



San Bernardino County Open Enrollment

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2022 - 2023



Today we'll talk about

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Teladoc

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Shield Concierge and Beaver Liaison Nurse

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Wellvolution Programs

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Questions?

Teladoc for San Bernardino County members at \$0 copay

Access to licensed doctors 24/7 by phone or video



Step 1 Contact Teladoc

Log in to your Teladoc account or call Teladoc, 24/7/365, to request a phone or online video consultation for primary care services.



Step 2 Talk with a doctor

A board-certified doctor reviews your Electronic Health Record (EHR) and consults with you, just like an in-person visit.



Step 3 Resolve the issue

The doctor recommends a treatment for your medical issue. If a prescription is needed, it's sent electronically to the pharmacy of your choice.



Step 4 Settle up

- \$0 copay for the Access+, Shield Signature, PPO, and Needles PPO Plans



Step 5 Smile

Your medical issue gets resolved, and you save time and money!

1-800-Teladoc
teladoc.com/bsc

Teladoc General Medical services

General Medical services

- Provides 24/7/365 access to board-certified and licensed physicians for non-emergent medical issues by phone or video
- Appointments are available on-demand (within 60 minutes) or scheduled in advance
- Available for all ages
- Physicians can prescribe medications (when appropriate) from a limited formulary and send to your local pharmacy

When to use General Medical

- When your primary care physician is unavailable, or it's after normal business hours and you need care
- Instead of Urgent Care
- Students away at school
- You're traveling and don't have convenient access to care
- You need a short-term or one-time medication refill or forgot your medication (e.g., while traveling)

General Medical exclusions

- General medical physicians cannot serve as primary care physicians
- Does not provide specialty services
- Physicians cannot order laboratory tests (including COVID-19)
- Teladoc is not able to prescribe DEA (Drug Enforcement Administration) controlled medications or medications that may be harmful due to potential for abuse

Common conditions treated: upper respiratory infection, urinary tract infection, pharyngitis, sinusitis, cough, rash, allergies, pink eye



Teladoc Mental Health services

Mental Health services

- Provides access to licensed mental health professionals by scheduled appointment, 7 days/week from 7 a.m. to 9 p.m. in your time zone
- Provider types available: psychiatrists, psychologists, therapists, counselors, licensed clinical social workers
- Psychiatrists can prescribe medications from a limited formulary
- Available for members age 18 and older for psychiatry visits and age 13 and older for psychologist, therapist, and counselor visits

How Mental Health works

- When requesting a visit, you can review provider profiles for preferences (such as specialty, language, gender, ability to prescribe medication) and choose your provider
- Then, choose three dates and times for the initial visit with the provider you chose
- The provider will respond within 72 hours to confirm one of your options or suggest a new option (the average is 3-4 hours to confirm the appointment)
- You will meet with your chosen provider who will provide treatment and goal setting
- You can schedule future appointments with the same provider and follow up through the secure online message center

Common issues treated: anxiety, attention deficit hyperactivity disorder (ADHD), depression, adjustment disorders, grief, post-traumatic stress disorder (PTSD), work pressures/stress, family and marriage issues, panic disorder, trauma resolution



