

Shield Support

Would you like personalized support to help navigate the healthcare system or manage your condition? Our experienced care teams are here to help.

How we can help

Our Shield Support program offers short- and long-term support to optimize your benefits, health, and quality of life.

We can help you navigate the healthcare system and access care, and share information among the healthcare team involved in your care. Our program care managers offer personalized coaching to help you live better with illness, recover from acute conditions, and develop self-management skills.

Your care manager acts as an advocate for you and your family by:

- Identifying available treatment options
- Helping you in making important healthcare decisions
- Coordinating your care with your healthcare providers
- Researching additional resources, such as support groups and financial assistance

How it works

An outreach specialist will contact you to understand your needs, discuss how we can best support you, and connect you with a care manager. You can be certain that your medical history and information will be kept confidential.

Although your care manager will be your main program contact, you and your doctor will always make the decisions about your treatment options. By working closely with your doctor and using the resources available in your community, this program can help you through a difficult time.

It is your choice whether you want to use the program. There are no extra charges for these services, and you can stop using them at any time, for any reason.

Using this program will not affect your benefits. Blue Shield will pay benefits according to the coverage available through your health plan. Your choice of healthcare providers is also based on your health plan coverage.

For more information, please call us at **(877) 455-6777**, Monday through Friday between 8 a.m. and 5 p.m. If you are hearing impaired, please call 711 for the relay service in California.