

# Blue Shield of California

**Access+ HMO plan**

**EIAHealth PPO and HDHP plans**  
administered by Blue Shield

City of Huntington Beach  
September 13, 2017

# About Blue Shield of California

- Blue Shield's networks are some of the largest in California:
  - HMO network has more than 40,000 physicians and 300 hospitals
  - PPO network has more than 70,000 physicians and 350 hospitals
- Plans include:
  - 24-hour access to nurses, online tools, and plan information
  - Highly-rated, reliable customer service
  - Health management programs designed to keep you well
  - Discounts on a variety of wellness programs\*

## Learn more!

Get plan information, find network providers, learn about programs & services, and more!

[blueshieldca.com/csac](https://blueshieldca.com/csac)

\* Discount program services are not covered benefits of Blue Shield or EIAHealth medical plans, and none of the terms or conditions of health plans apply. Discount programs administered by or arranged through the independent companies.

# Blue Shield Access+ HMO plan

	Copayment
Annual Deductible	None
Calendar year copayment Maximum	\$1,000/ \$2,000
Office visits	\$15 Copay
Preventive care	No Charge
Inpatient hospital	\$100 per admission
Outpatient services	No Charge
Emergency room – no direct admission	\$200 Copay
Emergency room – direct admission	Copay waived if admitted
Chiropractic Services	Not Covered
Acupuncture Services	Not Covered

This matrix is intended to be used to compare coverage benefits and is a summary only.

# EIA Health PPO plan

	<b>Network Providers</b>	<b>Non-network Providers</b>
Annual Deductible	\$750/\$1,500	\$1,000/ \$2,000
Calendar year copayment Maximum	\$3,750/ \$7,500	\$10,000/ \$20,000
Office visits	\$30 Copay	40%
Preventive care	No Charge	40%
Inpatient hospital	20%	40% (up to 600 per day)
Outpatient services	20%	40% (up to 350 per day)
Emergency room – no direct admission	\$200 + 20%	\$200 + 20%
Emergency room – direct admission	Copay waived if admitted	Copay waived if admitted
Chiropractic Services‡	20%	40%
Acupuncture Services‡	20%	20%

‡ Visit limit and plan maximum payments apply

This matrix is intended to be used to compare coverage benefits and is a summary only.

# EIA Health HDHP

	Network Providers	Non-network Providers
Annual Deductible	\$2,000/ \$6,000	\$4,000/ \$12,000
Calendar year copayment Maximum	\$6,350/ \$12,700	\$12,700/ \$38,100
Office visits	30%	50%
Preventive care	No Charge	Not Covered
Inpatient hospital	30%	50% (up to \$600 per day)
Outpatient services	30%	50% (up to \$350 per day)
Emergency room – no direct admission	30%	30%
Emergency room – direct admission	Copay waived if admitted	Copay waived if admitted
Chiropractic Services‡	30%	50%
Acupuncture Services‡	30%	30%
<b>Outpatient Prescription Drug</b>		
Retail (30 day supply)	30%	30%
Mail order (90 day supply)	30%	Not Covered

‡ Visit limit and plan maximum payments apply

This matrix is intended to be used to compare coverage benefits and is a summary only.

# **Member Support** Resources and Tools

# Urgent Care

Call NurseHelp 24/7 or visit an Urgent Care Center

**NurseHelp 24/7<sup>SM</sup> – talk to a registered nurse 24 hours a day**

- Call **(877) 304-0504** for immediate advice.

## **Urgent Care Centers (UCCs)**

- UCC's treat a variety of conditions (e.g., coughs, colds, flu, rashes, minor cuts/scrapes, back pains, and body aches.)
- Find providers by going to **blueshieldca.com/csac**.
- **HMO members** must call their Personal Physician's office before visiting an Urgent Care Center; otherwise, the plan may not cover the costs for the services.

If you believe you need an emergency care, always call 911 immediately or go to the nearest ER.

