

Access to doctors and specialists

1. How can I check to see if my doctor already accepts the new Blue Shield Medicare plan?
 - Visit blueshieldca.com/sfhss. Under "Retirees with Medicare," select *View health plan*. Then, scroll down to the "Find a doctor in network" section to search for the three different types of Blue Shield providers:
 - Blue Shield Medicare in-network providers
 - Medicare participating providers
 - Providers outside of California
 - If you cannot find your current doctor or specialist, call Blue Shield Medicare's Customer Service team at **(800) 370-8852 (TTY: 711)**, from 8 a.m. to 8 p.m. Pacific time (PT), seven days a week. Blue Shield can confirm whether your doctors will accept the new Blue Shield Medicare plan.
2. I like the plan I have now. Will Blue Shield be able to provide the same benefits as my current Medicare plan?
 - The new Blue Shield Medicare plan's goal is to mirror your current Medicare plan design. Therefore, you will have same copays and rich benefits you currently enjoy. You will have the same access to all the Medicare participating providers you have today as long as they bill Blue Shield. If your doctor says they will not accept the plan, reach out to us, and we will contact them to explain your coverage and request that they bill Blue Shield.
3. What will my copays be to see my current doctor or specialists?
 - The new Blue Shield Medicare plan has the same copays to your current Medicare plan, which has a \$5 copay for a physician of choice visit and a \$15 copay for a specialist visit. You should not notice any change in your cost share.
4. I live out of state, and I want to keep seeing my current doctors who know me and my medical needs. They tell me they do not accept Blue Shield of California, because we are not in California. How can I keep seeing my current doctors?
 - The word 'California' in the plan's name may confuse providers outside of California. If you have issues with your current providers outside of California, please call your dedicated Blue Shield Medicare's Customer Service team and share your doctor's information. They will reach out directly to your doctor to explain how the new Blue Shield Medicare plan works even outside of California and answer any of their questions. Since you are a current patient, we do not anticipate any further issues, but we are committed to working through any issues that may arise during this transition.

5. How can I keep seeing the current providers who have known me for years on the Blue Shield Medicare plan?
- As an existing patient, your visits will be covered as long as your provider participates in Medicare. If your provider says they will not accept the plan, reach out to us, and we will contact them to explain your coverage.

Access to pharmacies and prescription drugs

6. What if I require in-home medications, infusions, or care? Will I be able to get the same medication and in-home care and treatment?
- Blue Shield has a vast network in California and nationwide of home infusion providers that send nurses to assist with in-home medications. Additional home health services are also available for in-home treatment and care.
7. How can I confirm if my current pharmacy will accept the new Blue Shield Medicare Plan?
- Visit blueshieldca.com/sfhss. Under "Retirees with Medicare," select *View health plan*. Under "Pharmacy resources," click *2025 Pharmacy locator* to find a network pharmacy near you.
 - You can also call Blue Shield Medicare's Customer Service team for help confirming whether your current pharmacy is in the network or finding another option to receive your medications.
8. How can I check if my current prescriptions are covered by the Blue Shield Medicare plan?
- Visit blueshieldca.com/sfhss. Under "Retirees with Medicare," select *View health plan*. Under "Pharmacy resources," choose *2025 Formulary search tool*, where you can input your medications to see if they are covered.
 - If you need more help, please call our dedicated Blue Shield Medicare's Customer Service team, and they will confirm if your prescription is covered or help you find another option to receive your medications.
9. What if Blue Shield will only cover a generic or alternative drug when my doctor prescribes the brand-name drug? How can I get the same prescription that my doctor prescribed?
- Blue Shield Medicare can work with your doctor to provide a transitional supply of your current drug within the first 90 days of coverage if it is not on our formulary (list of covered drugs). This provides time for your doctor to re-evaluate whether it is best to switch to a covered medication or request a formulary exception for the same drug.
10. How much will my prescription drugs cost under the new Blue Shield Medicare plan?
- The new Blue Shield Medicare plan has been designed with the same copayments and robust formulary for your prescriptions as your current Medicare plan. Refer to the plan Evidence of Coverage (EOC) for more information.

Additional benefits

11. I get a gym membership covered through my current plan. Will I have a gym membership with Blue Shield of California?
- A nationwide SilverSneakers® gym membership with one of the largest networks of participating gyms is included in the new Blue Shield Medicare Plan at no additional cost. Find your closest SilverSneakers gym at tools.silversneakers.com/locationsearch. You can also call Blue Shield Medicare's Customer Service team for help with finding participating gyms.
12. Does Blue Shield of California provide acupuncture and chiropractic benefits?
- The Blue Shield Medicare plan covers both routine acupuncture and chiropractor visits and services. Refer to the plan EOC for more information.



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