

Additional Medicare Supplement plan benefits and services

SilverSneakers Fitness and Wellness Program

SilverSneakers is your fitness and wellbeing benefit included with your Blue Shield of California health plan at no additional cost. The benefit includes a gym membership, and can help you improve your strength and balance so you can continue to do the things you love. Additionally, the SilverSneakers benefit offers other resources, including access to thousands of participating locations nationwide,¹ online classes and workshops taught by trained instructors, over 200+ On-Demand pre-recorded videos covering nutrition and fitness, and more.

NurseHelp 24/7

When you have a minor medical concern, you don't have to wait for the doctor's office to open. Nurses are available 24 hours a day, seven days a week.

- One toll-free call puts you in touch with a registered nurse who will listen to your concerns and help you.
- Internet users can use our secure online instant messaging service, if preferred.

Sometimes just knowing you have someone to talk to makes a big difference.

¹ Participating locations ("PL") are not owned or operated by Tivity Health, Inc. or its affiliates. Use of PL facilities and amenities is limited to terms and conditions of PL basic membership. Facilities and amenities vary by PL.

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NurseHelp 24/7 is a service mark of Blue Shield of California.

Blue Shield discount programs and value-added services

Some services offered through the discount program may already be included as part of the Blue Shield plan covered benefits. Members should access those covered services prior to using the discount program.

Hearing-aid discounts¹

As a Blue Shield member, you are eligible for discounts on hearing aids purchased from our contracted provider. This includes:

- 30-60% discount off the manufacturer's suggested retail price on hearing aids, which come with:
 - Patient adaptation counseling and 45-day evaluation/satisfaction period included as part of discount hearing program
 - Three-year extended warranty covering loss, damage, and servicing
 - Two-year supply of batteries, per hearing aid purchased, and in-office maintenance for three years
- \$0 charge for office visit (includes hearing-aid evaluation, cleaning, and adjustment) when hearing aid is purchased through this program

Note: Plan F Extra, Plan G Extra, and Plan G Inspire include a hearing aid benefit. Please see the Summary of Benefits for details.

Alternative Care Discounts¹

Relax and save up to 25% on specialty healthcare services from practitioners participating in the ChooseHealthy[®] program. Services include:

- Acupuncture

- Chiropractic services
- Therapeutic massage services
- Health and wellness products
 - Get discounts of up to 55% or more on popular health and fitness brands.
 - Access online health classes and articles at no additional cost to you.



Discount Vision Program¹

All Blue Shield members can save 20% on the following services and materials at participating providers whether or not you have vision care benefits through Blue Shield. Access participating providers on the *Find a Doctor* page at blueshieldca.com/fad.

- Routine eye exams
- Extra pair of glasses
- Frames and lenses (including photochromic)
- Non-prescription sunglasses
- Tints and coatings
- Hard contact lenses

Discount laser vision correction¹

As a Blue Shield member, discounts on LASIK and PRK laser vision correction are available through one of our vendors.

ID theft protection and credit monitoring services

Blue Shield offers identity theft protection services, from Experian® including identity repair assistance, identity theft insurance and credit monitoring, at no additional cost to all eligible² Blue Shield members.

Wellvolution®

With Wellvolution you get access to personalized care programs that offer nutrition coaches, meal plans, and 24/7 guidance to help improve your health, maintain healthy weight, treat chronic conditions like type 2 diabetes, and live with more energy and less pain. Programs are simple to use through a variety of apps right on your phone or in-person. All Wellvolution programs are 100% covered by Blue Shield of California.

¹ These discount program services are not a covered benefit of Blue Shield health plans and none of the terms or conditions of Blue Shield health plans apply. Discount program services are available to all members with a Blue Shield medical, dental, vision, or life insurance plan.

The networks of practitioners and facilities in the discount programs are managed by the external program administrators identified below, including any screening and credentialing of providers. Blue Shield does not review the services provided by discount program providers for medical necessity or efficacy, nor does Blue Shield make any recommendations, representations, claims, or guarantees regarding the practitioners, their availability, fees, services, or products.

Members who are not satisfied with products or services received from the discount program may use the Blue Shield grievance process described in the Grievance Process section of the *Evidence of Coverage and Health Service Agreement*. Blue Shield reserves the right to terminate this program at any time without notice. Discount programs administered by or arranged through the following independent companies:

- Alternative Care Discounts – Services provided by the ChooseHealthy program, made available through ChooseHealthy, Inc., a subsidiary of American Specialty Health Incorporated.
- Hearing-aid discount – EPIC Hearing Healthcare (is not available in all geographic areas)
- Discount Vision Program – Vision Plan Services (VSP)
- LASIK and PRK – QualSight LASIK, NVISION Laser Eye Centers

² All eligible members have automatic access to ID theft protection services and the option to enroll in credit monitoring. Vendor requirements for eligible members that are under the age of 18: parent or guardian must opt in/sign up for pre-breach services.

ChooseHealthy is a federal registered trademark of American Specialty Health Plans (ASH) and used with permission herein.

Wellvolution and all associated digital and in-person health programs and services are managed by Solera, Inc., a health company committed to changing lives by guiding people to better in their communities. Wellvolution and all associated digital and in-person health programs and services are managed by Solera, Inc., a health company committed to changing lives by guiding people to better in their communities.