

Did you know?

Trio HMO plans now offer a combination of in-person and virtual PCPs in regions 12 and 17.



The Trio ACO HMO network in Covered California rating regions 12 and 17 now includes a virtual medical group of primary care physicians (PCPs), Accolade Care* allowing your clients to receive care more quickly and conveniently via phone or video. Accolade Care will be available to IFP members enrolled in all Trio HMO plans on January 1, 2025.

The national average for getting a primary care appointment is 21 days. A 2023 survey* reported that 47% of Californians felt their wait for a physical health appointment was unreasonably long.

With Trio HMO's virtual care, provided by Accolade Care, virtual PCP appointments and behavioral health appointments are possible within 24 hours of booking. Members also have access to appointments within three days for virtual specialists, provided by Telemed2U*** (referral from a virtual PCP required.)

The virtual PCP care advantage

Our new virtual PCP option provides your clients with Trio HMO plans with flexible, intuitive, and easily accessible medical services. Key features include:

- **Improved access to care:** Virtual PCP appointments are possible within 24 hours of booking and within three days for virtual specialists (a referral from the Virtual PCP is required).
- **Dedicated care team:** Each member who selects or is assigned a virtual PCP will have access to a dedicated care team. This team includes their PCP, a behavioral health provider, and a Health Coach.
- **Seamless integration:** Members can enjoy a cohesive care experience through virtual visits or face-to-face consultations (referral from the virtual PCP is required for in-person care). Or, members can always switch to an in-person PCP immediately by calling Blue Shield Customer Service at any time.
- **Virtual specialist care:** Members can access specialists in 20 specialties with a referral from their virtual PCP. See below for the list of specialties covered virtually.
- **Streamlined appointments:** Online booking is straightforward and designed for convenience, reducing wait times, and simplifying the management of health needs.

Virtual PCPs can provide most of the care traditional in-person PCPs perform, including preventive care, diagnose illnesses, prescribe most medications, and make referrals to specialists and in-person care as needed. See the next page for a list of specialties covered virtually.

Limited release

We have initiated a limited release program to Trio HMO members in two regions:

- South Coast region 12, covering Santa Barbara, Ventura, and San Luis Obispo counties
- Inland Empire region 17, including Riverside and San Bernardino counties

Accolade Care will be available to IFP members enrolled in all Trio HMO plans on January 1, 2025.

Automatic assignment

New Trio HMO plan members who do not select a PCP during enrollment will be automatically assigned to a virtual PCP (age restrictions apply, children under 18 will not be assigned a virtual PCP). They will have the ability to change to an in-person PCP immediately by calling Customer Service, or with standard processing time, generally the first of the following month, through the member portal.

Virtual specialist care (Virtual PCP referral required):

- Allergy and immunology
- Cardiology
- Dermatology
- Dietary nutrition
- Endocrinology
- Gastroenterology
- General surgery consults
- HIV medicine
- Hepatology
- Infectious disease
- Nephrology
- Neurology
- Orthopedics
- Otolaryngology
- Physical medicine and rehab
- Psychology
- Psychiatry
- Pulmonology
- Rheumatology
- Urology
- Vascular surgery

Improved access to care

Improving your client's ability to get the health care they need when they need it is our priority, and access to virtual PCPs and virtual care helps bridge that gap.

This new Virtual PCP option is more than just an update to our Trio HMO plans – it's a revolution in how your clients access health care. Equip them with the power to manage their care, how and when they want, for better health outcomes.

* Accolade Care is the B/b/a of PlushCare of California, Inc, a professional corporation.

** 2023 California Healthcare Foundation health policy survey

*** Telemedicine Group P.C. d/b/a TeleMed2U, Inc.