

CCPOA Medical Plan

benefits that work
as hard as you do.



Welcome, CCPOA member!

Thank you for choosing the CCPOA Medical Plan. We encourage you to read your *Evidence of Coverage* (EOC) available for review at **ccpoabtf.org**, which contains all the details of your health plan. We've also created this plan brochure to make it easier for you to learn about all the programs, services, and resources available to you, along with the relevant links and phone numbers you'll need.

Here's what you can find on the following pages:

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Getting started

Follow these steps to get started with your CCPOA Medical Plan:

1. Register online at blueshieldca.com.

Just click on *Log in* or *Register* and enter your member ID number and birth date. This will give you access to your most current health plan information, show highlights of your benefits, help you search for doctors in our networks, and much more.

Take us with you anywhere. Download the Blue Shield mobile app and keep your medical plan information at your fingertips. Access *Find a Doctor*, your ID card, benefits details such as your copayment, and contact links to Blue Shield for answers to your questions. The app is available on the App StoreSM and Google PlayTM.

2. Review your member ID card.

You will receive your CCPOA Medical Plan member ID card in the mail. Make sure to review your new ID card carefully and check that your information is correct. Be sure to replace your old health plan ID card with your new one.

Your CCPOA Medical Plan ID card is an important part of accessing your health care, so please keep it with you at all times. You will need to present this card anytime you receive covered care or fill a prescription within our network. You can also register at blueshieldca.com to have access to your ID card on the Blue Shield mobile app anytime, anywhere.

How to get additional copies of your ID card: If you need to make changes to your ID card or would like additional ID cards, please contact your dedicated Blue Shield Shield Concierge team at **(800) 257-6213**, or go to blueshieldca.com and click on *Log In* or *Register*. After you register or log in, click your profile icon on the top right of the screen and select *ID Card*.

3. Review the *Evidence of Coverage (EOC)* booklet for the CCPOA Medical Plan that you can find on ccpoabff.org.

Your EOC contains all the details about your health plan. If you need a printed EOC, you can call the Shield Concierge team at **(800) 257-6213** to have one sent to you.

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Accessing care

General care

As a CCPOA Medical Plan member, you must select a primary care physician (PCP). You will access most of your healthcare services through your PCP and pay your copayment amount. When you need preventive care, such as routine checkups and immunizations, or other non-urgent care, you should call your PCP to make an appointment. To see which preventive services are covered under your CCPOA Medical Plan, refer to your EOC booklet located at ccpoabff.org.

You have no copayment for preventive services.

You and your dependents have the option to choose different PCPs and medical groups. It's easy to search for a PCP or find out if your current doctor is in the Blue Shield network. Just follow the steps on page 6.

Changing your PCP: If you would like to change your PCP, you can do so anytime for any reason. Simply log in to blueshieldca.com, scroll down to *Primary care physician* and select *Change PCP*. Or, you can call your dedicated Blue Shield Member Services team at **(800) 257-6213** to let them know your choice. In most cases, the change will be effective on the first day of the month following your request.

Self-referrals for specialty care

If you feel you need to see a specialist, such as a dermatologist or cardiologist, you should discuss this with your PCP. Your PCP knows your medical history and is responsible for the overall coordination of your care.

If your PCP participates in our Access+ *Specialist*SM program, you may go directly to a specialist in your PCP's medical group or Independent Practice Association (IPA) without a referral for a slightly higher copayment. Medical groups and IPAs that participate in the Access+ *Specialist* program are designated with an A+ in our online and printed directories, and on your CCPOA Medical Plan member ID card. You can also call your dedicated Blue Shield Member Services team to find out if a medical group or IPA is an Access+ *Specialist* participant. For program details, please refer to your EOC booklet, which you can access at ccpoabff.org.

Women may self-refer to an OB/GYN in their PCP's medical group or IPA for an annual gynecological exam or other OB/GYN services. The Access+ *Specialist* self-referral fee does not apply, and it will cost only the usual office visit copayment.

Although you may self-refer to specialists in your PCP's medical group, you will have a lower copayment if you get a referral from your doctor first.

Accessing care (continued)

Chiropractic care

Your CCPOA Medical Plan includes chiropractic benefits for a \$15 copayment per visit. Please note that there is a 20-visit maximum per calendar year, and services must be provided by an American Specialty Health Plans of California participating provider. To locate a participating provider, go to blueshieldca.com/ccpoanetwork and select *Alternative Care*.

