

County of San Bernardino –
Retirees

Effective January 1, 2019



Aim higher with Blue Shield



High performance

- Large networks mean you'll find doctors you like close to home or work
- Collaboration with doctors and hospitals to deliver "accountable care" -- you benefit from combined knowledge and expertise
- As a mission-driven nonprofit, we're reforming the system with an eye on quality and affordability



High touch

- Care programs to improve and maintain your health no matter what your health status
- Customized care programs for members with complex or advanced conditions based on needs and preferences – not "factory medicine"



High technology

- Website / mobile app provide suite of 24/7 resources to simply, conveniently manage your family's health care
- Teladoc video/phone visits that bring care to you



High value

- Discounted wellness products and services to encourage healthier lifestyles and make your healthcare dollars go further

“There are some big differences between plans.
Which one’s right for me?”



Blue Shield plans for retirees

- **Shield Signature Plans – non-Medicare**
 - Shield Signature – High
 - Shield Signature - Low
- **Medicare Integrated Plans**
 - Blue Shield 65 Plus (HMO) – GMAPD High
 - Blue Shield 65 Plus (HMO) – GMAPD Low
 - Blue Shield of California Medicare Rx Plan (PDP)
- **Medicare Coordination of Benefits PPO Plan**
 - Shield Spectrum PPO plan – COB

Health plans include:

Pharmacy benefits

NurseHelp 24/7

Health programs

“How can I get the most out of my healthcare dollars?”



Support to manage your health



Programs designed to help you live better with illness, recover from acute conditions, and have a more seamless healthcare experience



Shield Support Program

Nurse support, home visits, self-management tools and workshops to help members with:

- Behavioral health
- Cancer
- Chronic Conditions, e.g. Coronary Artery Disease, Heart Failure, Diabetes, COPD, Asthma
- Catastrophic injury
- Musculoskeletal conditions & pain management
- Stroke
- LGBTQ health needs
- Transplant process
- Plus: ER utilization, post-discharge from hospital, opioid use, high cost and direct referrals

Imagine this:

“My wife cut her leg and she might need stitches.”

Make a free call to NurseHelp 24/7SM

Online chat:

- How to take medications safely
- Men's, women's, & children's health general questions
- Topics to discuss with your doctor
- Illness prevention guidance
- Nutrition and fitness tips

Telephone:

- Minor injuries
- Common illnesses
- Help to understand diagnoses and chronic conditions
- Choosing appropriate medical care (911/ER, physician office visit, urgent care center, home care)
- Self-care tips and treatment options

Imagine this:

“I feel like I have the flu, but I don’t want to wait in the ER on a Friday night.”

Contact Teladoc: 1-800-Teladoc



Step 1 Contact Teladoc

Log in to your Teladoc account or call Teladoc, 24/7/365, to request a phone or online video consultation for primary care services.



Step 2 Talk with a doctor

A board-certified doctor reviews your Electronic Health Record (EHR) and consults with you, just like an in-person visit.



Step 3 Resolve the issue

The doctor recommends a treatment for your medical issue. If a prescription is needed, it's sent electronically to the pharmacy of your choice.



Step 4 Settle up

- \$0 copay for HMO and PPO plans (lower cost than an office visit).



Step 5 Smile

Your medical issue gets resolved, and you save time and money!

<10 Minutes
Average
Wait Time

SilverSneakers® Fitness Program

(Blue Shield 65 Plus HMO members only)



SilverSneakers provides a basic membership to any participating Fitness center location across the country. Program includes:

- Access to conditioning classes, exercise equipment, pool, sauna and other available amenities
- Signature SilverSneakers Fitness Program classes, designed specifically for older adults and taught by certified instructors
- Fun social activities and events, including health education seminars
- Access to an exclusive member online community at www.silversneakers.com/member.
- SilverSneakers® Steps is a personalized fitness program for members who don't have convenient access to a SilverSneakers location within 15 miles of their home.

Wellness discount programs

Alternative care

Save on alternative healthcare services from participating practitioners.

25% or more off usual and customary fees for:

- Acupuncture
- Massage therapy
- Chiropractic services

Discounts also available for health and wellness products like vitamins and supplements.

Weight management programs

Lose those extra pounds and keep them off with nationally recognized lifestyle change programs.

- Enroll in weight management programs at no additional charge through our **Wellvolution® Diabetes Prevention Program**.
- Save on **Weight Watchers** with special rates on three- and 12-month subscriptions. Monthly pass is also available for unlimited local meetings each month, plus free eTools.

