

Broad access and predictable costs

EPO Plan

Our exclusive provider organization – or EPO – plan allows you the flexibility to see any doctors in Blue Shield’s Full PPO Network while enjoying lower out-of-pocket costs. However, you won’t be covered for services from providers who are not in the PPO network.



Plan Highlights

- Low, fixed copayments, just like an HMO plan.
- Access to doctors and specialists within the nationwide PPO network.
- Self-referral to specialists – no need to see your primary care physician first.
- No additional cost for Teladoc Health medical and mental health virtual visits or NurseHelp 24/7SM phone advice.
- Mental health benefits for help with depression, mental illness, and alcohol or substance use disorder. Some services are also available virtually.
- Coverage for medical care across the United States and for urgent and emergency care anywhere in the world.



Learn More Online

To explore the plan in more detail and search for doctors and other providers in this plan’s network, visit www.blueshieldca.com/prism or scan the QR code.



Get more with this plan



Access care away from home

- **Urgent care centers**
Ideal for care that is not an emergency but cannot be resolved virtually.



Get care at home

- **NurseHelp 24/7**
Health advice from registered nurses at any time.
- **Teladoc Health**
Doctors and mental health professionals available by phone or video
- **LifeReferrals 24/7SM**
Round-the-clock support from experts for personal, family, and work issues



Jump-start your well-being

- **Preventive care**
Annual exams, screenings, and immunizations at no additional cost.
- **Wellness discounts**
Savings on vision exams, fitness club memberships, massage services, and more (see blueshieldca.com/wellnessdiscounts)



Manage your condition

- **Shield Support**
A dedicated healthcare team to help explain treatments and coordinate care for issues like chronic pain or diabetes
- **Maternity support**
Virtual pregnancy, postpartum, and return-to-work support from specialists and coaches



We're here to help. If you have any questions, please call us at **(855) 256-9404** (TTY: 711), 7 a.m. to 7 p.m. PT, Monday through Friday.

NurseHelp 24/7 is a service mark of Blue Shield of California. Nurses do not provide medical services for treatment or diagnosis.

LifeReferrals 24/7 is a service mark of Blue Shield of California.

You may receive covered services from other 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.

Blue Shield of California is an independent member of the Blue Shield Association A53502-Prism_0522