Urgent care

Urgent care is appropriate when a condition requires prompt medical attention – usually within 24 hours – to avoid complications and unnecessary suffering. If you require urgent care, you should contact your PCP, who is responsible for providing or arranging your overall care. To find an urgent care center near you, log in to your account at blueshieldca.com, or go to blueshieldca.com/ccpoanetwork and select *Urgent Care*.

Urgent care centers are a convenient alternative when your PCP is not available. Urgent care centers treat patients with conditions that need immediate attention but are not life-threatening. And your copayment will be lower than at the emergency room.

Coverage while traveling

Through the BlueCard® Program, you and your eligible family members will have access to care across the United States and to urgent care around the world. You can locate a BlueCard provider at any time by calling **(800) 810-BLUE (2583)** or by going to the *Find a Doctor* section of blueshieldca.com.

We recommend bringing a list of BlueCard providers to your travel destination. You should always travel with your CCPOA Medical Plan member ID card because it contains information that a BlueCard provider will need.

For more information on which services are covered, please see your EOC, which you can access at ccpoabtf.org.

Emergency care

Wherever you are, if you reasonably believe that you have an emergency medical condition or mental health condition that requires an emergency response, you should seek care at the nearest medical facility. **We encourage you to call 911 when appropriate.**

Remember, you are covered for emergency care anywhere in the world, and the higher copayments associated with non-preferred hospitals do not apply to emergency care. You should contact your PCP as soon as reasonably possible after receiving emergency care. If you require any follow-up care, make sure it is coordinated by your PCP.

Teladoc

Teladoc gives you access to a national network of U.S. board-certified doctors who are available on demand, 24/7/365, to treat many of your medical conditions such as coughing, sore throat, flu, sinus problems, and more. You can also speak to licensed therapists, psychiatrists, and mental health professionals who can help you manage addiction, depression, stress, and more.

Teladoc does not replace your PCP, but it offers a convenient alternative to visiting urgent care or the ER. All you need to do is complete your member history via online or phone,* and request a consultation, Teladoc is available to you for \$0 copayment.

Setting up your account

Complete the steps below so you can receive immediate care the first time you call.

1. Visit blueshieldca.com and click *Log in* or *Create account*.
2. Create or log in to your blueshieldca.com account and scroll down and click on *Request a consult*.*
3. Talk to a doctor or mental health professional by calling (800)-Teladoc (835-2362) or through a video consultation by visiting blueshieldca.com/teladoc.

* Please remember that before you can access the services, you must complete a Medical History Disclosure (MHD) form. The MHD form can be completed at no charge online at Teladoc's website, or can be printed, completed, and mailed or faxed to Teladoc.

Finding a doctor

When you enroll as a CCPOA Medical Plan member, you'll need to select your primary care physician (PCP).

1. Find a doctor.

You can go online to choose your PCP or to see if your current doctor is a CCPOA Medical Plan PCP.

1. For the CCPOA Medical Plan (Access+ HMO®), go to **blueshieldca.com/ccpoanetwork**.
2. Select the type of provider you need.
3. Enter your city and state or ZIP code, then click *Continue*.
4. You can narrow your search by location, gender, and language by clicking on *Filter & Sort*.

If you register for an online account at **blueshieldca.com**, you'll automatically be directed to the CCPOA network of doctors when you log in and click on *Find a Doctor*. Then, you can narrow your search by provider type or location.

If you don't have access to the internet or have difficulty using the site, call your dedicated Blue Shield Member Services team at **(800) 257-6213** for help finding a provider or to get a printed directory of network providers. You can also contact CCPOA BTF member services at **(800) IN-UNIT-6** or **(800) 468-6486** for additional assistance.

2. Check to make sure the provider you choose is accepting new patients.

It's always best to call the doctor's office and ask about becoming a new patient.

3. Let us know of your new selection.

You can do this by logging in to the *Dashboard* section of blueshieldca.com, scrolling down to *Primary care physician*, then selecting *Change PCP*. You may also get help by calling your dedicated Blue Shield Member Services team at **(800) 257-6213**.

