity repair assistance and identity theft insurance to our eligible medical plan members and their covered family members. These services are available at no charge to our eligible plan members. Due to current laws, members of Blue Shield Federal Employee Programs, Medicare Advantage HMO plans and Medicare Prescription Drug Plans are not eligible to receive this offer.

Wellness discount programs
Blue Shield offers a wide range of discount programs\(^2\) to help you save money and get healthier. These include discounts for Weight Watchers; membership with 24 Hour Fitness, ClubSport and Renaissance ClubSport; acupuncture, chiropractic services and massage therapy; and eye exams, frames, contact lenses and LASIK surgery. Visit blueshieldca.com/hw to learn more.

Wellvolution
Wellvolution® features easy-to-use online programs that can help you learn about your health and improve your well-being. Just go to mywellvolution.com for access to:

- **Well-Being Assessment** – Take our quick and confidential Well-Being Assessment and receive a personalized report on your overall well-being and suggestions on ways to improve your health.
- **Daily Challenge** – With Daily Challenge®, you will receive a daily email that includes suggestions for simple and fun wellness-related tasks that can help improve your well-being.
- **Diabetes Prevention Program** – The Diabetes Prevention Program can help you lose weight, adopt healthier habits and reduce your risk of developing type 2 diabetes. It’s available at no cost to members who qualify. Find out more at solera4me.com/shield.
- **QuitNet** – Get the help you need to quit smoking with encouragement and support from the largest quit-smoking community in the world. QuitNet® now includes nicotine replacement therapy (NRT) at no additional cost.
- **Walkadoo** – Walkadoo® is a get-moving tool for real people with real lives. Do what you already do: walk, run, hike or bike. Walkadoo will keep track of your activity and your goals. Simply wear a wireless device that counts your steps throughout the day. Walkadoo supports all models of Fitbit®, Jawbone and Misfit, as well as the Moves app and the Walkadoo app tracker for iPhone and Android.

\(^1\) The Away From Home Care program is not available in all areas and states. Benefits from the host plan may differ from benefits in the Access+ HMO plan.

\(^2\) These discount program services are not a covered benefit of your Blue Shield of California, Blue Shield of California Life & Health Insurance Company (Blue Shield Life) 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.

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 and Disclosure (EOC&D) form, Benefit Booklet or Certificate of Insurance/Policy. Blue Shield reserves the right to terminate this program at any time without notice.

iPhone is a trademark of Apple Inc.
Android is a trademark of Google Inc.
Daily Challenge, QuitNet and Walkadoo are registered trademarks of MYH, Inc.
The Diabetes Prevention Program is provided by Solera Health, an independent company.
LifeReferrals 24/7 and NurseHelp 24/7 are service marks, and Access+ HMO and Wellvolution are registered trademarks, of Blue Shield of California. Blue Shield and the Shield symbol are registered trademarks of the BlueCross BlueShield Association, an association of independent Blue Cross and Blue Shield plans.