



Lifepath Resources

Valuable health and wellness programs for you at no extra cost

A reliable, quality health plan is just the start of what you can expect from Blue Shield. *Lifepath Resources*SM offer a variety of professional services that support a healthy lifestyle and informed healthcare decisions, at no extra cost to you.

With Blue Shield, you get a health plan that places a strong emphasis on overall wellness and support, including expert personal assistance from nurses, pharmacists, and counselors to answer your questions, and management programs for improving a variety of health conditions including asthma and high blood pressure.

On-call nurses and counselors

Experts who can answer your questions – a phone call away

Available 24 hours a day, seven days a week, nurses and counselors are available by calling **(866) 543-3728**. Hearing-impaired members can call our TDD line at **(800) 855-2880**. All services are confidential and provided at your convenience.

Access to individual counseling and services with a single toll-free call is available to you automatically, without any extra cost or paperwork:

- **NurseHelp 24/7SM** – Call a registered nurse who can offer health information and self-care tips for routine illnesses or injuries, self-care guidance, preparation for physician office visits, health education, and practical information about chronic conditions.
- **Personal consultation services** – Speak with a master's-level counselor who can help you with emotional and personal issues like physical and emotional health, relationship issues, work, family, and parenting concerns, substance dependency, legal issues, finances, and education. And when appropriate, you may also receive up to three face-to-face assessment visits, using a network of providers.¹
- **Work-life resources** – Talk with specialists who can help you find child care or elder care, and legal or financial resources.
- **Financial assistance** – Get financial calculators, legal tools, and a new Online Will Kit.
- **Legal services** – Talk with a lawyer for a 30-minute initial consultation at no cost to you, and get discounts on future services.

blueshieldca.com

Blue Shield offers you a comprehensive health plan with a wide selection of services, tools, and information to support your health.

Our Web site gives you easy access to resources that can help you improve your health and better manage your costs. Whenever you have a question about plan benefits, current providers or prescription drugs, you can turn here. To find a healthcare provider or get answers to a health question, **blueshieldca.com** is available to help 24 hours a day, 365 days a year.

My Health Plan

Exclusively for Blue Shield members, this password-protected section contains personalized account information. Simply log on to view your covered health benefits and copayments. You can also download forms, check claim status, contact your Member Services representatives, and much more.

Pharmacy Services

In the *Pharmacy* section of our site, you can get details about your drug benefits, find a network pharmacy, search the Blue Shield Drug Formulary, and learn about generic alternatives to keep out-of-pocket costs lower. If you use our mail service benefit for maintenance drug prescriptions, you can easily order refills or check an existing order's status through Express Scripts.

Find a Provider

When you're looking for a Blue Shield network provider, the first place to go is **blueshieldca.com**. That's where you'll find the most up-to-date listing of general practitioners, specialists, hospitals, mental health providers, dentists, optometrists, acupuncturists, and chiropractors. When you click on *Find a Provider*, you can:

- See whether your physician is in our network
- Locate a provider convenient to your home or work
- Choose a physician according to specialty
- Search for doctors by gender or language preference
- Compare hospitals according to cost and quality indicators
- And HMO members can search and select their physicians according to medical group affiliation.

online tools

Only a point and click away

Nurse Chat

If you need personal medical or health advice and prefer to communicate online, you can have one-on-one dialog with a registered nurse by logging on to [blueshieldca.com](https://www.blueshieldca.com) and clicking the *Nurse Chat* link in the *Health & Wellness* section.

Lifepath Decision GuideSM

Easy-to-find, reliable medical information

If you have a serious or complex condition, you can access information to help you make smart healthcare decisions at [blueshieldca.com](https://www.blueshieldca.com). You can research hospitals, treatment options, and medications that may be most appropriate for your specific needs.

Hospital Comparison Tool

Selecting a hospital can be overwhelming any time, let alone during a difficult time. Our Hospital Comparison Tool makes it easier for you by providing:

- Personalized reports that rate network hospitals on procedure volume, complications and mortality rates, and length of stay
- Details on each hospital's relative cost, so you can make informed decisions regarding your health care

Treatment Options Tool

This tool gives you expert, evidence-based information from highly respected sources such as the American Cancer Society and the American Heart Association, including:

- Personalized reports covering treatment options along with issues that you may want to discuss with your physician
- Information on 20 types of cancer, cardiovascular disease and lung-related conditions, including asthma, allergies, and chronic obstructive pulmonary disease

Drug Database & Formulary

The Blue Shield Drug Formulary is a comprehensive list of drugs that are medically appropriate and cost-effective. At [blueshieldca.com](https://www.blueshieldca.com), you can access:

- An online listing of drugs, including whether a generic version is available
- A drug interaction checker to help you guard against negative reactions

Ask the Pharmacist: Online help for making wise drug choices

If you have confidential questions about your medications, *Ask the Pharmacist* on [blueshieldca.com](https://www.blueshieldca.com) was designed to allow private and secure communication:

Get personal, expert attention about your prescription drug and other medication concerns from clinical pharmacists at the University of California, San Francisco School of Pharmacy.

Simply submit your questions by registering and logging on to [blueshieldca.com](https://www.blueshieldca.com) and clicking the *Ask the Pharmacist* link in the *Pharmacy* section. Receive your answer directly from a pharmacist within two business days.