4. Make an appointment with your new doctor.

We highly recommend that you don't wait until you get sick to meet your PCP. Call your PCP to schedule a new-patient appointment as soon as possible. Your PCP needs to get to know you and your medical history.

For easy-to-understand tutorials on how to use the *Find a Doctor* tool, visit blueshieldca.com/WatchFindADoctor

Filling a prescription

1. Find out if a medication is on our formulary.

The Blue Shield Drug Formulary is a comprehensive list of drugs. To find out whether a drug is included on the formulary, whether a brand-name drug has a generic equivalent, and whether a drug has coverage restrictions, go to [blueshieldca.com](https://www.blueshieldca.com), click on *Be Well*, then *Pharmacy*, and select *Drug Formularies*. For drugs that are not in the formulary, check your EOC, which you can find on [ccpoabif.org](https://www.ccpoabif.org), to see if you are covered for non-formulary drugs at a higher copayment.

If you don't have access to a computer, contact your dedicated Blue Shield Member Services team at **(800) 257-6213**. You can also contact CCPOA BTF member services at **(800) IN-UNIT-6** or **(800) 468-6486** for additional assistance.

2. Locate a network pharmacy and fill your prescriptions.

Visit [blueshieldca.com/ccpoanetwork](https://www.blueshieldca.com/ccpoanetwork), then select *Pharmacies*. Go to a network pharmacist and present your prescription and your CCPOA Medical Plan member ID card to receive up to a 30-day supply of covered medications.

3. Save money with generic equivalents.

It's important to note that your copayment is higher for brand-name drugs than for their generic equivalents. And if you request a brand-name drug when a generic is available, you are responsible for paying the cost difference, as well as the generic copayment for your plan. If your prescription is for a brand-name drug that has no generic, you will be responsible only for paying the formulary brand-name or non-formulary brand-name copayment as specified in your EOC.

Deductible for active members

For active members, benefits for covered brand-name prescription drugs are subject to a \$50 deductible per member each calendar year. After the first two members in a family have satisfied their deductible, the remaining family members' prescription drug purchases may be combined to satisfy the remaining deductible.

When a family has satisfied the \$150 family deductible, all covered brand-name prescription drugs are covered at the copayment amounts specified in your EOC. This deductible does not apply to generic prescriptions.

Mail service prescriptions

If you take a particular drug for a chronic condition, such as diabetes or high blood pressure, you may be able to get your prescriptions by mail through CVS Caremark®. Members who take stabilized doses of covered long-term maintenance medications can order refills by mail of up to a 90-day supply. You may save money on your copayment and there is no charge for shipping.

After ordering your initial maintenance drug prescription, you can order refills by going to blueshieldca.com/pharmacy and selecting *Mail Service Pharmacy*. If you prefer to renew your prescription by phone, you can call our mail service pharmacy at **(800) 966-5772** [TTY: **711**].

Additional pharmacy resources

At blueshieldca.com/pharmacy, you have access to a wide range of pharmacy resources.

- **Member resources:** Learn more about Blue Shield pharmacy benefits and how to use them.
- **Frequently asked questions:** Get answers to questions about pharmacy services provided by Blue Shield.

Online tools and resources

You can take full advantage of our wide range of online tools and resources, available 24/7. Please take a moment to register now at blueshieldca.com.

Once you are registered, you will have access to the most current information on your health benefits and our network providers. You can look up information about your prescriptions, view discounts and health programs, and much more.

It's easy to register online at blueshieldca.com. You will need:

- An email account
- Your CCPOA Medical Plan ID card, which has your subscriber number

If you have trouble registering or accessing a page on the website, please call the Web Help Desk at **(800) 393-6130**.

What you can do online

Explore your benefits

After you've logged in, you will find the following information:

- **My plan** – This section provides you with an overview of the eligibility and coverage effective dates for you and your family members for your medical plan.
- **Benefits** – Choose this section to review the details of your benefits, organized by category.
- **Claims** – Check claims status and view details, as well as sign up for email claim alerts.
- **Help & support** – Here you can find additional information to help you manage your benefits, such as:
 - **Forms** – Download forms including medical claims, pharmacy, Personal and Health Information Release, and grievance.
 - **Glossary** – Read the definitions of important terms like "copayment maximum," "deductible," "billed amount," and more.
 - **Contact us** – Send an email or call us to get your questions answered.

