

trio_{HMO}

care is more
connected than ever.



blueshieldca.com/calpershbo

blue
california 

Trio HMO

Our HMO plans are working to lower the overall cost of health care and create greater efficiencies. Thanks to its unique design, our Trio HMO plan can help deliver a better care experience – all while keeping premiums and copays as low as possible. It is designed to give members access to a quality, local network of doctors and hospitals.

To enroll in Trio, the employees must work or live within the eligible ZIP codes in these nine counties:*

Los Angeles	Nevada	El Dorado
Sacramento	Placer	Yolo
Ventura	San Luis Obispo	Santa Barbara†

CalPERS eligibility requirements are that a subscriber have a primary residence or primary workplace within Blue Shield's service area.

A quality network that's within reach

The patient is the focus of our network. They benefit from strong care coordination among doctors, hospitals, and Blue Shield. They can count on:

- Local doctors focused on providing optimum care
- Nationally recognized healthcare systems
- Team-based coordinated care
- A growing network of doctors and hospitals

* Partial county.

† Pending California Department of Managed Health Care (DMHC) approval.

Choose convenience

With better coordination among doctors and hospitals to close gaps in care and coverage, along with anytime, anywhere virtual care, Trio keeps up with your employees' lifestyles.

With Trio HMO, members get these programs and services:



Enhanced customer service with Shield Concierge. Members have one-on-one personalized support via a CalPERS-dedicated phone number.



Teladoc provides **access to virtual care** with a board-certified physician 24/7 online or by phone for a \$0 copay.



Options to **self-refer to specialists** within the same medical group without going to their primary care physician first.¹



A choice of **hundreds of network pharmacies**, including Safeway/Vons, CVS, and Costco.



Access to urgent and emergency care coverage **worldwide**.

Flexible care, designed to be affordable

Employees get access to these features for **\$0** when they enroll in Trio:

On-demand doctor visits

See a doctor through Heal™ at their home, office, or even hotel at **\$0** for their first visit. Subsequent visits are the \$15 copay.

Pharmacy delivery

\$0 delivery charge for medications prescribed during Heal visits. Employees just pay their standard drug copay.

24/7 virtual consults

Talk by phone or video chat with board-certified physicians via Teladoc to treat non-emergency issues at **\$0** per consult.

For more information visit blueshieldca.com/heal

¹ Partial county.

Wellvolution

The prescription for real health

Whether your employees are looking to stay fit, lose weight, manage stress, prevent disease, or treat existing conditions, our new Wellvolution® platform gives them the tools they need to achieve their health goals.

Once they set their goals, Wellvolution will recommend programs they can access at no extra cost. These include popular apps, online options, or in-person resources designed to help them:



Prevent and reverse disease – Prevent diabetes and reverse chronic conditions like cardiovascular disease



Eat better – Get help with meal planning, use nutritional calculators, and lose weight



Manage stress – Meditate, practice mindfulness, and more



Exercise more – Get support with movement tracking, workout routines, and coaching



Sleep better – Track sleep patterns and enjoy relaxation exercises for better rest



Quit smoking – Get support to stop smoking with nicotine replacement therapy and other methods

Learn more at [Wellvolution.com](https://www.wellvolution.com).

Discount programs to help members save

Blue Shield offers a wide range of discount programs² to help members save money and get healthier. These include discounts for:

- A broad selection of health improvement and wellness products and services
- Acupuncture, chiropractic services, and massage therapy
- 10,000+ fitness centers nationwide with Fitness Your Way™
- Eye exams, frames, contact lenses, and LASIK surgery

CalPERS-dedicated Member Services

Trio members have access to Shield Concierge – a customer care team that can help them navigate their health plan, transfer medical records and prescriptions, assist in finding a Trio HMO network provider, and more.

Shield Concierge provides members a personalized service experience. By calling a CalPERS-dedicated phone number, members can connect to a team of health experts who are ready to answer their health-related questions, including:



- Registered nurses
- Social workers
- Pharmacy technicians
- Health coaches
- Pharmacists

In addition, non-members can also call Shield Concierge if they have questions about Blue Shield health plans. Available at **(800) 334-5847**, 7 a.m. to 8 p.m., seven days a week.

For more information please contact me:

Carlos Parra

Blue Shield Account Manager

carlos.parra@blueshieldca.com

(916) 329-4400

Or call the HBO Priority Line at **(800) 837-4251**

For members:

Shield Concierge **(800) 334-5847**,
7 a.m. to 8 p.m., seven days a week

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- 1 If a member's primary care physician participates in our *Trio+ Specialist* program, they may go directly to a specialist in their primary care physician's medical group or Independent Practice Association (IPA) without a referral, for a slightly higher copayment. Medical groups and IPAs that participate in the *Trio+ Specialist* program are designated with an A+ in our online and printed directories and on Blue Shield member ID cards.
- 2 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. The networks 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 nor 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 health 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. Blue Shield reserves the right to terminate this program at any time without notice.

Discount programs administered by or arranged through:

- Alternative Care Discount Program – American Specialty Health Systems, Inc. and American Specialty Health Networks, Inc.
- Vision program – MESVision
- LASIK – NVision, QualSight, and TLCVision within California, and TLCVision (USA) Corporation outside California

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Trio+ Specialist is a service mark of Blue Shield of California.

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