

# Your Blue Shield Benefits Guide

## HDIEET Access+ HMO

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This Blue Shield Benefits Guide is your easy-to-use reference manual. For complete information about the coverage and specific benefits of your HMO plan, please refer to your *Evidence of Coverage and Disclosure Form (EOC&D)* booklet, a copy of which can be downloaded at [HDIEET.org](http://HDIEET.org).

Look inside for tips on how to:



save money



get information online



save time



get information by phone



# Getting started

**As a Blue Shield member, one of the first things you should do is register at [blueshieldca.com](http://blueshieldca.com), our award-winning Web site. Just click on *Register Now*, and enter your member ID number and your birth date. Here you'll have anytime access to valuable resources that can help you navigate decisions about your health care, learn about your benefits, manage your costs, and use tools to improve your well-being.**

For complete information about the coverage and specific benefits of your Access+ HMO® plan, please also refer to your *Evidence of Coverage and Disclosure Form* (EOC&D) booklet, a copy of which can be downloaded at [HDIEET.org](http://HDIEET.org). You may also call your dedicated Member Services team at **(800) 642-6155**.

## Selecting your Personal Physician

When you enroll as an Access+ HMO member, you'll need to select your primary care physician. At Blue Shield, we call them Personal Physicians.



**At [blueshieldca.com](http://blueshieldca.com), you can find a Personal Physician or specialist by location, medical group, gender, languages spoken, and specialty. If you don't know the type of specialist you need, you can search by condition or procedure. Just click *Find a Provider*.**

## 1. Locate your Personal Physician.

You can go online to choose your Personal Physician or find out if your current doctor is an Access+ HMO Personal Physician. By going to the *Find a Provider* section of [blueshieldca.com](http://blueshieldca.com), you can quickly narrow your search to locate a doctor by specialty, condition or procedure, location, medical group, gender, and languages spoken.

If you don't have access to the Internet, contact Member Services at **(800) 642-6155** for help selecting a Personal Physician or to get a printed directory of Access+ HMO doctors.

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

We update our Web site frequently to give you the most up-to-date information possible. Even so it's always best to phone the physician's office and ask about becoming a new patient.

## 3. Let us know of your new selection.

You can do this by logging on to the *My Health Plan* section of [blueshieldca.com](http://blueshieldca.com) or by calling Member Services.

## 4. Make an appointment with your new doctor.

We highly recommend that you don't wait until you get sick to meet your Personal Physician for the first time. Call your Personal Physician to schedule a new patient appointment as soon as possible. Your Personal Physician needs to get to know you and your medical history.

## Changing your Personal Physician

You may change your Personal Physician at any time for any reason. To do this, simply go to the *My Health Plan* section of [blueshieldca.com](http://blueshieldca.com) or call Member Services. In most cases, the change will be effective on the first day of the month following your request. To ensure continuity of care, members in treatment or in their third trimester of pregnancy may need to wait to change doctors.

## Your Blue Shield member ID card

You should carry your Blue Shield member ID card with you at all times and show it at your doctor's office at the time of your visit. Your Blue Shield member ID card lists important information, such as your ID number, your employer group number, and your Member Services phone number, as well as your physician and prescription copayment information.

If you need to order an additional ID card, go to [blueshieldca.com](http://blueshieldca.com), log in, and click on *My Health Plan*. Select *Order Blue Shield ID Cards* and follow the instructions. You will receive your new ID card via U.S. mail within seven to 10 business days. If you don't have access to the Internet, contact Member Services at the number listed on your member ID card.



**The quickest way to change your Personal Physician is to go to the *My Health Plan* section of [blueshieldca.com](http://blueshieldca.com) or phone Member Services at **(800) 642-6155**.**

# B.

## Accessing care

### General care

To access non-urgent care, you should call your Personal Physician to make an appointment. To see which preventive services are covered under your Access+ HMO plan, refer to your EOC&D booklet.



To see personalized copayment and other coverage information about your benefits, go to [blueshieldca.com](https://blueshieldca.com), log in, and click *My Health Plan*.

