

Questions and answers about the discontinuation of ConcertoCare

Blue Shield of California ("Blue Shield") and Blue Shield of California Promise Health Plan ("Blue Shield Promise") are discontinuing the complex care program supported by ConcertoCare. Members enrolled in the program will gradually be transitioned out of the program starting in September, with all cases closed before **December 31, 2026**. In anticipation of questions you may have, we have created the following responses.

1. What is ConcertoCare?

ConcertoCare is a service that provides in-home and virtual care and support from an interdisciplinary care team. The service is provided at no additional cost to members, through their benefit plans. For the past few years, Blue Shield and Blue Shield Promise offered ConcertoCare to certain members ages 18 and older who had complex care management needs and resided in select counties.

ConcertoCare is not a covered benefit and does not serve as a primary care provider but rather partners with a member's primary care physician.

2. Why are Blue Shield and Blue Shield Promise no longer offering ConcertoCare to members?

As part of our regular review of the programs and services offered to members, Blue Shield and Blue Shield Promise have elected to pursue a different clinical model as part of strengthening our overall offerings.

3. What care can members receive now that ConcertoCare is going away?

Please visit Provider Connection at blueshieldca.com/provider to reference a host of [patient care resources](#) available to members.

4. How will enrolled members be notified about the discontinuation of ConcertoCare?

Members who are enrolled with ConcertoCare will receive a provider-patient communication from ConcertoCare and a communication from Blue Shield or Blue Shield Promise.

5. Does the discontinuation of ConcertoCare affect member health plans and/or benefits?

No, the ConcertoCare complex care program was not a covered benefit. Members may continue to use their health plan and benefits.

6. What will happen to the members who were enrolled in ConcertoCare?

- Impacted members will be notified of the program discontinuation and offered alternative programs and services based on their benefit plans.
- Blue Shield of California and Blue Shield of California Promise Health Plan have expanded our care programs to offer one-on-one personalized clinical support to our members. Some members who were engaged with ConcertoCare will be transitioned to a Blue Shield or Blue Shield Promise care

manager. Members may also call the Blue Shield or Blue Shield Promise care management team to request enrollment.

- Clinical support is available to members 24/7. Some examples of programs and services that may be available include care management, virtual care from Teladoc Health or Accolade (Virtual Blue), or NurseHelp 24/7 (Nurse Advice Line for Blue Shield Promise members).
- In addition to calling Customer Service, members can log-in to the Blue Shield or Blue Shield Promise websites or mobile apps to learn more about the benefits and services available to them.

7. Whom can I contact if I have any additional questions?

Providers with questions about the discontinuation of the ConcertoCare complex care program can reach out to the Blue Shield Provider Services team at **(800) 541-6652**, from 6 a.m. to 6:30 p.m. PT, Monday through Friday.

Members with questions should be directed to call the Customer Service phone number on the back of their member ID card.