

trio ACO HMO

Trio ACO HMO plans

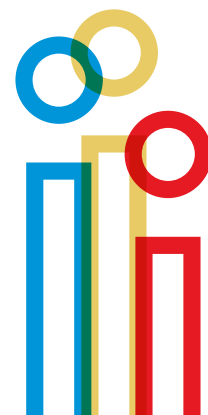
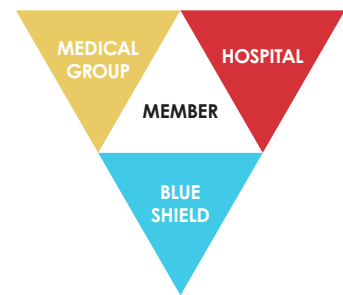
At Blue Shield of California, we've put our powerful connections to work for you to create a new family of HMO plans: Trio ACO HMO. These plans are focused on delivering choice, coordinated care, and affordability.

Trio is powered by a new innovation in healthcare: the accountable care organization (ACO). An ACO is a network of doctors and hospitals that share responsibility for providing high-quality coordinated care to you and your family when needed while lowering costs by delivering care more efficiently.

The focus of our ACO network is the patient. You benefit from stronger coordination among doctors, hospitals, and Blue Shield to focus beyond a specific service, to better health outcomes for you and your family.

Designed with you in mind

In addition to quality doctors and hospitals, you've told us that you want the affordability and predictability of low copays, and low or no deductibles. Also, you want more personal support in staying healthy, and when you have questions about using your plan or accessing the right care. Read on to learn about how Trio ACO HMO plans deliver in all these areas.

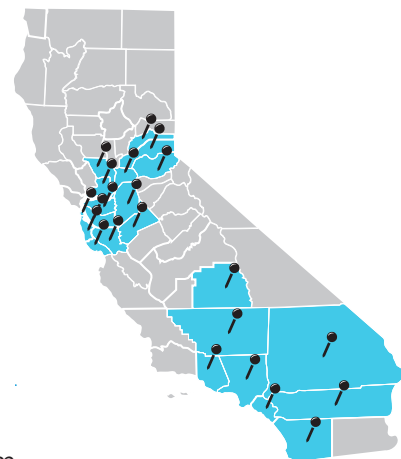


Provider network

Blue Shield's Trio ACO HMO provider network extends throughout 22 California counties,* and Trio ACO HMO plans offer members access to a network of providers that includes all specialties and levels of care.

Similar to a traditional HMO plan, Trio ACO HMO plans require members to have a Primary Care Physician (PCP) to coordinate and direct their healthcare needs.

The Trio ACO HMO provider network includes a subset of Independent Practice Associations (IPAs), medical groups, and affiliated physicians from our Access+ HMO® network. See the *Evidence of Coverage* for a complete description of benefits, limitations, and conditions of coverage of the plans.



Find a Provider

As a Trio ACO HMO member, your PCP must be in our network to be your primary healthcare provider. You will access most of your healthcare services through your PCP. When you do, you will pay just your copayment amount. You and your covered family members may choose to have the same or different PCPs.

Learn if your doctor or hospital is in our network

Finding the latest listing of PCPs, specialists, mental health providers, hospitals, dentists, vision care providers, and pharmacies is easy. Visit *Find a Provider* at blueshieldca.com/fap, or call our Shield Concierge at **(844) 250-2872**. It's that easy!

Continuity of your care

Your care is important to us. If you change your PCP during hospitalization, while you are pregnant, or during the course of treatment, the quality and continuity of your care may be interrupted. So your selection of a new PCP or medical group/IPA will become effective on the first day of the month following your discharge from the hospital, the delivery of your baby, or when it is medically appropriate to transfer your care.

The regional Blue Shield medical director must approve exceptions. For information about requesting approval for an exception, please contact Shield Concierge.

Trio ACO HMO network is in 22 counties†			
Alameda (partial)	Orange	San Francisco	Stanislaus (partial)
Contra Costa (partial)	Placer (partial)	San Joaquin	Tulare (partial)
El Dorado (partial)	Riverside (partial)	San Mateo	Ventura (partial)
Kern (partial)	Sacramento (partial)	Santa Clara	Yolo (partial)
Los Angeles (partial)	San Bernardino (partial)	Santa Cruz	
Nevada (partial)	San Diego (partial)	Solano (partial)	

* Some counties may be partial. Please check the *Evidence of Coverage* (EOC) for a complete list of ZIP codes.

See the EOC for a complete description of benefits, exclusions, limitations, and conditions of coverage of the plans. Please note that the Trio ACO HMO network is subject to change. Please visit blueshieldca.com/ACO for the most current listing of providers in the network.

† Enrolled members and their dependents must live in the Trio ACO HMO plan service area to be eligible for coverage.

Urgent care

Urgent care centers (UCCs) offer attention for non-emergency situations when PCPs are not available, without incurring the higher expense of emergency room (ER) services.

