

BLUE SHIELD OF CALIFORNIA

Sensitive care transitions, made simple with Collective Health

Have ongoing sensitive care needs, but need help with how your new plan affects your coverage? Our Member Advocate team can help ensure a smooth transition to your new plan and make sure you get the care you need.

How sensitive care differs from other care

Sensitive care refers to conditions and treatment that are often more difficult to navigate due to their private and more intensive nature.

Among other conditions, sensitive care can include high-risk pregnancy, ongoing oncology treatment, behavioral health services, and ongoing fertility services.

HOW COLLECTIVE HEALTH CAN HELP

- Member Advocates start with understanding your existing care needs and your provider type.
- Based on your new plan, the team locates new potential providers that meet your care needs.
- If you're eligible to continue seeing your current care provider, the team coordinates with your new network to make sure you're getting the most value from your plan.

GET IN TOUCH

Want to know more about the help Member Advocates can provide for your sensitive care needs? Give us a ring at 844-803-0209, Monday - Friday 4:00 AM–6:00 PM PT, and Saturday 7:00 AM–11:00 AM PT.