



**Blue Shield
of California**

An Independent Member
of the Blue Shield Association

Away from Home Care

hmo

Away from Home Care for HMO Members

Meet your host – An Away From Home Care HMO provider

Of all the advantages of Blue Shield's Access+ HMO® perhaps the most comforting is that our plan is part of the national Association of Blue Plans. More than 85 percent of all hospitals and physicians in the United States belong to this healthcare network. So, as a Blue Shield HMO member, you're in very good company.

Through the other BlueCross BlueShield plans, doctors and hospitals participating in the Away From Home Care program form one of the country's largest provider networks. More than 744,000 physicians and 9,400 medical facilities offer coordinated healthcare coverage in most major cities across the nation.

The Away From Home Care program takes full advantage of the relationship our association affiliates enjoy with each other. BlueCross BlueShield plans participating in the Away From Home Care program will honor your temporary enrollment in their HMOs, so you can consider Blue plan physicians in other cities as your extended healthcare network.

For up-to-date information on locations within the United States where Away From Home Care is available, please call our Away From Home Care coordinator at the phone number on your HMO member ID card.*

Our coordinator opens doors for you

Along with Host HMO providers, our Away From Home Care coordinator is ready to serve you. To ensure your continued care from coast to coast, our coordinator will:

- Search for a participating Host HMO plan at or near your destination
- Help you understand your benefits under the out-of-state Host plan and how to access them

- Answer your questions about the Away From Home Care program

Speak to our coordinator by calling the toll-free telephone number on your HMO member ID card.

Access your host's HMO benefits

Once your Away From Home Care benefits are effective, the Host HMO Personal Physician becomes your designated primary care physician. Away From Home Care physicians coordinate service of a full range of benefits for you, with virtually no paperwork to complete and no claim forms to file. Coverage is different from that offered under your Blue Shield of California plan, but typically includes preventive care, office visits, hospitalization services, immunizations, surgery and more. And, at the time of service, you should not have to pay up front for healthcare services except for those out-of-pocket expenses payable under the host plan's coverage, such as non-covered services and copayments.**

When we confirm your Away From Home Care membership at a Host HMO, we'll send you a copy of its Evidence of Coverage (EOC), which describes the Host Plan's doctor/member relationship, covered healthcare benefits, copayments, out-of-pocket costs, limitations and exclusions. Please read this EOC to know exactly which healthcare services are covered by your Host Plan.

When you return home after your Away From Home Care end date, please notify your Home HMO's Member Services Department to change your Personal Physician to a doctor in your Home HMO's local service area. If you qualify for Away From Home Care as a member's dependent under the Student or Families Living Apart condition, but you return to the member's permanent residence for a period of time, your Host HMO Personal Physician remains your primary care physician. Your Away From Home Care status limits your access



to care in your Home HMO's local service area to only emergency care (without pre-authorization) and urgent care services authorized by your Host HMO physician or your Host HMO's Member Services Department.

If you have any questions about Away From Home Care physician designation, covered benefits or costs while on extended stays, please call our coordinator before you access out-of-state care to avoid any confusion.

We're Ready to Help You on Your Way

Contact our Away From Home Care coordinator to arrange for out-of-state benefits. Prior to your extended out-of-state stay, call our coordinator at the toll-free telephone number on your Blue Shield HMO member ID card. Call at least 30 days prior to needing Away From Home Care benefits.

When you call, you'll be asked where in the United States you need Away From Home Care. If a Host HMO Plan is located at or near your destination, our coordinator will work with you to complete an Away From Home Care Application and mail the application to your home for you to read, complete and sign.

After you sign and return the application by mail, our coordinator will select a Host HMO Plan and physician at or near your destination that most closely matches your local plan, and will forward your application to the selected Host HMO Plan for approval.

When your Away From Home Care membership is approved, your Blue Shield of California HMO plan coordinator will send you a Confirmation Kit, which includes:

- A cover letter confirming the receipt of your application, your Away From Home Care effective dates and the name, telephone number and address of your Host HMO coordinator
- Information describing the steps to take prior to, during and after your extended stay, and how to request membership extensions

Then, your Host HMO Plan coordinator will send you a Welcome Kit, which includes:

- The Host HMO Plan's Evidence of Coverage describing the covered benefits to which you're entitled as a guest member

- A copy of the Host HMO's provider directory (in case you'd like to change physicians once you arrive at your destination)
- Your Away From Home Care ID card, which lists your Host Plan's name, group number, telephone number, membership effective dates and copayment information

* There may not be participating Host HMO Plans in every location and Away From Home Care availability is subject to change. To find up-to-date information on participating out-of-area providers, visit mylifepath.com and click on Find a Provider. Log in as a guest, select Blue Shield HMO and click Continue. In the right column under Helpful Resources, click Providers Outside of California.

** The out-of-pocket expenses of your Host HMO Plan may differ from those required by your Home HMO Plan. For information on your Host Plan's copayment and out-of-pocket costs, refer to your Away From Home Care ID card and the Host Plan's Evidence of Coverage (EOC).



Do You Qualify for Away From Home Care?

If you are a current Blue Shield of California HMO member or covered dependent, you qualify for Away From Home Care if you meet one of the following conditions and will be on an extended stay within the service area of another BlueCross BlueShield plan:

- **Long-Term Traveler:** Defined as a subscriber or covered dependent traveling outside the plan's service area and in another state for a minimum of 90 consecutive days, but no more than 180 days, and returning to your permanent residence. A long-term traveler whose original Away From Home Care membership application was established for fewer than 180 days may extend membership benefits to the full 180 days by completing a new application.
- **Families Living Apart:** Applies when a subscriber is required by court order to take responsibility for a dependent's medical coverage, and the custodial parent or dependent child lives out-of-state. There is no time limit on this condition; however, this membership is subject to annual reviews.
- **Student:** Defined as a subscriber's dependent who lives out-of-state to attend school, but whose principal residence is still the subscriber's permanent residence. Student Away From Home Care memberships are effective in September for one full year; however, students may extend membership benefits for subsequent school years by completing a new application.

Please note: Away From Home Care benefits may not be available in all areas, or to all Blue Shield of California HMO plan members or may be limited to two guest membership applications per benefit contract year. For eligibility information, please call our Away From Home Care coordinator at the telephone number on your Blue Shield member ID card.



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