



Working together
for members

Blue Shield
of California
and
MemorialCare

Blue Shield of California and MemorialCare have teamed up to work toward a more streamlined healthcare experience. We're working together to improve the coordination and communication among our members' health plan, doctors, and hospitals.

Together, we're helping to provide members with clinical care that is more personalized and easier to access.

About MemorialCare

MemorialCare is a non-profit health system that includes four hospitals, two medical groups, imaging centers, surgical centers and much more! As one of the leading hospital systems in Southern California, we're confident that no matter what your needs are, we have the teams, tools and know-how to support you every step of the way.

We have big dreams for the future of healthcare, so we work every day to make high-quality care easier to access and make it more affordable. Whether you need a check-up or cardiac surgery, you can rest assured that we're looking out for you.



trio_{HMO}

Part of **Blue Shield's Trio ACO HMO Network**, focused on delivering choice, affordability, and coordinated care. Learn more at blueshieldca.com/trio.



Access and convenience

MemorialCare makes it easy to access care when you need it.

- **Video Visit** : Meet with a provider face-to-face using a camera-enabled smart phone or computer.
- **eVisit**: Get the care you need on your schedule. No appointment. No waiting. Accessible Monday-Friday, 6:30 A.M. to 9:00 P.M. and Saturday and Sunday, 9:00 A.M. to 9:00 P.M.
- **Urgent care**: When medical needs just cannot wait. Our team of award-winning physicians is ready to treat you and your family in-person on virtually.
- **Emergency Care**: With every protection and precaution, we are experienced and ready to care for all patients, including those who need emergency care. In case of emergency, dial 9-1-1 or go to the nearest Emergency Department.

Call the MemorialCare Navigation Center for assistance:

877-696-3622

Service and support

- **Health education**: MemorialCare offers free health education courses. Classes such as diabetes education, stress management, total wellness, and more are available to help patients live healthy lives. No referral is required.

Visit www.memorialcare.org/events to view the events schedule.

Online services

MemorialCare's patient portal myChart is a secure online website that gives patients 24-hour access to personal health information to:

- View test and lab results
- Send and receive secure online messages
- Request Rx refills
- Schedule and manage appointments

MemorialCare primary care physicians all use electronic medical records to ensure better quality care and can send prescriptions directly to the pharmacy using e-prescribing to save time.

URGENT CARE CENTERS

- **Long Beach (Los Altos)**
2110 N. Bellflower Blvd. Long Beach, CA 90815
877 MYMEMCARE (696-3622)

Virtual Urgent Care

Our physicians can treat your non-emergent medical needs virtually. To learn more, go to:

www.memorialcare.org/services/urgent-care

AFFILIATED MEDICAL GROUP LOCATIONS

- **MemorialCare Medical Group - Long Beach (Los Altos)**
2110 N Bell Flower Blvd. Long Beach
- **MemorialCare Medical Group - Long Beach (Douglas Park)**
3828 Schauffele Avenue, Suite 200 Long Beach
- **MemorialCare Medical Group Long Beach**
450 East Spring Street, Suite 1 Long Beach
- **MemorialCare Medical Group - Torrance**
22719 Hawthorne Blvd. Torrance

Call the MemorialCare Navigation Center for assistance: 877-696-3622

PREFERRED HOSPITAL AFFILIATIONS*

MemorialCare Long Beach Medical Center

* Preferred hospitals shown are part of the Trio network providing coordinated care to members. To search for affiliated hospitals, please visit blueshieldca.com/fap.

Blue Shield and the Shield symbol are registered trademarks of the BlueCross BlueShield Association, an association of independent Blue Cross and Blue Shield plans.