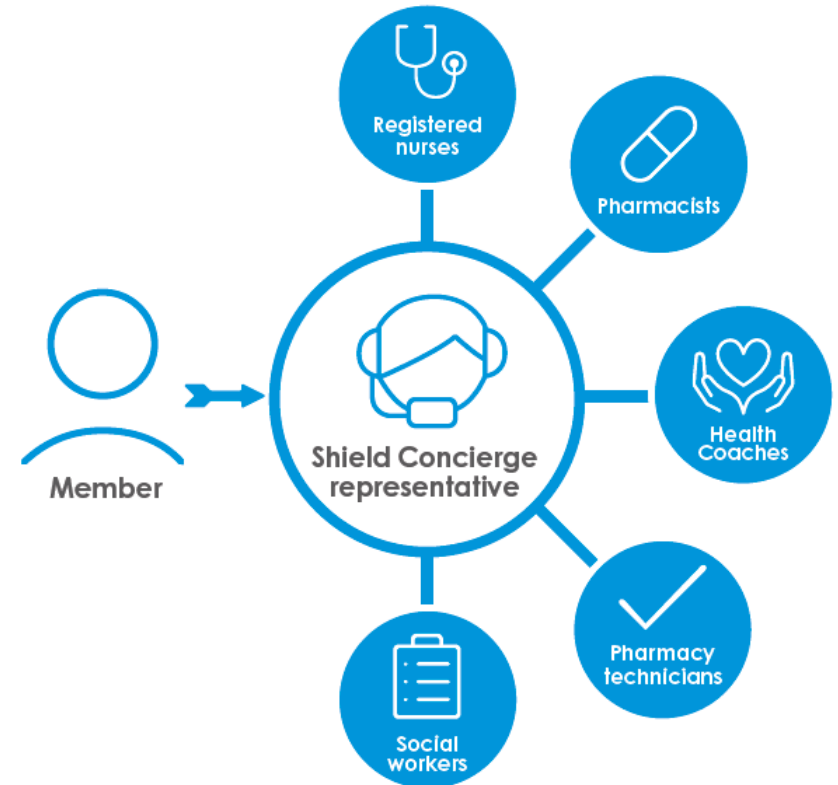
Shield Concierge

your total healthcare connection

Get answers to your questions about your plan benefits and coverage, ID cards, provider network, claims, medications, language assistance, condition management programs and more

Access complete member care assistance by connecting you directly to our certified team of healthcare expert including:

- **Registered Nurses:** provide health counseling, education and support; help resolve issues with accessing care and help navigate the healthcare system when needed.
- **Health Coaches:** provide guidance with information and self-management tools to promote a healthy lifestyle including nutrition, weight management, stress reduction and management of chronic conditions, such as diabetes and hypertension.
- **Pharmacy Technicians:** coordinate prescription medications between doctors and pharmacies, and provide assistance with emergency prescription authorizations.
- **Pharmacists:** answer questions about medications, including side effects, drug safety, costs, and treatment options.
- **Social Workers:** help assess emotional and psychological well being and provide crisis intervention, substance abuse and mental health referrals.



Beaver – County of San Bernardino Liaison Nurse

- Dedicated to Blue Shield/County members in Beaver Medical Group
- Available Monday – Friday, 8:00am – 5:00pm
- Contact:
 - Yvonne Brinton – 909-583-2734
 - Ybrinton@epiclp.com
- Available to help with:
 - Scheduling appointments
 - Paperwork questions
 - Provider questions
 - Billing/financial concerns

Wellvolution

Innovative digital health network

Digital Clinical Programs

Programs and services connecting members to proven resources to manage and improve health through coaching, lifestyle medicine, meditation and mental and behavioral health support and counseling

4 program categories

Programs vetted by Blue Shield and offer accessible apps based on the latest in science and lifestyle medicine to help members improve their health



1. Stress, Sleep, and Resilience

headspace

Meditation app for all members

ginger

Licensed Behavioral health digital provider

MEDITATE,
SLEEP BETTER

BEHAVIORAL HEALTH

2. Tobacco Cessation with NRT

TOBACCO
CESSATION



Clickotine

3. Disease prevention program

Providers

restore
HEALTH

betr
DIGITAL HEALTH

Yes
HEALTH

habitnu



Virginia
Pulse

WEIGHT
MANAGEMENT

DIABETES
PREVENTION

CARDIOVASCULAR

4. Condition-specific programs providers

betr
DIGITAL HEALTH

virta

monj
WELL

DIABETES

HYPERTENSION

OBESITY

HEART DISEASE



Relationships

🔊 Course · 10-20 min
Achieve greater harmony with others and yourself.



Restlessness

🔊 Course · 10-20 min
Learn to work with a restless mind more skillfully.



Self-esteem

🔊 Course · 10-20 min
Move towards a less judgmental inner life.



