# Total health and wellness

Programs and services for Blue Shield of California members



# Table of contents




## Get the most from your health plan p. 2

- Register your secure online account.
- Find the right doctor.
- Access your Member Health Record.
- Stay covered while traveling.
- Estimate your medical costs.
- Safeguard your identity and your credit.





## Access care and support from home p. 3

**NurseHelp 24/7**
Receive health advice from a nurse around the clock.

**Teladoc Health**
Speak with a doctor or mental health professional by phone or video.

**LifeReferrals 24/7**
Get expert support navigating life's challenges.

**Amazon Pharmacy home delivery**
Enjoy the convenience of prescription drug home delivery.





## Get care outside your home p. 4

**Urgent care centers**
Save time and money by going to an urgent care center.

**MinuteClinic**
Access virtual or walk-in healthcare at CVS.

**Vaccines at retail pharmacies**
Get your flu shot and other immunizations at a retail pharmacy.





## Take charge of your condition p. 5

**Care Management**
Receive support for a chronic, acute, or long-term condition.

**Maven Maternity Program**
Meet virtually with specialists and coaches for additional support through pregnancy, postpartum, and returning to work after parental leave.





## Access digital health programs and resources p. 6

**Wellvolution**
Improve your health and well-being with proven digital tools and programs.

**Preventive care guidelines**
Learn about annual checkups and other routine care for you and your family.

**Wellness discount programs**
Take advantage of discounts on fitness club memberships and more.

# Get the most from your health plan

We make it easier to find doctors, stay covered wherever you go, and check your Blue Shield of California plan benefits. We even go beyond your healthcare to help you protect your identity.

### Register your secure online account

See your plan benefits and details, such as copayments or coinsurance. Check your deductible and year-to-date totals. Do all this and more from your phone, tablet, or computer – anytime, day or night.

To get started:

- From your computer, visit **blueshieldca.com/register** and register your online account.
- From your phone, download the Blue Shield of California mobile app on the App Store® or Google Play™ and choose *Register*.

### Find the right doctor

Use our *Find a doctor* tool to locate doctors, hospitals, pharmacies, and other providers in your plan's network:

- Log in to your online account at **blueshieldca.com**.
- Choose *Find a doctor* at the top of the page.
- Select the type of provider you are looking for.

### Access your Member Health Record

Once you're logged in, check out your health record. It shows your doctor visits, lab results, prescriptions, and more in one secure place. You can share it with doctors and loved ones.

### Stay covered while traveling

When you're outside California or out of the country, you can get urgent and emergency care through the BlueCard® Program and Blue Shield Global® Core.

To find a U.S. provider outside California, visit **provider.bcbs.com** or call **(800) 810-BLUE (2583)**. To find a provider when you're outside the U.S., visit **bcbsglobalcore.com** or call **(804) 673-1177** collect.

### Estimate your medical costs

Our Treatment Cost Estimator can show the approximate cost of common medical treatments and services. This can help you budget and plan for your care. Log in to **blueshieldca.com** to use the tool.

### Safeguard your identity and your credit

Since protecting your financial well-being is also important, we offer eligible Blue Shield medical plan members* identity protection services.† These include credit monitoring, identity repair assistance, and identity theft insurance. Visit **experianidworks.com/blueshieldca** to learn more and enroll.

For help, call **(866) 274-3891**, 6 a.m. to 6 p.m. PT, Monday to Friday.

* Due to current laws and regulations, members of the Blue Shield Federal Employee Program, Medicare Advantage HMO Plan, or Medicare Prescription Drug Plan are not eligible to receive this offer.

† ID theft protection is an opt-in offering to eligible members as long as they have a Blue Shield health insurance plan/policy. It's available at no additional cost. Members who are under the age of 18 require a legal guardian or parent to opt in on their behalf.

# Access care and support from home

You can tend to your health and wellness needs without leaving the comfort of home.

### NurseHelp 24/7

When your health questions can't wait, contact NurseHelp 24/7℠ by phone or online chat – at any time of the day or night.

A registered nurse can evaluate your symptoms, discuss treatment options, and determine whether you need to see a doctor. This can help you avoid unnecessary trips to the doctor's office or emergency room for non-emergency care.

Go to **blueshieldca.com/nursehelp** to learn more.

---

### Teladoc Health

Whenever you need non-emergency medical care, Teladoc Health's U.S. board-certified doctors are available 24/7 by phone or video. They can diagnose and treat common medical conditions like the flu and prescribe medications.

You can also talk to a licensed mental health professional for help managing stress, addiction, depression, and more. Mental health appointments are available for members ages 13 and older from 7 a.m. to 9 p.m. PT, seven days a week.

To request an appointment, first register at **blueshieldca.com/teladoc** and complete your medical history. You can also call **800-Teladoc (835-2362) [TTY: (855) 636-1578]**.

