



Promise Health Plan

Our **promise** for a healthier California



Our mission and health plan

Our mission is to create a healthcare system worthy of our family and friends, and sustainably affordable for everyone. Blue Shield of California Promise Health Plan is part of Blue Shield of California, a nonprofit health plan with a vision to improve the lives of our members and the communities we serve.

We are an industry-honored health care leader

- 2021 Department of Health Care Services (DHCS) **Health Equity Award for BlueSky**
- 2020 Department of Health Care Services (DHCS) **Innovation Award for Neighborhood Dashboard**

We put our members first

We proudly serve Medi-Cal members in Los Angeles and San Diego counties. In Los Angeles County, we are contracted with L.A. Care Health Plan. In San Diego County, we are contracted with the California Department of Health Care Services (DHCS). Medi-Cal, California's Medicaid Program, is a public health insurance program which provides comprehensive health care coverage to children, families and adults who meet income requirements.





Committed to transforming health care



We **invest** in local communities



We lead **innovative** efforts
to reduce health disparities



We champion access to
quality care for all Californians



We help people live their healthiest lives by
connecting them to essential community services



We care for the whole person through innovative programs and partnerships

High-touch support

We have a best-in-class team of health advocates who help our members navigate the complex healthcare system and connect them to resources to address their health and social needs. We have a team of enrollment specialists who are experts in helping individuals apply for Medi-Cal, change health plan coverage, or assist with the Medi-Cal renewal paperwork to keep their coverage.

Collaborating with our communities

We work with non-profit organizations and providers to support innovative wellness programs, community events, and social services that bring more and better care directly into neighborhoods. Blue Shield Promise sponsors and participates in community events and initiatives focused on community resiliency, urban greening, housing insecurity, health care access, and health equity.

Blue Sky

Our award-winning program funds youth mental health school and community programs and provides educational resources for parents, educators, and youth-serving agencies.

Community Resource Centers

In partnership with L.A. Care Health Plan, we created much-needed spaces to build active, healthy, and informed communities. We provide access to diverse health and community resources such as social services assistance, food pantries, back-to-school events, and fitness classes.

Maternity Program

We offer comprehensive care management services to members and their families before, during, and after pregnancy, including coordinating care to specialties such as pharmacy, dietitians, social services, and other community resources. Doula services are available throughout pregnancy, labor, and one year postpartum.

Neighborhood Health Dashboard

This free online tool increases transparency around community health to help address disparities. This dashboard is accessible to everyone because we believe that providing free and open access to information is important to improving health behaviors and outcomes, increasing utilization of preventive healthcare services, and reducing social risk factors.

Ensuring our members are always taken care of



Home-based care for certain chronic conditions



24/7 nurse advice line



Personalized care plans



Transportation to health appointments



Interpreters of more than **240** languages



Health education and **wellness** programs



Behavioral health services



Treatment for substance use disorders

We are ready to take
California into the future
of Medi-Cal, paving the
road with the heart and
passion that drives us
forward every day.

This is our
promise to you.





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This document is intended for providers, community organizations, policymakers, and other stakeholders

Blue Shield of California Promise Health Plan is contracted with L.A. Care Health Plan to provide Medi-Cal managed care services in Los Angeles County and with the California Department of Health Care Services for San Diego County.

Blue Shield of California Promise Health Plan is an independent licensee of the Blue Shield Association.

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