

**Summary of Changes and Updates to Your
Blue Shield of California Promise Health Plan
Medi-Cal Covered Benefits and Services
CHANGES EFFECTIVE: JANUARY 1, 2019**

Dear Blue Shield Promise Member,

The purpose of this letter is to inform you of changes to your Medi-Cal covered services with Blue Shield Promise Health Plan. The updates below describe the changes recently made by Blue Shield Promise which may affect the way you get care and where you can call for help. These changes are due to:

- Updates to your 2018 Blue Shield Promise Medi-Cal Member Handbook/Evidence of Coverage; or,
- New benefits and services available to you as a Medi-Cal member of Blue Shield Promise.

The changes made to your 2018 Blue Shield Promise Medi-Cal Member Handbook/Evidence of Coverage are noted by:

- ~~strike-out text~~ to show that this text has been removed OR
- ***bold and italics text*** to show that this text has been added

Please read these changes and keep this letter with your 2018 Blue Shield Promise Medi-Cal Member Handbook/Evidence of Coverage. If you have any questions about your covered services and benefits, please call Blue Shield Promise Member Services at **1.800.605.2556 (TTY 711)**, Monday through Friday, 8:00 a.m. to 6:00 p.m. This call is toll-free.

Section: Benefits and Services

Care Management Program

Blue Shield Promise has a Care Management team to help answer any questions you may have about:

- *Your health care*
- *Getting behavioral health (mental health and substance use disorder) services*
- *Other services that might help improve your health*

If you have questions about the Care Management Program, please call a care manager toll free at 1.877.702.5566 (TTY 711), Monday through Friday from 8:00 a.m. to 5:00 p.m. (except on some holidays).

Section: Benefits and Services

Diabetes Prevention Program (New Benefit)

As of January 1, 2019, Blue Shield Promise offers a Diabetes Prevention Program (DPP). This is an evidence-based lifestyle change program designed to prevent or put-off the start of type 2 diabetes among individuals diagnosed with prediabetes. The program lasts one year and can continue for an extra year for those members who qualify. The program uses approved lifestyle changes including, but not limited to the following:

- *Provides a peer coach;*
- *Teaches self-monitoring and problem solving;*
- *Provides encouragement and feedback;*
- *Provides informational materials to support goals; and*
- *Tracks routine weigh-ins to help accomplish goals.*

Members who are interested in DPP must meet program eligibility requirements. To learn more call Blue Shield Promise Member Services at 1.800.605.2556 (TTY 711), Monday through Friday, 8:00 a.m. to 6:00 p.m.

Section: Benefits and Services

Health Homes Program (New Benefit)- Effective July 1, 2019

Blue Shield Promise covers Health Homes Program (HHP) services for Members with certain chronic health conditions. These services are to help coordinate physical health services, behavioral health services, and community-based long term services and supports (LTSS) for Members with chronic conditions.

You may be contacted if you qualify for the program. You can also call Blue Shield Promise, or talk to your doctor or clinic staff, to find out if you can receive HHP services.

You may qualify for HHP if:

- *You have certain chronic health conditions. You can call Blue Shield Promise to find out the conditions that qualify; and*
- *You meet one of the following:*
 - *You have three or more of the HHP eligible chronic conditions*
 - *You stayed in the hospital in the last year*
 - *You visited the emergency department three or more times in the last year; or*
 - *You do not have a place to live.*

You do not qualify to receive HHP services if:

- *You receive hospice services; or*
- *You have been residing in a skilled nursing facility for longer than the month of admission and the following month.*

Covered HHP Services:

HHP will give you a care coordinator and care team that will work with you and your health care providers, such as your doctors, specialists, pharmacists, case managers, and others, to coordinate your care. Blue Shield Promise provides HHP services, which include:

- * Comprehensive Care Management*
- * Care Coordination*
- * Health Promotion*
- * Comprehensive Transitional Care*
- * Individual and Family Support Services*
- * Referral to Community and Social Supports*

Cost to Member:

There is no cost to the Member for HHP services.

*Blue Shield Promise and its partners may call you if you meet the rules. To learn more, call Blue Shield Promise Member Services at **1.800.605.2556 (TTY 711)**, Monday through Friday, 8:00 a.m. to 6:00 p.m.*

Section: Benefits and Services

Pediatric Palliative Care (New Benefit)

Starting January 1, 2019, Pediatric Palliative Care (PPC) services will be provided by Blue Shield Promise.

*Palliative care offers support and services for children with serious medical conditions that may improve the child's quality of life. PPC also gives families special help needed to care for a child's complex illnesses and may provide treatment that may cure the illness. To learn more, call Blue Shield Promise Member Services at **1.800.605.2556 (TTY 711)**, Monday through Friday, 8:00 a.m. to 6:00 p.m.*



Section: Benefits and Services

Pharmacy Home Program

For members who qualify, Blue Shield Promise offers a Pharmacy Home Program to help members manage their controlled medications safely. A Pharmacy Home is a pharmacy that works with Blue Shield Promise where you will get all your prescriptions for controlled medications filled.

Blue Shield Promise will call you if you qualify for the program. If you are enrolled in this program, you will be able to choose a participating Pharmacy Home that is convenient for you. Blue Shield Promise will also let your doctor know when you are enrolled.