Shield Concierge

To help you get the best out of your benefits, you have access to one-on-one support from our Shield Concierge team of healthcare experts who can support your various needs by answering your questions about plan coverage, doctor selection, claims, ID cards, pre-authorization, and referrals.

Shield Concierge is available to assist you at **(800) 257-6213**, Monday through Friday, 7 a.m. to 7 p.m.

Extra services and support

Mental health care

Whenever you need non-emergency mental health care, you can call Blue Shield's mental health service administrator (MHSA) at **(877) 263-8827** so they can direct you to a network provider.

You can find Blue Shield's MHSA provider online by going to blueshieldca.com/ccpoanetwork. Next, select *Mental Health*. Once you've selected a provider, you'll still need to call Blue Shield's MHSA for authorization at **(877) 263-8827**.

Telebehavioral Health

Access a mental health or substance use disorder provider wherever you are. Use this easy, convenient, and secure way to speak with your clinician by using a browser on your smartphone, tablet, or computer – all within the privacy of your own home. Telebehavioral Health providers can help with stress, anxiety, depression, grief, panic attacks, and stress from coping with an illness.

Hospital care

Your primary care physician (PCP) will arrange for your admission to a hospital when you need inpatient hospital care. If you need surgery or other hospital treatment on an outpatient basis, your PCP will make those arrangements for you as well.

If you need to be hospitalized for mental health care, Blue Shield's MHSA will make those arrangements. For more information, call Blue Shield's MHSA at **(877) 263-8827**.

Away From Home Care

Away From Home Care® offers students, long-term travelers, workers on long-distance assignments, and families living apart access to health care from Blue Shield and Blue Cross plans across the country. Coverage offered by the host plan typically includes preventive care, physician office visits, hospitalization services, immunizations, surgery, and more. To learn more about Away From Home Care and whether your family is eligible, call your dedicated Blue Shield Member Services team number on your CCPOA Medical Plan member ID card. Please note that Away From Home Care is not available in all areas and states.

NurseHelp 24/7

Talk to a registered nurse anytime, day or night, to get answers to your health-related questions with NurseHelp 24/7SM – for no additional charge.

Just call **(877) 304-0504** or TTY: **(800) 255-2880**. You can also chat online with a registered nurse by registering at [blueshieldca.com](https://www.blueshieldca.com), going to the *Help & support* section and then clicking on *NurseHelp 24/7*.

LifeReferrals 24/7

With LifeReferrals 24/7SM, you get convenient support on a wide variety of topics to assist you with personal, family and work issues. For personal issues like relationship problems and grief, you can talk to trained counselors and set up face-to-face sessions with licensed therapists. If you have legal or financial questions, you can consult with an attorney or financial professional. All services are confidential and available at no extra cost. Call toll free anytime, day or night, at **(800) 985-2405**.

Shield Support

Get help 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. For more information, call **(877) 455-6777**, Monday through Friday, 8 a.m. to 5 p.m.

Prenatal Program

This program gives expectant parents 24/7 access to experienced maternity nurses as well as prenatal information, including a popular pregnancy or parenting book at no additional cost. Our helpful pregnancy and childbirth education program gives practical advice and useful information from the first trimester to long after the baby comes home. Visit [blueshieldca.com/prenatal](https://www.blueshieldca.com/prenatal) for more information.

Health and wellness, plus discounts

Wellvolution

Achieve your health goals with Wellvolution®, our digital program that is personalized to your needs and lifestyle. Wellvolution will recommend scientifically-backed apps and programs that you can access at no extra cost designed to help you:

- Prevent and reverse disease
- Manage stress
- Sleep better
- Eat healthier
- Move more
- Ditch cigarettes

Visit wellvolution.com to set up your new account (even if you've signed up before).

Wellness discounts

Your wellness is important to us. To make it easier for you to take better care of yourself, we offer a wide range of Blue Shield member discounts on popular programs¹ that can help you save money and get healthier. Visit blueshieldca.com/wellnessdiscounts for details.

Diet and exercise

Weight management programs

Lose those extra pounds and keep them off through nationally recognized diet and lifestyle change programs.

- Get access to weight management programs at no extra charge when you enroll in our Wellvolution Diabetes Prevention Program.
- Get healthy and feel good on your own terms with Fitness Your Way™. This program gives you access to more than 800 fitness centers in California for just \$25/month*.

