



more for your health

Additional features of the CAPE/Blue Shield of California Lite and Classic Point of Service plans membership

You want a health plan that provides quality coverage with value and focuses on overall wellness and support, including a team of experts ready to give you personal assistance on a variety of health topics and conditions. And when making important health decisions, you want access to tools and resources that can provide you with up-to-date and reliable information. We provide you with all this – and more.

The CAPE/Blue Shield of California Point of Service Plans include a range of health and wellness services to help you stay healthy and control costs. Plus, all of these services are available to you at no extra charge, making Blue Shield the easy choice.

NurseHelp 24/7 and LifeReferrals 24/7



NurseHelp 24/7SM

Talk to a registered nurse anytime 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 and Wellness, Professional Help* section.



LifeReferrals 24/7SM

A phone call connects you with a team of advisers who can help you with personal, family, and work issues. Everyone needs help sometimes, and you have access to experienced professionals who are ready to listen and assist you. You'll be guided to the appropriate professional, depending on your needs:

- **Legal and finance issues:** Connect with a financial adviser on money matters or an attorney on a variety of legal services.
- **Personal challenges:** For issues such as relationship problems or coping with grief, you can talk to a trained counselor and members in California can set up a face-to-face session with a licensed therapist.
- **Child care, elder care, and chronic-condition management:** Consult with a specialist who can provide useful information and referrals to a wide range of resources, such as day care, meal programs, transportation, and more. Discuss your concerns with the LifeReferrals 24/7 team, available anytime, day or night. All of the services and referrals to resources are confidential.

You can speak with master's-level counselors 24 hours a day, every day, about anything. Just call **(800) 985-2405**.

Online tools and wellness resources

You'll get access to health resources and wellness information at your fingertips that can help you improve your health and better manage your costs. Whether you have a question about plan benefits, health providers, or prescription drugs, you can find answers at blueshieldca.com – 24 hours a day, 365 days a year.

My Health Plan

Exclusively for Blue Shield members, 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.

Healthy Lifestyle Rewards

Adopting a healthier lifestyle can be a challenge, but Blue Shield makes it easier for you with Healthy Lifestyle Rewards. Take the Wellness Assessment first to customize your wellness program. You'll find tools to help with your goals of getting in shape, managing your moods, eating right, reducing stress, achieving emotional wellness, or quitting smoking.

Best of all, you can earn up to \$175 just for participating! Earn \$25 for completing the Wellness Assessment and \$50 for every 12 weeks of participation (up to 36 weeks) in an online Health Program. To learn more, visit blueshieldca.com/hlr or call your dedicated CAPE Benefits Customer Service team at **(800) 487-3092**.

Hospital Comparison Tool

Selecting a hospital can be overwhelming, especially during a difficult time. Our Hospital Comparison Tool makes it easier for you by providing:

- Personalized reports that rate network hospitals on procedure-specific complication and mortality rates, length of stay, and volume
- Details on each hospital's relative cost, so you can make informed decisions regarding your health care

Treatment Options Tool

This tool gives you expert, evidence-based information from highly respected sources such as the American Cancer Society and the American Heart Association, including:

- Personalized reports covering treatment options, along with issues you may want to discuss with your physician
- Information on 20 types of cancer, cardiovascular disease, and lung-related conditions, including asthma, allergies, and chronic obstructive pulmonary disease

Find a Provider

When you're looking for a network provider, use this section to find the most up-to-date listing of general practitioners, specialists, hospitals, mental health services, vision care, optometrists, acupuncturists, and chiropractors. You can:

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

Find a Provider Performance Profile

Blue Shield is pleased to introduce Performance Profile, a new feature integrated within the *Find a Provider* tool found at blueshieldca.com. Based on nationally recognized quality measures, Find a Provider Performance Profile provides easy, online access to quality scores, as well as patient satisfaction scores and efficiency indicators for hospitals and HMO medical groups.

