

# The doctor will see you now – on your schedule

Blue Shield of California is excited to introduce Trio HMO members to Heal™. It's a service that lets you see a doctor at a time and place that's best for you. Scheduling when and where you want to see a doctor gives you freedom from the time, cost, and stress of traveling to an appointment.

To your home, office, or hotel – all on your schedule. Heal benefits will be available beginning 2020 plan year for Trio members throughout these California regions:\*

- Inland Empire
- Los Angeles
- Orange County
- Sacramento
- San Diego
- San Francisco
- SF Bay Area and Silicon Valley

## Try Heal for \$0 with Trio

For your first Heal visit, pay \$0! After that, for most services, the cost to see a doctor is usually the same as your Trio plan's primary care physician copay.

Need a prescription filled after a Heal visit? Heal can have it delivered to you at no additional charge – you'll just pay your standard drug copay.

## Need urgent care?

If you have a non-life-threatening medical problem but need to see a doctor, you don't even need to leave your house.

Examples of urgent care services provided by Heal doctors include:

- Respiratory infection
- Ear infection
- Sprains and strains
- Muscle and joint injuries
- Strep throat

In addition, you can also receive point-of-care testing for blood, strep, urine, flu shots, and more.

## Licensed, qualified doctors

Each doctor arrives with a medical assistant to help take care of you during your house call. All Heal doctors have gone through background checks and are licensed in family practice, internal medicine, or pediatrics.

Each doctor will take the time to listen to you and answer your questions. Unlike in a typical doctor's office, they won't be rushing to see the next patient.

Home visits by Heal doctors are available 8 a.m to 8 p.m. daily. Beginning 2020,\* you'll be able to schedule yours by:

- Calling Heal at **(844) 644-4325**
- Going to **blueshieldca.com/heal**
- Downloading the Heal app to your iPhone® or Android™ smartphone

Before you book an appointment, Heal tells you how much a doctor's visit will cost you. No surprises.

\* Heal benefits are available to Trio HMO members upon their 2020 effective date or renewal.

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