



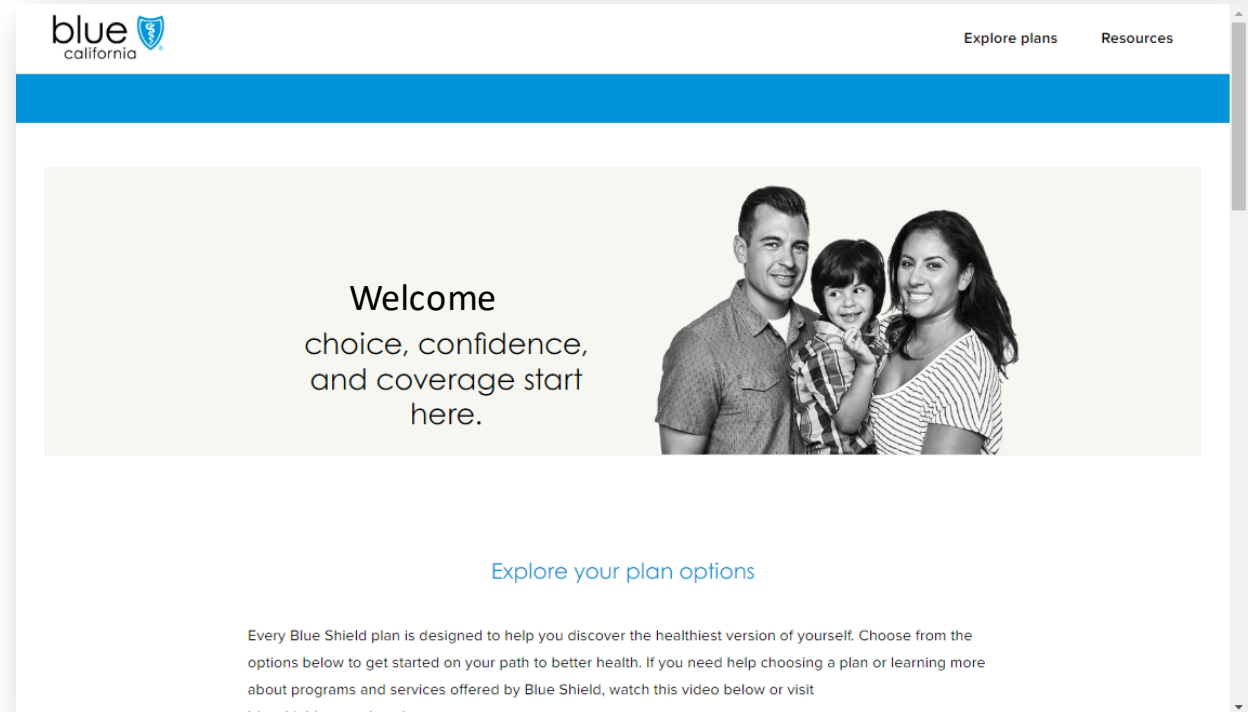
# San Bernardino County – Employees

Open Enrollment 2023



# Access health plan information 24/7

- Overview of Blue Shield plans
- Links to find network doctors
- Plan benefit documents
- Details on programs & services
- Link to 1:1 Calendly appointments



[www.blueshieldca.com/cosb](http://www.blueshieldca.com/cosb)

# What's new for 2023 open enrollment?

- **New Trio HMO plan**—featuring \$25 office visit copayments.
- No benefit changes to Access+ HMO, Shield Signature, PPO, and Needles PPO
- Programs and services are available to members—at no additional cost
  - Credible Mind – a mental health resources hub
  - Teladoc

# Blue Shield plans available to San Bernardino County employees

## Medical plans:

- Shield Signature HMO plan: offers access to Level 1 and Level 2 providers
- Access+ HMO: No deductible and full HMO network
- *Trio HMO plan (NEW)*: Designed to be affordable with \$25 office visit copayments
- PPO Plan: Freedom to see network or non-network doctors
- Bronze Plan: Available to employees with the Modified Benefit Option (MBO)
- Needles PPO: Available only to members at designated work locations – Needles, Baker, Trona