Pharmacy



In this section of our site, you can get details about your drug benefits, find a network pharmacy, search the Blue Shield Drug Formulary, and learn about generic alternatives to keep your out-of-pocket costs lower. If you use our mail service benefit for maintenance drug prescriptions, you can easily order refills or check an existing order's status through our contracted mail service pharmacy.

Drug Database & Formulary

The Blue Shield Drug Formulary is a comprehensive list of covered drugs that are medically appropriate and cost-effective. Just select *Drug Database & Formulary* in the *Pharmacy* section to access an up-to-date listing of formulary drugs, including whether a generic version is available.

Drug Interaction Checker

This tool gives you information about possible negative reactions to your medications. It provides information on interactions among prescription drugs, over-the-counter medications, dietary supplements, and herbal products.

Find a Pharmacy

It's easy to find a pharmacy in your own "backyard." This tool lets members search a large network of local pharmacies by name or location and get fast results. You can choose from more than 6,000 local pharmacies, many which are open 24 hours a day.

Ask the Pharmacist

If you have confidential questions about your medications, Ask the Pharmacist offers private and secure communication. You'll get personal, expert attention to your drug-related questions from a clinical pharmacist at the University of California, San Francisco. Simply submit your questions by registering and logging on to **blueshieldca.com** and clicking the *Ask the Pharmacist* link in the *Pharmacy* section.

You'll receive your answer directly from a pharmacist within two business days.

Prescription Mail Order Service

Blue Shield provides you with access to our contracted mail service pharmacy, PrimeMail, which offers you the convenience of receiving up to a 90-day supply of covered maintenance drugs delivered to your home or office. Our prescription mail order service is easy and saves you time – members have single sign-on access to PrimeMail's secure Web site, can order prescription refills 24 hours a day, and can obtain order status updates. Online refill orders are delivered within three to five business days.

Just log on to **blueshieldca.com** and click on the *Mail-Service Prescriptions* link in the *Pharmacy* section.

Symptom Checker

This interactive educational tool helps you pinpoint a particular symptom and then find information that helps explain its cause. It is not intended as a substitute for medical advice.

health management programs

Here's a suite of health management programs to help members get practical resources and support at no additional charge. Participation does not affect coverage in any way, and all information is kept confidential. You can play an active role in managing your health with prevention and self-management programs.



Prenatal Program

Guides expectant parents from the first trimester to postnatal care and offers practical advice and useful information, including a prenatal care book and newsletter.

Disease management

These programs provide educational resources, tools, and support designed to help members manage their chronic conditions and improve their quality of life.

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

For more information on these programs, please visit [blueshieldca.com](https://www.blueshieldca.com). You can apply online for programs available to you.

Care management

Eligible members 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 members 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 (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

Your wellness is important to us. To make it easier for you to take better care of yourself, we offer a wide range of member discounts on popular programs¹ that can help you save money and get healthier.

Weight Watchers

Save while you lose those extra pounds and keep them off. Choose the one that best suits your specific lifestyle and preference.

- Online savings – \$10 off each 3- and 12-month subscription to the Weight Watchers Web site, and the site registration fee is waived
- At-home kits – Special member pricing of \$179 on the at-home kit
- Meeting vouchers – Discounts on local meetings (prices and discounts depend on the location)
- Premium extras – Promotional walking kits and exercise DVDs

	With special price, you pay
13-week Local Meeting vouchers*	\$119.86
18-week Local Meeting vouchers*	\$165.96
At-home kit†	\$179.00
3-month Online Subscription‡	\$ 55.00
12-month Online Subscription‡	\$166.70

* Available only in participating areas in the United States Total cost must be paid in advance. Missed-week fees must be paid in order to keep your Weight Watchers membership current. You will need to re-enroll after 4 consecutive absences. Sales tax applicable in Connecticut.

† Available only in participating areas in the U.S.

‡ Your subscription to Weight Watchers will be automatically renewed at the end of your plan period at the standard monthly rate (currently \$16.95) unless you cancel. You can cancel your Weight Watcher subscription on our site, by e-mail, or by U.S. mail; please see www.weightwatchers.com/cancel for details. Void where prohibited. This offer cannot be transferred, combined with other offers, or redeemed for cash.