### 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 Personal Physician. Your Personal Physician knows your medical history and is responsible for the overall coordination of your care.

If your Personal Physician participates in our Access+ *Specialist*® program, you may go directly to a specialist in your Personal Physician's medical group or Independent Practice Association (IPA) without a referral for a slightly higher copayment. If your Personal Physician does not participate in the Access+ *Specialist* program, you will need to get a referral for specialty care. 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 Blue Shield member ID card. You can also call Member Services at **(800) 642-6155** to find out if a medical group or IPA is an Access+ *Specialist* participant. For program details, please refer to your EOC&D booklet.



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

### Access to care guidelines

Blue Shield asks its providers to adhere to the following guidelines. Your experience may differ from these guidelines

depending on your particular circumstances. In general, you can expect to obtain an appointment as soon as possible.

Type of care	Timing
Emergency care	Immediately
Urgent care	Within 24 hours
Non-urgent care with Personal Physician	Within 7 calendar days
Routine physical exam with Personal Physician	Within 30 calendar days
Non-urgent specialist referral/consultation	Within 14 calendar days

### 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 Personal Physician, who is responsible for providing or arranging your overall care. If you can't reach your physician's office, you may also go to an urgent care center affiliated with your Personal Physician's medical group or IPA.

### Urgent care away from home

You and your eligible family members will have access to urgent care across the country and around the world. You won't need to pay for services up front if you go to a provider in the BlueCard® Program. You can locate a BlueCard provider at any time by calling **(800) 810-BLUE** (2583) or by going to the *Find a Provider* section of [blueshieldca.com](https://blueshieldca.com).

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



Urgent care centers are a convenient alternative when your Personal Physician is not available to see you. 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.

### Emergency care

Wherever you are, if you reasonably believe that you have an emergency medical 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. You should contact your Personal Physician as soon as reasonably possible after receiving emergency care. If you require any follow-up care, make sure it is coordinated by your Personal Physician.

### Second opinions

If there is a question about your diagnosis, plan of care, or recommended treatment, you may ask your Personal Physician to refer you to another physician for a second opinion. If you request a second opinion about care you received from your Personal Physician, the second opinion would be provided by a physician within the same medical group or IPA as your Personal Physician. If you have any questions about second opinions, contact Member Services at **(800) 642-6155**.

### Mental health and substance abuse care

Blue Shield contracts with U.S. Behavioral Health Plan, California (USBHPC) to provide mental health and substance abuse services to our members whose Blue Shield health plan's include mental health/substance abuse coverage. Whenever you need non-emergency mental health or substance abuse care, you should call USBHPC at **(877) 263-9952** so they can direct you to a plan provider.

You can find a USBHPC provider online by going to **blueshieldca.com** and clicking *Find a Provider* on the home page. Select *Mental Health Caregivers* as your doctor type, and you will be directed to the USBHPC clinician search page.

Once you've selected a USBHPC provider, you'll still need to phone USBHPC for authorization unless you decide to use the *Access+ Specialist* option to go directly to any USBHPC provider.

### Hospital care

Your Personal Physician 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 Personal Physician will make those arrangements for you as well.

If you need to be hospitalized for mental health care or substance abuse care, our mental health services administrator will make those arrangements. For more information, call USBHPC at **(877) 263-9952**.

### Away From Home Care

Away From Home Care gives students, long-term travelers, workers on extended out-of-state assignments, and families living apart the convenience and flexibility of coverage for extended periods 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 if your family is eligible, call the Member Services number on your Blue Shield member ID card. Please note that Away From Home Care is not available in all areas and states.



# Getting your prescriptions

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

The Blue Shield Drug Formulary is a comprehensive list of preferred drugs. To find out whether a drug is included in 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) and click the *Pharmacy* link on the home page. For drugs that are not in the formulary, check your EOC&D booklet to determine whether you are covered for non-formulary drugs at a higher copayment.

If you don't have access to a computer, contact Member Services at **(800) 642-6155**.

