

We have great changes to your Medical Plan starting January 1, 2026.

Welcome

Get started with your new CCPOA Medical Plan: **The EPO Basic Plan**

HMO	EPO	PPO
REQUIRES PRIMARY CARE PHYSICIAN (PCP)	CAN KEEP PRIMARY CARE PHYSICIAN (PCP)	PRIMARY CARE PHYSICIAN (PCP) NOT REQUIRED
MUST BE IN-NETWORK	IN-NETWORK NOT REQUIRED	IN-NETWORK NOT REQUIRED
REQUIRES (PCP) REFERRAL FOR SPECIALISTS	NO REFERRAL REQUIRED FOR SPECIALISTS	NO REFERRAL REQUIRED FOR SPECIALISTS
DEDUCTIBLES AND COPAYS	COPAYS ONLY NO DEDUCTIBLES/NO PERCENTAGES	DEDUCTIBLES AND PERCENTAGE OF COSTS USUALLY MOST EXPENSIVE OUT-OF-POCKET

Medical Highlights:

The CCPOA Medical Plan is now:

- An EPO plan that is 100% Statewide.
- No Deductibles.
- Primary Care, Urgent Care, Specialist - \$15 copay
- You can have the plan as long as you live OR work anywhere in California
- Access to providers in our full PPO network
- Predictable costs—fixed copayments for most services
- \$0 copay for virtual care (medical health)
- Self-refer to specialists within some medical groups
- Urgent and emergency care coverage worldwide

Welcome to your new CCPOA Medical Plan: The EPO Basic Plan

Review your Blue Shield member ID card
Make sure your information is accurate.

If you need to change your primary care physician (PCP), call Shield Concierge at the phone number on your ID card.

Register for 24/7 access to your health plan information
Visit blueshieldca.com/ccpoa-welcome and select Login/Register to create your online account.

Get to know Shield Concierge

One call to Shield Concierge connects you to a dedicated team of experts ready to answer your benefit and health-related questions.

Shield Concierge is available at:
(800) 257-6213

7a.m. to 7p.m. PT, Monday through Friday.

Find network providers

Visit blueshieldca.com/ccpoa-welcome to search for PCPs, specialists, mental health providers, hospitals, pharmacies, and more within Blue Shield's full PPO network.



Care when you need it

Get care at home:

- Teladoc Health – Speak with doctors and mental health professionals by phone or video.
- NurseHelp 24/7SM – Receive health advice from registered nurses at any time by calling (877) 304-0504.
- LifeReferrals 24/7SM – Access round-the-clock support from experts for personal, family, and work issues by calling (800) 985-2405.

Get care outside your home:

- Urgent care – Visit urgent care centers when your doctor is not available, saving you time and money compared to an emergency room visit.
- Care while traveling – Access urgent and emergency care around the world.

Your pharmacy benefits:

- Know what's covered – Search the online drug formulary for covered brand-name and generic drugs.
- Save with 90-day refills – Get a 90-day supply of covered maintenance drugs for less. Available from select retailers or the mail-service pharmacy.
- Flu shots and more – Get flu shots and other preventive vaccines at network pharmacies.



Scan to get started today ►

