



# Tiered pharmacy network

Rx Spectrum, Small Business Tandem PPO, and Small Business Trio HMO plans provide you with an opportunity to obtain preferred-member cost share for your prescriptions at select participating retail pharmacies within the Blue Shield of California pharmacy network. You have the choice of filling your prescriptions at a Level A or Level B pharmacy.

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**Level A** network pharmacies offer preferred cost sharing. You can fill prescriptions at any of the following pharmacies nationwide:

- CVS Pharmacy®
- CVS Pharmacy in Target Stores
- Costco
- Safeway
- Vons

By filling your prescriptions at a Level A pharmacy, you can save on your out-of-pocket costs.

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**Level B** network pharmacies include all other pharmacies within Blue Shield's pharmacy network, except those that are in Level A. A higher cost share for your prescriptions applies at a Level B pharmacy. Please refer to your plan's Summary of Benefits in your *Evidence of Coverage* for more details about specific copayment or coinsurance amounts.

You have the same selection of covered drugs at both Level A and Level B pharmacies. You can continue to fill your prescriptions at a Level B pharmacy, or you can switch to a Level A pharmacy to take advantage of the preferred member cost share.

## How do I switch my prescriptions to a Level A pharmacy?

Most prescriptions can be transferred to a Level A pharmacy. You can contact the Level A pharmacy of your choice, and the pharmacy staff will assist you in getting the information they need to complete the transfer.

## How do I find a Level A pharmacy?

Level A pharmacies include all CVS Pharmacy, CVS Pharmacy in Target Stores, Costco, Safeway, and Vons pharmacy retail locations nationwide.

To find a list of the Level A pharmacies near you, please visit [blueshieldca.com/pharmacy](https://blueshieldca.com/pharmacy), click *Pharmacy networks*, and select *Tiered pharmacy network Level A pharmacy directory*.

## Questions?

If you have additional questions about your outpatient prescription drug plan, or questions about locating a Level A pharmacy, please contact the customer service number on your Blue Shield member ID card.

# MAIL SERVICE PRESCRIPTIONS

Blue Shield of California provides access to the mail service drug benefit through CVS Caremark Mail Service Pharmacy™. This offers you the convenience of receiving up to a 90-day supply of covered maintenance drugs,\* delivered to your home or office, with no charge for shipping. Using mail service can save you money, too.

## Ways to access your mail service pharmacy

### Online

- 1 Log in to your Blue Shield member account online at [blueshieldca.com/login](https://blueshieldca.com/login) or through the Blue Shield mobile app to access your mail service account.

**Website navigation:** In the top toolbar select *Be Well, Pharmacy, Pharmacy Networks*, and select *Mail service pharmacy* box.

**Mobile app navigation:** In the left navigation bar select *My plan*, select *RX* on the upper right, scroll down and under *Pharmacy links*, select *Mail service prescriptions*.

- 2 Send your prescription to CVS Caremark via mail. Your doctor can send eligible prescriptions electronically.
- 3 Refill your prescriptions through your mail service account. You also can enroll in the CVS Caremark Mail Service Pharmacy's automatic refill program.

### Phone

- 1 Set up an account by calling **(866) 346-7200** [TTY: 711].
- 2 Send your prescription to CVS Caremark. Your doctor can send eligible prescriptions electronically, by phone at **(800) 378-5697** or via fax at **(800) 378-0323**.
- 3 Call **(866) 346-7200** [TTY: 711] to refill your prescriptions. You can also request enrollment in CVS Caremark Mail Service Pharmacy's automatic refill program.

### Mail

*Please keep in mind that there is a longer turnaround time when you submit your prescriptions by mail.*

- 1 To set up an account, complete the mail service order form and return it by mail. You can find the mail service order forms on the portal at [blueshieldca.com/pharmacy](https://blueshieldca.com/pharmacy).
- 2 Send your prescription to CVS Caremark. If you already have a written prescription from your doctor for an extended-day supply, you can mail it, your applicable mail service copayment, a copy of your Blue Shield member ID card, and your mail service order form.

*Continued on the next page.*

\* Generally, the drugs provided through mail service are drugs that you take on a regular basis for a chronic or long-term medical conditions. Note: Specialty drugs and opioids are limited to a 30-day supply.

- 3 Use the CVS Caremark refill order form included in your last medication shipment to refill your prescriptions. Mail the form, along with payment, to:

CVS Caremark  
P.O. BOX 659541  
San Antonio, TX 78265-9541

### CVS Caremark Delivery

Please allow 10 to 14 business days to receive your covered maintenance medications from CVS Caremark. Once your prescription is on file at CVS Caremark, please allow five to eight business days to receive refills of your covered medications.