## 2. Locate a network pharmacy and fill your prescription.

While logged on to [blueshieldca.com](https://www.blueshieldca.com), click *Pharmacy*, and then click the *Find a Pharmacy* link on the next page you see. Go to a network pharmacist, and present your prescription and your Blue Shield 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 only be responsible for paying the formulary brand-name or non-formulary brand-name copayment as specified in your EOC&D booklet.



Go to the *Pharmacy* section of [blueshieldca.com](https://www.blueshieldca.com) to use our *Ask the Pharmacist* feature. You can submit a question to a pharmacist at the University of California, San Francisco and receive a personal, confidential response to your questions about your prescriptions, over-the-counter medications, herbal products, or dietary supplements.

## Prescriptions by mail

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 PrimeMail. Members who take stabilized doses of covered long-term maintenance medications can order a mail service refill of up to a 90-day supply. You may save money on your copayment, and there is no charge for shipping.

To get started, go to the *Pharmacy* section of [blueshieldca.com](https://www.blueshieldca.com) and click on *Mail Service Prescriptions* to request an order form.

After sending your initial maintenance drug prescription to PrimeMail, you can order refills online by going to [MyPrimeMail.com](https://www.MyPrimeMail.com). If you prefer to renew your prescription by phone, you can call PrimeMail at **(866) 346-7200**.

# D.

## Manage your health

### Blueshieldca.com for personalized online support

As a Blue Shield member, one of the first things you should do is register at [blueshieldca.com](https://blueshieldca.com).

Our Web site gives you easy access to resources that can help you improve your health and better manage your costs and your health plan.

### Treatment decision guides

Blue Shield's treatment decision guides help you make informed healthcare choices. Visit [blueshieldca.com](https://blueshieldca.com) to find these powerful online tools:

- **Hospital Comparison Tool** – rates selected hospitals on procedure volume, complication and mortality rates, length of stay, and relative cost.
- **Treatment Options Tool** – searches a database of information on treatment options along with issues that you may want to discuss with your physician.
- **Drug Interactions** – provides information on interactions among prescription drugs, over-the-counter medications, dietary supplements, and herbal products.



**What's my copayment amount? Is there a deductible? My Health Plan is the place to get all the details about your specific plan benefits.**

### My Health Plan

By logging onto *My Health Plan* at [blueshieldca.com](https://blueshieldca.com), you can access important benefits information:

- **Verify Eligibility** – confirm coverage effective dates for you and your family.
- **Explore Your Benefits** – view your copayments and annual deductible amounts.
- **View Your Claims** – check status and view details, as well as sign up for e-mail claim alerts.
- **Contact Us** – find phone numbers, addresses, or send e-mail to a Member Services representative.



**Healthy Lifestyle Rewards is an online, interactive program that helps you adopt and maintain healthy habits. Eat healthier, quit smoking, or start an exercise regimen. Go to [blueshieldca.com/hlr](https://blueshieldca.com/hlr) to get started today.**

### Healthy Lifestyle Rewards

Adopting a healthier lifestyle can be a challenge, but Blue Shield makes it easier for you with Healthy Lifestyle Rewards. This interactive online program rewards you for taking steps to improve your health. For every 12 weeks that you log in and participate, you'll earn \$50 – up to \$150 for 36 weeks of participation.

Log in anytime to find the tools you need to start and stay on the road to better health. If you want to lose weight, manage stress, quit smoking, or get fit, you'll find programs, articles, progress trackers, and answers to your questions all in one place. You'll also receive e-mail updates to keep you focused and on track. Private yet interactive, Healthy Lifestyle Rewards helps you set goals and establish healthy lifestyle habits. To learn more, visit [blueshieldca.com/hlr](https://blueshieldca.com/hlr).

### **NurseHelp 24/7<sup>SM</sup>**

Talk to a registered nurse anytime day or night to get answers to your health-related questions. Experienced nurses can help you learn about a condition, evaluate treatment options, develop a healthier lifestyle, or determine whether to see a doctor – all by phone and all for no added charge.

