

Plan effective date: July 28, 2012

Transitioning to your new Shield Signature plan

For County of San Bernardino employees

Welcome

Blue Shield of California is glad to serve you and those who depend on you for healthcare coverage. Here is an overview of some ways to help you transition into your new Shield Signature health plan.

Finding a Blue Shield HMO physician

When you enroll, you'll be able to access one of the largest HMO networks in California. Here's how to find a doctor or verify that your current doctor is in the Access+ HMO® network.

1. Select your primary care physician.

When you enroll in the Shield Signature plan, you'll need to select a primary care physician for you and your dependents. At Blue Shield, we call them Personal Physicians.

You and your dependents have the option to choose different Personal Physicians and medical groups. To find out if your current doctor is in our network or to choose a new doctor, go to blueshieldca.com/findaprovider. Next to "Select a plan," click the *Select* button. Under "Medical Plan," choose *Shield Signature*, then select the *PPO* or *HMO* option.

If you don't have access to the Internet or need help, simply contact your dedicated Blue Shield Member Services team at **(800) 642-6155** for personal assistance.

2. Make sure the Personal Physician you choose is accepting new patients.

If you're choosing a new Personal Physician, it's always best to phone the physician's office and ask about becoming a new patient.

OR

Inform your current doctor about your new benefits.

Once you've confirmed that your current doctor is in our network, please inform them of your new benefits and provide your new member ID card.

3. Make an appointment with your new doctor.

We highly recommend that you don't wait until you get sick to meet with your Personal Physician for the first time. Call your Personal Physician to schedule a new-patient appointment as soon as possible. Your Personal Physician needs to get to know you and your medical history.

Transferring your medical records

If you are selecting a new physician, you'll need to transfer your medical records from your previous doctor to your new Personal Physician. Your new Personal Physician can provide the proper form for you to complete and sign. This form will need to be mailed to your previous doctor, who will then send copies of your medical records to your new Personal Physician.

Prescriptions

Check the Blue Shield drug formulary to see if your medication is in our formulary. It may differ from your former health plan's formulary. Go to blueshieldca.com and click on *Pharmacy* to access our drug database and formulary selection.

Take your prescription to a network pharmacy. Inform them that you have new prescription benefits, and provide them with your new member ID card. To find a network pharmacy nearby, go to the *Pharmacy* section at blueshieldca.com, and click on *Find a Pharmacy*.

We encourage you to refill any maintenance medications you take prior to your benefits effective date to ensure that you have a supply on hand prior to the change in coverage.

If you are currently on a mail order prescription program, ask your pharmacist to transfer the refills to your new benefits under Blue Shield. Or, if they are unable to, call your doctor's office, get a new prescription, and have your pharmacist fill the prescription and apply your new Rx coverage. The mail order prescription program is no longer mandatory.

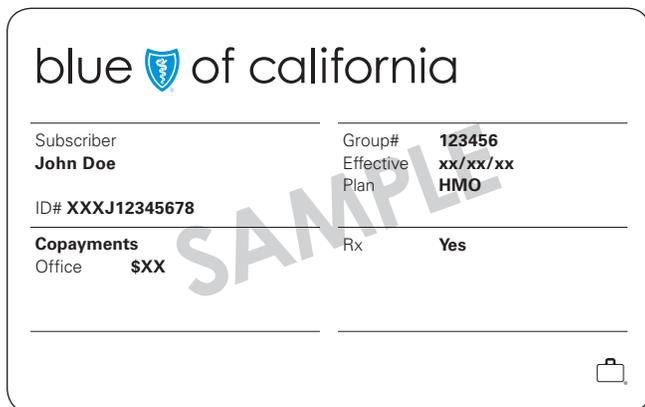
Prescriptions by mail (optional program)

Members who take stabilized doses of covered long-term maintenance medications for conditions such as high blood pressure or diabetes can order a mail service refill of up to a 90-day supply. This is an optional service that may save money on your copayment, and there is no charge for shipping.

To get started, you will need to obtain a new prescription from your doctor and then complete the PrimeMail New Order form. You can download the PrimeMail New Order form by going to blueshieldca.com, clicking on *Pharmacy*, and then *Mail-service Prescriptions*. Or, you can call PrimeMail at **(866) 346-7200** to request a form. After you send your initial prescription to PrimeMail, you can order refills online by going to MyPrimeMail.com.

Your new Blue Shield member ID card

At your next visit to your doctor or pharmacy, on or after your benefits effective date, you will need to present your Blue Shield member ID card to let your doctor or pharmacy know that you have changed health plans. Your new card will include all of your family members who have coverage through Blue Shield's Access+ HMO and their Personal Physicians.



Please review your new ID card carefully, and make sure all of your information is correct. Be sure to replace your old health plan ID cards with this one.

If you have yet to receive your member ID card in the mail and need it right away, call customer service at **(800) 642-6155**. Let the representative know you do not have a member ID card and would like your Blue Shield Subscriber/Member ID number. You will be given your Subscriber/Member ID number (including the alpha prefix) and group number. Go to blueshieldca.com, register or log in, and click on *My Health Plan*. Select *Print Blue Shield ID Cards (temporary)*, and follow the instructions. You can print a temporary card at any time.

If you need to order an additional ID card, go to blueshieldca.com, register or log in, and click on *My Health Plan*. Select *Order Blue Shield ID Cards*, and follow the instructions. You will receive your new ID card via U.S. mail within seven to 10 business days.

Member confidentiality

Blue Shield protects the confidentiality and privacy of your personal and health information – including medical information and individually identifiable information, such as your name, address, telephone number, and Social Security number. To ensure this, **Blue Shield requires a signed authorization form for you to access health information for your spouse or dependents over age 18**. To request an authorization form, go to blueshieldca.com and in the Search box at the top of the page, type in "C15625 AuthForm" and download the form. If you don't have access to the Internet or have questions about how Blue Shield protects your privacy and confidentiality, please call our Privacy Office directly at **(888) 266-8080**.

Care away from home

Through the BlueCard® Program, you and your eligible family members have access to care across the United States and around the world. You can locate a BlueCard provider at any time by calling **(800) 810-BLUE** or by going to blueshieldca.com/findaprovider and clicking one of the links under "Traveling?".

We're here to help

If you have any questions, simply contact your dedicated Blue Shield Member Services team at **(800) 642-6155** or TTY **(866) 216-9926** for personal assistance. They are available from 7 a.m. to 7 p.m., Monday through Friday. For more information, visit the County of San Bernardino Employee Benefits and Services Division (EBSD) website at mybenefitsatwork or sbcounty.gov/hr.