

Blue Shield of California's Access+ HMO plan

If you go to the doctor often, our Access+ HMO® plan may be the most cost-effective one for you. It's affordable and predictable – fixed copays for most services, no deductibles and almost no claim forms.

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 on a doctor'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.

Get cost-saving pharmacy benefits

Our website's *Pharmacy* section has helpful information including:

Plus Drug Formulary – Our list includes brand and generic drugs. You may save money if your current medication is a preferred prescription drug.

Prescriptions by mail – If you take stabilized doses of covered medications for chronic conditions such as diabetes, you can have a 90-day supply delivered by mail. Shipping is free, and you may save on your copay.

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.¹ Call Blue Shield Member Services to find out if your family is eligible.

Have questions? Get answers.

Contact Shield Concierge at **(855) 724-7698** or CSEBA@blueshieldca.com.

Visit blueshieldca.com/cseba to find providers, review medical benefits and more.

Download the Blue Shield mobile app for iPhone® or Android™ at blueshieldca.com/mobile.

Blue Shield of California's Trio ACO HMO plan

Our Trio ACO HMO plan is an innovation in health care: the accountable care organization (ACO).

In an ACO, the focus is on you. Blue Shield works with a network of hospitals and doctors that share responsibility for coordinating care for you and your family. We work together to cover all the bases to keep you healthy.

If you go to the doctor often, our Trio ACO HMO plan may be the most cost-effective plan for you. As an HMO, it's affordable and predictable – low copays, no deductibles and almost no claim forms.



How the plan works

To enroll in our Trio ACO HMO plan, you and your eligible dependents must enroll in the same plan. You must also live or work within a Trio ACO HMO service area. Some counties may not include coverage for all ZIP codes:

Alameda	Kern	Placer	San Bernardino	San Joaquin	Santa Cruz	Tulare
Contra Costa	Los Angeles	Riverside	San Diego	San Mateo	Solano	Ventura
El Dorado	Orange	Sacramento	San Francisco	Santa Clara	Stanislaus	Yolo

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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/networktriohmo. Clicking on a doctor'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.

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Find a network provider

1. Choose *Select a Plan* at blueshieldca.com/networktriohmo.
2. Select the type of provider you need.
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MAIL SERVICE PRESCRIPTIONS

Blue Shield of California provides access to the mail service drug benefit through CVS Caremark Mail Service Pharmacy™. This offers you the convenience of receiving up to a 90-day supply of covered maintenance drugs,* delivered to your home or office, with no charge for shipping. Using mail service can save you money, too.

Ways to access your mail service pharmacy

Online

- 1 Log in to your Blue Shield member account online at blueshieldca.com/login or through the Blue Shield mobile app to access your mail service account.

Website navigation: In the top toolbar select *Be Well, Pharmacy, Pharmacy Networks*, and select *Mail service pharmacy* box.

Mobile app navigation: In the left navigation bar select *My plan*, select *RX* on the upper right, scroll down and under *Pharmacy links*, select *Mail service prescriptions*.

- 2 Send your prescription to CVS Caremark via mail. Your doctor can send eligible prescriptions electronically.
- 3 Refill your prescriptions through your mail service account. You also can enroll in the CVS Caremark Mail Service Pharmacy's automatic refill program.

Phone

- 1 Set up an account by calling **(866) 346-7200** [TTY: 711].
- 2 Send your prescription to CVS Caremark. Your doctor can send eligible prescriptions electronically, by phone at **(800) 378-5697** or via fax at **(800) 378-0323**.
- 3 Call **(866) 346-7200** [TTY: 711] to refill your prescriptions. You can also request enrollment in CVS Caremark Mail Service Pharmacy's automatic refill program.

Mail

Please keep in mind that there is a longer turnaround time when you submit your prescriptions by mail.

- 1 To set up an account, complete the mail service order form and return it by mail. You can find the mail service order forms on the portal at blueshieldca.com/pharmacy.
- 2 Send your prescription to CVS Caremark. If you already have a written prescription from your doctor for an extended-day supply, you can mail it, your applicable mail service copayment, a copy of your Blue Shield member ID card, and your mail service order form.

Continued on the next page.

* Generally, the drugs provided through mail service are drugs that you take on a regular basis for a chronic or long-term medical conditions. Note: Specialty drugs and opioids are limited to a 30-day supply.

- 3 Use the CVS Caremark refill order form included in your last medication shipment to refill your prescriptions. Mail the form, along with payment, to:

CVS Caremark
P.O. BOX 659541
San Antonio, TX 78265-9541

CVS Caremark Delivery

Please allow 10 to 14 business days to receive your covered maintenance medications from CVS Caremark. Once your prescription is on file at CVS Caremark, please allow five to eight business days to receive refills of your covered medications.

If you receive a notification that there may be a delay in the shipment of your prescription, please contact Customer Care at the number on your Blue Shield member ID card. A Blue Shield representative will assist you in obtaining a sufficient supply of medication from a local network retail pharmacy, so you are not without medication until your mail service prescription arrives. If the delay is more than 14 business days from the date the prescription was ordered from the mail service program, Customer Care can coordinate a replacement order.

Refilling your mail service prescriptions

You can choose to enroll in the CVS Caremark Mail Service Pharmacy's automatic refill program. Once enrolled, you will be notified 7 to 10 days before the prescription's refill due date. There is no cost to enroll in this program and you can opt out of this program at any time.

- **Online** – Sign in to blueshieldca.com/login.
- **By phone** – Call **(866) 346-7200**. (Members using TTY equipment can order forms by calling TTY: **711**.)

If you don't enroll in the CVS Caremark Mail Service Pharmacy automatic refill program, you can refill your mail service prescriptions online through your Blue Shield member account, by phone, or by using the CVS Caremark refill order form included in your last medication shipment and mail it along with payment to:

CVS Caremark
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San Antonio, TX 78265-9541