# blueshieldca.com/csac

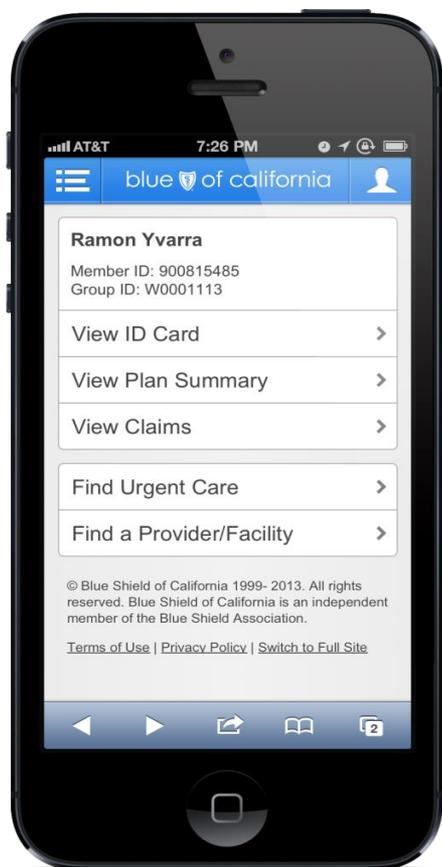
24/7 online access

- **Medical benefits** – Log in to get detailed plan benefits, view claim status, print ID cards, and more.
- **Find Providers**– Locate doctors, hospitals, and urgent care centers.
- **Programs and services** – Learn about NurseHelp 24/7<sup>SM</sup>, condition management programs, and more.
- **Pharmacy Benefits** - Discover a wide range of tools that can save you time and money.
- **And more!**



# Blue Shield Mobile Applications

for iPhone and Android



Feature	Guest	Registered Member	Benefit
Find a Provider or Urgent Care	yes	yes	details of providers including turn by turn directions to their location
View plan summary	no	yes	view plan information, effective date and benefit details
View claims	no	yes	View claim details and payment information
View id card	no	yes	view, download and email id card
Contact us	yes	no	plan specific contact information

Search for "Blue Shield of California Mobile"



Note: Tablet web users go to the full blueshieldca.com site.

# Treatment Cost Estimator tool

for PPO plan members

- Estimates total cost and out-of-pocket expenses for more than 400 most common in-network medical treatments and services.
- Help members budget and to plan for future healthcare expenses.

Log on to  
blueshieldca.com

Choose "Treatment Cost  
Estimator"

Choose a condition or  
search for a treatment  
of service

Review cost estimates  
based on  
facilities/providers

The screenshots illustrate the following steps:

- Log on to blueshieldca.com
- Choose "Treatment Cost Estimator" from the Member Center
- Choose a condition or search for a treatment of service
- Review cost estimates based on facilities/providers

# Blue Shield Member Services

We're here to help



## Blue Shield Member Services

**(855) 256-9404**

7 a.m. to 7 p.m., Monday through Friday

# Health Improvement Programs

# Prenatal Program

Waiting for a bundle of joy?

Provides expectant members with materials on what to expect before, during and after delivery.

## Welcome kit includes:

- Prenatal guide
- Pregnancy calendar
- Home safety checklist
- After delivery flyer
- Information on vaccines
- First aid wall chart

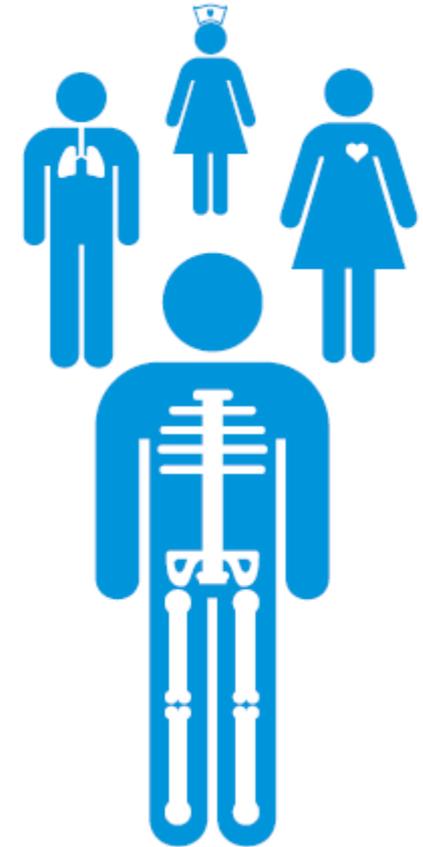
**text4baby<sup>SM</sup>** - mobile information service, gives timely advice to women from the first trimester of pregnancy through birth and during the newborn's first year.



# Condition Management programs

## Personalized coaching and support

- Provide support for:
  - Asthma
  - Diabetes
  - Heart Failure
  - Coronary artery disease
  - Chronic obstructive pulmonary disease (COPD)
- Includes online tools, educational materials, and 24/7 phone access to a nurse any time.
- Participants needing extra support may receive telephone outreach from a nurse, direct interactive with a care manager, and management tools such as symptom-monitoring kits.



Participant claims may trigger a call from a Blue Shield health manager.  
Participation is optional and confidential.