If you receive a notification that there may be a delay in the shipment of your prescription, please contact Customer Care at the number on your Blue Shield member ID card. A Blue Shield representative will assist you in obtaining a sufficient supply of medication from a local network retail pharmacy, so you are not without medication until your mail service prescription arrives.

If the delay is more than 14 business days from the date the prescription was ordered from the mail service program, Customer Care can coordinate a replacement order.

### Refilling your mail service prescriptions

You can choose to enroll in the CVS Caremark Mail Service Pharmacy's automatic refill program. Once enrolled, you will be notified 7 to 10 days before the prescription's refill due date. There is no cost to enroll in this program and you can opt out of this program at any time.

- **Online** – Sign in to [blueshieldca.com/login](https://blueshieldca.com/login).
- **By phone** – Call **(866) 346-7200**. (Members using TTY equipment can order forms by calling TTY: **711**.)

If you don't enroll in the CVS Caremark Mail Service Pharmacy automatic refill program, you can refill your mail service prescriptions online through your Blue Shield member account, by phone, or by using the CVS Caremark refill order form included in your last medication shipment and mail it along with payment to:

CVS Caremark  
P.O. BOX 659541  
San Antonio, TX 78265-9541

# Shield Concierge

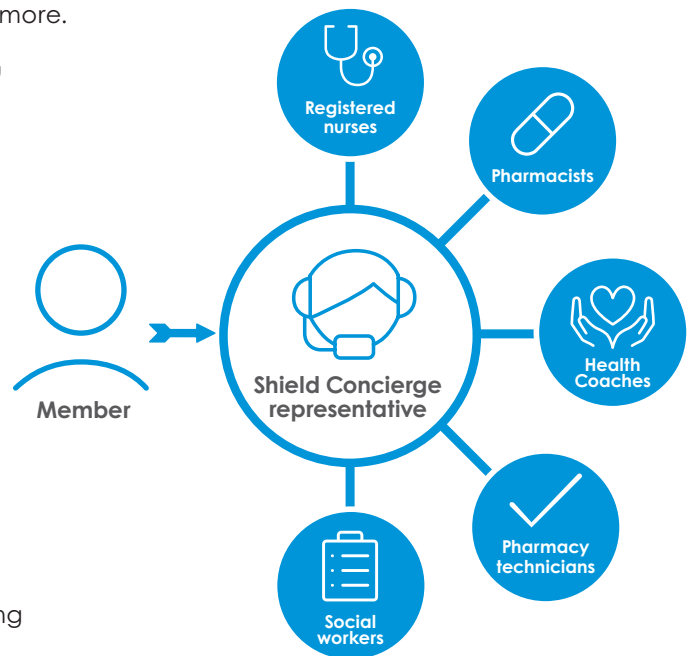
## Your total healthcare connection

One call to Shield Concierge connects you to a dedicated representative who can answer your questions and connect you to a team of experienced health professionals when you need more - all in one call.

**Get answers to your questions** about your plan benefits and coverage, ID cards, provider network, claims, medications, language assistance, condition management programs and more.

**Access complete member care assistance** by connecting you directly to our certified team of healthcare experts including:

- **Registered Nurses:** Provide health counseling, education and support. They can also resolve issues with accessing care, and help you navigate through the health care system when needed.
- **Health Coaches:** Guide you with information and self-management tools to promote a healthy lifestyle including: disease prevention, nutrition, weight management, stress reduction and management of chronic conditions such as diabetes, hypertension and stress.
- **Pharmacy Technicians:** Coordinate prescription drugs between doctors and pharmacies and assistance with emergency prescription authorizations.
- **Pharmacists:** Answer questions about medications, including side effects, drug safety, costs and treatment options.
- **Social Workers:** Help assess emotional and psychological well-being. And provide crisis intervention, substance abuse and mental health referrals.



Connect instantly to Shield Concierge at  
**(855) 664-5577**  
from 7 a.m. to 7 p.m. PST, Monday through Friday.



# The Trio ACO HMO Network

With Trio, your groups and their employees have access to a specially selected network of doctors, hospitals, and specialists committed to delivering a better healthcare experience. Trio's accountable care organization (ACO) model ensures care is coordinated efficiently and member premiums remain low – with savings of up to 15% of our full HMO.

