

Quick guide to your benefits

We're making it easy for you to understand your benefits and our wide range of health and wellness programs. Here is some information you'll need to get started.

Find information fast online

For a quick overview of your health coverage, visit the *My Health Plan* section of blueshieldca.com. Simply register and log on at any time. For more detailed information about your benefits, see your *Evidence of Coverage (EOC)* or *Certificate of Insurance (COI)*, or call us at the number on your Blue Shield member ID card.

Log on at I'm a Member to:

- Check the status of your claims
- Review your copayment and deductible amounts
- Order replacement member ID cards
- Print temporary ID cards
- Download forms

Go to Find a Provider to:

- Choose or change your Personal Physician (HMO and POS members)
- Search for a doctor, Independent Practice Association (IPA) or medical group (HMO and POS members), hospital, dentist, pharmacy, vision care, or alternative care practitioner
- Compare hospitals and medical groups according to cost and quality indicators
- Print a personalized provider directory



See other side for information on service and support on the phone

Visit the Health & Wellness section to:

- Take a wellness assessment for a personalized wellness plan with Healthy Lifestyle Rewards
- Learn about and apply online for our health management programs that are available to you
- Use our health encyclopedia to research a condition or treatment
- Research and compare treatment choices with our Treatment Option Tool
- Decide which hospital or facility offers quality and cost choice with Hospital Comparison Tool
- Save money on popular programs* such as Weight Watchers, 24 Hour Fitness, drugstore.com, ChooseHealthy for complementary/alternative healthcare providers and products, and vision services

Check the Pharmacy section to:

- Search for formulary drugs and find generic alternatives
- Find a network pharmacy
- Check for drug interactions and find information about medications
- Refill maintenance prescriptions through the mail
- Ask a pharmacist a question

Service and support on the phone

For questions about your health plan regarding:

- Benefits
- Identification cards
- Billing inquiries
- Claims
- Available services
- Locating network providers

Support is available in more than 170 languages, including Spanish, Chinese, Korean, Japanese, and Russian (some languages are available through AT&T operators)

Call the number on your Blue Shield member ID card or **(800) 200-3242, or TTY (800) 241-1823.**

HMO and POS plans: Call the number on your Blue Shield member ID card or **(800) 424-6521.**

Blue Shield of California Life & Health Insurance Company (Blue Shield Life) Customer Service (for plans underwritten by Blue Shield Life, including Shield Spectrum PPO Savings Plus plans, Active Choice plans, and PPO 3000 plans, and other Blue Shield Life plans): **(888) 852-5345** Monday through Thursday, 8 a.m. to 5 p.m., Friday, 9 a.m. to 5 p.m.

Dental member services

HMO **(800) 585-8111**; PPO **(888) 702-4171**, Monday through Friday, 5 a.m. to 8 p.m.

Life and Accidental Death and Dismemberment (AD&D) insurance

(888) 800-2742; fax **(800) 329-2742**, Monday through Friday, 9 a.m. to 5 p.m.

Vision Member Services

(877) 601-9083, Monday through Friday, 8 a.m. to 5 p.m.

Spanish-speaking Member Services

Call the number on your Blue Shield ID card or **(800) 248-5451**, Monday through Thursday, 8 a.m. to 5 p.m., Friday, 9 a.m. to 5 p.m.

Pharmacy Services

Prior authorization required for some drugs

Your provider should call **(800) 535-9481** for prior authorizations. Monday, Wednesday, Thursday, and Friday 8:30 a.m. to 5 p.m., Tuesday, 8:30 a.m. to 4 p.m.

Mail service pharmacy

For maintenance medications

(866) 346-7200, TTY **(866) 346-7197**

NurseHelp 24/7SM

Fast answers to your health questions from registered nurses

(877) 304-0504, 24 hours a day, seven days a week

LifeReferrals 24/7SM

Experts to help you handle life situations

(800) 985-2405, 24 hours a day, seven days a week

Blue Shield's mental health service administrator (MHSA)

HMO, PPO, and POS plans: **(877) 263-9952**;
Blue Shield Life plans: **(877) 214-2928**; Claims: **(877) 263-9952**

American Specialty Health Plans of California (ASH Plans)

Questions about chiropractic and acupuncture benefits and services

HMO and POS plans: **(800) 678-9133**

BlueCard[®] Program

For access to providers when traveling

(800) 810-BLUE (2583)

* These discount program services are not a covered benefit of Blue Shield health plans, and none of the terms or conditions of Blue Shield health plans apply.

The network of practitioners and facilities in the discount programs are managed by the external program administrators identified below, 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 health plan covered benefits. Members should access those covered services prior to using the discount program.

Members who are not satisfied with products or services received from the discount program may use Blue Shield's grievance process described in the Grievance Process section of the *Evidence of Coverage* or *Certificate of Insurance/policy*. Blue Shield reserves the right to terminate this program at any time without notice.

Discount programs administered by or arranged through the following independent companies:

- ChooseHealthy's affinity discount program – American Specialty Health Networks Inc. (ASH Networks)
- Vision program – MESVision
- Weight control – Weight Watchers North America
- Fitness facilities – 24 Hour Fitness
- Health products (excluding prescription drugs) – drugstore.com Inc.
- LASIK – Laser Eye Care of California LLC (within California) and TLCVision (USA) Corporation (outside California)