

Blue Shield of California Access+ HMO plan

offered through CSAC EIAHealth

About the Access+ HMO plan

You'll need to choose a Personal Physician (primary care physician) to use an HMO plan. Your Personal Physician will provide or arrange your care, as HMO members must access covered services through a network of physicians and facilities as directed by their Personal Physician. Exceptions include emergencies and urgent care received outside of your Personal Physician's service area.

The Access+ HMO® plan may be a good choice and a cost-efficient way to maintain your health if you and your family go to the doctor often.

Choosing a Personal Physician: When you enroll in the Access+ HMO plan for the first time, you will need to choose a Personal Physician for yourself and each of your enrolled dependents. You can choose a different Personal Physician and medical group for each enrolled family member. (If you are already a Blue Shield Access+ HMO member, you do not need to change or select a new Personal Physician.)

To search the Blue Shield HMO network for a Personal Physician, follow the steps below under "Find a Personal Physician." If you do not select a Personal Physician at the time of enrollment, Blue Shield will automatically assign a Personal Physician to you and your enrolled family members. You can change your Personal Physician by calling Member Services at **(800) 642-6155**.

Enrolling in the Access+ HMO plan if you are currently in treatment: If you are currently receiving care for acute or serious chronic conditions, pregnancy or newborn care, planned surgeries, or a terminal illness from a provider that is not in the Blue Shield HMO network, continuation of care may be available to you during your transition to the Access+ HMO plan. Continuation of care allows you to continue to see your current non-network provider during the course of your treatment while still receiving the network level of benefits. For more information, please call Blue Shield Member Services at **(800) 642-6155**.

Find a Personal Physician

When you enroll in the Access+ HMO plan, you'll be able to access one of the largest HMO networks in California. Here's how to find a doctor or verify that your current doctor is in the Access+ HMO network.

- Go to **blueshieldca.com/csac**.
- Select *Find a Provider*.
- Under "Find an Access+ HMO Network Provider," choose the type of provider you are looking for. You will then be directed to the Blue Shield website where you can further filter your search.
- To find a Personal Physician from the Blue Shield website, select "Doctors" as your provider type. Then, click on *Advanced Search* and choose *HMO Personal Physicians* under "Doctor Type or Specialty." Click on the physician's name to find the provider number and medical group/ IPA number (needed when you enroll in the Access+ HMO plan for the first time).



Visit **blueshieldca.com/csac** today!

24/7 online access

You have convenient 24-hour access to information about your health benefits at **blueshieldca.com/csac**. Here you can find a wide range of resources in one centralized location, including:

- Medical benefits – Log in to get information about your Access+ HMO plan's features and benefits, print ID cards, change your Personal Physician, and more.
- *Find a Provider* – Search for doctors, hospitals, and urgent care centers easily.
- NurseHelp 24/7SM – Get health advice from a registered nurse day or night.
- Programs and services – Find information on programs and services including prenatal and condition management.

Transferring your medical records

If you are selecting a new physician, you'll need to transfer your medical records from your previous doctor to your new Personal Physician. Your new Personal Physician can provide the proper form for you to complete and sign. This form will need to be mailed to your previous doctor, who will then send copies of your medical records to your new Personal Physician.

Urgent care

You can keep your medical costs down by choosing a network urgent care center for non-emergency care, rather than going to the emergency room. Before you seek care at an urgent care center, you must always call your doctor's office first. Your doctor's office must provide authorization before you go to the urgent care center. If you receive care at an urgent care center that is not affiliated with your doctor's medical group or IPA, your HMO plan may not cover the services you receive.

Coverage outside of California

Through the BlueCard® Program, Access+ HMO members can access emergency and urgent care services across the country and around the world. You can receive urgent care services from any provider; however, using the BlueCard Program can be more cost-effective and may eliminate the need for you to pay for the services when they are provided and then submit a claim for reimbursement. You can locate a BlueCard provider at any time by calling **(800) 810-BLUE** or by going to the *Find a Provider* section of blueshieldca.com/csac.

The Away From Home Care® program gives students, long-term travelers, workers on extended out-of-state assignments, and families living apart the convenience and flexibility of coverage for extended periods across the country. To learn more about Away From Home Care and whether your family is eligible, call your Blue Shield Member Services team at **(800) 642-6155**. Please note that Away From Home Care is not available in all areas and states, and benefits from the host plan may differ from benefits in the Access+ HMO plan.

Pharmacy benefits

The pharmacy benefits for the Access+ HMO plan are administered through Express Scripts. For information about your prescription drug coverage, visit www.expressscripts.com.

Your Blue Shield member ID card

New members will receive a Blue Shield member ID card in the mail. The card is a bi-fold that will list the name of the subscriber on the front and the names of all family members who have coverage through Blue Shield's Access+ HMO and their Personal Physicians on the inside. (A sample of the front of the card is shown below.) Please review your new ID card carefully, and make sure all of your information is correct. If you need to order an additional ID card, go to blueshieldca.com/csac, and click on *Log in* or *Register for an online account*. Once you have logged in, click on *My Health Plan*, and then *Order Blue Shield ID Cards* (located on the right side). You will receive your new ID card via U.S. mail within seven to 10 business days.

Subscriber		Group#	123456
John Doe		Effective	10/01/09
		Plan	HMO
ID# XXXJ12345678			
Copayments		Rx	Yes
Office	\$XX		

Member confidentiality

Blue Shield protects the confidentiality and privacy of your personal and health information, including medical information and individually identifiable information such as your name, address, telephone number, and Social Security number. To ensure this, Blue Shield requires a signed authorization form for you to access health information for your spouse or dependents over the age of 18. To request an authorization form, go to blueshieldca.com/csac, and click on *Log in* or *Register for an online account*.

Once you have logged in to the Blue Shield website, select *My Health Plan* and then *Resources*. Click on *Forms* and then scroll down to "Release of information" to download the *Personal and Health Information Release*. If you don't have access to the Internet, or have questions about how Blue Shield protects your privacy and confidentiality, please call our Privacy Office directly at **(888) 266-8080**.

We're here to help

If you have any questions, simply contact your dedicated Blue Shield Member Services team at **(800) 642-6155** for personal assistance. They are available from 7 a.m. to 7 p.m., Monday through Friday.