

Quick Guide to Your Benefits



Blue Shield of California
An Independent Member of the Blue Shield Association

We're glad that you've renewed your health plan coverage with us and that we can continue to provide you with the coverage, choice and control you need to manage your own health and wellness. We want to make it as easy as possible for you to understand your benefits and our wide range of value-added programs.

FIND INFORMATION FAST

Your *Evidence of Coverage* (EOC) or *Certificate of Insurance* (COI) contains detailed information about what is covered under your health, dental, life or vision plans, but for a quick overview of your benefits go to our Web site, mylifepath.com. It's easy to use – simply register and log on at any time.

Log on and click **My Health Plan** to:

- See highlights of your benefits
- Check the status of your claims
- Review your copayment and deductible amounts
- Order replacement member ID cards

Log on and click **Find a Provider** to:

- Choose or change your Personal Physician (HMO and POS members)
- Find participating physicians, pharmacies, hospitals, dentists, optometrists and other providers in your area

Log on and click **Pharmacy** to:

- Find a network pharmacy
- Find information about drugs, coverage status, costs and generic alternatives
- Use the Express Scripts® mail-service pharmacy to order maintenance drugs

Value-Added Resources

There's a lot more to your Blue Shield health plan than traditional healthcare benefits. We offer a wide range of tools and programs at no added charge, to give you more control over your health and well-being.

Log on and click **Health & Wellness** to access these resources:

<i>Lifepath Advisers</i> SM	Confidential consultation and practical solutions from licensed nurses and counselors on health, life and work issues
<i>Lifepath Decision Guide</i> SM	Online tools for researching and comparing treatment choices, hospitals and prescription drugs
Health Management Programs	Prenatal education and management techniques for asthma, diabetes, heart disease and transplants, plus pre- and post-surgery support
Healthy Living and Health Library	Information on preventive health, conditions and treatments, plus preventive health screening and immunization recommendations

WHO TO CALL FOR INFORMATION

Customer Service	PPO, PSP and Active Choice ¹ plans: Call the number on your Blue Shield member ID card or (800) 200-3242 . HMO and POS plans: Call the number on your Blue Shield member ID card or (800) 424-6521 . Hearing impaired members call TTY: (800) 241-1823	If your plan includes dental or vision benefits: Call the number on your Blue Shield member ID card or Dental HMO (800) 585-8111 Dental PPO (888) 702-4171 Vision Member Services (877) 601-9083
To submit a claim	Blue Shield of California P.O. Box 272540 Chico, CA 95927-2540	Call (800) 443-5005 Monday – Thursday: 8 a.m. – 5 p.m. PST Friday: 9 a.m. – 5 p.m. PST
Express Scripts pharmacy mail service	Call (800) 544-6962 Hearing impaired members call TTY: (800) 972-4348	
BlueCard® Program	Provides traveling members and their covered dependents with worldwide access to health care. Call (800) 810-2583	
Lifepath Advisers	Call 1-866-LIFEPATH (543-3728)	

¹ Underwritten by Blue Shield of California Life & Health Insurance Company.

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