Sleep

🔊 Course · 10-20 min
Create the conditions for a restful night's sleep.



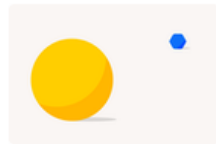
Happiness

🔊 Course · 10-20 min
Develop a more playful attitude towards life.



Headspace 365

🔊 Course · 10 min
A year's worth of mindfulness.



Healing After A Breakup

🔊 Course · 10-20 min
Self-compassion through the highs and lows of healing.



Kindness

🔊 Course · 10-20 min
Foster feelings of compassion towards yourself.



Leaving Home

🔊 Course · 10-20 min
Start a new chapter with a calm mind.



Letting Go of Stress

🔊 Course · 10-20 min
Learn to reframe negative emotions and let them go.



Managing Anxiety

🔊 Course · 10-20 min
Experience anxious thoughts from a new perspective.



Managing Financial Stress

🔊 Course · 10-20 min
Approach your finances with skill and self-compassion.

Headspace offers guided meditations, sleep casts, music playlists for focus, sleep, and dance breaks! The coaches are of diverse ethnicities and genders.

What is included:

A library of 500+ meditations on everything from stress, sleep, grief, resilience, to compassion. Tension-releasing workouts, relaxing yoga, focus music playlists, and more. Meditations are guided and can be 3 minutes to more than 20, depending on what you need and what you choose.

Headspace is available in 5 languages! Spanish, English, Portuguese, French and German.

Mental health is critical to overall health. Headspace helps us look after our mind.

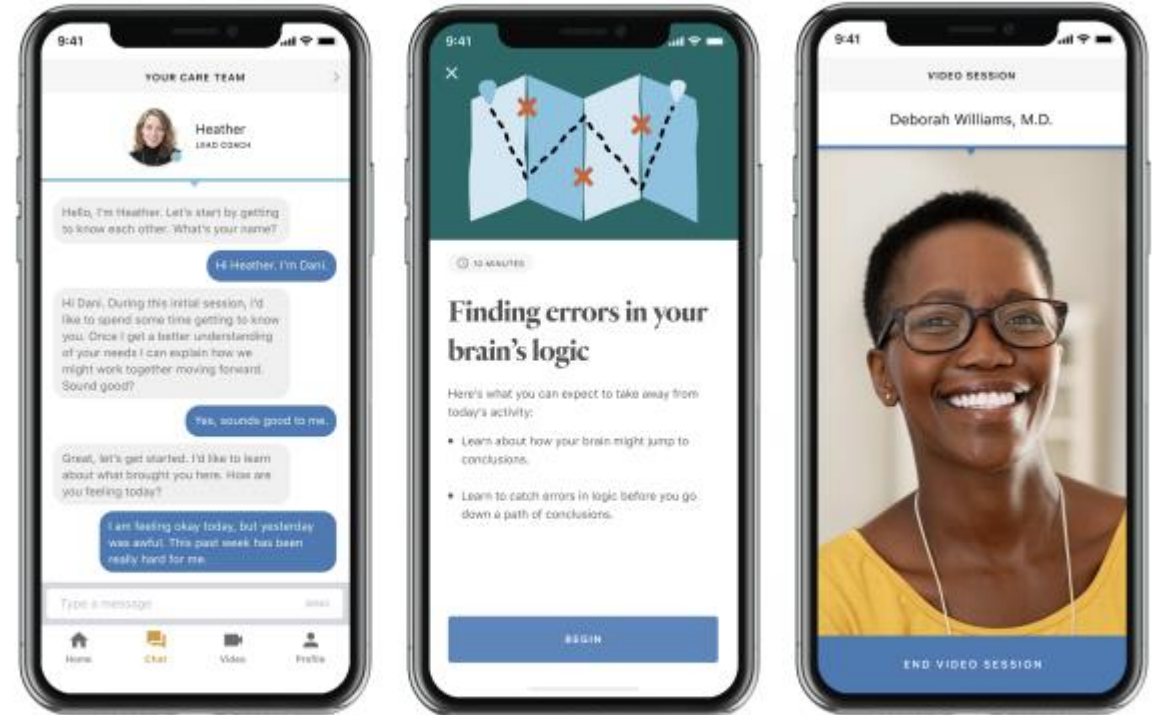
Ginger - licensed clinical behavioral health provider