Fitness and exercise

Enroll in one of the most flexible gym membership programs to stay committed to your health goals.

- Work out at any facility within our wide network of more than 10,000 national fitness locations.
- Work out as often as you need while tracking progress to your goals online.
- If you are a Medicare-eligible member, you have access to gyms and fitness classes with coverage provided by our **SilverSneakers®** fitness program.

Vision discounts

Save on eye services at participating providers whether or not you have vision care benefits.

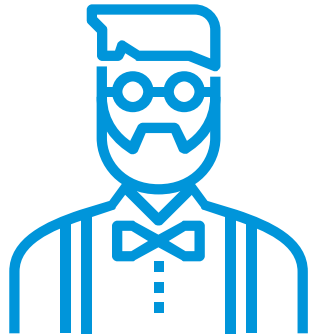
Discount Provider Network – Save 20% on eye exams, frames and lenses, contacts, and more.

MESVision Optics – Competitive prices on contacts, glasses and eye care accessories.

QualSight LASIK – Save on LASIK surgery at more than 45 surgery centers in California.

NVISION Laser Eye Centers – Get a 15% discount for laser services.

Vision and hearing discount programs



Discount vision program

Save 20% at participating providers on:

- Routine eye exams
- Frames, lenses, tints & coatings
- Extra pair of glasses
- Hard contact lenses



Nvision Laser Eye Centers

15% discount on LASIK procedures.



EPIC Hearing Service

30-60% off MSRP on major brand hearing aids and related professional services.

