



Continuity of Care Program

Blue Shield of California understands the importance of maintaining your relationship with your doctor when you have a serious medical condition. Learn more about how we ensure your continuity of care.

How to request continuation of care

Our Continuity of Care Program may allow you to continue to see your current out-of-network provider during your treatment while still receiving the in-network level of benefits.

You can confirm that your provider is not in the Blue Shield network by using the *Find a Doctor* tool at **blueshieldca.com/fad**.

To request for continuation of care, call the Member Services number on your member ID card once you're enrolled to a Blue Shield plan.

You can also visit **blueshieldca.com/forms** to obtain a Request for Continuity of Care form.

Examples of conditions that may qualify for continuation of care include:

- An acute condition requiring prompt medical attention and that has a limited duration
- A serious chronic condition
- Pregnancy, including the immediate postpartum period
- Care for a child, from newborn to 36 months of age
- A surgery or other treatment that was previously recommended and documented by your doctor to take place within 180 days of the effective date of coverage
- A terminal illness that has a high probability of causing death within one year or less is covered for the duration of the terminal illness.

If you are receiving treatment from an out-of-network provider for one of these conditions, you can seek continuation of care assistance.

For any additional questions on the continuation of care or transition process, please call the Member Services number on your member ID card.