Members have broad coverage across California with access to

24,000+ doctors and specialists, and over 340 hospitals. Throughout the state, Trio covers 78% of ZIP codes within the full Access+ HMO network, including nearly 100% coverage in all major metropolitan areas. Your groups and employees can check if their current PCPs and other specialist providers are part of the Trio network by visiting [www.blueshieldca.com/networkTrioHMO](http://www.blueshieldca.com/networkTrioHMO).

# Trio network providers

Blue Shield's Trio network is available in select California counties.

**Partial:** The Trio network is available only in parts of this county.

**Full:** The Trio network is available throughout this full county.

The chart below shows a list of IPA/medical groups available within the Trio service area and the hospitals they typically refer to. For a complete list of hospitals in the Trio network, please use Blue Shield's Find a Doctor tool at [blueshieldca.com/NetworkTrioHMO](https://blueshieldca.com/NetworkTrioHMO).

An asterisk (\*) indicates a Trio network affiliated hospital that elevates the level of member care coordination between Blue Shield, medical group/IPA, and the hospital.

The Trio network is subject to change without notice.

Trio counties	Coverage	IPA/medical group	Hospital
Alameda	Full	Brown & Toland Physicians East Bay	Alta Bates Summit Medical Center Eden Medical Center
		Hill Physicians Med Grp Inc.	Alta Bates Summit Medical Center
		John Muir Physician Network (Contra Costa county) also serves Dublin, Livermore, and Pleasanton	John Muir Medical Center Walnut Creek Campus* John Muir Medical Center Concord Campus*
Contra Costa	Full	Hill Physicians Med Grp Inc.	John Muir Medical Center, Walnut Creek Campus John Muir Medical Center, Concord Campus San Ramon Regional Medical Center
		John Muir Physician Network	John Muir Medical Center Walnut Creek Campus* John Muir Medical Center Concord Campus*
El Dorado	Partial	Some parts of the county are served by Sacramento County providersHill Physicians Sacramento PriMed Inc. and Mercy Medical Group.	Mercy General Hospital* Methodist Hospital of Sacramento* Mercy Hospital of Folsom* Mercy San Juan Medical Center *
Fresno	Partial	Key Medical Group	Kaweah Delta Medical Center*
Kern	Partial	GemCare Med Grp Inc. Delano Region GemCare Med Grp Inc. Bakersfield Region	Mercy Hospital Bakersfield* Bakersfield Memorial Hospital* Delano Regional Medical Center
Kings	Partial	Key Medical Group	Kaweah Delta Medical Center*
Los Angeles	Partial	Access Medical Group Inc. Access Medical Group Santa Monica	Providence Saint Johns Health Center* Marina Del Rey Hospital
		Allied Pacific of California IPA	San Gabriel Valley Medical Center* Garfield Medical Center* Alhambra Hospital Medical Center Greater El Monte Community Hospital Monterey Park Hospital Whittier Hospital Medical Center

# Trio

## counties Coverage

## IPA/medical group

## Hospital

### Los Angeles (cont'd)

Partial

Optum Care Network-AppleCare Select

Anaheim Regional  
Beverly Hospital  
Coast Plaza  
East LA Hospital  
Gardena Memorial  
Lakewood Regional Medical Center  
Long Beach Memorial  
Los Alamitos Medical Center  
Monterey Park Hospital  
PIH Downey  
Placentia Linda  
St. Francis Medical Center  
Whittier Hospital Medical Center

Axminster Medical Group – Little  
Company of Mary – San Pedro  
Axminster Medical Group – Little  
Company of Mary – IPA Torrance  
Axminster Medical Group – Providence  
Care Network – Tarzana  
Axminster Medical Group Inc.

Providence Tarzana Medical Center\*  
Providence Little Co – San Pedro\*  
Providence Little Co – Torrance\*

Facey Medical Foundation Burbank  
Facey Medical Foundation San Fernando  
Valley  
Facey Medical Foundation Santa Clarita

Providence Holy Cross Medical Center\*  
Providence Saint Joseph Medical Center\*  
Providence Tarzana Medical Center\*  
Northridge Hospital Medical Center  
(Roscoe Campus)  
Henry Mayo Newhall Hospital  
Simi Valley Hospital and Health Care Services

GNP - Newport Beach  
MemorialCare Long Beach

Long Beach Memorial Medical Center Miller's  
Children's & Women's Hospital Long Beach

