

### Trio HMO Value Added Benefits

Service	Description	Vendor Partner
NurseHelp 24/7	Members can access a registered nurse anytime--day or night--seven days a week by phone or online. Experienced nurses are ready to answer questions, listen and provide members with information that can help them choose care that is appropriate for their situation. The nurses are trained to offer callers:	Optum
LifeReferrals 24/7	Life can be overwhelming at times and, LifeReferrals 24/7 offers around the clock support for a wide range of services to cover personal, family, and work issues. Members can call LifeReferrals 24/7 (800-985-2405) to speak with an experienced specialist who can provide resources and referrals to the following services based on their needs. Services are available for eligible members nationwide.	Magellan
Shield Support	This patient outreach program offers personalized support for members to help them live better with illness, recover from acute conditions, and have a more seamless healthcare experience. Depending on each patient's situation, our outreach is triggered by claims, provider referrals, member self-referrals when applicable, and predictive risk scores. Our team of nurses, social workers, and other specialty clinicians then provide services for short-term care coordination, ongoing case management and overall health improvement. Shield Support provides a wealth of member education and self-care resources (online, phone, print, in-person) to support member preferences. The program also goes beyond acute episode case management to provide care support services for members who have been diagnosed with cancer, or who have cardiovascular, respiratory, musculoskeletal, depression, digestive, mental health or other chronic conditions.	Optum & Magellan
Maven	Family planning support with pregnancy, postpartum and returning to work after parental leave with 24/7 access to Care Advocates, specialists, and coaches.	Maven
Teladoc (general & behavioral)	Telehealth general and behavioral health - no copay	Teladoc
Non-emergency medical transportation	A FREE transportation service for eligible members experiencing serious illness (as determined by a BSC Case Manager).	Call the Car
Wellvolution	Online platform of lifestyle-based tools and support to help our members lose weight, treat diabetes, stop smoking, develop resilience and additional mental health options through Ginger. All programs are clinically proven and available at no cost to eligible Blue Shield of California members.	Solera Health
Chiropractic & Acupuncture Discounts	Get 25% savings on acupuncture, chiropractic, and therapeutic massage services from practitioners in the ChooseHealthy® program. Simply show your Blue Shield member ID card at your appointment with a participating practitioner to get your discount.	ASH
LifeSpring	A FREE meal delivery service for eligible members experiencing serious illness (as determined by a BSC Case Manager).	LifeSpring
MetLife (EAP)	Employee Assistance Program	LifeWorks
MetLife (Life Insurance)	\$25K Life Insurance & AD&D	MetLife
Dunamis Wellness Center	Mental Health Services (telehealth) - Copay applies	Blue Shield network
Brightline	Behavioral Health Benefit for Families - Copay and applicable fees apply	Blue Shield network
Health, Wellness, & Movement Classes	Discounted rates on health educational classes at SVMH and CHOMP	MCSIG

**The following are not covered under the Trio HMO:**

- MCSIG Acupuncture \$2,000 benefit
- Chiropractic benefits w/CHPC
- Altas / Everside Clinics
- MSJ+Today Orthopedic Urgent Care
- Transcarent / BridgeHealth