

Designed to be affordable

Trio HMO plan

This plan offers a quality network of local doctors, specialists, and hospitals working closely together to deliver a personalized care experience. Members ages 18 and older also have the option to select a virtual provider as their assigned primary care physician (PCP). The virtual PCP will refer them to virtual specialists in over twenty specialties as well as in-person Trio network providers. To enroll, you must live or work within the Trio HMO plan's service area. To explore the service area, see the "Learn more online" section below.



Plan Highlights

- Features The Away From Home Care program, which offers family members living outside California— students, workers on long-distance assignments, etc. – access to medical care in select states across the country. (Benefits vary by state.)
- All PCPs will coordinate your care and will provide required referrals to specialists and hospitals as needed. Referrals from in-person PCPs will be within the same medical group while referrals from virtual PCPs will be within the Trio network.
- Self-referral to specialists may be available to members of participating medical groups – 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.
- Personal assistance from Shield Concierge, our team of healthcare experts, to find doctors, transfer medical records and prescriptions, and answer healthcare questions.
- Mental health benefits for help with depression, mental illness, and alcohol or substance use disorder. Some services are also available virtually.



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)
- **Wellvolution[®]**
Personalized digital programs to support weight loss, mental health, diabetes management, and more – at no extra cost.



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) 747-5800** (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.

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. 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.

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