Ginger is an app based licensed medical provider. Ginger assists people across a broad spectrum of need, from the common to the complex. Whether someone needs help navigating a stressful situation in their life or could benefit from a licensed therapist or psychiatrist, Ginger meets people where they are with an integrated, collaborative healthcare system.

Coaching offers members day-to-day support Self-Care Library includes interactive experiences that help members learn about and practice the valuable skills needed to manage stress, anxiety, and other day-to-day challenges via guided meditations, breathing exercises, recorded classes, and more.

Licensed therapists work with members to deepen self-awareness, identify and address ineffective patterns of behavior, and process thoughts and feelings;

Psychiatrists stand ready to support those in need of additional care, including prescribing medications.



Behavioral health coaching within 60 seconds



Personalized, clinically-validated skill-building activities



Video therapy & psychiatry appts. within hours

Coaches refer members to a nationwide team of licensed therapists and psychiatrists using a centralized EMR and shared data for collaboration and personalized care.



Accessing Wellvolution?

Wellvolution is digital health care. There are some in-person programs for those at risk for diabetes who prefer an in-person program. Programs are free to members 18 and older and part of the benefits available under your BSC health coverage.

How does it work?

1. member accesses information and reviews digital programs at www.Wellvolution.com.
2. member creates an account
3. member answers 10-15 questions designed to identify unique health risks and goals
4. member reviews recommended programs, downloads the app of the program of their choice and begins participating and improving their health

- ✓ **Weight loss**
- ✓ **Disease prevention**
- ✓ **Disease reversal**
- ✓ **Sleep, Stress and Resilience**
- ✓ **Tobacco Cessation**

WHAT OUR MEMBERS ARE SAYING



This program has changed my life! I feel like a new man with more energy, less stress, better sleep, and I don't have to use my CPAP machine anymore! My Betr coach is amazing and I'm definitely grateful to her for my success.



Angel, on the Betr Health program
Lost 50 lbs in 6 months

Manage your health with Blue Shield



Programs designed to help you live better with illness, recover from acute conditions, and have a more seamless healthcare experience



