

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 understand your coverage, benefits, and claims, and assist in finding network providers.
-  **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, and 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

- **Maternity program** – Access nurses and other assistance by phone 24/7 during pregnancy.
- **Care Management program** – Get support from a dedicated healthcare team to help explain treatments and coordinate care for issues like chronic pain or diabetes – at no extra cost.
- **Wellness discount programs** – Save money and live healthier with discounts on fitness club memberships, massage therapy, eye exams, glasses frames, contact lenses, and LASIK surgery. Visit blueshieldca.com/wellnessdiscounts to learn more.
- **Wellvolution®** – Achieve your health goals with personalized digital programs to support weight loss, diabetes management, mental health, and more – at no extra cost.

1 The Access+ *Specialist* option allows HMO members direct access to participating specialists in the same medical group or IPA as their primary care physician. Not all medical groups or IPAs participate in this program. This benefit is for a first specialist visit only; subsequent visits will require a referral.

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

Access+ HMO is a registered trademark of Blue Shield of California. 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.

Scan the QR code to learn more about your benefits.



Blue Shield of California is an independent member of the Blue Shield Association

Welcome

Health care on your time



Welcome to your CCPOA Medical 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 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., Monday through Friday.

Find network providers

Visit blueshieldca.com to search for PCPs, specialists, mental health providers, hospitals, pharmacies, and more.

Care when you need it

Get care at home

- **Teladoc** – Speak with a doctor by phone or video for a \$0 copayment.
- **NurseHelp 24/7SM** – Talk to a registered nurse day or night by calling **(877) 304-0504**.
- **LifeReferrals 24/7SM** – Get expert support to meet life’s challenges by calling **(800) 985-2405**.

Get care outside your home

- **Urgent care** – Save time and money for non-emergency care by visiting an urgent care center that’s affiliated with your doctor’s medical group or IPA.
- **Care while traveling** – Access 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 from select retailers or the mail-service pharmacy.
- **Flu shots and more** – Our retail pharmacies provide several vaccines, including the flu shot – at no extra cost.

Your medical benefits at a glance

For complete details about your benefits, please see your *Evidence of Coverage and Disclosure* (EOC&D) at ccpoabt.org.

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
Access+ <i>Specialist</i> SM care office visit (self-referral) ¹	\$30/visit
Other specialist care office visit (referred by PCP)	\$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 ²
Inpatient hospital services	\$100/admission
Outpatient hospital services	No charge
Mental health inpatient services	\$100/admission
Mental health office visit	\$15/visit