



Helpful information: Health coverage tips

Look out for enrollment communications to stay enrolled

During the upcoming Open Enrollment period, you may receive notifications via email or printed mail from Blue Shield of California and/or Covered California. Please review all communications you receive carefully. There may be specific actions you need to take to retain your plan coverage.

For example, if your tax filing status changes and there is a new head of household, you would need to create a new account. In this case, we would contact you regarding important next steps, including the sending of an initial payment for 2025 coverage, and to reestablish any autopayment and other account preferences.

Self-service options

Your time is important and there are some things you may need to do quickly or after hours. Your online member account is open 24/7.

Want to:

- Change your primary care doctor
- Set up AutoPay or make a one-time payment
- Change how you want to receive Blue Shield communications (email, mail, phone/text)
- Get new ID cards

By logging in to blueshieldca.com or using the mobile app you can quickly manage your care and coverage options.

Want to contact someone?

There are some things that you may need to discuss with an agent. Since you have a Blue Shield plan through Covered California, there are specific things that can only be handled directly by either Blue Shield or Covered California. To eliminate confusion, we have a guide to help you get to the right person. Go to blueshieldca.com/CoveredCAinfo and bookmark this page for future reference.



Helpful information: Health coverage tips (continued)

Pediatric dental benefits

Blue Shield is here to make sure your dependents' total health – including oral health – is supported. Your medical plan includes dental and vision benefits for enrolled members up to the age of 19. We encourage you to take advantage of your pediatric dental benefits and catch or stop small issues before they turn into big ones. With zero-cost preventive visits, you can increase their chances of staying healthy, while keeping money in your pocket.

To see the full list and learn more about these benefits, visit blueshieldca.com/policies to view your plan's Summary of Benefits in your *Evidence of Coverage*.

New pharmacy changes: Designed to save you money and time

Starting January 1, 2025, Amazon Pharmacy will provide home delivery services for prescription medications to Blue Shield members. They replace CVS Caremark® Mail Service Pharmacy. You still have access to more than 64,000 retail pharmacies, including major chains like CVS pharmacy, and local pharmacies.

Also, experience the improved pharmacy hub – redesigned for a simpler way to manage your prescriptions. Get information about lower cost drug options with side-by-side drug price comparisons. And, if you opt-in for notifications, you will get notified when a lower cost option becomes available.

To sign up for home delivery services or look for ways to lower your drug costs, log in to your online account.