As a Blue Shield member, you can use this convenient service whenever you need it. Get immediate answers and reliable information about:

- Minor illnesses and injuries
- Chronic conditions
- Medical tests and medications
- Healthy eating and exercise

Just call **(866) 543-3728** or TTY **(800) 855-2880**. You can also chat online with a registered nurse by registering at **blueshieldca.com** and going to the *Health & Wellness* section.

### **LifeReferrals 24/7<sup>SM</sup>**

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 any time, day or night, at **(866) 543-3728**.



Call **(866) 543-3728** to talk to registered nurses and master's-level counselors 24 hours a day, every day, about anything – relationship issues, parenting dilemmas, and health questions.

### **Comprehensive health management programs**

Building on research from national experts, these programs give you the tools, knowledge, and support you need to better manage your health and wellness. For more information about our health management programs, go to **blueshieldca.com** and click on *Health Programs* in the *Health & Wellness* section, or call **(877) 289-4415**.

- **Prenatal Program** – Our helpful pregnancy and childbirth education program gives practical advice and useful information from the first trimester to long after the baby comes home.
- **Asthma Management Program** – Based on guidelines from the National Asthma Education and Prevention Program, this program tailors asthma care strategies for children and adults, empowering them to effectively manage their asthma with help from their doctors.
- **Diabetes Management Program** – This program promotes diabetes self-management skills by giving participants valuable tools and skills, including educational materials and schedules for hemoglobin A1c, cholesterol, and complications screening.
- **Coronary Artery Disease Management Program** – With a goal of lowering risk and preventing further problems, this program empowers members with heart disease to make the necessary lifestyle changes to help improve their quality of life.
- **Congestive Heart Failure Program** – This program offers qualified members an at-home monitoring program that tracks patient weight, heart failure symptoms, and medication compliance for members diagnosed with severe heart failure.
- **COPD Self-Management Program** – Members with chronic obstructive pulmonary disease (COPD) are given help and education on promoting lung health and how to use medication to help keep symptoms under control and reduce shortness of breath.

# E.

## Alternative care and vision discounts

These programs offer discounts on services and supplies ranging from the traditional to the alternative. They're extra ways that we make health and wellness resources available to you. To locate a participating provider for these discount programs, go to the *Find a Provider* section of [blueshieldca.com](http://blueshieldca.com).

### Alternative Care Discount Program

We offer you access to alternative health and wellness services at a generous reduction in cost – at least 25% off published fees for these services from participating practitioners:

- Acupuncture
- Massage therapy
- Chiropractic

To take advantage of the Blue Shield discount program, go to the *Health & Wellness* section of [blueshieldca.com](http://blueshieldca.com) or call American Specialty Health Networks at **(888) 999-9452**. Then make an appointment and present your Blue Shield member ID card when you arrive.

**Please note:** The Alternative Care Discount Program is made available through an arrangement with American Specialty Health Networks of California Inc. (ASH Networks), and is not a covered service of any Blue Shield health plan. ASH Networks credentials and manages the program's practitioners. None of the terms and conditions of Blue Shield health plans apply. Blue Shield of California and ASH Networks do not review the program's practitioner services and products for medical necessity or efficacy, and make no representations, claims, or guarantees regarding their services or products. Members who use the discount program are responsible for the payment of services provided by participating network practitioners, including payment for cancelled or missed appointments. Members who are not satisfied with services received from the program's practitioners may use the Blue Shield grievance process described in Section F of this guide. Blue Shield reserves the right to terminate this program without notice.

### Discount Vision Program

As a Blue Shield member, you can visit a select group of participating providers in the Discount Vision Program and show your Blue Shield member ID card to receive a 20% discount on vision care services and supplies, including:

- Routine eye examinations
- Eyeglass frames and lenses
- Photochromatic lenses
- Tints and coatings

Go to the *My Health Plan* section of [blueshieldca.com](http://blueshieldca.com) and scroll down to *Additional Coverage* or call Member Services at the number listed on your member ID card for details.