# Shield Signature plan benefits at-a-glance

	Tier 1 (HMO network)	Tier 2 (PPO network)
Medical deductible	Individual: \$0 Family: \$0	Individual: \$0 Family: \$0
Calendar year out-of-pocket maximum	Individual: \$1,500 Family: \$3,000	Individual: No Max Family: No max
PCP visit	\$10	\$30 office visit only
Specialist	\$10	\$30 office visit only
Lab work	\$0	\$0 – office setting only
Teladoc (medical and/or behavioral health)	\$0	
Outpatient surgery in hospital	\$0	Not available
Inpatient hospitalization	\$0	Not available
PT/OT/Speech therapy	\$10	\$30 – office setting only
DME	\$0	Not available
Vaccines at retail locations	Not available	
Retail drug copayments – 30 days	\$5 / \$10 / \$25	
Mail service copayments – 90 days	\$10 / \$20 / \$50	

# Access+ HMO plan benefits at-a-glance

	Network
Medical deductible	Individual: \$0 Family: \$0
Calendar-year out-of-pocket maximum	Individual: \$3,500 Family: \$7,000
PCP visit	\$40
Specialist	\$40 with referral, \$50 if self-referred in MG
Lab work	40%
Teladoc (medical and/or mental health)	\$0
Outpatient surgery in hospital	\$40%
Inpatient hospitalization	\$100/admission + 20%
PT/OT/Speech therapy	\$40
DME	40%
Vaccines at retail locations	\$0
Retail drug copayments – 30 days	\$5/ \$10 / \$25/20% up to \$200 per rx
Mail service copayments – 90 days	\$10 / \$20 / \$50/20% up to \$400 per rx

# Trio HMO Plan

## A new alternative

This plan offers a quality network of local doctors, specialists, and hospitals working closely together to deliver a better care experience. To enroll, you must live or work within the Trio HMO service area.



### Plan highlights

- A primary care physician from the **Trio HMO network** who will coordinate your care with specialists and hospitals within the same medical group.
- Designed to be affordable with a \$25 office visit copayment.
- Self-referral to specialists within your medical group – no need to see your primary care physician first. (Available to members of participating medical groups.)
- No copay for Teladoc medical and behavioral health virtual visits
- Personal assistance from Shield Concierge, our team of healthcare experts, to find doctors, transfer medical records and prescriptions, and answer healthcare questions.

# Trio plan benefits at-a-glance - NEW

	Network
Medical deductible	Individual: \$0 Family: \$0
Calendar-year out-of-pocket maximum	Individual: \$3,500 Family: \$7,000
PCP visit	\$25
Specialist	\$25
Lab work	40%
Teladoc (medical and/or mental health)	\$0
Outpatient surgery in hospital	40%
Inpatient hospitalization	\$100/admission + 20%
PT/OT/Speech therapy	\$25
DME	40%
Vaccines at retail locations	\$0
Retail drug copayments – 30 days	\$5 / \$10 / \$25/20% to \$200
Mail service copayments – 90 days	\$10 / \$20 / \$50/20% to \$400



# Non-emergency transportation for eligible Trio members



Transportation services for members recovering from serious illness

- Reliable transportation to and from medical appointments
- Eligibility determined by Blue Shield Case Managers

To learn more, call Shield Concierge at  
(855)-599-2657

# Free meal delivery for eligible Trio members




Convenient and nutritious meals during recovery from serious illness

- Prepared meals geared towards special dietary requirements
- Eligibility and meal service delivery frequency determined by Blue Shield