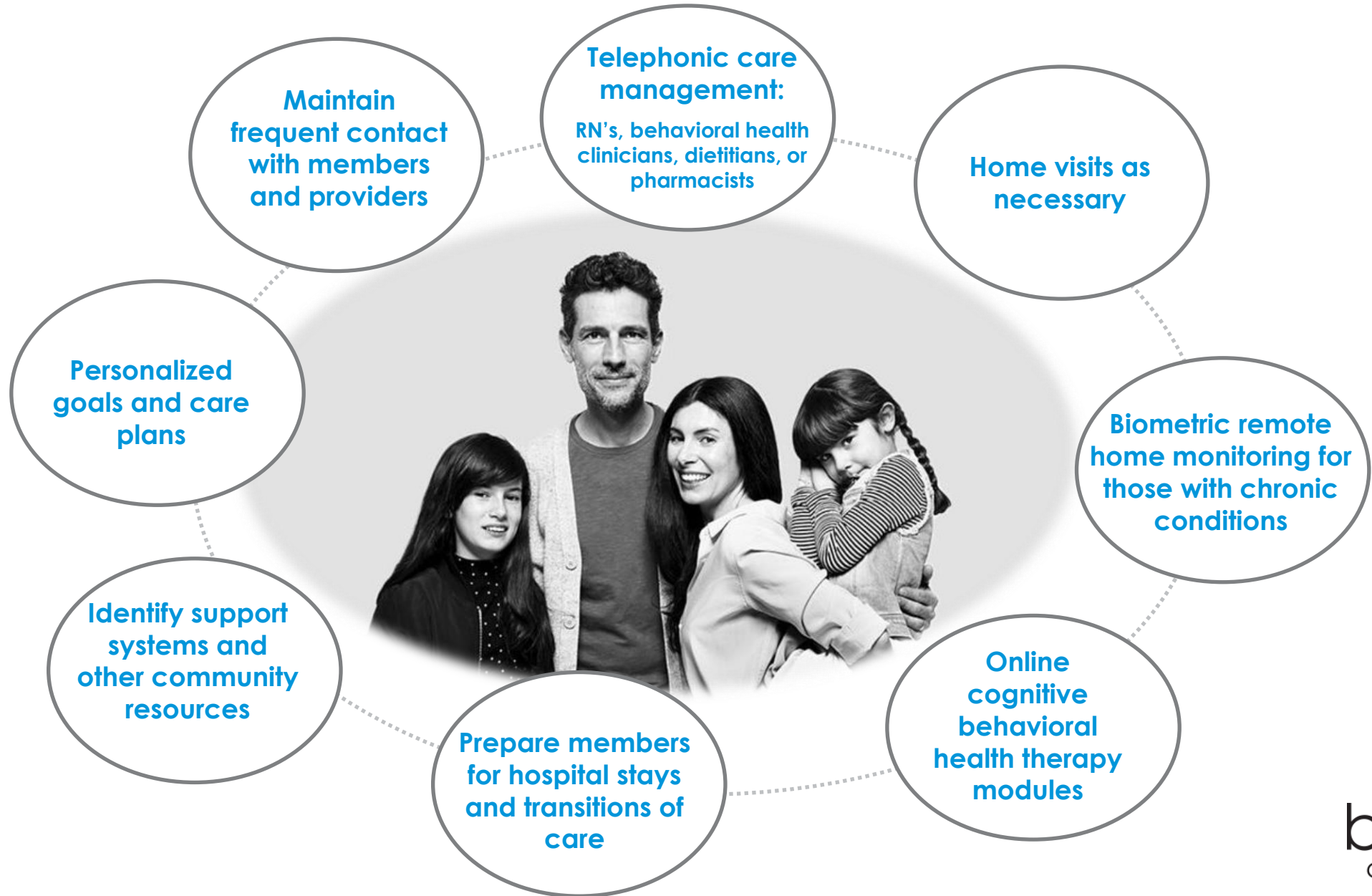
Care Management Programs

Nurse support, home visits, self-management tools and workshops to help members with:

- Behavioral health
- Cancer
- Chronic Conditions, e.g. Coronary Artery Disease, Heart Failure, Diabetes, COPD, Asthma
- Catastrophic injury
- Musculoskeletal conditions & pain management
- Stroke
- LGBTQ health needs
- Transplant process

Go to blueshieldca.com/shieldsupport to learn more.

interventions



biometric remote home monitoring

- Easy installation
- Transmits data over phone line
- Nurses review biometric values and symptom data – immediate outreach to member for adverse symptoms
- If MD intervention required, nurse faxes “alert” to MD and instructs member to contact MD
- Nurse confirms member has made MD contact; if not, nurse calls MD directly

Condition	Device
Heart failure	Scale and symptom monitoring device
Diabetes	Symptom monitoring device
CAD	Blood pressure cuff and symptom monitoring device
COPD	Symptom monitoring device

Maternity programs from Blue Shield



Maternity Program

Maven's holistic program provides virtual care support if you are pregnant and up to 3 months postpartum.

- On-demand virtual appointments with top-rated practitioners in more than 30 specialties including doulas, mental health specialists, and sleep specialists, including sleep for babies
- Your own Care Advocate who can help answer questions about your pregnancy
- Virtual Provider-led maternity classes, clinically backed content, and community support
- Support if you have experienced a pregnancy loss
- Resources to plan and prepare for a return to work after maternity leave
- A partner track to support all participants for motherhood and fatherhood

Go to blueshieldca.com/maternity to sign up.



life is limitless,
never stop.