

# Blue Shield Trio ACO HMO Plan

## Frequently Asked Questions

### GENERAL

#### 1. What Is the Trio ACO HMO Plan?

The Trio ACO HMO plan is powered by a new innovation in health care: the accountable care organization (ACO). An ACO is a network of doctors and hospitals that share responsibility for providing coordinated care to you and your family. The focus of our ACO network is the patient. You benefit from stronger coordination among doctors, hospitals, and Blue Shield of California.

The Trio ACO HMO plan may be the most cost-effective plan for maintaining your family's health if you and your covered dependents go to the doctor often. It offers the affordability and predictability of low copays, no deductibles and virtually no claim forms.

#### 2. How is the Trio ACO HMO plan different from the Access+ HMO plan?

The Trio ACO HMO plan offers the same medical benefits (copayments) as the Access+ HMO plan. However, the Trio ACO HMO plan also offers:

- **A lower employee premium contribution.** The Trio ACO HMO plan will cost you less than the Access+ HMO plan.
- **Access to Shield Concierge, a team of experienced health advocates, registered nurses, health coaches, clinical support coordinators, pharmacists, pharmacy technicians and dedicated customer service representatives.** With Shield Concierge, you call one toll-free number for help with all of your questions about your medical coverage and care. (For more information about Shield Concierge, see **Question/Answer #3** below.)
- **Walkadoo,<sup>TM</sup> a fun and social walking program with a digital pedometer to track your steps and get you moving!** Do what you already do: walk, run, hike, bike, and more, and Walkadoo will keep track of your activity and your personal goals. (For more information about Walkadoo, see **Question/Answer #5** below.)

With the Trio ACO HMO plan, you have access to a select network of high-quality local physicians, specialists, and hospitals near your home and workplace. And, you can self-refer to a specialist within your Personal Physician's medical group/independent practice association (IPA).

### 3. What is Shield Concierge?

Just as a hotel concierge assists guests with everything from making restaurant reservations to booking transportation, the Shield Concierge team is ready to assist in meeting a wide range of your needs.

The Shield Concierge team includes health advocates, registered nurses, health coaches, clinical support coordinators, pharmacists, pharmacy technicians and dedicated customer service representatives. This team provides personalized support on all aspects of your care, including benefits, claims, providers, care coordination, case management, health coaching, pharmacy and more.

The Shield Concierge team can:

- Help you find a network provider
- Work with you and your doctor to coordinate care across all providers
- Help you manage a chronic condition, such as asthma, diabetes, or coronary artery disease
- Connect you with NurseHelp 24/7<sup>SM</sup>
- Explain pharmacy benefits coverage, including formulary use
- Assist you with claims, and much more

Our Shield Concierge service makes personalized service as easy as a phone call! You call one toll-free number for help with all of your questions about your medical coverage and care. Shield Concierge offers extended customer service hours. Shield Concierge representatives are available to assist you from 7 a.m. to 7 p.m. Pacific time, Monday through Friday, at **(855) 747-5800**.

### 4. Who do I call if I have questions about my Trio ACO HMO plan?

If you have any questions about your Trio ACO HMO plan, please contact your dedicated Shield Concierge team members toll-free at **(855) 747-5800**. They are available to assist you from 7 a.m. to 7 p.m. Pacific time, Monday through Friday. You can also go to **[blueshieldca.com/sanmanuel](https://blueshieldca.com/sanmanuel)** for basic information about the Trio ACO HMO plan.

### 5. Does the Trio ACO HMO plan offer any wellness programs?

With the Trio ACO HMO Plan, you can participate in Wellvolution,<sup>®</sup> Blue Shield's easy, social and fun approach to wellness. Wellvolution seamlessly connects having fun with healthy activity. It's a program that can easily be worked into even the busiest lifestyles. Members connect to programs that blend social gaming, fun activities and rewards.

Participate on the go from your computer, smartphone or tablet, and invite your family and friends to join the fun and support your health goals. Just go to **[www.mywellvolution.com](https://www.mywellvolution.com)** for access to:

- **Well-Being Assessment** – Take our quick and confidential Well-Being Assessment and receive a personalized report on your overall well-being and suggestions on ways to improve your health.
- **Daily Challenge** – Every day you'll get an email to perform one simple wellness-related task that's fun to do. Earn points and connect with your friends and family as you explore activities to improve many areas of your well-being.
- **QuitNet** – As the longest-running online support community in the world, QuitNet® offers a dynamic, multi-modal tobacco cessation program through online and mobile engagement with daily email/SMS text support.
- **Walkadoo** – Walkadoo features manageable daily step goals, a supportive online community, and derbies for competing with friends. Each day, you'll receive an email or text with a personal step goal that's been created just for you. Simply wear a wireless device that counts your steps throughout the day. Whether you walk, run, hike, or bike, Walkadoo will keep track of your activity and your personal goals. Visit Walkadoo from your smart phone or computer to check your progress, answer trivia questions, and see how your connections are doing.

#### **6. When I sign up for Walkadoo, will I receive a wireless device that counts my steps?**

Yes. Go to **mywellvolution.com** and click on *Walkadoo* from the *Programs* page to sign up for the program. During the registration process, you will be prompted to order your free Pebble device, a wireless pedometer you wear on your shoe (most accurate), belt, waistband, or hip pocket to track your activity. If you'd prefer not to use the Pebble, you can connect an existing device or download a smartphone app to track your activity.

### **MEDICAL BENEFITS**

#### **1. How do I know if my doctor is in the Trio ACO HMO network?**

To search for a network provider, just go to **blueshieldca.com/sanmanuel**, and go to the *Find Network Providers* section on the right side of the page. Then, select the type of provider that you are searching for. Click on *Advanced Search* to filter your search by doctor name. Under *Search by Doctor Name*, enter your doctor's last and first name, and then click on *Find now*.