To learn more, call Shield Concierge at  
(855)-599-2657

# Finding doctors, specialists, hospitals and pharmacies is easy

- Shield Signature Level 1 and Access+ HMO® Plan: [blueshieldca.com/networkhmo](https://blueshieldca.com/networkhmo)
- Trio HMO Plan: [blueshieldca.com/networktriohmo](https://blueshieldca.com/networktriohmo)
- PPO Plan and Shield Signature Level 2: [blueshieldca.com/pponetwork](https://blueshieldca.com/pponetwork)
- PPO Plan (providers outside California): [provider.bcbs.com](https://provider.bcbs.com). Enter your location, select *Browse a list of plans*, and then *BlueCard EPO/PPO*.
- Direct links to finding providers: [www.blueshieldca.com/cosb](https://www.blueshieldca.com/cosb)

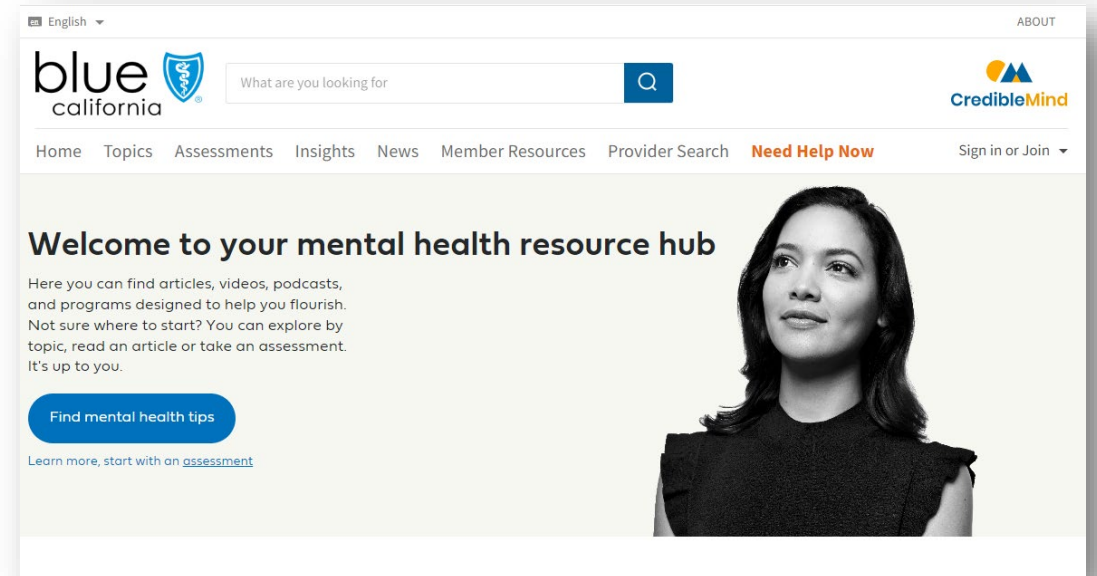


Crediblemind – your mental  
health resource hub

# Your mental health resources hub


The Crediblemind website makes it easy to find mental health information and access care

- View articles, videos, podcasts, newsletters
- Take a wellbeing assessments on a variety of topics (stress, depression, anxiety and more)
- Access crisis resources and hotlines
- Explore Blue Shield mental health services and programs
- Find mental health providers



Get started at [blueshieldca.com/mentalhealth](https://blueshieldca.com/mentalhealth)



**blue**   
california

### Do you have Blue Shield of California Coverage?

Not all plans include access to services listed based on your selection. Check your Evidence of Coverage or call the Customer Care phone number on your ID card to determine the services included.