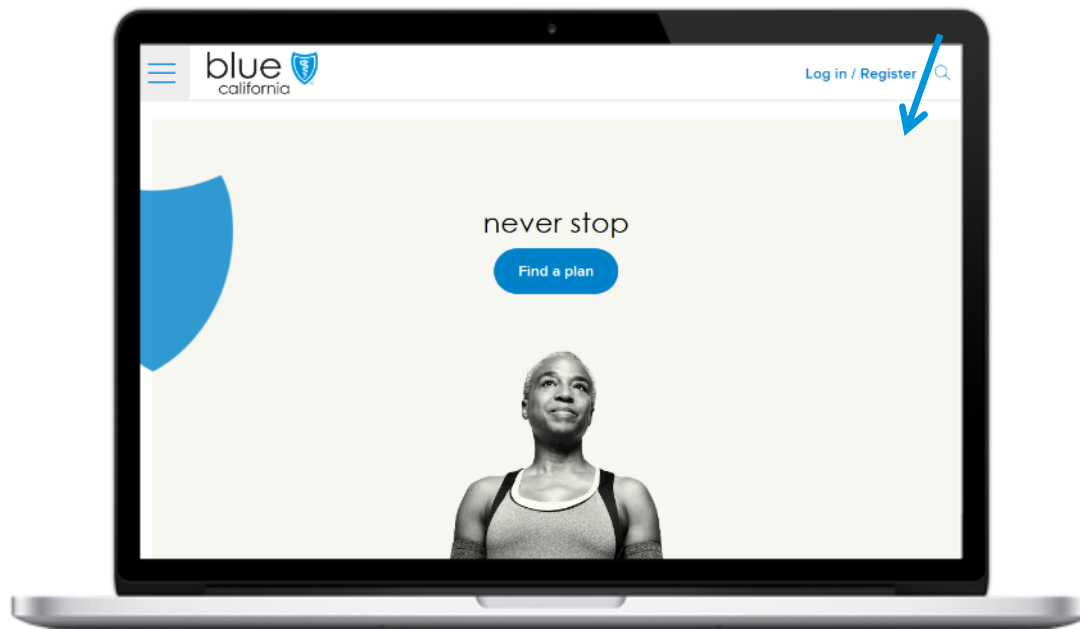


QualSight LASIK

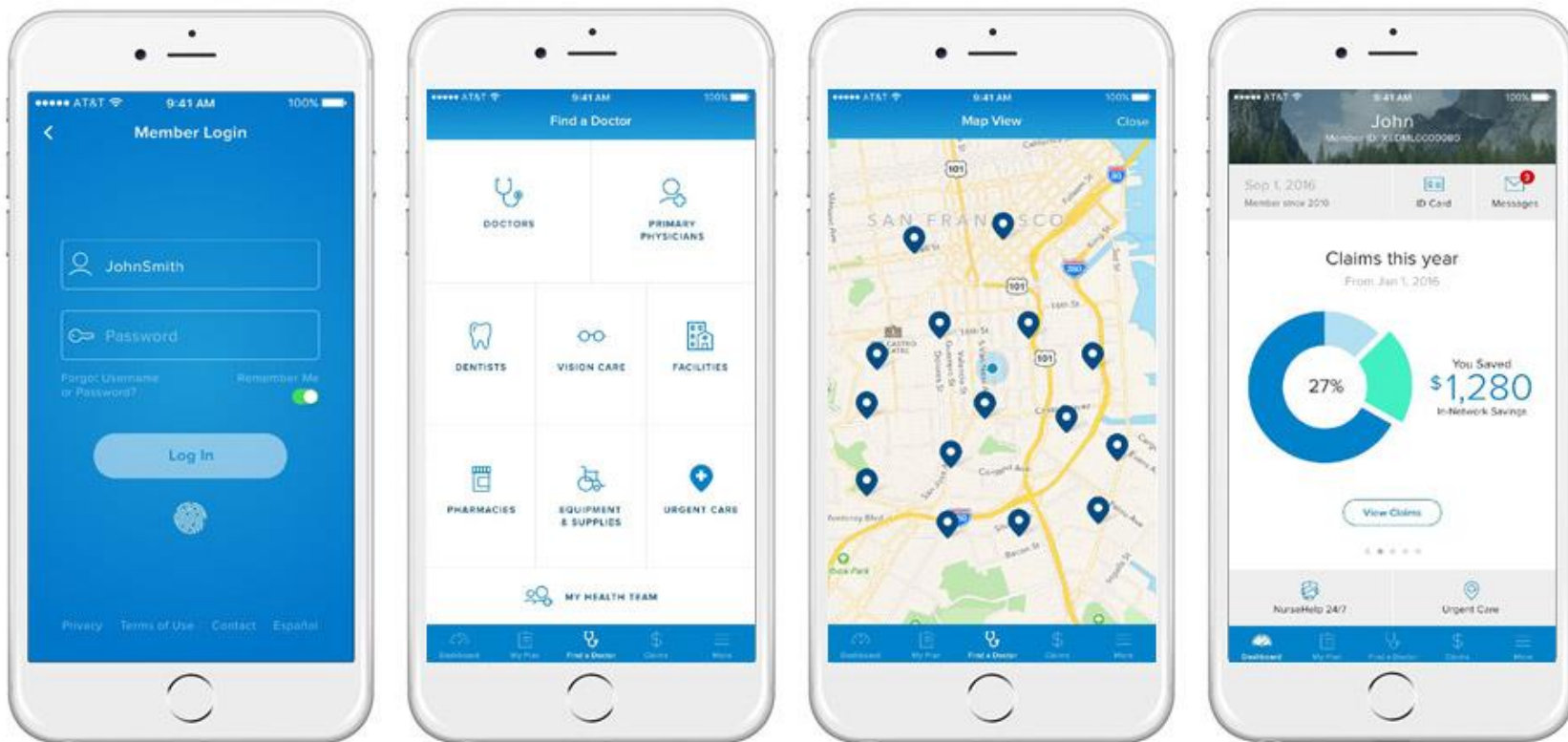
20% discount on traditional and custom LASIK surgery.

Registering on blueshieldca.com is easy

- Have your member ID number and email address handy.
- Create a username and password, select security Qs and As.
- Search for network doctors, hospitals and other facilities
- Get information about medical and pharmacy benefits
- Print copies of your Blue Shield ID card
- Learn about Blue Shield programs and services
- Get secure access to medical and pharmacy benefits, claims and more
- Email Member Services with questions such as claims issues, benefits, providers, etc



Redesigned, rebuilt app for easy use



We're here to help

- **Member Services**

- **Shield Signature and Shield Spectrum PPO plans**

NEW! (855) 829-3566

7:00 a.m. to 7:00 p.m., Monday through Friday

- **Blue Shield 65 Plus HMO**

(800) 776-4466 [TTY: (800) 794-1099]

7:00 a.m. to 8:00 p.m., seven days a week from October 1 through February 14. However, after February 14, calls will be handled by our automated phone system on weekends and holidays

- **Blue Shield of California Medicare Rx Plan PDP**

(888) 7766-4466 [TTY: (888) 238-6482]

7:00 a.m. to 8:00 p.m., seven days a week from October 1 through February 14. However, after February 14, calls will be handled by our automated phone system on weekends and holidays





Thank you

We look forward to caring for you