

# Care when you need it, where you need it

With your Blue Shield of California health plan, you have many ways to access care.

Start here



## Your primary care physician (PCP) \$\$\$

The best place to start when you need care is with your PCP, your main healthcare provider for routine medical needs.

## Virtual care

You can also get expert advice without leaving home or having to travel to a faraway location.



## NurseHelp 24/7<sup>SM</sup> \$0

Immediate, non-emergency health advice anytime, anywhere from registered nurses by phone or chat at no extra cost



## Virtual Care \$\$\$

Specialist care and services through videoconferencing at Adventist Health locations **(for PPO members only)**



## Teladoc \$\$\$

Doctors available 24/7 by phone or video to treat non-emergency issues and prescribe drugs as needed

## In-person care

If your PCP is not available you can see a healthcare provider, – whether at or near home, or away.



## Urgent care<sup>1</sup> \$\$\$

Walk-in non-emergency care



## Heal<sup>TM</sup> \$\$\$

On-demand doctor house calls to your home, work, or hotel **(for PPO, Trio, and Tandem members)**



## BlueCard<sup>®</sup> Program and Blue Shield Global Core \$\$\$

Covered services and urgent and emergency care while traveling, in the United States or abroad<sup>2</sup>



## CVS MinuteClinic<sup>®</sup> \$\$\$

Walk-in health care at CVS retail locations **(for PPO members only)**

## Emotional health

You have access to mental health services to help you address personal, family, or work issues.



## Mental Health Services Administrator (MHSA) network<sup>3</sup> \$\$\$

Mental health and substance use disorder services, in-person or virtually.

## Emergency care

The ER should be used for life-threatening conditions to avoid long wait times and expensive bills.



## Emergency room \$\$\$

Immediate care for life-threatening emergencies. **If you have an emergency, call 911 immediately.**

Lowest cost ←————→ Highest cost  
\$\$\$ Low    \$\$\$ Medium    \$\$\$ High

Visit [blueshieldca.com/care](https://www.blueshieldca.com/care) for more details.

| Provider   | Can be used for   | Availability                             | More info   |
|--|---|--|---|
| Primary care physician (PCP)                                     | Annual checkups, routine medical needs, health screenings, illnesses, and minor injuries  | Varies, call your PCP's office for hours | Visit <a href="https://blueshieldca.com/fad">blueshieldca.com/fad</a>   |
| NurseHelp 24/7 <sup>SM</sup>                                     | Minor illnesses and injuries, chronic conditions, medications, preventive care, and to refer you to other care options if necessary | 24/7                                     | Call <b>(877) 304-0504</b> or visit <a href="https://blueshieldca.com/nursehelp">blueshieldca.com/nursehelp</a>   |
| Teladoc  | Sinus problems, respiratory infections, colds and flu, allergies, rashes, ear infections, pink eye, and much more                   | 24/7                                     | Call <b>(800) 835-2362</b> or visit <a href="https://blueshieldca.com/teladoc">blueshieldca.com/teladoc</a>   |
| Virtual Care   | Specialist care and services through videoconferencing  | At Adventist Health clinic locations     | Call <b>(866) 832-8218</b> or visit <a href="https://blueshieldca.com/virtualcare">blueshieldca.com/virtualcare</a>   |
| Urgent care <sup>1</sup>   | Sore throats, earaches, cough, fever, ongoing diarrhea, vomiting, minor cuts, and more  | Typically extended hours                 | Visit <a href="https://blueshieldca.com/fad">blueshieldca.com/fad</a>   |
| BlueCard Program <sup>®</sup> and Blue Shield Global Core        | Covered services and urgent and emergency care while traveling <sup>2</sup>   | Varies by provider                       | Call <b>(800) 810-BLUE</b> or visit <a href="https://provider.bcbs.com">provider.bcbs.com</a> within the United States. Call <b>(804) 673-1777</b> or visit <a href="https://bcbsglobalcore.com">bcbsglobalcore.com</a> if overseas |
| Heal <sup>TM</sup>   | Pediatrics and urgent, primary, and preventive care at your home, office, or hotel  | By appointment in select urban areas     | Call <b>(844) 644-4325</b> or visit <a href="https://blueshieldca.com/heal">blueshieldca.com/heal</a>   |
| CVS MinuteClinic <sup>®</sup>                                    | Immunizations, allergies, infections, coughs, flu symptoms  | Usually 7 days a week                    | Visit <a href="https://minuteclinic.com">minuteclinic.com</a> for locations   |
| Mental Health Services Administrator (MHSA) network <sup>3</sup> | Mental health and substance use disorder services, in person or virtually   | By scheduled appointment                 | Visit <a href="https://blueshieldca.com/fad">blueshieldca.com/fad</a> or call <b>(877) 263-9952</b>   |
| Emergency room   | Any life-threatening condition or injury  | 24/7                                     | <b>Call 911</b> or go immediately to the nearest ER   |

Visit [blueshieldca.com/care](https://blueshieldca.com/care) for more details.

- 1 If you are a Trio HMO member who needs to visit an urgent care center, you may be required to call your doctor's office each time you seek care. HMOs may require your doctor's office to provide authorization before you go to the urgent care center. You must receive care at an urgent care center that is affiliated with your doctor's medical group or IPA, or your plan may not cover the services received.
- 2 For more information and details on benefits or covered services, please refer to your *Evidence of Coverage* (EOC) or call the customer service number on the back of your Blue Shield member ID card.
- 3 Mental Health Services Administrator (MHSA) network services are not available to self-funded (ASO and Shared Advantage), Medicare Advantage (Individual and Group), or FEP PPO members, or in the BlueCard Program.

Teladoc and Heal are independent entities that administrate services on behalf of Blue Shield of California.

Heal is a trademark of Get Heal, Inc.

NurseHelp 24/7 is a service mark of Blue Shield of California.