Please select your coverage

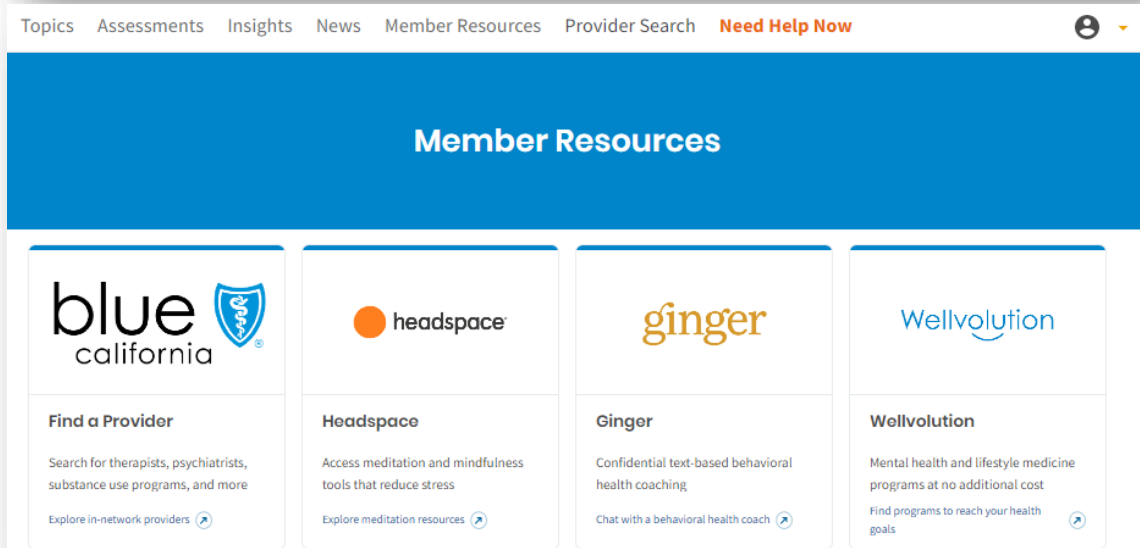
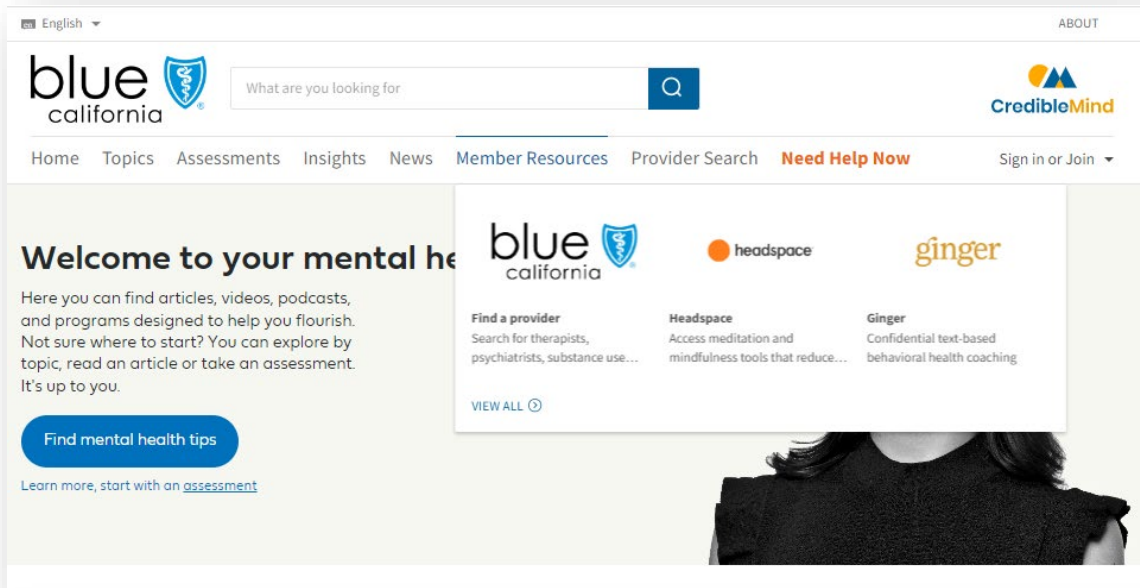
By clicking I AGREE, I declare I am 13 or older, and I understand that my employer will not see any personal information or results from this site.

