

## New Trio HMO Plan Virtual PCP and Medical Group Option

### Frequently Asked Questions September 2024

#### General information

**1. In which California service areas is the option to select or be assigned to an Accolade Care virtual PCP available to Trio HMO plan members?**

The Accolade Care virtual primary care physician (PCP) and medical group option is available to Trio HMO members who reside in select areas within Riverside, Santa Barbara, San Bernardino, San Luis Obispo, and Ventura counties. There are some ZIP code areas in those counties where this virtual PCP and medical group option is not offered to Trio HMO members.

**2. What is Telemedicine Group P.C., dba TeleMed2U, Inc.?**

Telemedicine Group P.C., dba TeleMed2U, Inc. is a California-licensed medical group and independent entity that operates through the Accolade, Inc. virtual care platform to deliver virtual specialist care from clinicians representing 78 medical specialties. When appropriate, Accolade Care may refer patients to receive virtual care from these specialists. If in-person specialist care is determined to be medically necessary, Accolade Care will refer the patient to an in-person care provider within the Trio HMO Network in most cases.

**3. Are there additional out-of-pocket costs for members who are assigned to an Accolade Care virtual PCP?**

No, there are no additional out-of-pocket costs for care for members assigned to the Accolade Care medical group. Those Trio HMO plan members will have the same types of copays and deductibles as a member who is assigned to an "in-person" medical group within the Trio HMO network.

**4. How does the Accolade Care virtual PCP option potentially improve the healthcare experience?**

Having this virtual option provides more opportunities for members to make and attend clinical appointments more quickly and conveniently, and only go to in-person visits when it is determined to be medically necessary by Accolade Care/their virtual PCP. In addition, it may help in-person medical groups in the Trio HMO Network by freeing up in-person appointment slots for others.

**5. How would a Trio HMO plan member switch from Accolade Care to an in-person group/PCP?**

Any members assigned to the Accolade Care medical group can switch to an in-person medical group and PCP at any time. If a member PHONES Blue Shield Member Services to switch from the Accolade Care medical group to an in-person PCP and medical group, the switch becomes effective immediately and the capitation for the member is effective retro-active to the first of the month during which the switch is made.

If the member requests the switch ONLINE (at [blueshieldca.com](https://blueshieldca.com)), the switch will not become effective until the first of the following month, in accordance with Blue Shield's business rule for switching to a different medical group under an HMO plan, and the capitation funds would begin that following month.

**6. Can any Trio HMO plan member use Accolade Care PCPs for virtual primary care appointments?**

No. Only those Trio HMO plan members assigned to the Accolade Care virtual medical group can schedule virtual primary care appointments with Accolade Care.

**7. How does an in-person provider identify Trio HMO plan members assigned to Accolade Care?**

On the member's plan ID card, Accolade Care will appear as the assigned medical group. This same information will appear on the member's eligibility record online at Provider Connection, [blueshieldca.com/provider](https://blueshieldca.com/provider).

## Referrals and care coordination

**8. How does Accolade Care issue referrals for in-person care?**

When an Accolade Care PCP or specialist determines that in-person care is medically necessary, a member of the Accolade Care team assists the member in identifying a Trio HMO Network in-person provider. Accolade Care faxes a referral directly to the in-person provider and the Accolade Care team drives follow-up and outreach related to the referral and to associated care.

The Accolade Care referral form includes:

- Patient information and eligibility
- Name of the requesting Accolade Care virtual care provider with contact information
- Requested servicing provider/facility
- Reason for referral with diagnosis codes
- Desired services
- Referral "valid through" date
- Referring physician's signature

Once the referral is received by the in-person provider, that provider is responsible to submit any required authorizations for care, provide the care, and submit claims directly to Blue Shield for reimbursement.

**9. How can a Trio HMO Network in-person provider contact the member's Accolade Care virtual PCP?**

When an Accolade Care assigned Trio HMO plan member is referred to an in-person provider, the referral form will include contact information for the referring Accolade virtual PCP and/or care team.

## **Provider billing for in-person care**

### **10. How do Trio HMO network providers bill for in-person care provided to an Accolade Care assigned member?**

When the Accolade Care virtual PCP refers the member to an in-person PCP or specialist in the Trio HMO network for medical services, billing occurs in one of the following ways:

The in-person care provider bills Blue Shield under their affiliated in-person IPA/medical group's tax identification number, and in accordance with the IPA/medical group's agreement with Blue Shield regarding services to members who are not assigned to that IPA/medical group.

OR

The in-person care provider bills Blue Shield directly, under their individual agreement as a directly contracted HMO or PPO provider, using the tax identification number associated with their agreement.

### **11. How do in-person providers bill if they are contracted with Blue Shield, but not for one of the Trio HMO Networks?**

When referring for in-person care, Accolade Care will first work with the member to identify a Trio HMO Network provider that meets the member's needs, taking into consideration medical necessity, clinical specialty, distance, etc.

If, for any reason, it is necessary for Accolade Care to refer the Trio HMO member to a provider outside of a Trio HMO Network, but within Blue Shield's larger network, Accolade Care will work with Blue Shield to complete any necessary steps in accordance with business rules and authorizations, to ensure that the member receives covered services as "in-network" care.

The patient will not be held accountable for additional costs normally applied to out-of-network care for covered services. Blue Shield will reimburse the in-person servicing provider directly at their Blue Shield contracted rate.

## **Blue Shield contacts**

If you have any questions about providing services or submitting claims for Trio HMO members assigned to the Accolade Care virtual medical group, please contact the Blue Shield Provider Customer Service team via Live Chat after logging in at [www.blueshieldca.com/provider](http://www.blueshieldca.com/provider) or by telephone at (800) 541-6652, 6 a.m. to 6:30 p.m. PST, Monday through Friday.