---

### LifeReferrals 24/7

Call LifeReferrals 24/7℠ anytime to talk with experienced professionals ready to help you with personal, family, and work issues.* You are eligible for three visits by phone or video chat in a six-month period with a licensed therapist. Legal and financial consultations are also available.

For more information, visit **blueshieldca.com**, scroll down to "Care programs," and select *Get support*. You can also call **(800) 985-2405**.

---

### Amazon Pharmacy home delivery

Skip the line at the pharmacy: Have your prescription drugs delivered to your door with no-cost shipping through Amazon Pharmacy. If you take medications for a chronic condition such as diabetes, ask for an extended supply† so they're always around when you need them. Visit **blueshieldca.com/pharmacy** to learn more.

* Some services may not be available to all Blue Shield members; check your plan's *Evidence of Coverage* to see what your plan covers. Any costs associated with using the community resources are the responsibility of the member. Legal consults involving disputes with your employer (or other work-related issues) are excluded.

† Up to 90 days is available with an extended supply for most prescription drugs. Most specialty drugs and opioids are limited to a 30-day supply.

# Get care outside your home

You have options for care besides a regular doctor's office visit.

### Urgent care centers

Urgent care centers provide many of the same medical services as a doctor's office, often with extended hours. Staffed with qualified professionals, these centers are ideal for non-emergency care when your doctor is not available – and can save you time and money compared to an emergency room visit.

If you are an HMO member, before you go to an urgent care center:

- Always call your primary care physician's (PCP's) office, their medical group/Independent Practice Association (IPA), or Blue Shield Customer Service for instructions and help finding the closest affiliated urgent care center.
- Make sure the urgent care center you visit is affiliated with your PCP's medical group/IPA, or your HMO plan may not cover the services you receive.

If you are an EPO, POS, or PPO member, you can locate a local urgent care center by going to **blueshieldca.com/fad** and choosing *Urgent care*.

**If you feel like you're experiencing an emergency, call 911 immediately or go to the nearest emergency room.**

---

### MinuteClinic

You can get virtual and in-person non-emergency healthcare at clinics in most of California through MinuteClinic®.*

Staffed with board-certified nurse practitioners, MinuteClinic® offers affordable access to care seven days a week, including evenings. You may need an appointment for a virtual visit.

You can find hours of operation and a list of services at **minuteclinic.com**.

---

### Vaccines at retail pharmacies

Our large network of retail pharmacies offers several preventive vaccines without a prescription, including the annual flu shot, at no extra charge.† You can still get vaccines at your doctor's office instead of a pharmacy if you prefer.

For more information, go to **blueshieldca.com/pharmacy** and select *See formularies*. Then choose your group plan type (for example, large group) and select *Vaccine list*. You can also call the Customer Service number on your ID card.

* Retail clinics are available to Blue Shield EPO and PPO members and to POS members through their PPO (Level 2) benefits. HMO members should check with their doctor's office before visiting a retail clinic. HMO plans may not cover the services received if the clinic is not in the medical group/IPA of the member's PCP.

† Members enrolled in an eligible non-grandfathered plan with an outpatient prescription drug benefit can receive coverage for select vaccines at a participating pharmacy at no extra cost.

# Take charge of your condition

Having a chronic condition or other health issues can be challenging. Our programs can help.

### Care Management

If you have a condition like diabetes, depression, chronic pain, or cancer, get support from Care Management. The program can help you navigate the healthcare system, access the care you need, and share information with your care team. Services include personalized health coaching, care plan development, provider coordination, and more.

Our care managers act as advocates for you and your family. They can help:

- Identify available treatment options.
- Assist you in making important healthcare decisions.
- Coordinate care with your healthcare providers.
- Research additional resources, such as support groups and financial assistance.

To find out if you're eligible to enroll in Care Management, call **(877) 455-6777**. To learn more about the program, go to **blueshieldca.com**, scroll down to "Care programs," and select *Get support*.

---

### Maven Maternity Program

Your plan includes a comprehensive maternity program that gives you virtual care support during pregnancy and up to three months postpartum. Maven provides you and your enrolled partner access to:

- Unlimited on-demand, virtual appointments with top-rated practitioners in more than 30 specialties related to women's and family health, including doulas, mental health specialists, lactation consultants, and sleep specialists
- A dedicated Care Advocate to help answer questions about your pregnancy and get you connected to the right providers at Maven and within Blue Shield's provider network
- Virtual, provider-led maternity classes, clinically backed content, and community support
- Resources to plan and prepare for returning to work after maternity leave
- Support if you have experienced a pregnancy loss

Blue Shield members get Maven at no additional cost. Visit **blueshieldca.com/maven** to sign up.

# Access digital health programs and resources

Feel your best every day with tools and programs to help you stay healthy.

### Wellvolution

To customize your path to better health, Wellvolution® matches you with clinically proven digital programs that are right for you.*

Through Wellvolution, you have access to on-demand tools and support designed to help you lose weight, prevent diabetes, and quit smoking. Some programs include personalized plans and health coaches to assist you in reaching your goals.

