

VirtualBlueSM



Virtual Blue Vitals Kit

Effective January 1, 2023, Blue Shield is introducing a new virtual first health plan-Virtual Blue. As part of our Virtual Blue plan, new subscribers upon enrollment, for no additional charge, will receive a vitals kit package of over-the-counter items delivered to their home to enhance their virtual visits with the Primary Care Provider or Specialty Provider. It will also empower members to keep track of their own vitals so the physician can make informed recommendations and decisions.

Answers to your questions Virtual Blue Vitals Kit:

Q: What is included in the Vitals Kit and how I will use it?

A: The Vitals Kit will include a blood pressure cuff, scale, and thermometer. Ideally, members will schedule a doctor's appointment and take their vitals (height, weight, blood pressure and temperature) prior to the visit. But members can also use the devices during their virtual appointment.

Q: Who do I contact if there are missing or broken pieces of equipment?

A: Please contact Blue Shield at the Customer Service at the number on the back of your member ID card with your order number, and we will ship your replacement kit within 3-5 business days.

Q: Will all members of my family subscribed to Virtual Blue receive their own Vitals Kit? Can my children use this kit?

A: No, only the subscriber enrolled in this plan will receive Vitals Kit for no additional charge. The Vitals Kit can be shared with all members of your family. Please consult your physician on how to use these devices on yourself and family members.

Q: What if my dependent lives outside of my home, do they get a Vitals Kit?

A: No, only the subscriber enrolled in this plan will receive a kit at their home address

Q: Who do I contact if I have questions about how to use the equipment?

A: Please contact Medline Customer Service at 1-800-MEDLINE (1-800-633-5463), Monday through Friday, 7 a.m. – 7 p.m., central time (CT).

Q: If the equipment is not working or broken, how can I get a replacement?

A: Any piece of equipment in the vitals kit will be replaced once a year (calendar year). Please contact Blue Shield at the Customer Service at the number on the back of your member ID card with your order number, and serial number of the product, and we will resend your kit within 3-5 business days.



Q: Will all members of my family be required to have the vitals measurements prior to virtual providers appointment?

A: No, they will not be required to have these measurements. However, it is recommended to enhance their virtual healthcare experience.

Q: Will all members of my family need to download the Accolade App to schedule appointments?

A: Members will have the option to download the Accolade App on their smartphone or other digital devices. This will be the most effective and easy way to connect virtually with their care team. Members will have the option to contact Accolade Care Customer Service **starting January 1, 2023**, at 1-844-560-6649.

Q: Does the subscriber need to register or call BSC customer service to obtain the Vitals Kit?

A: No, each subscriber enrolled in this plan will receive a Vitals Kit delivered at the subscriber mailing address for no additional charge.

Q: Members with disabilities may not be able to use all the pieces of equipment in the vitals kit. Can they still schedule virtual visits?

A: Yes, the kit is designed to enhance virtual visits. But collecting vitals is not required to schedule virtual care.

Q: Where can I get more information on the Vitals Kit and Virtual Blue plan?

A: You can go to www.blueshieldca.com/virtualbluewelcome or contact Blue Shield Customer Service at the number on the back of your member ID card.