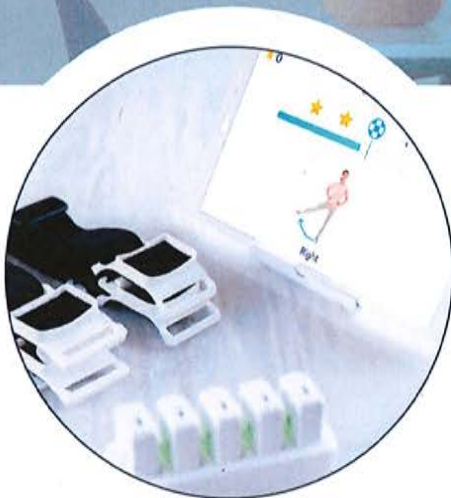


# MCSIG & Rx Plan Benefits - Transparent



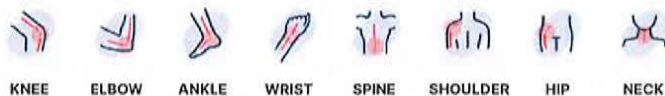
Are you suffering from chronic pain or loss of mobility? Virtual physical care is the answer. Far more than just convenient, our program is **proven to work better than in-person physical therapy** and can **reduce pain by as much as 70%** in just eight weeks. Skip scheduling appointments, travel and waiting in crowded waiting rooms.

## The Virtual Physical Care program that **costs you nothing**

You read that right—virtual physical care is available at **no cost** to Members and family members 18+ enrolled in a MCSIG medical plan.

Get started and claim your **free kit** by visiting:  
<https://webapp.transparent.ai/>

Wherever it hurts, **we can help—**



# MCSIG & Rx Plan Benefits - Transcarent (continued)

Transcarent Health and Care Experience

## The Transcarent Health and Care Experience

One-stop access for all your health and care benefits.



### Surgery Care

When you need surgery, we help you get the best care for your procedure—best of all, MCSIG makes sure you pay little to nothing. Our Care Coordinators guide you through the surgery process so you can focus on your health and recovery.



### 24/7 Virtual Care Telehealth

We make connecting with a doctor as easy as texting a friend. Skip the wait and talk to a doctor when it works for you—in under 60 seconds. No pre-registration or appointment needed.



### Health Guides

When it comes to your health, sometimes you just want to talk to a person—the same person so you don't have to tell your story multiple times. Our Health Guides are here 24/7 to help you by phone, or log into chat.



### My Benefits

Access all your health and care benefits offered by MCSIG in one convenient place through the Transcarent app.



### Provider Finder

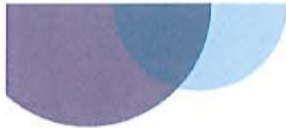
Find a high-quality, in-network doctor near you using the convenient Provider Finder. View ratings from other patients, distance from you via map view, and what the provider offers (new patients, weekend availability, etc).



### Decision Support & Second Opinion

Make medical decisions with confidence and ensure you receive high-quality care. We can connect you with a team of expert doctors and nurses to help you understand medical conditions, learn about available treatment options and get a virtual second opinion.