It may make sense to visit a UCC for conditions such as:

- Colds, fevers, coughs, and sore throats
- Flu symptoms and body aches
- Ear, nose, and throat symptoms and infections
- Sprains and strains
- Migraines and headaches
- Minor cuts and wounds
- Urinary tract infections
- Back problems
- Other minor infections and conditions

To find an urgent care center, go to the *Find a Provider* section at blueshieldca.com/fap, use the Blue Shield app, or call our Shield Concierge at **(844) 250-2872**. It's that easy!

Fill a prescription

Our pharmacy network includes more than 5,600 pharmacies in California and 57,000 pharmacies nationally, including all major retail chains. To find a local network retail or specialty pharmacy, go to the *Pharmacy* section of blueshieldca.com. Then select *Find a Pharmacy* to look up a retail pharmacy by name or location, or to find a specialty pharmacy. Or, call the Shield Concierge number on your Blue Shield member ID card.

Simply present your Blue Shield ID card at a retail network pharmacy to receive up to a 30-day supply of covered medications.

Shield Concierge

The Shield Concierge program is Blue Shield's integrated service designed to provide a personalized service experience for members covered by Blue Shield.



This program strives to improve and expand the member experience by resolving more inquiries during the first contact with the member and pro-actively identifying services specifically beneficial to the member. Blue Shield will partner with Trio ACO HMO providers to resolve member issues and to connect members to their physician.

A team of professionals consisting of Shield Concierge representatives, registered nurses, social workers,

health coaches, pharmacy technicians, and pharmacists is available to provide information to a member regarding benefits, doctors and specialists, coordination of care, case management, and questions on formulary and drug authorizations.

Shield Concierge offers extended customer service hours. Shield Concierge representatives offer extended hours from 7 a.m. to 7 p.m., Monday through Friday, at **(844) 250-2872**.



Wellvolution®, the next generation of wellness programs, seamlessly connects having fun with healthy activity, and can be easily worked into even the busiest lifestyles. It's wellness at its core, connecting you to programs that blend social gaming, fun activities, and rewards.

How does it work?

By leveraging social connections and the latest online and mobile technologies with the mywellvolution.com platform, Wellvolution helps contribute in a progressive, actionable

way to your well-being. It makes wellness easy and fun, resulting in positive diet and lifestyle choices that stick!

Wellvolution Wellness Package included in the Trio ACO HMO plan:

Wellvolution Trio ACO HMO Package

Blue Shield's medical plans automatically include, for subscribers age 18 and older, core services to help our members live healthier lives. These services let you measure your well-being and engage in purposeful, socially incentivizing daily activities toward health improvement.

SERVICES INCLUDE:

- **Well-Being Assessment**
- **Daily Challenge**
- **Quitnet**



Well-Being Assessment

The Well-Being Assessment goes beyond the typical health assessment survey because it measures overall outlook, emotional and physical health, healthy behaviors, work environment, and access to health/life resources.

Daily Challenge

Daily Challenge® offers quick actions, realistic content, and social networking, so you can have fun while doing something healthier. A daily message is sent with one simple activity or “challenge” and a reason why it will help improve well-being. And whether accessing from a computer, tablet, or through the Daily Challenge smartphone app, a quick click lets you invite friends and family (regardless of health plan membership) to share how they completed the challenge.

QuitNet

This program uses the latest science and best practices to help individuals overcome their addiction to tobacco. QuitNet® integrates many intervention modalities, including online and mobile support from experts and peers, telephone-based coaching from a tobacco treatment specialist, personalized email and SMS text support, and pharmaceutical quit aids.

Discount programs

Blue Shield's wellness discount program* complements and enhances your covered benefits, and saves money on services and supplies ranging from the traditional to the alternative. The discount programs include Weight Watchers, 24 Hour Fitness, ClubSport and Renaissance ClubSport, vision and LASIK, and alternative care (chiropractor, massage, acupuncture).

*These discount 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.

The networks of practitioners and facilities in the discount programs are managed by the external program administrators identified below, including any screening and credentialing of providers. Blue Shield does not review the services provided by discount program providers for medical necessity nor efficacy, nor does Blue Shield make any recommendations, representations, claims, or guarantees regarding the practitioners, their availability, fees, services, or products.

Some services offered through the discount program may already be included as part of the Blue Shield health plan covered benefits. Members should access those covered services prior to using the discount program.

Members who are not satisfied with products or services received from the discount program may use Blue Shield's grievance process described in the Grievance Process section of the *Evidence of Coverage* or *Certificate of Insurance*. Blue Shield reserves the right to terminate this program at any time without notice.

Discount programs administered by or arranged through:

- Alternative Care Discount Program – American Specialty Health Systems, Inc. and American Specialty Health Networks, Inc.
- Vision Program – MESVision
- Weight control – Weight Watchers North America
- Fitness facilities – 24 Hour Fitness, ClubSport, and Renaissance ClubSport
- LASIK – NVision, QualSight, and TLCVision within California, and TLCVision (USA) Corporation outside California

Daily Challenge and QuitNet are trademarks of MeYou Health, LLC. MeYou Health is a Healthways, Inc. company.

Wellvolution is a registered trademark of Blue Shield of California. Blue Shield and the Shield symbol are registered trademarks of the BlueCross BlueShield Association, an association of independent Blue Cross and Blue Shield plans.