**Please note:** The Discount Vision Program is for Blue Shield members who reside in California, and is not a covered benefit of Blue Shield of California health plans. None of the terms or conditions of Blue Shield's health plans apply. Disposable and replaceable contact lenses, eyeglass frame repairs, promotional eyecare offers, medical and surgical eye treatment, and any services not specifically included in this program are excluded from the Discount Vision Program. Blue Shield of California does not review the program's practitioner services and products for medical necessity or efficacy, and makes no representations, claims, or guarantees regarding their services or products. Members who use the discount program are responsible for the payment of services provided by participating network practitioners, including payment for cancelled or missed appointments. Members who are not satisfied with services received from the program's practitioners may use the Blue Shield grievance process described in Section F of this guide. Blue Shield reserves the right to terminate this program without notice.



For any questions about the Alternative Care Discount Program, call ASH Networks at **(888) 999-9452**.

# F.

## Filing an appeal

Blue Shield of California has established a grievance procedure for receiving, resolving, and tracking members' grievances with Blue Shield of California.

### **For all services other than mental health and substance abuse**

Members, a designated representative, or a provider on behalf of the member, may contact the Member Services department by telephone, letter, or online to request a review of an initial determination concerning a claim or service. Members may contact the plan at the telephone number listed on their member ID card. If the telephone inquiry to Member Services does not resolve the question or issue to the member's satisfaction, the member may request a grievance at that time, which the Member Services representative will initiate on the member's behalf.

The member, a designated representative, or a provider on behalf of the member, may also initiate a grievance by submitting a letter or a completed Grievance Form. The member may request this form from Member Services. The completed form should be submitted to:

Blue Shield of California Member Services  
Appeals and Grievance  
P.O. Box 5588  
El Dorado Hills, CA 95762-0011

The member may also submit the grievance online by visiting our Web site at [blueshieldca.com](http://blueshieldca.com). Simply log in and click *File a Grievance* on the home page under the "I've had care" heading.

Blue Shield will acknowledge receipt of the grievance within five calendar days. Grievances are resolved 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. Please refer to the Member Services section of your EOC&D booklet for information on the expedited decision process.

### **For all mental health and substance abuse services**

For Blue Shield plans that include coverage for mental health and substance abuse care, the member, a designated representative, or a provider on behalf of the member, may contact the mental health services administrator (MHSA) by telephone, letter, or online to request a review of an initial determination concerning a claim or service. Members may contact the MHSA at the telephone number noted below. If the telephone inquiry to the MHSA's Customer Services department does not resolve the question or issue to the member's satisfaction, the member may request a grievance at that time, which the Customer Service representative will initiate on the member's behalf.

The member, a designated representative, or a provider on behalf of the member, may also initiate a grievance by submitting a letter or a completed Grievance Form. The member may request this form from the MHSA's Customer Services department. If the member wishes, the MHSA's Customer Services staff will assist in completing the Grievance Form. Completed grievance forms must be mailed to the MHSA at the following address:

U.S. Behavioral Health Plan, California  
Attn: Customer Service  
P.O. Box 880609  
San Diego, CA 92168  
Toll-free contact: **(877) 263-9952**

The member may also submit the grievance to the MHSA online by visiting [blueshieldca.com](http://blueshieldca.com). Simply log in and click *File a Grievance* on the home page under the "I've had care" heading.

The MHSA will acknowledge receipt of a grievance within five calendar days. Grievances are resolved 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. Please refer to the Member Services section of your EOC&D booklet for information on the expedited decision process.

Please note that if your employer's health plan is governed by the Employee Retirement Income Security Act (ERISA), you may have the right to bring a civil action under Section 502(a) of ERISA if all required reviews of your claim have been completed and your claim has not been approved. Additionally, you and your plan may have other voluntary alternative dispute resolution options, such as mediation.