# MCSIG & Rx Plan Benefits - Transparent (continued)

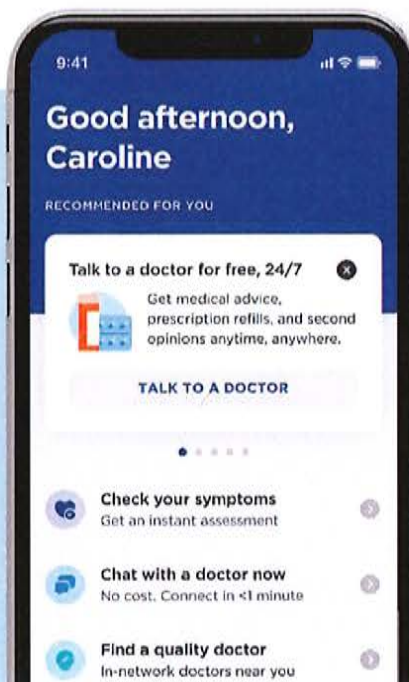
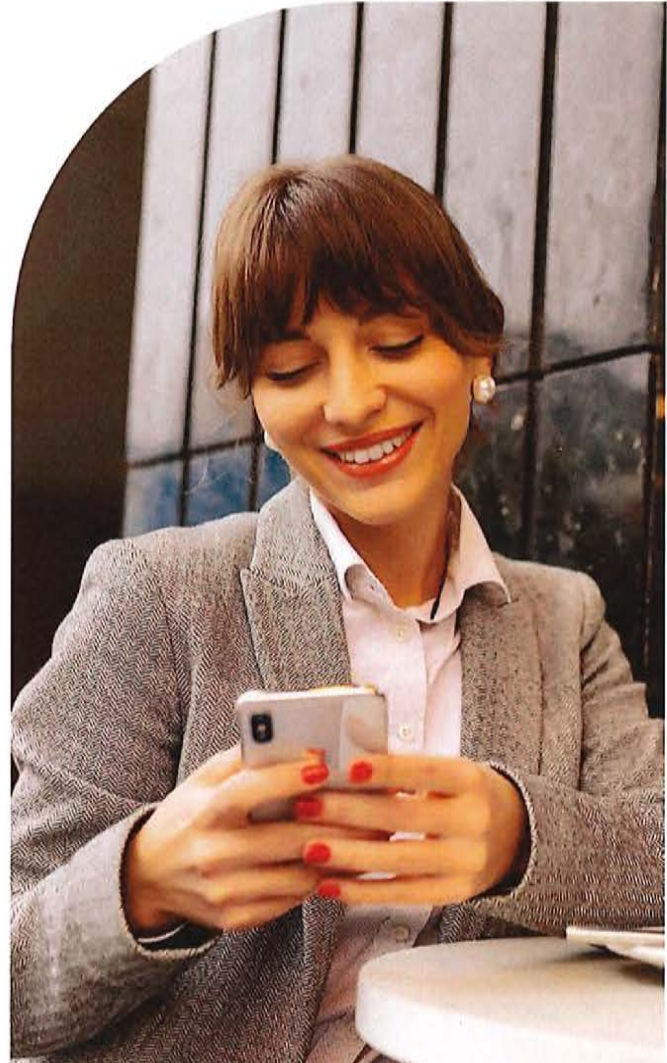


## Healthcare designed to empower you

On your terms, 24/7

Transparent makes it easy for you to access the care you need anytime, anywhere in the U.S. — all in one immersive experience.

Transparent provides high-quality, affordable care for a range of health and care needs, whether you need it for scrapes or surgery. And thanks to MCSIG, it's available as part of your current benefits!



### Manage your health and care all in one app

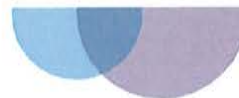
We recommend that you get started by connecting with your personal Health Guide inside the app. You can talk to your Health Guide about your health and care needs, ask questions about your benefits, get help finding and scheduling in-network care, and even get coaching to help you achieve your wellness goals. There's a comprehensive care experience waiting for you inside the app!



Scan the QR code to download the free Transparent App today!

(855) 586-2744

[member.transparent.com](https://member.transparent.com)



## Access high-quality, affordable health and care when you need it



### Virtual Care

You have on-demand access to a care team of board-certified doctors and nurses for urgent and routine needs. Get high-quality care without the wait, 24/7, for you and your dependents, ages 2+. No referral or appointment needed.



### Virtual Physical Therapy

Get back to what you love by strengthening muscles and increasing your mobility with Sword Virtual Physical Therapy. A doctor referral is not required and there is no co-pay thanks to MCSIG! A licensed physical therapist will work with you virtually to design a personalized program that you can use for strengthening, ongoing maintenance or when you feel pain. You will receive sensors and a tablet pre-loaded with your customized therapy plan, so you can get the benefits of physical therapy outside of the doctor's office.



### Surgery Care

Access vetted, high-quality surgical teams that specialize in your condition with little to no out-of-pocket costs. A dedicated Care Coordinator guides you through every step of your surgery, bringing a new level of transparency to your care. Billing, scheduling, and logistics are made easier so you can focus on your health and recovery.

*Surgery exclusions: Emergency, pediatric (under age 13), cancer, cosmetic, dental, diagnostic, vision and transplant procedures are not available through Transparent. Additional surgical exclusions may apply. Please contact Transparent to confirm availability.*



### Expert Medical Opinion

Feel confident you're making the most informed decision about your diagnosis, treatment plan, or surgical recommendation. You can receive a second opinion from world-renowned specialists at The Clinic by Cleveland Clinic from the comfort of home. Receive personalized, one-on-one support and access to 3,500 expert physicians in 550+ subspecialties.



