



Individual Medicare Advantage Prescription Drug plan (IMAPD) –
Blue Shield TotalDual Plan (HMO D-SNP) in Los Angeles and San Diego counties
2025 Healthy Grocery Benefit - Value-Based Insurance Design (VBID) Model
Frequently Asked Questions
October 2024

THIS DOCUMENT IS TO BE USED AS A TOOL ONLY TO VERBALLY ANSWER QUESTIONS FROM PROSPECTIVE ENROLLEES OR CURRENT MEMBERS. THIS DOCUMENT CANNOT BE GIVEN TO EITHER PROSPECTIVE ENROLLEES OR CURRENT MEMBERS.

Effective January 1, 2025, the Blue Shield TotalDual Plan (HMO D-SNP) in Los Angeles and San Diego counties will include a Healthy Grocery benefit as part of the Value-Based Insurance Design (VBID) Model.

For additional information on the VBID model and other VBID-related benefits offered to Blue Shield TotalDual Plan members in Los Angeles and San Diego counties, please refer to the Dual Eligibles and Dual Special Needs Plan FAQ and the plan's Member Handbook.

For questions about the Healthy Grocery benefit, members may call Optum's (Solutran) Customer Service at 1-855-572-6341 (TTY: 711) 8 a.m. – 8 p.m., local time, 7 days a week, October 1st through March 31st, and Monday through Friday, April 1st through September 30th or go online to HealthyBenefitsPlus.com/BlueShieldCA for more detail.

1. What is the Healthy Grocery benefit?

It is a monthly allowance of \$50.00 that all Blue Shield TotalDual Plan members in Los Angeles and San Diego counties can use towards the purchase of healthy and nutritious foods and produce. Approved items can be purchased at local approved retailers to assist members in maintaining a healthy diet to support their nutritional needs. It is important to note the allowance does not roll over from month to month.

2. How does a Blue Shield TotalDual Plan member access the Healthy Grocery benefit?

A welcome letter and spending card (Healthy Benefits+ card) will be sent to members. The spending card will be loaded with the \$50 Healthy Grocery monthly allowance amount. Information on how to utilize the benefit will also be included.

See below for the ways Blue Shield TotalDual Plan members can utilize the Healthy Grocery benefit:

- **In-store:** At participating stores such as Ralphs, Vons, Albertsons, Walmart, Dollar General and others. Participating stores vary by county.
- **Online (shipped to home):** By going to HealthyBenefitsPlus.com/BlueShieldCA.
Online orders can only be placed with Walmart through the HealthyBenefitsPlus.com/BlueShieldCA website.
If the total order amount is less than \$35, a shipping charge of \$7.99 will appear and will be deducted from the member's benefit allowance as long as funds are available. If there are no funds available on the member's spending card to cover the shipping charge, the member must pay the shipping charge with a separate debit or credit card. If the total order amount is \$35 and over, shipping is free.
- **Online (with store pickup):** By going to HealthyBenefitsPlus.com/BlueShieldCA.
Online orders can only be placed with Walmart through the HealthyBenefitsPlus.com/BlueShieldCA website. Store pick-up availability may vary by store. Please check when placing an order whether store pick-up is an available option.
- Uber Eats is also an option for members to order food. To place an order with Uber Eats, a member should follow these steps:
 - Download the Uber Eats app from the App Store or Google Play Store and create an account. Orders can only be placed with the Uber Eats App.
 - Enter the Healthy Benefits+ Card as a payment method to the Uber account.
 - Enter the delivery address
 - Browse through the list of available grocery stores in the area.
 - Choose items to order.
 - Add items to the cart and proceed to checkout.
 - Confirm order details, including payment and delivery address. Orders valued over the monthly allowance must be paid by the member with a second form of tender (i.e. credit card or debit card).
 - Place the order and wait for the delivery to arrive.
 - Delivery fees are based on basket size, delivery time, and retailer. Delivery fee price can vary.
- Can I order with Uber Eats on the website and the app?
Yes, you can shop on the UberEats.com website and Uber Eats app.
Download the Uber Eats app for the full experience and to make it easier to track your order.
- How do I shop with my Healthy Benefits+ Card?

To shop with your card, complete the following steps.

- Visit the Uber Eats website or mobile app.
 - Log into your Uber Eats account or sign up.
 - Add your Healthy Benefits+ card to your Uber Eats Wallet to start shopping.
 - Add a secondary payment method to your Uber Eats Wallet if you do not have one already. This will cover tips and non-covered items. You must have a secondary form of payment on your account to check out.
 - Use your benefit to shop for eligible food with Uber Eats.
 - At checkout, select your Healthy Benefits+ card as payment.
 - Order same-day delivery to get your items within hours.
- How do I know what products are covered by my Healthy Benefits+ Card on Uber Eats?

