



Total health and wellness  
Programs and services for Blue Shield members



live happily and  
healthily ever after.



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# Get the most from your health plan

We make it easy to find the right doctor, stay covered wherever you go, and get information about your plan benefits. We even go beyond your health care to help you protect your identity.

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## Find the right doctor

Use our *Find a Doctor* tool to locate doctors, hospitals, pharmacies, and more in your plan's network:

- Log in or register at **blueshieldca.com**. After you register, make sure you log in to see your plan's network providers.
- Click on *Find a Doctor* at the top of the page.
- Select the type of provider you're looking for.

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## Stay covered while traveling

When you're outside California or out of the country, you and your family can get urgent and emergency care through the BlueCard® and Blue Shield Global Core programs. The BlueCard national network includes more than 95% of providers in the U.S. The Blue Shield Global Core network includes providers in 170 countries.

To find a provider in the U.S., visit **provider.bcbs.com** or call **(800) 810-BLUE (2583)**. To find a provider outside the U.S., visit **bcbsglobalcore.com** or call **(804) 673-1177** collect from outside the U.S.

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## Know your plan benefits

See your plan details including your copayments or coinsurance. Check your deductible and year-to-date totals. Do all this and more from your phone, tablet, or computer – anytime, day or night.

Here's how to get started:

- From your computer, register for your online account at **blueshieldca.com/register**.
- From your phone, download the Blue Shield of California mobile app on the App Store<sup>SM</sup> or Google Play<sup>TM</sup> and click *Register*.

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## Estimate your medical costs

Our Treatment Cost Estimator can give you cost estimates for common medical treatments and services. These estimates can help you budget and plan for your care.

If you are a PPO member, log in to **blueshieldca.com**. Below the dashboard, under “Popular Tasks,” click on *Treatment cost estimator*.

If you are an HMO member, log in to **blueshieldca.com**. Then, click on *My plan*. Next, scroll down to the *Tools* section, and click on *Treatment cost estimator*.

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## Safeguard your identity and your credit

Protecting your financial well-being is as important as protecting your health. This is why we offer eligible Blue Shield medical plan members\* identity protection services. These include credit monitoring, identity repair assistance, and identity theft insurance. To learn more, visit **experianidworks.com/blueshieldca**. When creating your account, you will need to provide code **BCBSCALI20**. Or, call **(866) 274-3891**, Monday to Friday from 8 a.m. to 10 p.m. and Saturday and Sunday from 10 a.m. to 7 p.m. Central time.

\* Due to current laws and regulations, members of the Blue Shield Federal Employee Program, Medicaid, Medicare Advantage HMO Plan, or Medicare Prescription Drug Plan are not eligible to receive this offer for identity protection services.



## Get care at home

You have many options for care from the comfort of your home.

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### Get health advice from a nurse around the clock

When you need answers now, call NurseHelp 24/7<sup>SM</sup>. You'll talk to a registered nurse who can answer your questions by phone or online.

Nurses can evaluate your symptoms, discuss treatment options, and determine whether you need to see a doctor. NurseHelp 24/7 can help you save time and money by avoiding unnecessary trips to the doctor's office or emergency room for non-emergency care.

To learn more, go to [blueshieldca.com/wellness](https://blueshieldca.com/wellness) and click on *Conditions & care programs*. Then, select *NurseHelp 24/7*.

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### Talk or video chat with a doctor anytime

You've got access to non-emergency medical care around the clock with Teladoc. Anytime you need to talk to a doctor, you can reach U.S. board-certified physicians by phone or face-to-face via mobile app within minutes.

Teladoc's doctors can diagnose and treat common medical conditions, such as cold and flu symptoms, and prescribe medications. To request an appointment, register at [teladoc.com/bsc](https://teladoc.com/bsc) and complete your medical history. Or, call **1-800-Teladoc (835-2362)**.

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### Schedule in-person healthcare visits wherever you are (for PPO and Trio HMO members only)

Heal<sup>TM</sup> is a service that lets you see a doctor at a time and place that's best for you. Heal doctors provide urgent care, preventive care, and more. On-demand visits are available in select locations across California.

Heal tells you how much a doctor's visit will cost before you book your appointment. For preventive care covered under your plan, you pay nothing. For more detailed cost information, please check your plan documents.

Home visits with Heal doctors are available 8 a.m. to 8 p.m. daily. To learn more or schedule a visit, go to [heal.com](https://heal.com). Or, call **(844) 644-4325**.

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### Get expert support in meeting life's challenges

Everyone can use a hand sometimes. Call LifeReferrals 24/7<sup>SM</sup> anytime and 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 counselor.

For more information, visit [lifereferrals.com](https://lifereferrals.com) and enter the access code: **bsc**. Or, call **(800) 985-2405**.

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### Save time and money with the mail service pharmacy

If you take stabilized doses of covered medications for a chronic condition such as diabetes, you can have a 90-day supply delivered through our mail service pharmacy. Shipping is free, and you may save on your copay. To learn more, visit [blueshieldca.com/pharmacy](https://blueshieldca.com/pharmacy).

\* LifeReferrals 24/7 is not available to members with Blue Shield Small Business medical plans or Federal Employee Program PPO or Federal Employees Health Benefits Program HMO plans. Check your plan's *Evidence of Coverage* or *Certificate of Insurance*, or call the customer service number on your Blue Shield member ID card, to see what your plan offers.



# Get care outside your home

You have options for care besides a regular doctor's office visit.

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## Save time and money by going to an urgent care center

Urgent care centers provide many of the same medical services as a doctor's office, often with extended hours. Staffed with qualified professionals, these centers are ideal for non-emergency care when your doctor is not available, and can save you time and money.