### Health Guides

When it comes to your health, sometimes you want to talk to a live person. Our Health Guides are here to help you and can provide benefit guidance, coaching, and appointment support by chat, in-app message, or phone.



### Provider Finder

Find a high-quality, in-network provider for in-person care. See providers near you, view their provider ratings, languages spoken, and conditions frequently treated.



### Symptom Checker

Check your symptoms virtually! Answer questions in the app to conveniently guide you to the appropriate care service.



### Transparent App

Access all your MCSIG health and care benefits, view your digital insurance cards, and get high-quality, affordable care - all in one convenient place through the Transparent app!

# MCSIG & Rx Plan Benefits - 24/7 Access

Manage your health care anytime, anywhere from your phone, tablet, or computer

Get 24/7 access to your Blue Shield health plan information through our mobile app and website.



## It's easy to get started:

From your phone, download the Blue Shield of California mobile app on the [App Store](#)<sup>SM</sup> or [Google Play](#)<sup>TM</sup> and click register.

or

From your computer, register for your online account at [blueshieldca.com/register](https://blueshieldca.com/register).

## Once you register, you'll be able to:

- Find a doctor or urgent care center near you
- View or print your Blue Shield member ID card
- Check your deductible and copayment/coinsurance year-to-date totals
- View your claims
- Review your benefits information

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Google Play and the Google Play logo are trademarks of Google LLC.

Blue Shield and the Shield symbol are registered trademarks of the BlueCross BlueShield Association, an association of independent Blue Cross and Blue Shield plans.

[blueshieldca.com](https://blueshieldca.com)



Blue Shield of California is an independent member of the Blue Shield Association A-47784-NO-HSA (3/18)

# MCSIG & Rx Plan Benefits - Express Scripts



Your health plan recommends home delivery pharmacy services from Express Scripts.<sup>1</sup>

## » Home delivery is easy, safe and convenient

Get up to a 90-day supply of your medicine for a single home delivery copayment by using home delivery for the prescriptions you take regularly. This valuable part of your prescription benefit includes free standard shipping.

### Get started

#### Let Us Help You



For transfers from a retail pharmacy, sign in at [Express-Scripts.com](http://Express-Scripts.com) or



Speak to a prescription benefits specialist  
**800.698.3757**  
(7:30 a.m. – 5 p.m., Central, Monday-Friday)

#### Do It Yourself



1. Complete a home delivery order form<sup>2</sup>
2. Get a 90-day prescription from your doctor plus refills for up to one year (if applicable)
3. Include your home delivery copayment (acceptable forms include credit/debit card, check or money order)<sup>3</sup>
4. Mail your form and prescription to Express Scripts at the address on the form

You can also have your doctor ePrescribe or fax your prescription.

Your medication will arrive by mail within 8 days of receipt of your initial prescription.

### Get refills

Choose Worry-Free Fills<sup>®</sup>  
and we'll automatically refill for you.

Order a refill online or by phone 24/7  
when you have 30 days (or one month)  
of medication remaining  
so you don't run out.

Join the millions of Americans who already enjoy the safety and convenience of home delivery pharmacy services – from Express Scripts – to your door.

*If you have any questions about home delivery pharmacy services from Express Scripts or your prescription benefit, please call the number on your member ID card.*

<sup>1</sup> Includes services provided by the Medco Pharmacy<sup>™</sup> and the Express Scripts Pharmacy<sup>™</sup>.

<sup>2</sup> Visit [Express-Scripts.com](http://Express-Scripts.com) and click on "Forms" on the left-hand side of your computer screen or call the phone number on your member ID card to request a home delivery order form.

<sup>3</sup> Contact Express Scripts at the phone number on your member ID card if you don't know your home delivery copayment.

