

Here to support your health journey



Would you like personalized support to help navigate the healthcare system or manage your condition? Our experienced care teams are here for you.

How we can help

Our Shield Support program offers short- and long-term support to optimize your benefits, health, and quality of life.

We can help you navigate the healthcare system, access care, and share information with the team involved in your health care. Our program care managers offer personalized coaching to help you live better with illness, recover from acute conditions, and develop self-management skills.

Your care manager acts as an advocate for you and your family by:

- Identifying available treatment options.
- Helping you make important healthcare decisions.
- Coordinating care with your healthcare providers.
- Researching additional resources, such as support groups and financial assistance.

How it works

An outreach specialist will contact you to understand your needs, discuss how we can best support you, and connect you with a care manager. Your medical history and information will always be kept confidential.

Although your care manager will be your main program contact, you and your doctor will always make the decisions about your treatment options. By working closely with your doctor and using the resources available in your community, this program can help you through a difficult time.

There are no extra charges for these services.

Using this program will not affect your benefits. Blue Shield will pay benefits according to the coverage available through your health plan. Your choice of healthcare providers is also based on your health plan coverage.



Make your health a priority. To get started today, call **(877) 455-6777 (TTY:711)**.

Shield Support is a value-added program provided by Blue Shield of California and purchased by your employer. Please contact your employer's benefits administrator for any terms and conditions regarding eligibility for enrollment.

For more help and resources, visit **blueshieldca.com** or contact Connect customer service agents at the number located on your member ID card. If you do not have your ID card, you can call **(800) 393-6130 (TTY: 711)**.

Language Assistance Notice

For assistance in English at no cost, call **(866) 346-7198**. Para obtener asistencia en Español sin cargo, llame al **(866) 346-7198**. 如果需要中文的免费帮助, 请拨打这个号码 **(866) 346-7198**.

Nondiscrimination Notice

Blue Shield of California complies with applicable state laws and federal civil rights laws, and does not discriminate on the basis of race, color, national origin, ancestry, religion, sex, marital status, gender, gender identity, sexual orientation, age, or disability. Blue Shield of California cumple con las leyes estatales y las leyes federales de derechos civiles vigentes, y no discrimina por motivos de raza, color, país de origen, ascendencia, religión, sexo, estado civil, género, identidad de género, orientación sexual, edad ni discapacidad. Blue Shield of California 遵循適用的州法律和聯邦公民權利法律, 並且不以種族、膚色、原國籍、血統、宗教、性別、婚姻 狀況、性別認同、性取向、年齡或殘障為由而進行歧視。