

Continuity of Care

Blue Shield of California understands the importance of maintaining your relationship with your doctor when you have a serious medical condition. We are pleased that most providers are in Blue Shield's provider network.

It's easy to confirm that your provider is in the network. Simply contact your dedicated Blue Shield Member Services team at the number listed on the back of your Blue Shield Member ID card. You can also visit Blue Shield's website, blueshieldca.com/findaprovider.

How to request continuation of care

If you are seeing a provider who is not in the Blue Shield network, your dedicated member services representative will arrange for continuation of your care. Continuation of care allows you to continue to see your current non-network provider during the course of your treatment while still receiving the in-network level of benefits. If you feel you may need this special assistance, we encourage you to contact your dedicated Blue Shield member services representative at the number listed on the back of your Blue Shield Member ID card.

Examples of conditions that may qualify for continuation of care include:

- An acute condition requiring prompt medical attention and that has a limited duration
- A serious chronic condition
- Pregnancy, including the immediate postpartum period
- Care for a child, from newborn to 36 months of age
- A surgery or other treatment that was previously recommended and documented by your doctor to take place within 180 days of the effective date of coverage
- A terminal illness that has a high probability of causing death within one year or less is covered for the duration of the terminal illness.

If you are receiving treatment from a non-network provider for one of these conditions, you can seek continuation of care assistance.

For any additional questions on the continuation of care or transition process, please contact your dedicated Blue Shield Member Services team at the number listed on the back of your Blue Shield Member ID card.