# MCSIG & Rx Plan Benefits - Acupuncture

## ACUPUNCTURE

### Benefits include



**\$2,000, per person**

Per Year Coverage



All MCSIG PPO Medical Plans

**Use the Blue Shield Network for Greater Savings**

Find a participating Acupuncturist at:

[blueshieldca.com/mcsig](http://blueshieldca.com/mcsig)



**MCSIG Customer  
Service**

831-755-8055

800-287-1442



**MCSIG**  
Municipalities • Colleges • Schools  
Insurance Group

# MCSIG & Rx Plan Benefits - Teladoc



## Care you can count on



Get support from licensed medical doctors and mental health professionals no matter where you are with Teladoc

As a Blue Shield member, you have access to Teladoc's national network of U.S. board-certified physicians.

**General medical care** - appointments are available 24/7/365 by phone or video.

**Teladoc medical doctors can treat many medical conditions including:**

- Cold and flu symptoms
- Allergies
- Respiratory infections
- Sinus problems

**How much does Teladoc medical care cost?**

PPO plan.....	\$0
Trio HMO plan.....	\$0
High Deductible Health Plan (HDHP)	
• General medical before deductible is met.....	\$55 per visit
• General medical after deductible is met.....	\$0 per visit

**Mental health care** - appointments are available from 7 a.m. to 9 p.m. local time, seven days a week.

**Teladoc licensed professionals can help you manage mental health conditions including:**

- Depression
- Anxiety
- Grief
- Stress
- Addiction
- Domestic Abuse
- And more

**How much does Teladoc mental health care cost?**

PPO plan.....	\$0
Trio HMO plan.....	\$0
High Deductible Health Plan (HDHP)	
• Before deductible is met.....	\$190 per visit
• After deductible is met.....	\$0 per visit
• Psychiatrist (initial visit).....	\$190
• Psychiatrist (recurring visit).....	\$90
• Psychologist/therapist/counselor.....	\$80

**Please note:** This service does not include a crisis hotline. Help is available if you or someone you know is in crisis. Call the National Suicide Prevention Lifeline at **1-800-273-TALK (8255)**. You'll need to schedule an appointment to speak with a licensed therapist.

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# MCSIG & Rx Plan Benefits - Teladoc (continued)



## How to request a video or phone appointment

### General medical consultations

Appointments are available 24/7/365 by phone or video.

1. Visit [blueshieldca.com/teladoc](https://blueshieldca.com/teladoc).
2. Register or log in. You can request a consultation any time you need care.
3. Download the Blue Shield app to access care from anywhere.

### Mental health consultations

Appointments are available from 7 a.m. to 9 p.m. local time, seven days a week.

Teladoc confirms mental health appointments within 72 hours.

1. Visit [blueshieldca.com/teladoc](https://blueshieldca.com/teladoc) to register or log in and answer a few questions about your needs.
2. Request an appointment.
3. Download the Blue Shield app to access care from anywhere. (Please note that mental health appointments must be scheduled in advance.)

If you have questions or need help creating an account, call 1-800-Teladoc (835-2362). Wait times may vary.

## Confidential therapy when you need support



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You may receive services from network providers on an in-person basis or via telehealth, if available. Contact your primary care provider, treating specialist, facility, or other health professional to learn whether telehealth is an option. Network telehealth and in-person services are subject to the same timeliness and geographic access standards. If your plan has out-of-network benefits, they are subject to your plan's cost sharing obligations and balance billing protections.

### Language Assistance Notice

For assistance in English at no cost, call the toll-free number on your ID card. You can get this document translated and in other formats, such as large print, braille, and/or audio, also at no cost. Para obtener ayuda en español sin costo, llame al número de teléfono gratis que aparece en su tarjeta de identificación. También puede obtener gratis este documento en otro idioma y en otros formatos, tales como letra grande, braille y/o audio. 如欲免費獲取中文協助，請撥打您 ID 卡上的免費電話號碼。您也可免費獲得此文件的譯文或其他格式版本，例如：大字版、盲文版和/或音訊版。

### Nondiscrimination Notice

The company complies with applicable state laws and federal civil rights laws and does not discriminate, exclude people, or treat them differently on the basis of race, color, national origin, ethnic group identification, medical condition, genetic information, ancestry, religion, sex, marital status, gender, gender identity, sexual orientation, age, mental disability, or physical disability. La compañía cumple con las leyes de derechos civiles federales y estatales aplicables, y no discrimina, ni excluye ni trata de manera diferente a las personas por su raza, color, país de origen, identificación con determinado grupo étnico, condición médica, información genética, ascendencia, religión, sexo, estado civil, género, identidad de género, orientación sexual, edad, ni discapacidad física ni mental. 本公司遵守適用的州法律和聯邦民權法律，並且不會以種族、膚色、原國籍、族群認同、醫療狀況、遺傳資訊、血統、宗教、性別、婚姻狀況、性別認同、性取向、年齡、精神殘疾或身體殘疾而進行歧視、排斥或區別對待他人。