Learn more and find a program that fits your lifestyle at **wellvolution.com**.

### Preventive care guidelines

Seeing your doctor for an annual checkup can help you catch small problems before they turn into big ones. To find out what screenings, services, and immunizations we recommend for you, visit **blueshieldca.com/preventive**.

### Wellness discount programs

Get help saving money and living healthier with a range of wellness discount programs.† For example, Fitness Your Way® gives you access to thousands of fitness centers nationwide at a discounted price.‡

The wellness discount programs also include acupuncture, chiropractic, and therapeutic massage services; eye exams, frames, and contact lenses; and LASIK surgery. Learn more at **blueshieldca.com/wellnessdiscounts**.

* To see if you're eligible for Wellvolution, call the Customer Service number on your ID card.

† These discount program services are not covered benefits of Blue Shield health plans and none of the terms of Blue Shield health plans apply. Blue Shield reserves the right to terminate this program at any time without notice.

‡ Taxes may apply. Individuals must be at least 18 years old to purchase a membership.

## Have questions? We're here to help.

Log in to **blueshieldca.com** or open the Blue Shield app to review your benefits, check claims, and more. You can also call the Customer Service number on your ID card.

blue CALIFORNIA

App Store is a service mark of Apple Inc.

Google Play is a trademark of Google LLC.

Amazon Pharmacy is independent of Blue Shield of California and is contracted to provide prescription home delivery services to members with Blue Shield pharmacy benefits. Members are responsible for their share of costs, as stated in their benefit plan details.

Maven Maternity Program is available to most Blue Shield of California members and their enrolled partners during pregnancy and three months postpartum. Additional programs of nine months or more in duration may be available based on your plan, and eligibility will be confirmed upon enrollment. Maven® is independent of Blue Shield of California and is contracted by Blue Shield to provide maternity benefits including care advocacy, virtual consultations, coaching, and education. Maven is not intended to replace your in-person providers. Maven is a registered trademark of Maven Clinic Co. All rights reserved.

Tivity Health, Inc. is an independent vendor that provides solutions to improve health and well-being. Fitness Your Way and Tivity Health are registered trademarks of Tivity Health, Inc. Tivity Health is solely responsible for the service provided above. Fitness locations are not owned or operated by Tivity Health, Inc. or its affiliates. Fitness Your Way membership entitles member to use of the fitness location facilities and amenities available to the holder of a basic membership at the fitness locations. All other brand names, product names, registered trademarks, or trademarks belong to their respective holders. © 2026 Tivity Health, Inc. All rights reserved.

LifeReferrals 24/7 and NurseHelp 24/7 are service marks of Blue Shield of California. NurseHelp 24/7 is a healthcare advice line. Nurses do not provide medical services for treatment or diagnosis.

Wellvolution is a registered trademark of Blue Shield of California. Wellvolution and all associated digital and in-person health programs, services, and offerings are managed by Solera Health, Inc. Solera is independent of Blue Shield. These 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. Blue Shield reserves the right to terminate this program at any time without notice. Any disputes regarding Wellvolution may be subject to Blue Shield's grievance process.

To opt out of future nonrequired communications, please call Customer Service at the number on your Blue Shield member ID card.

You may receive services from network providers on an in-person basis or via telehealth, if available. Contact your primary care provider, treating specialist, facility, or other health professional to learn whether telehealth is an option. Network telehealth and in-person services are subject to the same timeliness and geographic access standards. If your plan has out-of-network benefits, they are subject to your plan's cost-sharing obligations and balance billing protections.

**Language Assistance Notice**

For assistance in English at no cost, call **(866) 346-7198**. Para obtener asistencia en español sin cargo, llame al **(866) 346-7198**. 如果需要中文的免费帮助，请拨打这个号码 **(866) 346-7198**.

**Nondiscrimination Notice**

The company complies with applicable state laws and federal civil rights laws and does not discriminate, exclude people, or treat them differently on the basis of race, color, national origin, ethnic group identification, medical condition, genetic information, ancestry, religion, sex, marital status, gender, gender identity, sexual orientation, age, mental disability, or physical disability. La compañía cumple con las leyes de derechos civiles federales y estatales aplicables, y no discrimina, ni excluye ni trata de manera diferente a las personas por su raza, color, país de origen, identificación con determinado grupo étnico, condición médica, información genética, ascendencia, religión, sexo, estado civil, género, identidad de género, orientación sexual, edad, ni discapacidad física ni mental. 本公司遵守適用的州法律和聯邦民權法律，並且不會以種族、膚色、原國籍、族群認同、醫療狀況、遺傳資訊、血統、宗教、性別、婚姻狀況、性別認同、性取向、年齡、精神殘疾或身體殘疾而進行歧視、排斥或區別對待他人。

Blue Shield of California is an independent member of the Blue Shield Association A50936-PA_0826