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 gives you the resources, motivation, and support you need to start and stay on the road to better health. You'll find tools to help with your goals of getting in shape, eating right, reducing stress, or quitting smoking. Get access to up-to-date health information and easy-to-use tools, including a walking tracker, diet manager, body mass index (BMI) calculator, and hundreds of healthy recipes. 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 supports you to your destination. To learn more, visit [blueshieldca.com/hlr](https://www.blueshieldca.com/hlr).

health management programs

Programs for improving health and managing chronic conditions

First StepsSM Prenatal Education Program

- Offers practical advice and useful information from the first trimester to postnatal care
- Includes a prenatal care book, a newsletter, video, and more

Reach Your Peak Asthma Self-Management Program

- Provides strategies and tools for children and adults (ages 5 to 56) to help self-manage their asthma
- Includes special materials for children

Chart Your Course Diabetes Management Program

- Provides the tools and skills needed for managing diabetes, including educational materials and schedules for hemoglobin A1c and cholesterol screening
- Offers complimentary blood glucose meter

Shield Your HeartSM Cardiovascular Risk Reduction Program

- Helps members with heart disease make lifestyle changes to reduce the risk of future heart problems
- Educational materials provide practical tips to lower blood pressure and cholesterol, manage stress, control weight, and quit smoking

Heart Failure Program

- Provides a scale and home monitor to track patient weight, heart failure symptoms, and medication compliance for members diagnosed with severe heart failure
- Registered nurses monitor patient weight and responses, and notify patient's treating physician, as necessary
- Includes toll-free access to a team of registered nurses

COPD Self-Management Program²

- Helps members with chronic obstructive pulmonary disease (COPD) learn to promote lung health
- Provides information on how to use medication to keep symptoms under control and help reduce shortness of breath

Pre-Surgical Guided Imagery Program³

- Uses recorded materials and nursing assistance to help members prepare for and recover from surgery
- Aims to decrease surgical complications, postoperative pain, and anxiety by using mind-body techniques

LifeMAP³

- Members with selected medical diagnoses get personal support from a nurse care manager
- Before surgery, patient's questions are answered, discharge needs are coordinated, and a recovery map is provided with information specific to the procedure
- Care managers follow up after the patient returns home from surgery to respond to questions, confirm that prescriptions are filled, pain is controlled, follow-up appointments are scheduled, and the patient is referred to the appropriate management programs as needed

NICU Care Management Program

- Provides support to newborn babies in the neonatal intensive care unit (NICU) with complex medical conditions, extremely low birth weight, or requiring major surgery
- Onsite care managers help ensure that families are knowledgeable of their infant's needs, and that they are eager and ready to take care of their infant at home

Complex Care Management Program

- Offers support to patients with complex diagnoses from a care manager/registered nurse
- Care managers identify treatment options, coordinate care with healthcare providers, and research additional resources such as support groups and financial assistance

Catastrophic Injury Care Management Program

- Provides specialized interventions for patients with multiple trauma, severe burns, spinal cord injury, or brain injury

Transplant Program

- Reaches out and proactively supports members who are identified as potential major organ and bone marrow transplant candidates
- Includes review of all authorization requests for transplants

discount programs

Cost saving options available to you

To learn more about Blue Shield's health and vision plans and programs, visit our Web site at blueshieldca.com or speak with your benefit administrator.

MyLifepathSM Alternative Care Discount Program⁴

Get access to alternative health and wellness services at a discount – at least 25% off published fees from participating acupuncture, massage therapy, and chiropractic practitioners.

Discount Vision Program

Receive a 20% discount on vision care services and supplies, including routine eye exams, frames and lenses, photochromic lenses, tints, and coatings when you use a participating provider in the MESVision network.^{5, 6}

LASIK Discount Program⁷

Blue Shield vision plan members receive access to a 15% discount on LASIK eye surgery through the TLCVision provider network.

- 1 The three face-to-face visits with a master's-level counselor are available only to members who live in California.
- 2 The COPD Self-Management Program is available only to employer groups with 300 or more members.
- 3 These health management programs may not be available to some self-funded (ASO) employers and some other employer groups. Care management is only available to California residents. Please check with your benefits administrator.
- 4 The MyLifepath Alternative Care Discount Program is an exclusive offer to Blue Shield members, made available through an arrangement with American Specialty Health Networks (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. Blue Shield reserves the right to terminate this program without notice.
- 5 The Discount Vision Program is not currently available to self-funded (ASO) employers and some other employer groups.
- 6 The Discount Vision Program is a value-added feature exclusively for Blue Shield members who reside in California, and is not a covered benefit of Blue Shield 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 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 providers, 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. Blue Shield reserves the right to terminate this program without notice.
- 7 This discount program is not part of our vision plans, and is offered in addition to the benefits covered under the vision plans. Members who are not satisfied with services received under the discount program may use the Blue Shield of California or Blue Shield of California Life and Health Insurance Company (as applicable) grievance process. Blue Shield reserves the right to terminate this program without notice. Members outside California are eligible for the discount as long as there is a TLCVision provider located in their city or ZIP code.