# MCSIG & Rx Plan Benefits - Teladoc (continued)



## Feel like yourself again

Is therapy right for me?  
Take the quiz at  
[Teladoc.com/Therapy/Quiz](https://Teladoc.com/Therapy/Quiz)

Build a relationship with an experienced therapist or psychiatrist of your choice by phone or video

### Our experts provide support for:

- Anxiety, stress, depression
- Mood swings
- Not feeling like yourself
- Relationship conflicts
- Trauma and PTSD
- Medication management

### Start making progress

1. Set up your account and fill out a brief medical history
2. Choose the expert you think will be the best fit for you
3. Pick the preferred dates and times that fit your schedule
4. Make progress from wherever you're most comfortable



## Get started—it's already part of your benefits

Visit [Teladoc.com](https://Teladoc.com)

Call 1-800-TELADOC (835-2362) | Download the app

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# MCSIG & Rx Plan Benefits - MetLife EAP

Employee Assistance Program

## Professional support and guidance for everyday life

Life doesn't always go as planned. And while you can't always avoid the twists and turns, you can get help to keep moving forward.

We can help you and your family, those living at home, get professional support and guidance to make life a little easier. Our Employee Assistance Program (EAP) is available to you in addition to the benefits provided with your MetLife insurance coverage. This program provides you with easy-to-use services to help with the everyday challenges of life — at no additional cost to you.



### Help is always at your fingertips.

Our mobile app makes it easy for you to access and personalize educational content important to you.

Search "LifeWorks" on iTunes App Store or Google Play. Log in with the user name: **metlifeeap** and password: **eap**

### Expert advice for work, life, and your well-being

The program's experienced counselors provided through LifeWorks — one of the nation's premier providers of Employee Assistance Program services — can talk to you about anything going on in your life, including:

- **Family:** Going through a divorce, caring for an elderly family member, returning to work after having a baby
- **Work:** Job relocation, building relationships with co-workers and managers, navigating through reorganization
- **Money:** Budgeting, financial guidance, retirement planning, buying or selling a home, tax issues
- **Legal Services:** Issues relating to civil, personal and family law, financial matters, real estate and estate planning
- **Identity Theft Recovery:** ID theft prevention tips and help from a financial counselor if you are victimized
- **Health:** Coping with anxiety or depression, getting the proper amount of sleep, how to kick a bad habit like smoking
- **Everyday Life:** Moving and adjusting to a new community, grieving over the loss of a loved one, military family matters, training a new pet

### Convenient and confidential help when you want it, how you want it

Your program includes up to 5 in person, phone or video consultations with licensed counselors for you and your eligible household members, per issue, per calendar year. You can call **1-888-319-7819** to speak with a counselor or schedule an appointment, 24/7/365.

When you call, just select "Employee Assistance Program" when prompted. You'll immediately be connected to a counselor.

If you're simply looking for information, the program offers easy to use educational tools and resources, online and through a mobile app. There is a chat feature so you can talk with a consultant to guide you to the information you are looking for or help you schedule an appointment with a counselor.

Log on to [metlifeeap.lifeworks.com](https://metlifeeap.lifeworks.com), user name: **metlifeeap** and password: **eap**



Navigating life together

# MCSIG & Rx Plan Benefits - MetLife EAP (continued)

## Answers to important questions

### Are Employee Assistance Program services confidential?

Yes. Any personal information provided to LifeWorks stays completely confidential.\*

### How do I get help?

Getting professional help is just a phone call away. Simply call 1-888-319-7819 to speak with a counselor or to schedule an in person, phone or video conference appointment. These services are available 24 hours a day, 7 days a week.

### When is the right time to call?

That's up to you. Counselors are here whenever you need them —whether you simply need to talk or want guidance on something you are going through.

