



Maximize your coverage from day one

Congratulations on taking the step to sign up for a plan with Blue Shield. Now that you've paid your first premium, here are some important next steps.

You'll soon receive a welcome packet with information about your coverage, including your ID card. If you opted into digital communications, your welcome packet will be sent via email once your ID card is available.



Getting started

For a guide on how to create an account on our website, please take a minute to watch this instructional video at blueshieldca.com/UseSite.



Your primary care provider (PCP)

If you're a Trio HMO plan member and didn't select a PCP when you applied for coverage, you'll be assigned either an in-person or virtual PCP. The selected or assigned PCP will be on your ID card.

If you are a PPO plan member, you have a choice of both in-person and virtual doctors within the Exclusive PPO Network and you do not need to declare a PCP.



Changing your PCP

If you want to change your PCP, use the *Find a doctor* tool in the member portal or call the Customer Service number on the back of your ID card to request the change. If you are a PPO member, you do not need to officially change your PCP to see a different physician.

After your coverage starts, if you are a Trio HMO plan member who was assigned a virtual PCP and wants to change to an in-person PCP, call Customer Service for the change to take effect within 24 hours. You can also search for a provider using our *Find a doctor* tool within the member portal, and the change will be effective around the first of the following month after Blue Shield approves the change.

There are several actions you can take before your plan's effective date:

1. Register in our online member portal – Go to blueshieldca.com/register to get started. You can do this up to 30 days before your effective date.
2. Find a doctor – Through your member portal, find an in-network provider.
3. Sign up for AutoPay – Ensure you never miss a payment. You can schedule AutoPay in your member portal.
4. Download the Blue Shield of California mobile app – Access your ID card and plan information through your phone by visiting blueshieldca.com/mobile.
5. Review information about wellness programs – Explore lifestyle-based tools, and more, all at wellvolution.com.

We're excited to have you as a member and look forward to supporting your health and well-being. Once your coverage starts on your effective date, you can schedule your first appointment and start making the most of your health plan.

ID card at your fingertips

Once you have your ID card, you can easily add it to your Apple or Google Wallet:

Apple Wallet – Open the Blue Shield mobile app, then navigate to your ID card. Tap *Add to Wallet*. Follow the instructions on the screen. If necessary, tap *Add* in the top right corner.

Google Wallet – Open the Wallet app, then tap *Add to Wallet*. Select the type of item you want to add. Follow the on-screen instructions.

Key contacts and useful links

- Start your journey at blueshieldca.com/gettingstarted
- Register your account at blueshieldca.com/register
- Log in to your account at blueshieldca.com/login
- Get our mobile app at blueshieldca.com/mobile
- Get support and programs with Wellvolution® at wellvolution.com
- Get virtual care with Teladoc Health® at blueshieldca.com/Teladoc
- Manage your payments at blueshieldca.com/waystopay

If you have any questions, reach out to your broker.

You may receive services from network providers on an in-person basis or via telehealth, if available. Contact your primary care provider, treating specialist, facility, or other health professional to learn whether telehealth is an option. Network telehealth and in-person services are subject to the same timeliness and geographic access standards. If your plan has out-of-network benefits, they are subject to your plan's cost-sharing obligations and balance billing protections.

Wellvolution is a registered trademark of Blue Shield of California. Wellvolution and all associated digital and in-person health programs, services, and offerings are managed by Solera, Inc. These program services are not a covered benefit of Blue Shield health plans and none of the terms or conditions of Blue Shield health plans apply. Blue Shield reserves the right to terminate this program at any time without notice. Any disputes regarding Wellvolution may be subject to Blue Shield's grievance process.

iPhone and Apple Wallet are registered trademarks of Apple Inc.

To opt out of future nonrequired communications, please call Customer Service at the number on your Blue Shield member ID card.

Language Assistance Notice

For assistance in English at no cost, call (866) 346-7198. Para obtener asistencia en español sin cargo, llame al (866) 346-7198. 如果需要中文的免费帮助, 请拨打这个号码 (866) 346-7198.

Nondiscrimination Notice

The company complies with applicable state laws and federal civil rights laws and does not discriminate, exclude people, or treat them differently on the basis of race, color, national origin, ethnic group identification, medical condition, genetic information, ancestry, religion, sex, marital status, gender, gender identity, sexual orientation, age, mental disability, or physical disability. La compañía cumple con las leyes de derechos civiles federales y estatales aplicables, y no discrimina, ni excluye ni trata de manera diferente a las personas por su raza, color, país de origen, identificación con determinado grupo étnico, condición médica, información genética, ascendencia, religión, sexo, estado civil, género, identidad de género, orientación sexual, edad, ni discapacidad física ni mental. 本公司遵守適用的州法律和聯邦民權法律, 並且不會以種族、膚色、原國籍、族群認同、醫療狀況、遺傳資訊、血統、宗教、性別、婚姻狀況、性別認同、性取向、年齡、精神殘疾或身體殘疾而進行歧視、排斥或區別對待他人。