

Shield Concierge

As a CCPOA Medical Plan member, you have access to Shield Concierge and its team of healthcare professionals, including:

-  **Representatives** to help you find network providers and understand your coverage, benefits, and claims.
-  **Registered nurses** to offer health counseling and help you make appointments for care.
-  **Pharmacists** to answer questions about medications, side effects, drug safety, costs, and treatment options.
-  **Pharmacy techs** to coordinate prescription drugs between doctors and pharmacies. They can also assist with emergency prescription authorizations.
-  **Health coaches** to help you hit nutrition, weight management, and stress-reduction goals.
-  **Social workers** to assess your emotional and psychological well-being and provide crisis-intervention, substance-abuse, and mental health referrals.

Explore your plan’s programs and services

- **Member health record** – View your doctor’s visits, lab results, prescriptions, and more in one secure place.
- **Care Management program** – Get support from a dedicated healthcare team. They can help explain treatments and coordinate care for issues like chronic pain or diabetes – at no extra cost.
- **Mental health resources** – Tap into CredibleMind, our mental health website which offers support such as tips, assessments, articles, videos, and podcasts. Visit blueshieldca.crediblemind.com to learn more.
- **Maternity program** – Virtual pregnancy, postpartum, and return-to-work support from specialists and coaches.
- **Wellness discount programs** – Save money on vision exams, fitness club memberships, massage services, and more. See blueshieldca.com/wellnessdiscounts for details.
- **Wellvolution®** – Achieve your health goals with personalized digital programs to support weight loss, diabetes management, mental health, and more – at no extra cost.

Scan the QR code to learn more about your benefits



blueshieldca.com/ccpoa-welcome



Welcome

Get started with your new CCPOA Medical Plan: The EPO Basic Plan



¹ Does not apply if hospitalized or kept for observation - if admitted, \$100 per admission fee will apply.

LifeReferrals 24/7 and NurseHelp 24/7 are service marks of Blue Shield of California.

Wellvolution is a registered trademark of Blue Shield of California. Wellvolution and all associated digital and in-person health programs, services, and offerings are managed by Solera, Inc. These 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. Blue Shield reserves the right to terminate this program at any time without notice.

Your network providers may offer telehealth and in-office services. Contact your primary care provider, treating specialist, facility, or other health professional to learn whether telehealth is an option. Network telehealth and in-person services are subject to the same timely access to care standards. If your plan has out-of-network benefits, they are subject to your plan’s cost-sharing obligations and balance billing protections.

Blue Shield of California is an independent member of the Blue Shield Association
A50191GRP-CCPOA_0925

Welcome to your new CCPOA Medical Plan: The EPO Basic Plan

Review your Blue Shield member ID card

Make sure your information is accurate. If you need to change your primary care physician (PCP), call Shield Concierge at the phone number on your ID card.

Register for 24/7 access to your health plan information

Visit blueshieldca.com/ccpoa-welcome and select *Login/Register* to create your online account.

Get to know Shield Concierge

One call to Shield Concierge connects you to a dedicated team of experts ready to answer your benefit and health-related questions. Shield Concierge is available at **(800) 257-6213 (TTY: 711)**, 7 a.m. to 7 p.m. PT, Monday through Friday.

Find network providers

Visit blueshieldca.com/ccpoa-welcome to search for PCPs, specialists, mental health providers, hospitals, pharmacies, and more within Blue Shield’s full PPO network.

Care when you need it

Get care at home

- **Teladoc Health** – Speak with doctors and mental health professionals by phone or video.
- **NurseHelp 24/7SM** – Receive health advice from registered nurses at any time by calling **(877) 304-0504**.
- **LifeReferrals 24/7SM** – Access round-the-clock support from experts for personal, family, and work issues by calling **(800) 985-2405**.

Get care outside your home

- **Urgent care** – Visit urgent care centers when your doctor is not available, saving you time and money compared to an emergency room visit.
- **Care while traveling** – Access urgent and emergency care around the world.

Your pharmacy benefits

- **Know what’s covered** – Search the online drug formulary for covered brand-name and generic drugs.
- **Save with 90-day refills** – Get a 90-day supply of covered maintenance drugs for less. Available from select retailers or the mail-service pharmacy.
- **Flu shots and more** – Get flu shots and other preventive vaccines at network pharmacies.

Your medical benefits at a glance

For complete details about your benefits, please see your *Evidence of Coverage* (EOC) at blueshieldca.com/ccpoa-welcome.

| | |
|---|--|
| Member/family calendar-year deductible | None |
| Medical benefit calendar-year out-of-pocket maximum | Member: \$1,500 Family: \$4,500 |
| Primary care office visit | \$15/visit |
| Specialist care office visit | \$15/visit |
| Preventive health exam | No charge |
| Immunizations | No charge |
| Teladoc medical doctor video or phone consultation | \$0/call |
| Urgent care | \$15/visit |
| Infertility testing and treatment | 50% of allowable amount |
| Chiropractic services | \$15/visit |
| Ambulance services | No charge |
| Emergency care | \$75/visit ¹ |
| Inpatient hospital services | \$100/admission |
| Outpatient hospital services | No charge |
| Mental health inpatient services | \$100/admission |
| Mental health office visit | \$15/visit |