If you are interested in purchasing a Weight Watchers online subscription, simply follow these steps:

1. Go to www.weightwatchers.com/signup/nationalaccounts/StepOne.aspx
2. Select a payment plan
3. Enter this promotion code **14-172-1502-17075** and click *update pricing*
4. Follow remaining sign-up instructions for setting up your account

To purchase the at-home kit, meeting vouchers, or for more information about these Weight Watchers offerings, call Weight Watchers at **(866) 237-6182**.

24 Hour Fitness

Waived/discounted fees make it easier to get in shape and stay fit. This discount program is offered through Blue Shield of California.

	One Club Sport	All Club Sport	One Club Super Sport	All Club Super Sport
Member monthly dues and initiation fee	\$29.99 initiation fee; \$24.99 dues/month	\$34.99 initiation fee; \$29.99 dues/month	\$44.99 initiation fee; \$44.99 dues/month	\$44.99 initiation fee; \$44.99 dues/month
Waived fees	\$0 enrollment and processing fee	\$0 enrollment and processing fee	\$0 enrollment and processing fee	\$0 enrollment and processing fee
Family add-ons**	Same rates and waived fees apply	Same rates and waived fees apply	Same rates and waived fees apply	Same rates and waived fees apply

** Family members must live at same address. Maximum of 2 adults over 18 years of age, including yourself. Add on all of your children ages 12 to 17 (maximum 8 children).

To get the discount on 24 Hour Fitness membership:

Just go to any 24 Hour Fitness facility and present your Blue Shield member ID card to receive your discount.

If you would like to sign up online, simply follow the steps below.

1. Go to blueshieldca.com/wellnessdiscounts.
2. Select *Start Getting Fit* under *24 Hour Fitness*.
3. Log on to blueshieldca.com using your user name and password, or follow the instructions to register.
4. After you log in, you will be directed to a 24 Hour Fitness Web page. Enter discount code **97023** in the space provided and follow the instructions.

drugstore.com

Pay less when you shop for health and wellness products at drugstore.com.

- 5% off nonprescription drugs
- 15% off drugstore.com natural daily vitamins packs and supplements
- 15% off contact lenses for first-time customers; 5% off subsequent orders
- 5% back in rewards for every purchase made (when you join the drugstore.com dollars program)

To receive the discount on drugstore.com:

1. Go to blueshieldca.com/wellnessdiscounts
2. Select *Start Saving Money* under *drugstore.com*
3. Log on to blueshieldca.com using your user name and password, or follow the instructions to register
4. After you log in, you will be directed to *drugstore.com* and can begin shopping

Alternative care

Relax and save on wellness services from participating practitioners.

- Acupuncture services – 25% or more off usual and customary fees
- Massage therapy – 25% or more off usual and customary fees
- Chiropractic services – 25% or more off usual and customary fees
- Health and wellness products – Discounts on vitamins, herbal supplements, fitness equipment, and more; free shipping on most items

Vision services

See better and spend less on vision care – get 20% off the published retail prices when you use a participating California provider in the Discount Vision Program network for:

- Routine eye exams
- Frames and lenses (including photochromic)
- Tints and coatings
- Extra pair of glasses
- Non-prescription sunglasses

LASIK – Get a 15% discount on LASIK laser vision correction surgery through the TLCVision provider network in California.

For more information

Visit blueshieldca.com/wellnessdiscounts or call Blue Shield Member Services at **(800) 642-6155**.

¹ These discount program services are not a covered benefit of Blue Shield plans, and none of the terms or conditions of Blue Shield plans applies.

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 or Certificate of Insurance/policy*. 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 Health Services Discount Program – American Specialty Health Networks of California Inc. (ASH Networks)
- Vision program – MESVision
- Weight control – Weight Watchers North America
- Fitness facilities – 24 Hour Fitness
- Health products (excluding prescription drugs) – drugstore.com inc.
- LASIK – Laser Eye Care of California LLC

