



Helpful information: Health coverage tips

Look out for enrollment communications to stay enrolled

During the upcoming Open Enrollment period, you may receive notifications via email or printed mail from Blue Shield of California and/or Covered California. Please review all communications you receive carefully. There may be specific actions you need to take to retain your plan coverage.

For example, if your tax filing status changes and there is a new head of household, you would need to create a new account. In this case, we would contact you regarding important next steps, including the sending of an initial payment for 2025 coverage, and to reestablish any autopayment and other account preferences.

Trio network name change

You might notice in 2025 that your plan's network name will have changed to "IFP Trio HMO Network". This name change has no impact on your benefits or to the network. You still have access to the same groups of doctors, hospitals, and specialists who are committed to working together to care for your health.

Easier access to care starts here

Looking for faster access to care? You are now eligible to choose a virtual primary care physician (PCP) and schedule phone or video appointments.

Your coordinated care may include referrals to:

- Virtual care from doctors from more than twenty specialties such as dermatology, cardiology, and urology
- Virtual visits to behavioral health professionals such as therapists, psychiatrists, and psychologists
- In-person visits to physicians, specialists, and labs when your virtual PCP deems it necessary

You'll have options to connect with virtual care providers with same day, next-day, and even after-hours appointments typically available. A referral from your virtual PCP will be required to see a specialist or in-person provider.

To take part, simply choose a primary doctor through Accolade Care, a virtual medical group. You can easily select one inside your Blue Shield online account or by calling Shield Concierge at **(844) 250-2872 (TTY: 711)**.



Helpful information: Health coverage tips (continued)

Self-service options

Your time is important and there are some things you may need to do quickly or after hours. Your online member account is open 24/7.

Want to:

- Change your primary care doctor
- Set up AutoPay or make a one-time payment
- Change how you want to receive Blue Shield communications (email, mail, phone/text)
- Get new ID cards

By logging in to blueshieldca.com or using the mobile app you can quickly manage your care and coverage options.

Want to contact someone?

There are some things that you may need to discuss with an agent. Since you have a Blue Shield plan through Covered California, there are specific things that can only be handled directly by either Blue Shield or Covered California. To eliminate confusion, we have a guide to help you get to the right person. Go to blueshieldca.com/CoveredCAinfo and bookmark this page for future reference.

Pediatric dental benefits

Blue Shield is here to make sure your dependents' total health – including oral health – is supported. Your medical plan includes dental and vision benefits for enrolled members up to the age of 19. We encourage you to take advantage of your pediatric dental benefits and catch or stop small issues before they turn into big ones. With zero-cost preventive visits, you can increase their chances of staying healthy, while keeping money in your pocket.

To see the full list and learn more about these benefits, visit blueshieldca.com/policies to view your plan's Summary of Benefits in your *Evidence of Coverage*.

New pharmacy changes: Designed to save you money and time

Starting January 1, 2025, Amazon Pharmacy will provide home delivery services for prescription medications to Blue Shield members. They replace CVS Caremark® Mail Service Pharmacy. You still have access to more than 64,000 retail pharmacies, including major chains like CVS pharmacy, and local pharmacies.

Also, experience the improved pharmacy hub – redesigned for a simpler way to manage your prescriptions. Get information about lower cost drug options with side-by-side drug price comparisons. And, if you opt-in for notifications, you will get notified when a lower cost option becomes available.

To sign up for home delivery services or look for ways to lower your drug costs, log in to your online account.