

Continuity of Care program

What is the Continuity of Care program?

The **Continuity of Care** program ensures that members always have access to the care they need when transitioning to a new health plan. Members who are receiving treatment from doctors who are not within their new health plan's network can work with **Wellfleet Student** to ensure that they still have access to the most appropriate care for them.

How Does it Work?

Wellfleet Student helps eligible members (and their covered dependents) get ongoing care until their treatment is finished or until another network doctor takes it over. The goal of the program is to move all members to network doctors within 90 days of the member's effective date.

Wellfleet Student is happy to work with your provider if they are out of the Blue Shield of California network to ask them to join the network. If a provider is not willing to join the network, **Wellfleet Student** will attempt to develop an agreement with that provider to allow the care in process to finish at the in-network benefit level.

Questions? Our **Member Service** team is ready to assist you.
Call **1-833-302-9785** .



Who is not eligible?

New enrollees being treated for non-acute or non-chronic conditions usually are not eligible for **Continuity of Care**. New enrollees with chronic conditions and who need help choosing a doctor for ongoing care should contact **Wellfleet Student**

I found out my health plan is changing and I have a scheduled surgery at a hospital that isn't in the Blue Shield of California network. What do I do?

You may be eligible for assistance. Please complete the **Continuity of Care** Request form located at <http://berkeley.wellfleetinsurance.com/ship> or contact **Member Services** for assistance at **1-833-302-9785**.

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What if I have a chronic condition?

If you need ongoing care for a chronic condition and you are not in an acute phase of your illness needing special treatment, you should select a provider from Blue Shield of California or let us know who your doctor is so we can recruit them to the network. If you select a provider who is already within our network, you do not need to submit a **Continuity of Care** Request Form.

What if the non-network provider does not accept Wellfleet's offer for Continuity of Care assistance and I still want to utilize that provider?

You have the option to continue to utilize your non-network provider; however, charges incurred by the non-network provider will be reimbursed at the non-network benefit level and you may incur larger out of pocket expenses. Some non-network providers may require you to pay up front and seek reimbursement from your Plan directly.

What if I do not want to change my doctor, but I do not qualify for assistance through the Continuity of Care program?

You may still see the doctor you have now, but if they are not in our network, benefits will be reimbursed at the non-network level. Some non-network providers may require you to pay for your services up front. If your provider requires payment up front, you may submit an itemized bill and proof of payment to **Wellfleet Student** for processing.

What if my provider is interested in joining the Blue Shield of California network?

Please have your provider call Blue Shield of California directly to initiate the process at: 1-800-258-3091.

How do I apply? Where do I get my form?

You can complete the **Continuity of Care** Request form located at <http://berkeley.wellfleetinsurance.com/ship> or contact **Member Services** at **1-833-302-9785** if you have questions or need help submitting your request form.