Access+ Specialist, LifeReferrals 24/7, and NurseHelp 24/7 are service marks of Blue Shield of California. Access+ HMO is a registered trademark 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., a health company committed to changing lives by guiding people to better health in their communities. Tivity Health, Inc. is an independent vendor that provides solutions to improve health and well-being. Fitness Your Way and Tivity Health are trademarks or registered trademarks of Tivity Health, Inc. Tivity Health is solely responsible for the service provided above. All other brand names, product names, registered trademarks, or trademarks belong to their respective holders. © 2020 Tivity Health, Inc. All rights reserved.

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

Everyday choices for healthy living

Fitness and exercise

- Get access to a robust nationwide network of more than 10,000 fitness locations, which you can use at any time and as often as you choose.
- Facilities include a variety of equipment for cardio, swimming/saunas, strength training, and group exercise classes.

Health and lifestyle discounts

- Save on popular health and fitness products, providers, and services.

Health and wellness

Alternative Care Discount Program

Relax and save 25% off usual and customary fees on alternative healthcare services from participating practitioners with American Specialty Health Group, Inc. (ASH Group).

- Acupuncture services
- Chiropractic services fees
- Massage therapy
- Health and wellness products – Browse and purchase a broad selection of health improvement and wellness products, fulfilled by an e-retail site.

Health and wellness, plus discounts *(continued)*

Discount vision programs

Discount Provider Network²

All Blue Shield members can save 20% on the following services and materials at participating providers, whether or not you have vision care benefits through Blue Shield. Access participating providers on the *Find a Doctor* page at blueshieldca.com/ccpoanetwork.

- Routine eye exams
- Frames and lenses (including photochromic)
- Tints and coatings
- Extra pair of glasses
- Non-prescription sunglasses
- Hard contact lenses

MESVision Optics

MESVisionOptics.com features competitive prices on many contact lens brands³ as well as a selection of sunglasses, reading glasses, and eyecare accessories.

- Anyone can order discounted contact lenses, sunglasses, readers, and accessories. Blue Shield vision plan members can apply their eligible benefits to reduce their out-of-pocket cost for contact lenses.
- MESVision Optics stocks all major brands and types of contact lenses at a reduced price from other online retail sellers.
- Every lens is shipped in safe, sealed containers and is guaranteed to be the exact lens prescribed by your doctor.
- Free shipping is available for all orders over \$50.

QualSight LASIK

Save on LASIK surgery at more than 45 surgery centers in California.

- Members in California receive a 20% discount off providers' usual and customary fees on traditional and custom LASIK surgery.
- Services include pre-screening, a pre-operative exam, and postoperative visits.
- Call (877) 437-6110 to find out if you are a potential candidate for this life-changing procedure today or visit qualsight.com/-lasikca.

NVISION Laser Eye Centers

As a Blue Shield member, you are entitled to a 15% discount from NVISION Laser Eye Centers.

- NVISION Laser Eye Centers has some of the most experienced surgeons in the world, with offices in Southern California and Sacramento.
- Use your flexible spending account or ask about affordable financing options.
- Call NVISION at (877) 91-NVISION, or (877) 916-8474, or go to [NVISIONcenters.com](https://www.nvisioncenters.com) to find a provider or learn more about whether LASIK is right for you.

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

Discount program services are available to all members with a Blue Shield medical, dental, vision, or life insurance plan. The networks 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 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:

- Alternative Care Discount Program – American Specialty Health Systems, Inc. and American Specialty Health Networks, Inc.
- Discount Provider Network and [MESVisionOptics.com](https://www.MESVisionOptics.com) – MESVision
- Weight control – Weight Watchers North America
- LASIK – Laser Eye Care of California, LLC; QualSight, Inc.; and NVISION Laser Eye Centers

Note: No genetic information, including family medical history, is gathered, shared, or used from these programs.

2 The Discount Provider Network is available throughout California. Coverage in other states may be limited.

3 Requires a prescription from your doctor or licensed optical professional.

Filing a grievance

Blue Shield of California has established a grievance procedure for receiving, resolving, and tracking members' grievances with Blue Shield. The process includes steps for expedited decisions, external independent medical review, and members who are terminally ill.

