



choice matters, because
your health matters.



Transfer of care for new Blue Shield enrollees

We want to make sure that you feel supported in your transition to Blue Shield of California coverage. We're here to answer questions and provide resources about your new Blue Shield plan before your coverage even starts.

Continuing care

We recognize the importance of maintaining current care when people change health plans. This is especially important if they have a serious medical condition.

If you and your covered dependents are new enrollees and are currently receiving treatment for one of the conditions below, call the number on the back of your Blue Shield member ID card when you receive it so that Blue Shield can help you transfer your care.

- Diabetes
- Heart-related condition
- Coronary artery disease
- Chronic obstructive pulmonary disease
- Asthma
- Prenatal care

What you need to do

Your first step is to activate your Blue Shield coverage by making your initial payment.

Once your enrollment is complete, call Member Services at (800) 393-6130 and we can help you coordinate the transfer of your care.

If you have any questions or for more support on getting started with your plan, visit blueshieldca.com/gettingstarted. From this page, you can click on *Getting care* to learn about all the ways to access care when and where you need it.



Are you taking prescription drugs?

If so, you should make sure you have ordered enough of them before your new plan starts.

When you get your new Blue Shield member ID card, remember to take it with you when you go to the pharmacy. You should show it to the pharmacist, so that they can update your information.