I AGREE

*Selection options include: Medicare, **Employer Plan**, Individual or Family Plan, Not listed, Not known, and Prefer not to say*

# Insurance Type

- Members will select a plan type from the drop-down menu when first entering the site
- Their selection filters the resources provided based on eligibility, for example, Silver Sneakers will only be shown to the Medicare audience.
- Even if you choose to not select a plan, you will still be able to access CredibleMind, However, the resources will not be filtered based on a plan type.

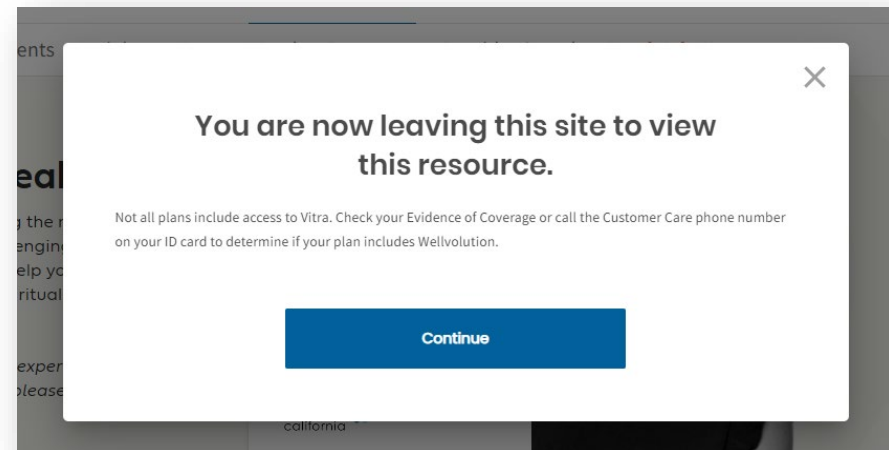


# Member Resources

## Members can find programs, services, and resources by clicking on member resources menu

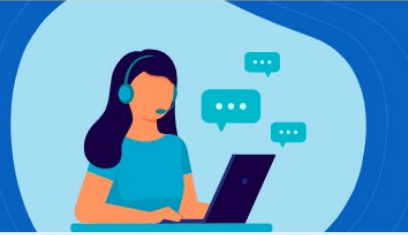
- Member resources is populated based on the insurance plan type they selected.

*Note: if a member declined to select plan type, it may show resources they are not eligible for, however, members are advised to check their evidence of coverage for eligibility.*



## Need Help Now? You can now call 988 in the US.

If you are in need of crisis support, call 988 in the US or call another hotline listed below.



In Crisis? Call the Suicide and Crisis Lifeline

**Call 988**

If you are experiencing an emergency

**Call 911**

Need support for a non-emergency crisis?

**Text HOME to 741741**

Need LGBTQ support? Call the Trevor Project

**Call 866-488-7386**

# Need Help Now

Selecting the orange "Need Help Now" button provides information for how to contact behavioral health crisis resources and additional hotlines

### Hotlines

Phone Number	Description
988	Suicide and Crisis Lifeline
911	Emergency
800-799-7233	National Domestic Violence Hotline
800-656-4673	National Sexual Assault Hotline
800-366-8288	Self-harm Hotline
800-985-5990	Disaster Distress Hotline (SAMHSA)
866-488-7386	Trevor Project LGBTQ Youth Lifeline
877-565-8860	Trans Lifeline
800-622-2255	Alcoholism and Drug Dependency Hope Line
800-233-4357	National Crisis Line for Anorexia and Bulimia
833-943-5746	National Maternal Mental Health Line

### Member Resources



Find a Doctor

Find a provider



Teladoc Mental Health

Schedule a visit



# 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 consult-ation 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.



### Urgent Care

- Examples: UTI, sinus infections, eye infections, colds, flu, stomach virus, allergies



### Prescriptions

Short term refills for prescriptions if needed

Prescription is electronically sent to your local pharmacy

1-800-Teladoc

[teladoc.com/bsc](https://teladoc.com/bsc)



Questions



Blue Shield of California is an independent member of the Blue Shield Association