

# Thinking about Transitioning Your Care?

Changing to a new health plan doesn't have to be hard. We want to make your transition as smooth and convenient as possible.

## What if I move to Kaiser?

Kaiser has a New Member Entry Department to help you!

**1-888-956-1616**

**Monday - Friday 7 a.m - 7 p.m.**



### **Choose Your Doctor**

Finding the right primary care doctor for your needs is an important part of taking care of your health. Kaiser will help you choose a doctor based on what's important to you!



### **Transition your prescriptions**

Have your current prescription information handy when you call to transition your care. You may be asked about the prescription numbers and previous pharmacy's name and phone number.



### **Schedule Your First Appointment**

Book your first primary care doctor appointment or schedule a visit with a specialist based on your existing medical needs.

## **Continuity of Care**

Certain conditions and chronic illnesses may be eligible for our Continuity of Care program. These conditions could include but are not limited to:

- Pending Surgery
- Pregnancy
- Terminal Illness

To learn more, call our New Member Entry Department.

## What if I move to Blue Shield?

Blue Shield makes it easy to transition! Call our Blue Shield Concierge Team!

**1-855-747-5800**

**Monday - Friday 7 a.m - 7 p.m.**



### **Explore your Options!**

Compare plan options and learn about programs and services by visiting Blue Shield's dedicated CSEBA website at [blueshieldca.com/cseba](https://blueshieldca.com/cseba).



### **Search Blue Shield's Provider Network!**

To search for providers in the Blue Shield networks, visit the Find a Provider tool on the [CSEBA microsite](https://blueshieldca.com/cseba). If you do not select a Primary Care Physician, one will be assigned to you.



### **Easily Fill Prescriptions!**

View pharmacy benefits on the [CSEBA Microsite](https://blueshieldca.com/cseba). If you need help with an emergency prescription authorization during your transition, contact Blue Shield Concierge at (855) 747-5800.

## **Other Important Items**

- Get a copy of your medical records
- Request prior authorization for any scheduled treatments.
- Look for your new member ID card in the mail.
- Request a Blue Shield online account for 24/7 access to your health plan information [here](#).
- **OVER-AGED DISABLED DEPENDENTS:** If you have an over-aged disabled dependent, it's important to begin the process to certify under your new coverage early!