



Valuable health and wellness programs for you at no extra charge

With Blue Shield of California, you have access to a range of health and wellness services to help you stay healthy and control costs:

- NurseHelp 24/7
- Prenatal Education Program
- Disease management and care management programs
- Wellness discount programs
- Online tools and resources available through blueshieldca.com/csac

NurseHelp 24/7

Answers to your questions are only a phone call away

Talk to a registered nurse any time, day or night, seven days a week, on the phone or online. Experienced nurses are ready to listen, answer questions, and provide you with information to help you make informed decisions and choose the care that's most appropriate. They offer:

- **Health information:** About health conditions, treatment options, types of care, and preparation for doctor appointments.
- **Self-care tips:** Helpful tips for taking care of minor injuries such as a twisted ankle, or common illnesses like colds and the flu.
- **Lifestyle counseling:** Resources and information about healthy habits, including diet and exercise.

You can use this convenient service whenever you need it. Just call **(877) 304-0504**. You can also chat online with a registered nurse by registering at **blueshieldca.com** and going to the *Health & Wellness* section.

Health management programs

Programs for improving your health and managing your chronic conditions

Prenatal Education Program

Guides expectant parents from the first trimester to postnatal care, and offers practical advice and useful information. The program includes a book plus practical advice on what to expect from the first trimester through birth and the toddler years. Some materials are also available in Spanish.

Enrolling in the program is simple. Just go to blueshieldca.com/prenatal and log in using your username and password. You can also register by calling **(877) 371-1511**.

Health management programs

From managing asthma to monitoring diabetes, these programs provide plan participants who have chronic conditions with educational resources and strategies to help them manage their condition and feel better.

- Asthma Program
- Diabetes Program
- Coronary Artery Disease (CAD) Program
- Heart Failure Program
- Chronic Obstructive Pulmonary Disease (COPD) Program

Plan participants can apply to the programs by going to blueshieldca.com. Just register or log in using your username and password, and select *Health & Wellness*. Click on *Condition Management* and then select the Health Management program you are interested in. Follow the instructions to apply. Or, you can call **(866) 954-4567** to apply.

Care management

Eligible plan participants with severe chronic conditions have access to a variety of programs and services to help better manage, monitor, and control their conditions. Some of the services include direct interactions with an assigned care manager who contacts plan participants in person and by telephone to help them coordinate their medical care and related issues, and provide referrals to community resources and support.

- LifeMAP and Guided Imagery Program (only available to California residents)
- Neonatal Intensive Care Unit (NICU) Case Management Program
- Complex and Chronic Complex Case Management Programs
- Catastrophic Injury Case Management Program
- Transplant Program

Wellness discount programs

Cost-saving options available to you

Blue Shield offers a variety of member discounts on popular programs¹ that can help you save money and get healthier.

- **Weight Watchers** – get discounts on 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 ClubSport²** – get 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.)
- **Drugstore.com** – save on health and wellness products.
- **Alternative care discount program²** – save at least 25% on acupuncture, massage therapy, and chiropractic services, plus get discounts on health and wellness products.
- **Vision services** – get 20% off the published retail prices when you use a participating provider² 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 LASIK⁴** – 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.

For more information on the wellness discount programs, go to **blueshieldca.com/wellnessdiscounts** or call Blue Shield Member Services at **(800) 642-6155**. For complete program details, you will need to log in with your user ID and password.

The network 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 Networks, Inc. (ASH Networks)
- Vision Discount Program – MESVision
- Weight control – Weight Watchers North America
- Fitness facilities – 24 Hour Fitness, ClubSport, and Renaissance ClubSport
- Health products (excluding prescription drugs) – drugstore.com Inc.
- 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.

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

- 1 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.
- 2 24 Hour Fitness, ClubSport/Renaissance ClubSport, and Alternative Care Discount Programs are not available in all states. Members should contact their local 24 Hour Fitness or ClubSport gym, or American Specialty Health Network (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.
- 3 For Vision Discount Providers in California, go to blueshieldca.com and search for "Routine Care – Discount Vision Program". For providers outside California, go to ecndiscount.com.
- 4 TLC Centers are not available in all states. To find a TLC Center near you, call (877) TLC-2020.

online tools and resources at blueshieldca.com/csac

Only a point-and-click away

Visit Blue Shield of California's CSAC-EIAHealth website at blueshieldca.com/csac for information about your health plan 24 hours a day, 365 days a year.

Member Login

This password-protected section contains your personalized account information. Simply log on to view your covered health benefits and copayments. You can also download forms, check claim status, contact your Member Services representatives, and much more.

Pharmacy Benefits

In this section, Blue Shield Access+ HMO and CSAC-EIAHealth High-Deductible Health Plan (HDHP) members can get information on their prescription drug benefits, find a network pharmacy, search the Blue Shield Drug Formulary, and learn about generic alternatives.

CSAC-EIAHealth EPO and PPO members can find information on their prescription drug benefits by clicking on the link to Medco or by going to www.medco.com.

Find a Provider

From blueshieldca.com/csac you can click on the *Find a Provider* section to find the most up-to-date listing of general practitioners, specialists, and hospitals. Simply select the link that corresponds to your health plan to:

- See whether your physician is in your plan network
- Locate a provider convenient to your home or work
- Choose a physician according to specialty
- Search for doctors by gender or language preference
- Find and select a physician according to medical group affiliation

Health & Wellness Programs

Click on *Health Management Programs* to get details on the resources available to you, including the prenatal and disease management programs. You can apply online for these programs.

Wellness tools and resources

With Blue Shield, you have instant access to many wellness tools and resources to help you make informed healthcare choices. You will be prompted to login to the Blue Shield Web site to access some of these tools.

- **Hospital Comparison Tool:** Rates hospitals on procedure volume, complication and mortality rates, length of stay, and relative cost.
- **Health encyclopedia:** Offers information on a wide range of health topics from A to Z.
- **Conditions Center:** Lists common health conditions.
- **Complementary & Alternative Health:** Provides information about alternatives to Western medicine.
- **First Aid:** Offers information you need to help deal with common first-aid situations.

Healthy Lifestyle Rewards

Healthy Lifestyle Rewards is an interactive online program that gives you the resources, motivation, and support you need to eat healthy, get fit, manage stress, quit smoking, and more. Best of all, it's online – so you can access it anytime, day or night.

To learn more, click on the Healthy Lifestyle Rewards section. There you'll find an overview of the online program, as well as step-by-step instructions to help you get started. Take the Wellness Assessment, and you'll receive recommended health programs and news personalized to your current health status.

FAQs (frequently asked questions)

Through the FAQ section, you will find answers to questions, such as "How do I find a network provider?" and "How do I order a new Blue Shield member ID card?"

Contact Us

This section provides the key phone numbers you need to manage your health plan, such Blue Shield Member Services, NurseHelp 24/7, Disease Management programs, and more.

We're here to help

If you have any questions, visit blueshieldca.com/csac or call Blue Shield Member Services at **(800) 642-6155** from 7 a.m. to 7 p.m., Monday through Friday.

