

Online tools and resources

With Blue Shield of California, you have easy online access to important information about your health plan. Whether you have a question about plan benefits, health providers, or prescription drugs, you can find answers at blueshieldca.com/csac – 24 hours a day, 365 days a year.

Here is a sample of the information you will find at blueshieldca.com/csac:

Member Login

This password protected section contains your personalized account information. Simply log on to view your covered health benefits and copayments. You can also download forms, check claim status, contact your Member Services representatives, and much more.

Pharmacy Benefits

In this section, Blue Shield Access+ HMO and CSCA-EIAHealth High Deductible Health (HDHP) members can get information on their prescription drug benefits, find a network pharmacy, search the Blue Shield Drug Formulary, and learn about generic alternatives.

CSCA-EIAHealth EPO and PPO members can find information on their prescription drug benefits by clicking on the link to Medco or by going to www.medco.com.

Find a Provider

From blueshieldca.com/csac you can click on the *Find a Provider* section or use the links on the home page to find the most up-to-date listing of general practitioners, specialists, and hospitals. Simply select the link that corresponds to your health plan to:

- See whether your physician is in your plan network
- Locate a provider convenient to your home or work
- Choose a physician according to specialty
- Search for doctors by gender or language preference
- Find and select a physician according to medical group affiliation

Health & Wellness programs

Click on *Health Management Programs* to get details on the resources available to you, including the prenatal and disease management programs.

Wellness Tools and Resources

With Blue Shield, you have instant access to many wellness tools and resources to help you make informed healthcare choices. You will be prompted to login to the Blue Shield Web site to access some of these tools.

- **Hospital Comparison Tool:** Rates hospitals on procedure volume, complication and mortality rates, length of stay, and relative cost.
- **Treatment Option Tool:** Searches a database of information on treatment options along with issues that you may want to discuss with your physician.
- **Health encyclopedia:** Offers information on a wide range of health topics from A to Z.
- **Conditions Center:** Lists common health conditions.
- **Complementary & Alternative Health:** Provides information about alternatives to Western medicine.
- **First Aid:** Offers information you need to help deal with common first aid situations

Healthy Lifestyle Rewards

Healthy Lifestyle Rewards is an interactive online program that gives you the resources, motivation, and support you need to eat healthy, get fit, manage stress, quit smoking, and more. Best of all, it's online – so you can access it anytime, day or night.

To learn more, click on the *Healthy Lifestyle Rewards* section. There you'll find an overview of the online program as well as step-by-step instructions to help you get started.

FAQ (Frequently Asked Questions)

Through the *FAQ* section, you will find answers to questions, such as "How do I find a network provider" and "How do I order a new Blue Shield member ID card?"

Contact Us

This section provides the key phone numbers you need to manage your health plan, such Blue Shield Member Services, NurseHelp 24/7, Disease Management programs, and more.