Use the covered products list available in the Healthy Benefits Plus (HBP) website or mobile app as a guide while you browse products on Uber Eats. You can access the list via the *What Can I Buy* section on the HBP *About* page. At checkout, you will be able to see how your Healthy Benefit+ card is applied to each item.

- What items are not covered under the Healthy Grocery benefit?

Takeout food from restaurants among other things is not covered by your benefit. To see which items are covered, go to the *What Can I Buy* section of the *About* page on the Healthy Benefits Plus (HBP) web portal or mobile app.

- Do I pay delivery fees with Uber Eats?

Yes, Uber Eats provides store-to-door delivery service and a delivery fee is applied at checkout. The member's Healthy Benefits+ card will cover the delivery fee at checkout as long as funds are available. If this is not the case, the member must pay the fee with a second form of payment (i.e., by entering a credit card number or debit card number).

3. Can any unused allowance carry over (roll over) to the following month?

No, any unused allowance in one month does not carry over or roll over to the following month.

4. Can members purchase more than the monthly benefit allowance?

Yes. Once the monthly benefit allowance is exhausted, any outstanding balance must be paid with a second form of payment (i.e., by entering a credit card number or debit card number).

- 5. If the member and their spouse are both enrolled in Blue Shield TotalDual Plan, can two Healthy Benefits cards (one per member) be used to purchase items in the same transaction?**

Yes, both members can use their cards for the same transaction by presenting both cards at the time of purchase.

- 6. What happens if my benefit card is damaged, lost or stolen?**

Contact Optum's (Solutran) Customer Service at 1-855-572-6341 (TTY: 711) right away to report it. A new card will be sent to you.

- 7. Does the Healthy Grocery benefit coordinate with the Supplemental Nutrition Assistance Program (SNAP) and/or the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)?**

Yes. The member must first provide their Healthy Benefits+ card. If there is any remaining balance for the member's purchases, the member can then provide their SNAP or WIC card to complete the transaction.

- 8. Can the member purchase hot food (i.e., rotisserie chicken) or prepared food/items from the deli?**

Members can purchase eligible:

- healthy hot packaged foods (i.e., rotisserie chicken)
- hot buffet items
- prepared foods (i.e., salads or sandwiches from the deli or deli meats)

These items will not be available for shipping and will require either home delivery (where available) or in-store pickup. The Walmart.com site will guide the member through scheduling the home delivery or in-store pickup. Any fees for delivery will not be covered by the Healthy Grocery benefit and must be paid for by the member using a second form of tender (i.e., credit card or debit card).

- 9. Can the Healthy Grocery benefit allowance be used to purchase items at a farmer's market?**

No, not at this time.

- 10. Is the Solutran mobile app part of the Blue Shield mobile app? Can the Solutran mobile app be accessed from the Blue Shield mobile app?**

No, the Solutran mobile app is separate from the Blue Shield mobile app and will need to be downloaded.

- 11. How can the member request a new welcome kit?**

If the member calls Blue Shield Customer Service, they will warm transfer the member to Solutran. Solutran will place the order for the new welcome kit. Members can call Optum (Solutran) Customer Service directly at 1-855-572-6341(TTY: 711), or they can request a new

welcome kit through the Solutran website if they are registered. Members must have their personalized benefit card to register. If the member has not received their welcome kit at all, this option will not be available. The member will need to call Blue Shield or Solutran to request a new welcome kit.

12. Are there other allowances on the Healthy Benefits+ card?

Yes. In addition to the \$50 per month allowance for the Healthy Grocery benefit, members will also receive a separate \$1,500 per year allowance to purchase up to two hearing aids and two hearing aid fittings and evaluations (applies to both ears combined) at a hearing aid provider that accepts Visa. These allowances are not combined; they must be used separately.

13. If a member goes to use their Healthy Benefits+ card and the card does not work, what should they do?

If the Healthy Benefits+ card doesn't work at the time of payment, the member should contact Optum (Solutran) Customer Service directly at 1-855-572-6341 (TTY: 711). If the member calls Blue Shield Customer Service, they will be warm transferred to Optum (Solutran) Customer Service.

- The member will be requested to provide their member ID number, store name/location, etc. and Solutran will aim to rectify the issue right away. If the issue is resolved, the member may proceed with using the card to purchase groceries.
- If the issue is not resolved, the member will be advised to not use another method of payment and leave the groceries behind. Members will not be reimbursed if they use another method of payment. Members may request a replacement card from Optum (Solutran) Customer Service directly at 1-855-572-6341 (TTY: 711).