### Is my Employee Assistance Program included with my MetLife coverage?

Yes. There is no cost to you because your employer pays for the services provided within our program. While we offer a broad range of services, there may be some assistance that's not included. You can still work with counselors for these services by arranging to pay for them directly.

### Does the program have any limitations?

While we offer a broad range of services, we may not cover all services you may need. Your Employee Assistance Program does not provide:

- Inpatient or outpatient treatment for any medically treated illness
- Prescription drugs
- Treatment or services for intellectual disability or autism
- Counseling services beyond the number of sessions covered or requiring longer term intervention
- Services by counselors who are not LifeWorks providers
- Counseling required by law or a court, or paid for by Workers' Compensation

When you need some support,  
we're here to help.



Phone

1-888-319-7819



Web

[metlifeeap.lifeworks.com](http://metlifeeap.lifeworks.com)

user name: **metlifeeap**  
and password: **eap**



Mobile App

user name: **metlifeeap**  
and password: **eap**

\*MetLife and LifeWorks abide by federal and state regulations regarding duty to warn of harm to self or others. In these instances, the consultant may have a duty to intervene and report a situation to the appropriate authority.

Some restrictions may apply to all of the above-mentioned services. Please contact your employer or MetLife for details.



Metropolitan Life Insurance Company | 200 Park Avenue | New York, NY 10166  
OPT2/3 L021951225[exp0220][All States][DC, GU, MP, PR, VI] © 2019 MetLife Services and Solutions, LLC

# MCSIG & Rx Plan Benefits - Brightline



## Get virtual behavioral health support for your family

### Brightline's services — what's covered:

#### START HERE

#### Connect+

On-the-go access to personalized content, group classes, interactive exercises, and chat with coaches for tips and guidance

Available nationwide



#### GET SUPPORT WHEN YOU NEED IT

#### Coaching

Programs to help tackle everyday common challenges with expert behavioral health coaches in as few as four sessions

Available nationwide

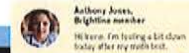
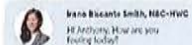


#### Care

Personalized behavior therapy, speech therapy, and medication evaluation & support from licensed Brightline clinicians

Available in select states and coming nationwide soon

Brightline's services are covered benefits via Blue Shield of California and your employer, for children covered as dependents on your benefits. We'll check your eligibility when you sign up. Deductibles and copays apply.



#### GET STARTED AT

[hellobrightline.com/MCSIG-access](https://hellobrightline.com/MCSIG-access)

**Questions?** Get in touch with Brightline Member Support  
888-224-7332 [care@hellobrightline.com](mailto:care@hellobrightline.com)

# MCSIG & Rx Plan Benefits - Brightline (continued)

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## How to get started?

**1** Easily and quickly sign up at [hellobrightline.com/MCSIG-access](https://hellobrightline.com/MCSIG-access)

**2** Create an account and access Brightline Connect+

**3** Answer a few questions so we can get you the right care

**4** Schedule your first appointment with no wait list

## Why go with Brightline?

### NO MORE QUESTION MARKS

We get you answers and support at every step, from check-ins with your child's therapist to regular progress updates.

### THE RIGHT CARE AT THE RIGHT TIME

Our expert care teams work with you on personalized care plans that work for your child and for you.

### VIRTUAL CARE FROM ANYWHERE

Access confidential video visits plus on-demand chats, tips & resources, and interactive exercises in Brightline Connect+.



GET STARTED AT  
[hellobrightline.com/MCSIG-access](https://hellobrightline.com/MCSIG-access)