Good Samaritan Medical Practice Associates  
Korean American Medical Group

Good Samaritan Hospital Los Angeles\*

PIH Health Physicians  
PIH Health Physicians IPA

PIH Health Hospital Good Samaritan  
Hospital\*  
PIH Health Whittier Hospital\*

PIH Health Physicians Downey

PIH Health Downey Hospital\*

Pomona Valley Medical Group

Pomona Valley Hospital Medical Center

St. John's Physician Partners†

Providence St. John's Health Center\*†

Torrance Health IPA

Torrance Memorial Medical Center\*

### Marin

Partial

Meritage Medical Network

Marin General Hospital\*

### Monterey

Full

Montage Health and Salinas Valley  
Memorial Healthcare System

Community Hospital of Monterey Peninsula  
Salinas Valley Memorial Hospital

### Nevada

Partial

Hill Physicians Sacramento PriMed Inc.

Mercy General Hospital\*  
Mercy General Hospital Folsom\*  
Mercy San Juan Hospital\*  
Methodist Hospital of Sacramento\*  
Sierra Nevada Memorial Hospital\*

Sierra Sacramento BSC Admin

Hospital referral is dependent on  
physician admitting privileges of each  
participating physician



# Trio

## counties Coverage

## IPA/medical group

## Hospital

Orange	Full	Hoag Physician Partners Hoag Medical Group	Hoag Memorial Hospital* Hoag Orthopedic Institute* Hoag Hospital Irvine*
		MemorialCare Medical Group MemorialCare Medical Group Saddleback Edinger Medical Group	Orange Coast Memorial Medical Center Saddleback Memorial Medical Center
		Mission Hospital Affiliated Physicians Mission Internal Medical Group St. Joseph Heritage Medical Group St. Joseph Hospital Affiliate Physicians St. Jude Affiliated Physicians St. Jude Heritage Medical Group	St. Joseph Hospital* St. Jude Medical Center* Mission Hospital Regional Medical Center* Mission Hospital Laguna Beach*
Placer	Partial	Some parts of the county are served by Sacramento County providers Hill Physicians Sacramento PriMed Inc. and Mercy Medical Group	Mercy General Hospital* Methodist Hospital of Sacramento* Mercy Hospital of Folsom* Mercy San Juan Hospital*
Riverside	Partial	Alpha Care Medical Group	Doctors Hospital of Riverside LLC John F Kennedy Memorial Hospital Hemet Global Medical Center Desert Regional Medical Center
		PrimeCare Empire Physicians Medical Group (Optum Care Network–Desert Cities)	Eisenhower Medical Center
		PrimeCare of Citrus Valley (Optum Care Network–Citrus Valley)	Corona Regional Medical Center Parkview Community Hospital Medical Center
		PrimeCare of Corona (Optum Care Network– Corona)	Corona Regional Medical Center Parkview Community Hospital Medical Center
		PrimeCare of Moreno Valley Inc. (Optum Care Network–Moreno Valley)	Parkview Community Hospital Medical Center Riverside Community Hospital San Geronio Memorial Hospital
		PrimeCare of Riverside Inc. (Optum Care Network–Riverside) Riverside Physician Network	Parkview Community Hospital Medical Center Riverside Community Hospital
		PrimeCare of Hemet Valley (Optum Care Network–Hemet Valley) PrimeCare of Sun City Inc. (Optum Care Network–Sun City) PrimeCare of Temecula Inc. (Optum Care Network–Southwestern Valleys)	Loma Linda University Medical Center (Murrieta) Menifee Valley Medical Center Southwest Healthcare System (Wildomar) Southwest Healthcare System (Murrieta) Temecula Valley Hospital, Inc.
		Valley Physicians Network Inc. (Optum Care Network–Valley Physicians) Vantage IPA	Loma Linda University Medical Center (Murrieta) Menifee Valley Medical Center Temecula Valley Hospital, Inc. Community Hospital of San Bernardino San Antonio Regional Hospital St. Bernardine Medical Center
Sacramento	Partial	Hill Physicians Sacramento PriMed Inc. Mercy Medical Group	Mercy General Hospital* Mercy Hospital of Folsom* Mercy San Juan Hospital* Methodist Hospital of Sacramento*



