

Introducing

tandem PPO

At Blue Shield of California, we've collaborated with select providers to create a new family of PPO plans called Tandem. Tandem may be the perfect choice if you want the flexibility of a PPO but need a more affordable option.

Like other PPO plans, Tandem PPO* allows you to see any doctor or specialist, in or out of the network. But because the Tandem PPO Network has fewer providers than Blue Shield's Full PPO Network, we can offer this plan to you **at a lower cost**.

Provider network

Blue Shield's Tandem PPO Network extends throughout California and offers you access to a quality network of providers that includes all specialties and levels of care. Like other PPO plans, Tandem PPO offers you the flexibility to choose any doctor or specialist – in or out of the network – but you will save money when you see a doctor in network.

Your primary care physician

After enrolling in a Tandem PPO plan, you will be matched with a primary care physician (PCP) in the Tandem PPO Network. Having a PCP means you have a doctor you can turn to for healthcare advice – whether it's preventive care, treating common illnesses and injuries, or help in determining if you need more specialized care.

You don't need to visit your PCP first to receive care, and you can see any doctor or specialist that you want without a referral. If you prefer a different PCP, you can easily change your PCP in your **blueshieldca.com** online account or by calling the customer service number on the back of your Blue Shield member ID card.

Find a doctor in network

Check if your preferred doctors are in the Tandem PPO Network at **blueshieldca.com/networkTandemPPO**, where you'll find the latest listing of PCPs, specialists, mental health providers, hospitals, dentists, vision care providers and pharmacies.

Pharmacy

Visit **blueshieldca.com/pharmacy** to find our drug formularies and learn about prescriptions by mail. Our formularies are lists of our preferred brand-name and generic drugs. You may save money if your medication is a preferred prescription drug. If you take maintenance drugs for chronic conditions such as diabetes, you can have a 90-day supply delivered through our mail service pharmacy. Shipping is free, and you may save on your copay.

* For a complete description of benefits, limitations and conditions of coverage of the plans, please see the *Evidence of Coverage*, which can be found at **blueshieldca.com/policies**.



No matter where you go, you have access to covered services

The BlueCard® Program national network, with 93% of all doctors and 96% of all hospitals in the United States, gives you and your family access to covered services whenever you are out of state or even out of the country. Blue Shield Global Core provides access to covered services and urgent and emergency care in more than 230 countries.



Teladoc

Your Tandem PPO plan includes Teladoc. With Teladoc, you can talk to a board-certified primary care doctor anytime, anywhere by phone or video chat to resolve many of your non-emergency medical issues. Find out more at <https://member.teladoc.com/bsc>.



Heal

With Heal™, you can have a doctor come to you at your home, work, hotel or wherever you are, for both urgent care and routine services. Find out more at heal.com.



Wellvolution

Your Tandem PPO plan gives you access to Wellvolution®, our online wellness programs that combine having fun with healthy activity and can be easily worked into the busiest lifestyles. See mywellvolution.com for details.



Discount programs

Blue Shield offers a wide range of discount programs* to help you save money and get healthier. These include discounts for Weight Watchers; a membership with 24 Hour Fitness, ClubSport or Renaissance ClubSport; acupuncture and chiropractic services; massage therapy; and more. You can also receive discounts on eye exams, frames, contact lenses and LASIK surgery. Visit blueshieldca.com/hw to learn more.

* 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
- Weight Control – Weight Watchers North America
- Fitness facilities – 24 Hour Fitness, ClubSport and Renaissance ClubSport
- LASIK – NVision, QualSight and TLCVision within California and TLCVision (USA) Corporation outside California

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