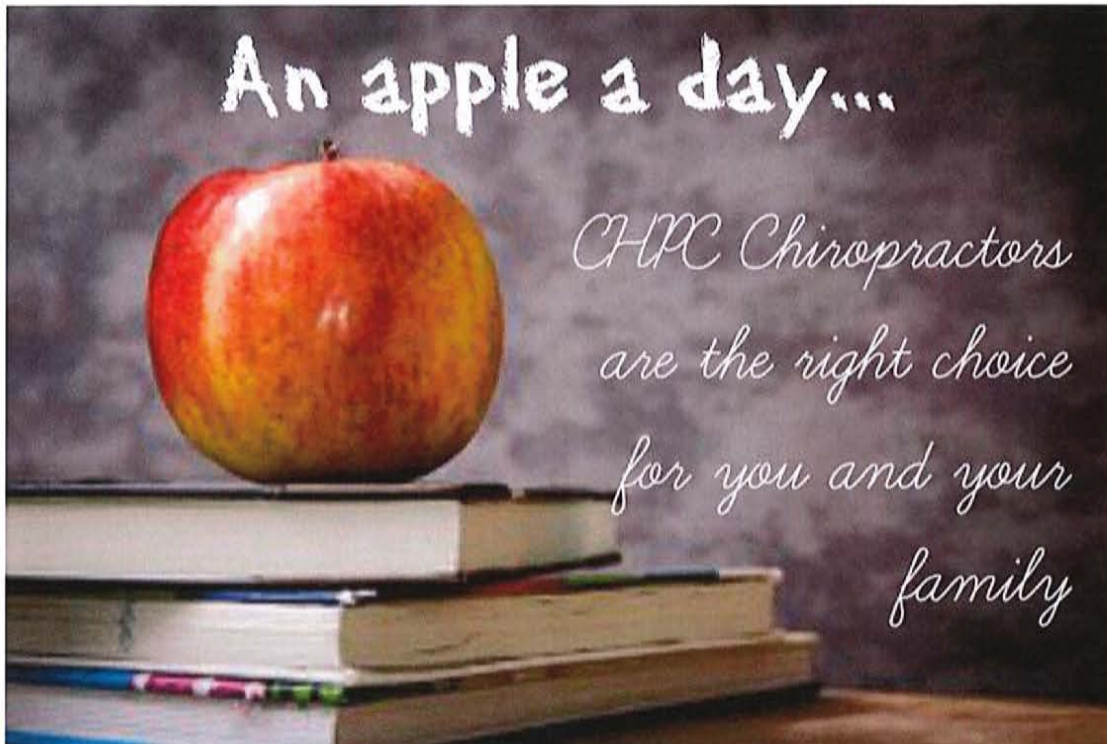
**brightline**

Questions? Get in touch with Brightline Member Support  
888-224-7332 [care@hellobrightline.com](mailto:care@hellobrightline.com)

All clinical services are provided by licensed physicians and clinicians practicing within independently owned and operated professional practices. These are known as Brightline Medical Associates, PA, Brightline Medical Associates of California, Inc., Brightline Medical Associates of New Jersey, and Brightline Medical Associates of Kansas, Inc. Brightline, Inc. does not itself provide any physician, behavioral health professional, or other healthcare provider services.

# MCSIG & Rx Plan Benefits - Chiropractic

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Your MCSIG benefits include some of the best chiropractic coverage available

Adjustments, therapeutic treatments (excluding massage) and in-office diagnostic x-rays



Find a CHPC provider at: [www.chpc.com](http://www.chpc.com) or call [\(800\) 995-2442](tel:8009952442)

**Chiropractic  
Health Plan  
of California**



# MCSIG & Rx Plan Benefits - Wellvolution



Make lasting lifestyle improvements without medication and at no additional cost.



Proven easy-to-use programs target daily nutrition, fitness, and mental health



All the tools you need to track and monitor progress toward your health goals — in your pocket



Experts and coaches for when you need one-on-one support

## Programs include:



"This is the easiest and most incredible thing I have ever done for myself!"  
- Katy Bonneau, Wellvolution member

Turn inspiration into action today! Visit [wellvolution.com](https://wellvolution.com) now to get started.

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## MCSIG & Rx Plan Benefits - Wellvolution (continued)



Wellvolution



  
**WELLVOLUTION  
NOW INCLUDES  
MENTAL HEALTH  
SUPPORT VIA  
GINGER**  
On demand mental health  
support day or night.

**ginger**

Easy access to care - no matter where you are, when you need it, or what you're going through. Ginger offers on-demand, confidential mental healthcare through coaching and self-guided activities. Need to chat on the weekend? or at 3am on a holiday? Ginger is around 24/7/365. Ginger goes where your smartphone goes.

- **70% of members see an improvement within 12-16 weeks**
- **Real-time behavioral health coaching within seconds**
- **In-app content including mental health tips and resources**
- **Video therapy & psychiatry sessions within days**  
(Available for a co-pay as stated in your health plan coverage. Please contact Blue Shield of California for details.)

For more information go to [www.wellvolution.com/mentalhealth](http://www.wellvolution.com/mentalhealth)

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