# Trio

## counties Coverage

## IPA/medical group

## Hospital

San Bernardino	Partial	Alliance Desert Physicians EHP	St. Mary Regional Medical Center*
		Beaver Medical Group EHP	Redlands Community Hospital
		Chaffey Medical Group EHP	Loma Linda University Medical Center San Antonio Regional Hospital*
		Fenix Health Medical Group EHP	San Antonio Regional Hospital
		Pinnacle Medical Group EHP	St. Bernardine Medical Center
		Pomona Valley Medical Group	Pomona Valley Hospital Medical Center
		Premier Healthcare IPA	St. Mary Regional Medical Center*
		PrimeCare Empire Physicians Medical Group (Optum Care Network–Desert Cities)	Eisenhower Medical Center
		PrimeCare Medical Group of Chino Valley Inc. (under Prospect effective 6/1/23)	Pomona Valley Hospital Medical Center San Antonio Regional Hospital*
		PrimeCare of Inland Valley Inc. (Optum Care Network–Inland Valley)	San Antonio Regional Hospital*
		PrimeCare of Redlands (Optum Care Network–Redlands)	Redlands Community Hospital San Geronio Memorial Hospital St. Bernardine Medical Center
		PrimeCare of San Bernardino (Optum Care Network–San Bernardino)	Community Hospital of San Bernardino St. Bernardine Medical Center
		Redlands Yucaipa Medical Group	Redlands Community Hospital
San Diego	Partial	St. Mary High Desert Medical Group	St. Mary Regional Medical Center*
		Vantage IPA	Community Hospital of San Bernardino San Antonio Regional Hospital St. Bernardine Medical Center
		Mercy Physicians Medical Group Scripps Clinic Medical Group Scripps Physicians Med Group Scripps Coastal Medical Center	Scripps Green Hospital* Scripps Memorial Hospital La Jolla* Scripps Memorial Hospital Encinitas* Scripps Mercy Hospital* Scripps Mercy Hospital Chula Vista*
San Francisco	Full	UCSD Health: Owen Clinic, La Jolla, Kearny Mesa, Scripps Ranch, Vista, Downtown, One Medical Downtown UCSD Physician Network Primary Care: La Mesa, Sorrento Valley UCSD Monica Perlman Clinic: Vista, Downtown, La Mesa, Mira Mesa	UCSD Medical Center – La Jolla UCSD Medical Center – Hillcrest
		Hill Physicians San Francisco Inc.	Medical Center at UCSF* Saint Francis Memorial Hospital* Saint Mary's Medical Centers San Francisco* UCSF Medical Center at Mission Bay* UCSF Medical Center at Mount Zion*
San Joaquin	Full	Hill Physicians San Joaquin	St. Joseph Medical Center of Stockton*
San Luis Obispo	Partial	Physician Choice Medical Group of San Luis Obispo	French Hospital Medical Center* Marian Regional Medical Center, Arroyo Grande*
San Mateo	Full	Hill Physicians San Francisco, Inc.	Sequoia Hospital*
Santa Barbara (Small Group only)	Partial	Sansum Clinic	Santa Barbara Cottage Hospital Santa Ynez Valley Cottage Hospital Goleta Valley Cottage Hospital

Enrolled employees and all their dependents must live or work in the Trio HMO plan service area to be eligible for coverage.

## Trio

### counties Coverage IPA/medical group Hospital

<b>Santa Clara</b>	Full	Santa Clara County IPA	El Camino Hospital El Camino Hospital Los Gatos Good Samaritan Hospital O'Connor Hospital Regional Medical Center of San Jose Saint Louise Regional Hospital
<b>Santa Cruz</b>	Full	Dignity Health Medical Network Santa Cruz	Dominican Santa Cruz Hospital* Watsonville Community Hospital
<b>Solano</b>	Partial	A few cities (Benicia, Dixon, Vallejo) are served by John Muir Medical Group and Woodland Clinic.	Woodland Memorial Hospital*
<b>Stanislaus</b>	Partial	Allcare IPA – Stanislaus ACO	Doctors Medical Center Doctors Hospital of Manteca Emanuel Medical Center
<b>Tulare</b>	Partial	A few cities (Earlimart, Pixley, Posey, Mercy Hospital Bakersfield* Tipton) are served by GemCare Medical Group in Kern County.	Mercy Hospital Bakersfield* Bakersfield Memorial Hospital*
		Key Medical Group	Kaweah Delta Medical Center*
<b>Ventura</b>	Partial	Facey Medical Foundation Simi Valley	Providence Cedars-Sinai Tarzana Medical Center Providence Holy Cross Medical Center
		Seaview IPA	Community Memorial Hospital of San Buenaventura Ojai Valley Community Hospital Santa Paula Hospital
		ValleyCare Physicians IPA	St. John's Hospital Camarillo St. John's Regional Medical Center
<b>Yolo</b>	Partial	Woodland Clinic	Woodland Memorial Hospital*