

Shield Concierge

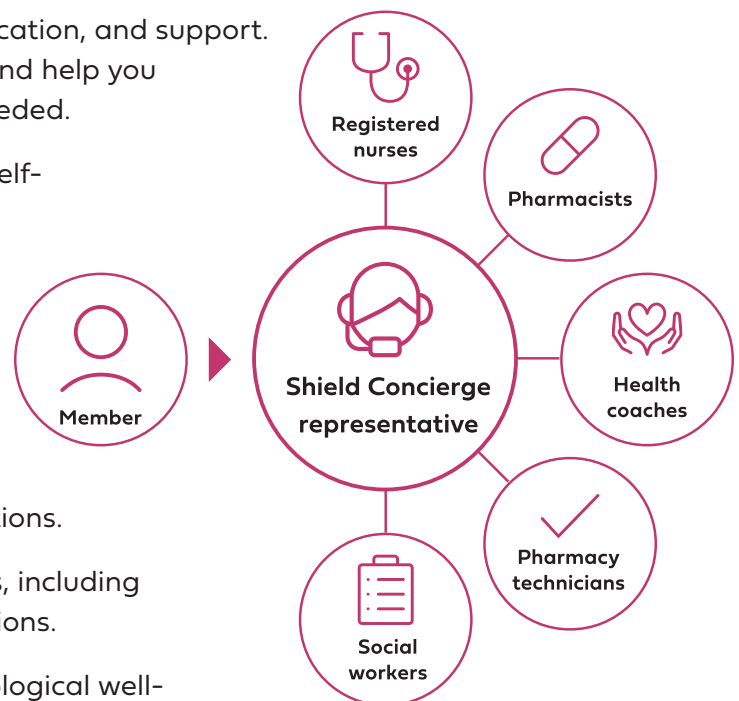
Your total healthcare connection

One call to Shield Concierge connects you to a dedicated representative who can answer your questions and connect you to a team of experienced health professionals when you need more – all in one call.

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 experts including:

- **Registered Nurses:** Provide health counseling, education, and support. They can also resolve issues with accessing care, and help you navigate through the health care system when needed.
- **Health Coaches:** Guide you with information and self-management tools to promote a healthy lifestyle including disease prevention, nutrition, weight management, stress reduction, and management of chronic conditions such as diabetes, hypertension, and stress.
- **Pharmacy Technicians:** Coordinate prescription drugs between doctors and pharmacies and 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.



Connect instantly to Shield Concierge at **(855) 664-5577**, from 7 a.m. to 7 p.m. PT, Monday through Friday.