#### **External independent medical review**

If your grievance involves a claim or services for which coverage was denied by Blue Shield or by a contracting provider in whole or in part on the grounds that the service is not medically necessary or is experimental/investigational (including the external review available under the Friedman-Kowles Experimental Treatment Act of 1996), you may choose to make a request to the Department of Managed Health Care to have the matter submitted to an independent agency for external review in accordance with California law. You normally must first submit a grievance to Blue Shield and wait for at least 30 days before you request external review; however, if your matter would qualify for an expedited decision as described above or involves a determination that the requested service is experimental/investigational, you may immediately request an external review following receipt of notice of denial. You may initiate this review by completing an application for external review, a copy of which can be obtained by contacting Member Services. The Department of Managed Health Care will review the application and, if the request qualifies for external review, will select an external review agency and have your records submitted to a qualified specialist for an independent determination of whether the care is medically necessary. You may choose to submit additional records to the external review agency for review. There is no cost to you for this external review. You and your physician will receive copies of the opinions of the external review agency. The decision of the external review agency is binding on Blue Shield; if the external reviewer determines that the service is medically necessary, Blue Shield will promptly arrange for the service to be provided or the claim in dispute to be paid. This external review process is in addition to any other procedures or remedies available to you, and is completely voluntary on your part; you are not obligated to request external review. However, failure to participate

in external review may cause you to give up any statutory right to pursue legal action against Blue Shield regarding the disputed service. For more information regarding the external review process, or to request an application form, please contact Member Services.

#### **California Department of Managed Health Care review**

The California Department of Managed Health Care (DMHC) is responsible for regulating healthcare service plans. If you have a grievance against your health plan, you should first contact Blue Shield at the number listed on your member ID card and use our grievance process before contacting the DMHC. Utilizing this grievance procedure does not prohibit any potential legal rights or remedies that may be available to you. If you need help with a grievance involving an emergency, a grievance that has not been satisfactorily resolved by Blue Shield, or a grievance that has remained unresolved for more than 30 days, you may call the DMHC for assistance. You may also be eligible for an independent medical review (IMR). If you are eligible for IMR, the IMR process will provide an impartial review of medical decisions made by Blue Shield related to the medical necessity of a proposed service or treatment, coverage decisions for treatments that are experimental or investigational in nature, and payment disputes for emergency or urgent medical services. The DMHC also has a toll-free telephone number **(888) HMO-2219** and a TTY line **(877) 688-9891** for the deaf, hard of hearing, and speech-impaired. The DMHC's Internet site, [www.hmohelp.ca.gov](http://www.hmohelp.ca.gov), has complaint forms, IMR application forms, and instructions online.

In the event that Blue Shield should cancel or refuse to renew the enrollment for you or your dependents, and you feel that such action was due to health or utilization of benefits, you or your dependents may request a review by the Department of Managed Health Care director.



**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) 642-6155.**

### **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 Web site, **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 contact: **(888) 266-8080**  
E-mail contact: **blueshieldca\_privacy@blueshieldca.com**



# Know who to call

**For any questions regarding claims, your Personal Physician, general plan information, coverage, and authorization determinations, call your dedicated Member Services team Monday through Friday, 7 a.m. to 7 p.m.**

- Member Services ..... (800) 642-6155
- BlueCard® Program ..... (800) 810-BLUE
- U.S. Behavioral Health Plan California (USBHPC) ..... (877) 263-9952  
(if your behavioral health coverage is provided through Blue Shield of California)
- PrimeMail Prescriptions by Mail ..... (866) 346-7200
- NurseHelp 24/7 ..... (866) 543-3728
- LifeReferrals 24/7 ..... (866) 543-3728
- Health management programs ..... (877) 289-4415
- Alternative Care Discount Program ..... (888) 999-9452
- Blue Shield of California Privacy Office ..... (888) 266-8080

**Fill out the form below so you'll have all of your health information in one place:**

Subscriber name: .....

ID number (from ID card): .....

Medical allergies: .....

Personal Physician: ..... Phone: .....

Specialist: ..... Phone: .....

Other: ..... Phone: .....

Other: ..... Phone: .....

Dentist: ..... Phone: .....

Pharmacy: ..... Phone: .....

Urgent care center: ..... Phone: .....

Hospital: ..... Phone: .....