You can also call your dedicated Shield Concierge team at **(855) 747-5800** for help from 7 a.m. to 7 p.m. Pacific time, Monday through Friday.

## 2. Can I continue to see my current doctor (called a “Personal Physician” by Blue Shield) after I enroll in the Trio ACO HMO plan?

Yes, if your Personal Physician is in the Trio ACO HMO network you can keep your same doctor.

If your doctor is not in the Trio ACO HMO network, you can search for a new Personal Physician by going to [blueshieldca.com/sanmanuel](https://blueshieldca.com/sanmanuel). Then, go to the *Find Network Providers* section on the right side of the page. Next, select the type of provider that you are searching for. Click on *Advanced Search* to filter your search by name, specialty, and more.

To find a Personal Physician, select “HMO Personal Physicians” as the doctor type. Then, enter your city and state or ZIP code, and click on *Find now*. Next, click on a doctor's name to find the provider number and medical group/IPA number. Once you've selected a Personal Physician, you'll need to give Blue Shield the name, provider number and medical group/IPA number for the Personal Physician.

If you need assistance finding a provider in the Trio ACO HMO network, you can call your dedicated Shield Concierge team at **(855) 747-5800** from 7 a.m. to 7 p.m. Pacific time, Monday through Friday.

## 3. What happens if I don't select a Personal Physician when I enroll in the Trio ACO HMO plan?

If you don't select a Personal Physician at the time of enrollment, Blue Shield will automatically assign a Personal Physician to you and your enrolled family members based on your ZIP code. To change your Personal Physician, just call the Shield Concierge team at **(855) 747-5800**.

## 4. Can I self-refer to an OB/GYN?

Trio ACO HMO plan members can self-refer to an OB/GYN within their medical group/IPA for any OB/GYN related services. You do not need a referral, and you will not have to pay an additional copayment.

## 5. What is the cost for preventive care?

There is no cost for preventive care services. For more information, please see the Trio ACO HMO plan *Benefit Summary* by going to [blueshieldca.com/sanmanuel](https://blueshieldca.com/sanmanuel) and selecting the Trio ACO HMO Plan Brochure. For more information about preventive care services, call the Shield Concierge team at **(855) 747-5800**.

## **6. Do I have coverage while traveling outside of California or the U.S.?**

Through the BlueCard® Program, HMO plan members can access emergency and urgent care services across the country and around the world. What's more, using urgent care services in the BlueCard Program can be more cost-effective. It may also eliminate the need to pay for the services when rendered and submit a claim for reimbursement.

## **7. My children are going to college outside of California. How do they access care while they are away from home?**

The Away From Home Care® program 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. The Away From Home Care program is not available in all areas and states, and benefits from the host plan may differ from benefits in the Trio ACO HMO plan. To find out whether your family is eligible, call the Shield Concierge team at **(855) 747-5800**.

## **PHARMACY BENEFITS**

### **1. How do I check to see if my medication is on Blue Shield's formulary?**

It's easy to access the Blue Shield Drug Formulary to see if your medication is on the list of preferred prescription drugs. Just go to **blueshieldca.com/sanmanuel**, select *Pharmacy Benefits*, and then *Plus Drug Formulary*.

If you don't have access to the Internet or need help, simply contact your dedicated Shield Concierge team at **(855) 747-5800** for personal assistance or to request a copy of our formulary.

### **2. I am interested in using the Blue Shield mail-order pharmacy to refill my prescriptions. What do I need to do to get started?**

If you take stabilized doses of covered long-term maintenance medications for conditions such as diabetes, you can order a mail-service prescription of up to a 90-day supply. You may save money on your copayment, and there is no charge for shipping.

After you enroll in a Blue Shield health plan, it's easy to get started. All you will need is a prescription from your doctor and a completed PrimeMail New Order form. You can download the PrimeMail New Order form by going to **blueshieldca.com/sanmanuel**, selecting *Pharmacy Benefits*, and then *Prescriptions by Mail*. Or, you can call PrimeMail at **(866) 346-7200** to request a form. After you send your order form and prescription to PrimeMail, you can order refills online by going to **www.MyPrimeMail.com**.

## **AFTER YOU BECOME A MEMBER**

### **1. When will I receive my subscriber ID card?**

New subscribers will receive a Blue Shield member ID card in the mail before their effective coverage date. The plastic member ID card lists the name of the subscriber on the front, and the name of the Personal Physician on the back. All covered dependents will also receive their own new ID card that lists the name of their Personal Physician.

Please review your new ID card carefully to make sure all of the information is correct.

### **2. How do I get a replacement ID card?**

If you need to order an additional Blue Shield member ID card, go to **blueshieldca.com/sanmanuel**. Under *Member Login*, click on *Log in to blueshieldca.com* or *Register for an online account*.

Once you have registered and logged in to **blueshieldca.com**, you can print a temporary ID card or order a new ID card and have it mailed to you. Except for the paper stock, temporary cards are identical to permanent ID cards. You can print a temporary card at any time.

- Click on *My Plan & Claims* and then *ID Card*.
- Click on *View/Print a Temporary ID Card*.

If you order a replacement member ID card by mail, you will receive it via U.S. mail within seven to 10 business days.

### **3. How do I get a copy of the Trio ACO HMO Benefit Summary?**

You can download a copy of the Trio ACO HMO *Benefit Summary* by going to **blueshieldca.com/sanmanuel** and selecting the Trio ACO HMO Plan Brochure. For specific benefit information, or help with any other questions about the plan, call your dedicated Shield Concierge team at **(855) 747-5800** from 7 a.m. to 7 p.m. Pacific time, Monday through Friday.

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