

Quick reference guide

Resources for your practice and the members you serve

We're here for you



Provider Services Team

Our Provider Services Team is dedicated to supporting you and your staff with inquiries about member eligibility, benefits, claims status, appeals, and authorizations. They can also help you access tools and resources to assist you as you serve Blue Shield of California Promise Health Plan members.

Contact Provider Services via LiveChat after logging in at blueshieldca.com/provider or call **(800) 468-9935**, Monday through Friday, 6 a.m. to 6:30 p.m.



Provider Connection website

The Provider Connection website gives you easy, self-service access to information such as member eligibility, benefits, member rosters, claims, authorizations, and more.

Create an account or log in at blueshieldca.com/provider.



Enrollment and Retention Teams

Our teams can assist with Choice Enrollment through Health Care Options (HCO) for San Diego and Los Angeles counties by explaining what the Health Plan Choice Form is and by connecting individuals to HCO by phone or online. They also facilitate Plan Partner Transfers (PPT) with L.A. Care Health Plan for individuals in Los Angeles County, and support member retention efforts in both counties for patients affected by annual redetermination or who have lost Medi-Cal coverage.

Call Member Enrollment: **(866) 820-6009**, Monday through Friday, 8 a.m. to 6 p.m.
Call Member Retention: **(855) 636-5251**, Monday through Friday, 8 a.m. to 6 p.m.



Quality Improvement Team

The Quality Improvement Team offers a robust set of programs for providers and office staff designed to improve performance on Healthcare Effectiveness Data and Information Set (HEDIS®) and Medi-Cal Managed Care Accountability Set (MCAS) measures and patient care outcomes.

For more information, please contact QIMediCal@blueshieldca.com.

Supporting member access to care



Blue Shield Promise Customer Care

Los Angeles: **(800) 605-2556 [TTY: 711]**,
Monday through Friday, 8 a.m. to 6 p.m.

San Diego: **(855) 699-5557 [TTY: 711]**,
Monday through Friday, 8 a.m. to 6 p.m.



Transportation

Transportation to healthcare appointments is available at no cost for Blue Shield Promise members through the Non-Emergency Medical Transportation (NEMT) and Non-Medical Transportation (NMT) benefits.

To learn about NEMT or NMT, call **(877) 433-2178 [TTY: 711]**; available 24/7.



Interpreter services

Interpreter services provides over-the-phone, face-to-face, and American Sign Language (ASL) interpreting services at no cost to Blue Shield Promise members. Telephone interpretation is available 24 hours a day, 7 days a week.

Contact Blue Shield Promise Customer Care. After business hours, call Pacific Interpreters at **(844) 765-6011**.



Health Education Department

The Health Education Department supports member health and wellness through programs and services, including the Diabetes Prevention Program, free health education materials, health education classes, and links to tobacco cessation services.

Email **BlueShieldofCAHealthEducation@blueshieldca.com** or call Blue Shield Promise Customer Care.



Complex case management

Complex case management provides a direct interface with members and works closely with providers to coordinate care and services for members with high needs. Contact Provider Services for more information or to refer a member to Complex Case Management. Call **(800) 468-9935**, Monday through Friday, 6 a.m. to 6:30 p.m.

Visit **blueshieldca.com/en/bsp/providers/programs/complex-case-management** to access the Population Health Referral form. Fax the form to **(323) 889-6575**.



Social Services

The Social Services Department aims to improve the quality of health care for members by assisting with social challenges and barriers to receiving care. Services include linkage to community resources and social services programs. Contact Blue Shield Promise Customer Care for more information or to refer a member to Social Services.



Community Resource Centers

Community Resource Centers are open to Blue Shield Promise members and the public in Los Angeles County. The Community Resource Centers are jointly operated by L.A. Care Health Plan and Blue Shield Promise. Programs and services include fitness, nutrition, and health education classes, social services assistance (housing, financial literacy, food security), support groups, and on-site Medi-Cal enrollment and renewal support.

To learn more, call **(877) 287-6290 [TTY: 711]**, Monday through Friday, 9 a.m. to 5 p.m. or visit **communityresourcecenterla.org**.