

CSAC EIAHealth PPO plan

Overview

About the EIAHealth PPO plan

The EIAHealth PPO plan is a self-funded plan administered by Blue Shield of California. With the EIAHealth PPO plan, you can receive care from any of the physicians and hospitals within the plan's network, as well as outside of the network, for covered services. If maintaining a relationship with your current doctor is important to you, the EIAHealth PPO plan lets you continue seeing your current doctor for most covered services, even if your doctor isn't part of the plan's provider network. Keep in mind that if your physician is not part of the plan's PPO network, you will have to pay more for each visit.

Prior authorization for scheduled treatment

If you have a condition and have been scheduled for treatment that required authorization from your former health plan carrier, it is likely that this treatment will now need to be authorized by Blue Shield. For questions about prior authorization or to initiate authorization, simply call your dedicated Blue Shield Member Services team at **(855) 256-9404**.

Find a network provider

When you enroll in the EIAHealth PPO plan, you'll be able to access one of the largest PPO networks in California. Here's how to find a doctor or verify that your current doctor is in the Blue Shield network.

- Go to **blueshieldca.com/csac**.
- Select *Find a Provider*.
- Under "Find a PPO or HDHP Network Provider," choose the type of provider you are looking for. You will then be directed to the Blue Shield website where you can further filter your search.

Transferring your medical records

If you are selecting a new physician, you'll need to transfer your medical records from your previous doctor to your new Blue Shield network physician. Your previous doctor can provide you with the instructions on how to transfer your medical records to your new doctor.

Urgent care

When you need treatment of minor conditions, you can avoid the long wait times in the emergency room and keep out-of-pocket costs down by choosing to go to an urgent care center.

Many urgent care centers are open for treatment after business hours and on weekends, and you can expect fast and personalized treatment from qualified professionals for conditions such as:

- Cough, sore throat, respiratory infections
- Earaches
- Back pain, body aches
- Colds, sinus infections, allergies
- Rashes, minor cuts, scrapes

To find an urgent care center near you, go to **blueshieldca.com/csac** and click on *Find a Provider*.



Visit
blueshieldca.com/csac
today!

24/7 online access

You have convenient 24-hour access to information about your health benefits at **blueshieldca.com/csac**. Here you can find a wide range of resources in one centralized location, including:

- Medical benefits – Log in to get information about your PPO plan's features and benefits, view claim status, print Blue Shield member ID cards, and more.
- Find a Provider – Search for doctors, hospitals, and urgent care centers easily.
- NurseHelp 24/7SM – Get health advice from a registered nurse day or night.
- Programs and services – Find information on programs and services including prenatal and condition management.

Coverage outside of California

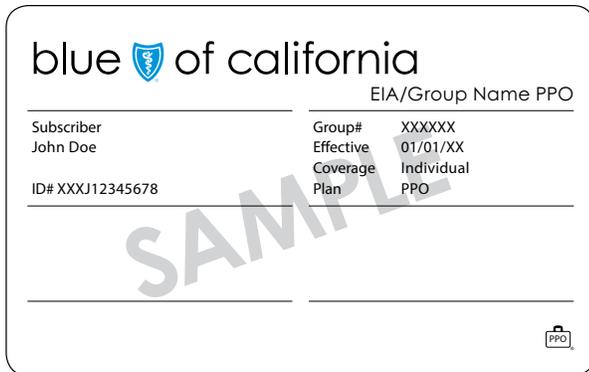
The BlueCard® Program gives PPO participants access to care across the United States and urgent care around the world. You are not required to use a BlueCard provider; however, it's in your best interest to use a BlueCard provider to keep your costs down. You can locate a BlueCard provider at any time by calling **(800) 810-BLUE** or by going to the *Find a Provider* section of blueshieldca.com/csac.

Pharmacy benefits

The pharmacy benefits for the EIAHealth PPO plan are administered through Express Scripts. For information about your prescription drug coverage, visit www.expressscripts.com.

Your Blue Shield member ID card

New members will receive a Blue Shield member ID card in the mail that will only include the name of the subscriber and not the names of any dependents that are covered through the EIAHealth PPO plan. Please review your new ID card carefully, and make sure all of your information is correct. If you need to order an additional ID card, go to blueshieldca.com/csac and click on *Log in or Register for an online account*. Once you have logged in, click on *My Health Plan*, and then *Order Blue Shield ID Cards* (located on the right side). You will receive your new ID card via U.S. mail within seven to 10 business days.



Member confidentiality

Blue Shield protects the confidentiality and privacy of your personal and health information, including medical information and individually identifiable information such as your name, address, telephone number, and Social Security number. To ensure this, Blue Shield requires a signed authorization form for you to access health information for your spouse or dependents over the age of 18.

To request an authorization form, go to blueshieldca.com/csac and click on *Log in or Register for an online account*. Once you have logged in to the Blue Shield website, select *My Health Plan*. Click on *Download Forms* under "Tools" on the right side. Scroll down to "Release of information" and click on *Personal and Health Information Release*. If you don't have access to the Internet, or you have questions about how Blue Shield protects your privacy and confidentiality, please call the Blue Shield Privacy Office directly at **(888) 266-8080**.

We're here to help

If you have any questions, simply contact your dedicated Blue Shield Member Services team at **(855) 256-9404** for personal assistance. They are available from 7 a.m. to 7 p.m., Monday through Friday.