You, your provider, or a representative on your behalf can contact your dedicated Blue Shield Member Services department by telephone, by letter, or by completing a Grievance Form. For questions, call the Blue Shield Member Services team at the number listed on your member ID card. You can also submit a grievance online by logging in to our website, [blueshieldca.com](https://www.blueshieldca.com), and clicking on *Help & Support*, selecting *All Forms*, then *Grievance*.

We will acknowledge receipt of your grievance within five days and will resolve your grievance within 30 days. The grievance system allows members to file grievances for at least 180 days following any incident or action that is the subject of the member's dissatisfaction.

For mental health or substance use disorder grievances, contact Blue Shield's MHSA at **(877) 263-8827**. You can also submit a mental health or substance use disorder grievance online by logging in to our website, [blueshieldca.com](https://www.blueshieldca.com), clicking on *Help & Support*, selecting *All Forms*, then *Grievance*.

To find out more, please call your dedicated Member Services team or refer to your EOC booklet.

If you have any questions about the services you received from Blue Shield or one of its providers, call your dedicated Member Services team at **(800) 257-6213**.

Your right to privacy

Blue Shield of California protects the confidentiality and privacy of your personal and health information. Personal and health information includes both medical information and individually identifiable information, such as your name, address, telephone number, and Social Security number. We will not disclose this information, except as permitted by law.

If you have any questions about how Blue Shield protects your privacy or confidentiality, please view the Blue Shield of California privacy policy by going to our website, [blueshieldca.com](https://www.blueshieldca.com). If you have questions or disagree with a decision Blue Shield has made about your personal and health information, you may contact our Privacy Office at:

Blue Shield of California Privacy Office
P.O. Box 272540
Chico, CA 95927-2540

Toll-free: **(888) 266-8080**

Email: BlueShieldCA_privacy@blueshieldca.com

Blue Shield of California complies with applicable state laws and federal civil rights laws, and does not discriminate on the basis of race, color, national origin, ancestry, religion, sex, marital status, gender, gender identity, sexual orientation, age, or disability.

Blue Shield of California cumple con las leyes estatales y las leyes federales de derechos civiles vigentes, y no discrimina por motivos de raza, color, país de origen, ascendencia, religión, sexo, estado civil, género, identidad de género, orientación sexual, edad ni discapacidad.

Blue Shield of California 遵循適用的州法律和聯邦公民權利法律，並且不以種族、膚色、原國籍、血統、宗教、性別、婚姻狀況、性別認同、性取向、年齡或殘障為由而進行歧視。

Questions to ask your doctor

Knowing more about your health status can help you reduce your risk of health problems and better manage any conditions you might have. Use these questions to help you get the most out of visits with your doctor.

1. What are my numbers and what do they mean?

2. What should my targets be, and how do I improve my results? When should they be rechecked?

3. Given my family medical history, what health screenings are recommended?

4. What do my symptoms mean?

5. Are there any tests that I need?

6. Can I make any lifestyle changes that might help my condition?

7. Are there treatments that you recommend?

8. Is there a generic version available for any medications I need to take?

9. How will these medications interact with other medicines and supplements I am taking, and are there possible side effects?

10. When should I come back for my next checkup?

Contacting us

For any questions regarding claims, your primary care physician, general plan information, and coverage and authorization determinations, call your dedicated Blue Shield Member Services team Monday through Friday, 7 a.m. to 7 p.m.

Shield Concierge	(800) 257-6213
CCPOA BTF member services	(800) IN-UNIT-6 (800) 468-6486
Mental Health Service Administrator	(877) 263-8827
Coverage when you travel (BlueCard)	(800) 810-BLUE
Away From Home Care	(800) 257-6213
CVS Caremark Mail Service Pharmacy	(866) 346-7200 or [TTY: 711]
NurseHelp 24/7	(877) 304-0504
LifeReferrals 24/7	(800) 985-2405
Teladoc	(800) Teladoc (835-2362)
Blue Shield of California Privacy Office	(888) 266-8080

Websites

CCPOA member website	ccpoabtf.org
Find a Doctor/Urgent Care	blueshieldca.com/ccpoanetwork
My Health Plan	register at blueshieldca.com
Teladoc	blueshieldca.com/teladoc
CVS Caremark	caremark.com
Health and wellness resources (including discount programs)	blueshieldca.com/hw