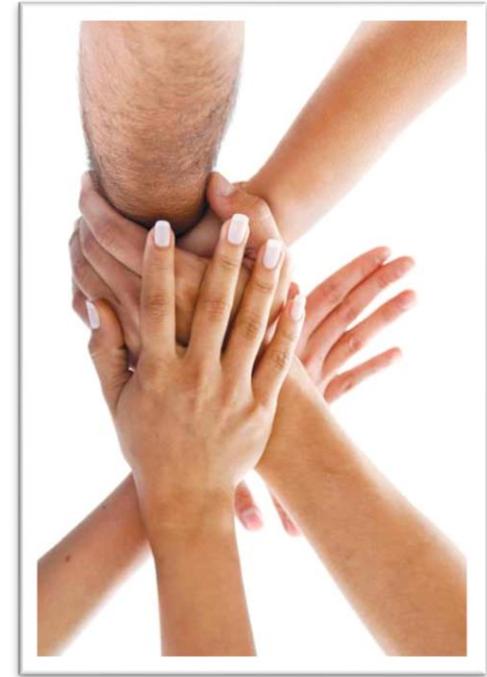
# Surgery support

## Preparation and healing

Participants preparing for a particular type of surgery are automatically offered the “Transitions of Care” program.

- Nurse support before surgery to answer questions and help participants prepare for surgery
- Post-discharge support to help with managing after surgery pain control, mobility issues, prescriptions, and follow-up care
- CD or Audio tape offered to help with relaxing and healing

Participation is optional and confidential.



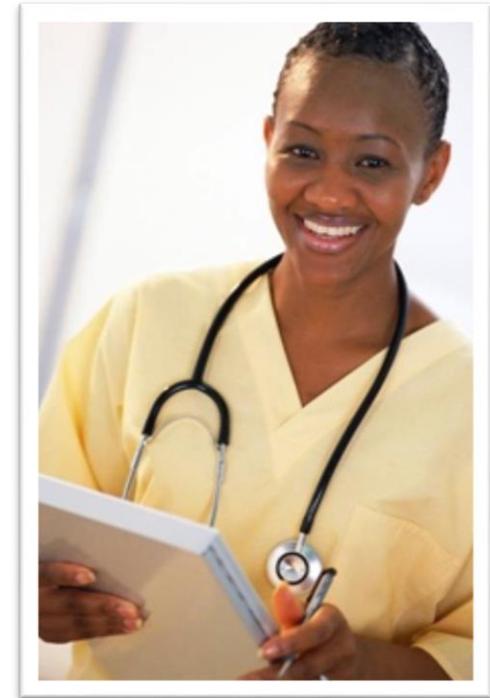
# Case Management

## Personalized patient care

Case managers provide education, care coordination and personal support to members when they need it most.

Programs include:

- **Neonatal Intensive Care Unit** (infants who are in the NICU)
- **Complex Case** (co-morbid conditions, advanced-stage cancer, acute circulatory and digestive conditions, those in end-of-life/hospice care, etc.)
- **Catastrophic Injury** (trauma, brain injuries, or serious burns, etc.)
- **Chronic Complex** (chronic diseases with high co-morbidity)
- **Transplant Management** (organ or bone marrow transplants)



Participation is optional and confidential.

# Teladoc

Talk to a doctor 24/7

## Top 10 Diagnoses

- Sinus Problems
- Sore Throat
- Urinary Tract Infection
- Pink Eye
- Bronchitis
- Upper Respiratory Infection
- Stuffy Nose
- Flu
- Medical Counseling
- Cough



## Reasons

- After normal office hours
- On vacation or a business trip
- For refill of recurring prescription (short term only)
- For non-emergency medical assistance
- You live in a rural area and your only option is the ER
- For an explanation or a second opinion
- For lab results



## Prescription Management

- Electronic prescribing or by phone, if needed
- Frequency of prescribing similar to provider practice (about 80%)
- Use of antibiotics limited to short durations; patient education and physician reminders for appropriate use
- Generic drugs are automatically recommended



\* Teladoc physicians do not prescribe substances controlled by the DEA, non-therapeutic, and/or certain other drugs which may be harmful because of their potential for abuse.

# Wellvolution

a social and fun approach to wellness

Through a smartphone, tablet or laptop, members have access to:

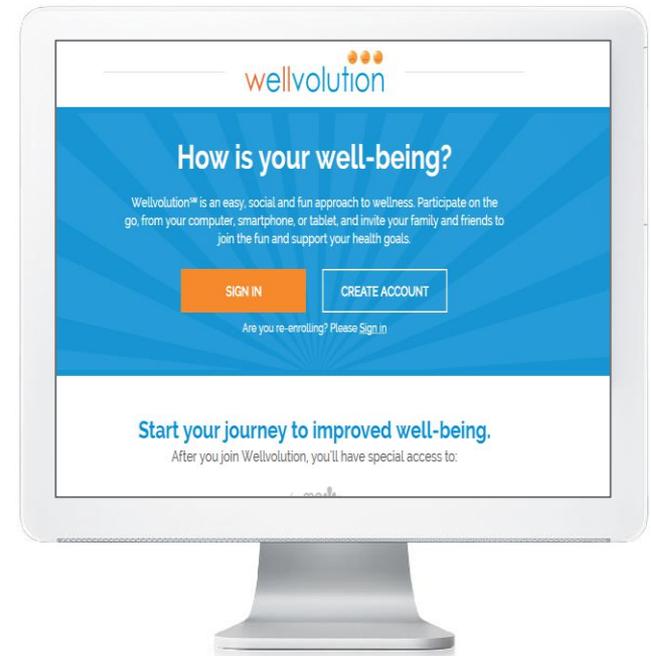
**Well-Being Assessment** – Take a quiz and get a personalized report on your overall well-being and suggestions on ways to improve your health.