If you are an HMO member, before you go to an urgent care center:

- Always call your primary care physician's (PCP's) office first for instructions and help in finding the closest affiliated urgent care center.
- Make sure the urgent care center you visit is affiliated with your PCP's medical group/ Independent Practice Association (IPA), or your HMO plan may not cover the services you receive.

If you are a PPO member, you can locate a local urgent care center by going to **blueshieldca.com/find-a-doctor** and clicking on *Urgent care*.

**If you feel you are experiencing an emergency, call 911 immediately or go to the nearest emergency room.**

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## Get walk-in health care at CVS and Target (for PPO members only)

You can get non-emergency health care at CVS and Target stores across California through CVS MinuteClinic\*.

Staffed by board-certified nurse practitioners, CVS and Target offer affordable access to care seven days a week, including evenings and weekends, with no appointment needed.

You can find hours of operation and a list of services at **minuteclinic.com** and **target.com/clinic**.

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## Get your flu shot and more at a retail pharmacy

Our large network of retail pharmacies offers vaccines at no extra charge<sup>†</sup> without a prescription. You can still get vaccines at your doctor's office, instead of a pharmacy, if you prefer.

For more information, go to **blueshieldca.com/pharmacy**. Then, click on *Drug formularies*. Next, click on your group plan type (e.g., large or small group), and select *Vaccine list*. Or, call the customer service number on your Blue Shield member ID card.

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## Connect with a specialist through video technology (for PPO members only)

PPO members can use Virtual Care's interactive video technology to see leading specialists from across California. Specialist care offered at Virtual Care sites includes cardiology, neurology, and many other specialties.

For more information, go to **blueshieldca.com/virtualcare**. Or, call the Virtual Care Coordination Center at **(866) 832-8218**.

\* Retail clinics are available to Blue Shield PPO members. HMO members should check with their doctor's office before visiting a retail clinic. HMO plans may not cover the services received if the clinic is not in the medical group/IPA of the member's PCP.

† Members enrolled in an eligible non-grandfathered plan with an outpatient prescription drug benefit can receive coverage of select vaccines at a participating pharmacy at no extra cost.





# Take charge of your condition

Having a chronic condition or other health issues can be challenging. Our programs can help you.

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## Get support for a chronic, acute, or long-term condition

Get support managing your health needs for conditions such as diabetes, depression, chronic pain, cancer, and others. Services include personalized health coaching, care plan development, provider coordination, and more.

With our Shield Support program, we can help you navigate the healthcare system and access the care you need. We can also help share information among members of the team involved in your care.

Our care managers act as advocates for you and your family by:

- Identifying available treatment options
- Assisting you in making important healthcare decisions
- Coordinating your care with your healthcare providers
- Researching additional resources such as support groups and financial assistance

To learn more, go to [blueshieldca.com/wellness](https://blueshieldca.com/wellness) and click on *Conditions & care programs*. Then, select *Shield Support*.

To find out if you're eligible to enroll in Shield Support, call **(877) 455-6777**.

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## Get support before, during, and after your pregnancy

Expecting a bundle of joy? We want you and your baby to be healthy. Our Prenatal Program offers:

- A consultation with a registered dietitian to help you understand your nutritional needs before pregnancy
- Assessments at pregnancy milestones to determine if you need extra support
- Access to a 24/7 support hotline staffed by experienced nurses, and much more

To learn more, go to [blueshieldca.com/wellness](https://blueshieldca.com/wellness) and click on *Conditions & care programs*. Then, select *Prenatal program*.



# Jump-start your well-being

Feel your best every day with tools and programs to help you stay healthy.

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## Discover your proven path to better health

Wellvolution® is our all-new digital platform for health and well-being. It offers apps and programs to help you achieve your health goals – at no extra cost. You choose the areas to focus on:

- **Prevent and reverse disease** – Prevent diabetes and reverse cardiovascular disease and other conditions.
- **Eat better** – Get help with meal planning, use nutritional calculators, and lose weight.
- **Exercise more** – Get support with movement tracking, workout routines, and coaching.
- **Manage stress** – Meditate, practice mindfulness, and more.
- **Sleep better** – Track sleep patterns and enjoy relaxation exercises for better rest.
- **Quit smoking** – Get the support you need to stop smoking with nicotine replacement therapy and other methods.

## Get started with Wellvolution today:\*

1. Visit **wellvolution.com** to set up your new account (even if you've signed up before).
2. Answer a few questions about your health goals.
3. Discover the apps and programs that are right for you.

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## Learn about preventive care for you and your family

Seeing your doctor once a year for a preventive care visit can help you catch small problems before they turn into big ones. Find out what screenings, services, and immunizations we recommend for you and your family. Visit **blueshieldca.com/preventive**.

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## Save money on fitness club memberships and more

Get help saving money and living healthier with a wide range of wellness discount programs,<sup>†</sup> including Fitness Your Way™. This program gives you access to more than 800 fitness centers in California and more than 10,000 nationwide for just \$25 per month.<sup>‡</sup> The wellness discount programs also include acupuncture and chiropractic services; therapeutic massage; and eye exams, frames, contact lenses, and LASIK surgery. Learn more at **blueshieldca.com/wellnessdiscounts**.

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## Get the latest information about health and health care

Visit **blueshieldca.com** and scroll down to the “Featured articles” section. You'll find information to help you stay healthy and to better understand how health insurance works.

\* To see if you're eligible for this program, call the customer service phone number on the back of your Blue Shield member ID card.

† 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.

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, representations, 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.

‡ Taxes may apply. Individuals must be at least 18 years old to purchase a membership.



## Have questions? Get answers.

- Log in to [blueshieldca.com](https://blueshieldca.com) or the **Blue Shield of California mobile app**.
- Call the customer service phone number on your Blue Shield member ID card.

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