

Discover more

Below are additional benefits and helpful programs and services available to Blue Shield Signature HMO and Shield Spectrum PPO members.

Additional Benefits

Behavioral health benefits

Your behavioral health benefits include inpatient and outpatient mental health and substance abuse care for issues such as:

- Depression
- Alcohol/drug abuse
- Mental illness
- Marriage and family counseling

The services are provided by Blue Shield's mental health service administrator (MHSA) network. Shield Signature HMO members only have access to MHSA network providers. Shield Spectrum PPO members can access both MHSA network and non-network providers, but will pay less and receive higher benefit coverage when they see a network provider.

Care away from home

Shield Signature HMO plan: Through the BlueCard® Program, 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 eliminate the need for you to pay for the services when they are rendered and 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**.

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 the Shield Signature HMO plan.

Shield Spectrum PPO plan: The BlueCard Program gives PPO members access to care across the United States and urgent care around the world. You are not required to use a BlueCard provider; however, it's in your best interest to use a BlueCard provider to keep your costs down. 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**.

Programs and services

As a member, you can register at **blueshieldca.com** and find more information about these programs.

NurseHelp 24/7 – Speak with a registered nurse any time, day or night, and get answers to your health-related questions, or go online to have a one-on-one personal chat with a registered nurse anytime. The NurseHelp 24/7SM phone number is conveniently located on the back of your member ID card.

LifeReferrals 24/7 – Call anytime to talk with a team of experienced professionals ready to assist you with personal, family, and work issues. Get referrals for three face-to-face visits (in a six-month period) with a licensed therapist at no cost to you (available only in California). The LifeReferrals 24/7SM phone number is conveniently located on the back of your member ID card.

Healthy Lifestyle Rewards – This confidential program offers interactive online tools to help you get in shape, eat right, reduce stress, and quit smoking.

Prenatal Education Program – This program guides expectant parents from the first trimester to postnatal care and offers practical advice and useful information. Some materials are also available in Spanish.

Condition management programs – These programs offer nurse support as well as education and self management tools for members with asthma, diabetes, coronary artery disease, heart failure, and chronic obstructive pulmonary disease.

We're here to help

If you have any questions, simply contact your dedicated Blue Shield Member Services team at **(800) 642-6155** or TTY (866) 216-9926 for personal assistance. We're available from 7 a.m. to 7 p.m., Monday through Friday. For more information, visit the County of San Bernardino Employee Benefits and Services Division (EBSB) Internet site at http://www.sbcounty.gov/hr/Benefits_Retire.aspx.

Programs and services continued

Wellness discount programs – Blue Shield offers a variety* of member discounts on popular programs* that can help you save money and get healthier.

- **Weight Watchers** – Get discounts on three- and 12-month subscriptions, monthly passes, and at-home kits.
- **24 Hour Fitness** – Enjoy waived enrollment fees and discounts on monthly membership dues.
- **ClubSport and Renaissance ClubSport[†]** – Get a 60% discount on enrollments when joining with a month-to-month agreement. Enrollment fees are waived when joining with a 12-month agreement. (There is a one-time \$25 processing fee when you enroll.)
- **Alternative Care Discount Program[†]** – Save up to 25% on acupuncture, massage therapy, and chiropractic services, plus get discounts on health and wellness products, with free shipping on most items.
- **Vision services** – Get 20% off the published retail prices when you use a participating provider[†] in the Discount Vision Program network for exams, frames, lenses, and more.
- **QualSight LASIK** – Members in California receive a 20% discount off providers' usual and customary fees on traditional and custom LASIK surgery.
- **TLCVision LASIK[#]** – Get 15% off providers' usual and customary fees for LASIK and PRK correction surgery through a TLCVision or NVision network provider in California. Members who live outside California get a 10% discount off providers' usual and customary fees from TLCVision providers.

The networks of practitioners and facilities in the discount programs are managed by the external program administrators identified below, including any screening and credentialing of providers. Blue Shield does not review the services provided by discount program providers for medical necessity or efficacy. Nor does Blue Shield make any recommendations, representations, claims, or guarantees regarding the practitioners, their availability, fees, services, or products.

Some services offered through the discount program may already be included as part of the Blue Shield plan covered benefits. Members should access those covered services prior to using the discount program.

Members who are not satisfied with products or services received from the discount program may use Blue Shield's grievance process described in the Grievance Process section of the *Evidence of Coverage*. Blue Shield reserves the right to terminate this program at any time without notice.

Discount programs administered by or arranged through the following independent companies:

- Alternative Care Discount Program – American Specialty Health Systems, Inc. and American Specialty Health Networks
- Discount Vision Program – MESVision
- Weight control – Weight Watchers North America
- Fitness facilities – 24 Hour Fitness, ClubSport, and Renaissance ClubSport
- LASIK – Laser Eye Care of California, LLC, QualSight Inc., and TLCVision Corporation

Note: No genetic information, including family medical history, is gathered, shared, or used from these programs.

* These discount program services are not a covered benefit of Blue Shield health plans, and none of the terms or conditions of Blue Shield health plans apply. Discount program services are available to all members with a Blue Shield medical, dental, vision, or life* insurance plan.

† 24 Hour Fitness, ClubSport/Renaissance ClubSport, and Alternative Care Discount Program are not available in all states. Members should contact their local 24 Hour Fitness or ClubSport gym, or American Specialty Health (ASH) provider to determine whether a Blue Shield of California discount applies. To find an ASH provider, call (877) 335-2746 or go to blueshieldca.com/findaprovider.

‡ For Discount Vision Program providers in California, go to blueshieldca.com and search for "Routine Care – Discount Vision Program." For providers outside California, go to ecndiscount.com.

TLC Centers are not available in all states. To find a TLC Center near you, call (877) TLC-2020.

Life insurance plans are underwritten by Blue Shield of California Life & Health Insurance Company.