



2025 Blue Shield Individual Medicare Advantage Prescription Drug (IMAPD) Plans Discontinuation of the Independence and Safe Mobility with AAA Special Supplemental Benefit for the Chronically Ill (SSBCI) Frequently Asked Questions

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THIS DOCUMENT IS TO BE USED AS A TOOL ONLY TO VERBALLY ANSWER QUESTIONS FROM PROSPECTIVE ENROLLEES OR CURRENT MEMBERS. THIS DOCUMENT IS NOT TO BE ISSUED OR PROVIDED TO PROSPECTIVE ENROLLEES OR CURRENT MEMBERS.

Effective January 1, 2025, Blue Shield will no longer offer the Independence and Safe Mobility with AAA Special Supplemental Benefit for the Chronically Ill (SSBCI) benefit in the following Blue Shield IMAPD plans in Northern California:

- H2819-002: Blue Shield Inspire (HMO D-SNP) in San Joaquin/Stanslaus/Merced Counties
- H4937-001: Blue Shield Select (PPO) in Alameda County
- H0504-041: Blue Shield Inspire (HMO) in Alameda/San Mateo Counties
- H0504-047: Blue Shield Inspire (HMO) in San Joaquin/Stanslaus/Merced/Santa Clara Counties

All members currently enrolled in the above-referenced plans were notified of this 2025 benefit change by September 30, 2024, via the Annual Notice of Changes (ANOC). Members who enroll in one of the above-referenced plans with an October 1, November 1 or December 1, 2024 effective date will also receive an ANOC.

1. Why is the Independence and Safe Mobility with AAA SSBCI benefit no longer being offered to Blue Shield Medicare Advantage plan members effective January 1, 2025?
We evaluate and can make changes to our plan benefits and coverage options on an annual basis. As part of this evaluation for 2025, we have made the decision to discontinue the Independence and Safe Mobility with AAA SSBCI benefit.
2. How will this impact members' Medicare Advantage plan enrollment?

Blue Shield will continue to offer Blue Shield Inspire (HMO), Blue Shield Inspire (HMO D-SNP) and Blue Shield Select (PPO) plans in 2025. Members may choose to stay enrolled in their current Blue Shield Medicare Advantage plan for 2025 or switch plans during the Medicare Advantage Annual Enrollment Period (from October 15 through December 7, 2024) for a January 1, 2025 effective date. Blue Shield's Medicare Advantage plan portfolio continues to offer distinct benefits and cost-sharing to help meet all our customers' needs.

3. Will any other Blue Shield Medicare plans offer the Independence and Safe Mobility with AAA benefit in 2025?

No, there will be no Blue Shield Medicare plans that offer the Independence and Safe Mobility with AAA benefit in 2025.

4. How will this change impact a member's AAA membership?

Members who enrolled in the Independence and Safe Mobility with AAA SSBCI benefit as part of their Medicare Advantage plan in 2024 will be able to retain their existing one-year Classic AAA membership paid for by Blue Shield. Upon expiration of that one-year Classic AAA membership in 2025, members will have the choice to renew their Classic AAA membership at their own expense and at the standard retail rate. Members looking to renew their Classic AAA membership should call AAA directly.

5. What happens if a Blue Shield Inspire (HMO), Blue Shield Inspire (HMO D-SNP) and Blue Shield Select (PPO) member enrolled in the AAA SSBCI benefit takes no action?

The member will automatically retain enrollment in their Blue Shield Medicare Advantage plan.

6. Will the members see any interruption to their medical services including provider changes?

There have been changes to the provider network and other changes to benefits/cost sharing that may impact members in 2025.

7. Will Customer Service and Broker Services have dedicated phone lines for Brokers and members?

No, however the calls will be routed through Interactive Voice Response (IVR) when the request is selected to discuss the Independence and Safe Mobility with AAA SSBCI benefit removal. Brokers and clients should call their current Customer Service and/or Broker Services number if they have questions. Members looking to continue their Classic AAA Membership upon expiration of their current AAA membership paid for by Blue Shield should contact AAA directly.

8. Where can I find more information?

Contact your Broker Sales Manager or visit [Broker Connection](#) and visit the News & FAQ's section for more details. Brokers can also call into Broker Services for additional information

and/or to ask questions about the Independence and Safe Mobility with AAA SSBCI benefit removal.