**Daily Challenge**<sup>®</sup> – Every day you'll get an email to perform one simple wellness-related task that's fun to do.

**QuitNet**<sup>®</sup> – Join the longest-running quit smoking community

**Walkadoo**<sup>™</sup> – Wear **an activity monitor** that counts your steps throughout the day.

**Diabetes Prevention Program (DPP)** - Can help you lose weight, adopt healthier habits and reduce your risk of developing type-2 diabetes. It's available at no cost to members that qualify. Find out more at [solera4me.com/shield](http://solera4me.com/shield).



Go to [blushieldca.com/csac](http://blushieldca.com/csac),  
click Programs and Services,  
then **Wellvolution**.

# Prevention Resources

# Prevention Program

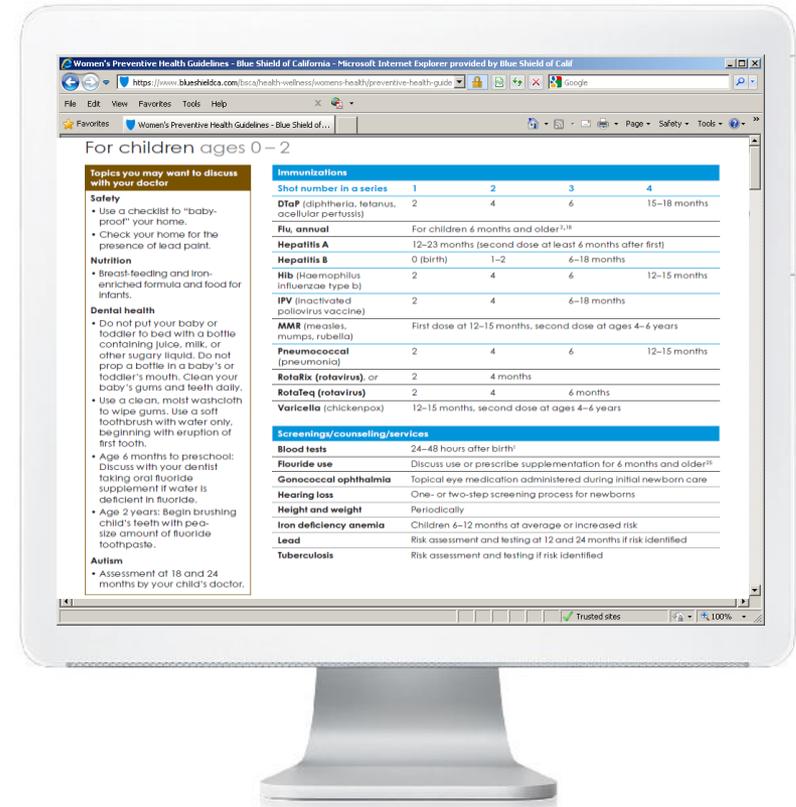
Be proactive about your health

Download recommendation for preventive health screenings, immunizations and more.

Guidelines available for:

- Children
- Men
- Women

Go to [blueshieldca.com/csac](https://blueshieldca.com/csac).



# Health and wellness discounts



Strive for a balanced life while saving money

- **Weight Watchers** – Special rates on three-month and 12-month subscriptions, and more.
- **24 Hour Fitness, ClubSport and Renaissance ClubSport** – Waived enrollment fees and discounted monthly rates.
- **Chiropractic, acupuncture and massage therapy** – Save up to 25% on acupuncture, massage therapy, and chiropractic services.
- **Discount Vision Network** – Get discounts on exams, lenses and frames from providers in the Discount Vision Program network.
- **MESVision Optics** – Save on contact lenses, sunglasses, readers, and eye care accessories.
- **LASIK** – California members save on provider's usual and customary fees for LASIK and PRK laser vision correction surgery.

Visit [blueshieldca.com/csac](https://blueshieldca.com/csac) for more information on these programs.\*

\* These discount program services are not covered benefits of Blue Shield or EIAHealth medical plans, and none of the terms or conditions of health plans apply. Discount programs administered by or arranged through the independent companies.

**Thank you**