

Heal home visits and telemedicine services will end August 31, 2021

Heal unexpectedly announced on July 1, 2021, they are stopping all services within California. The change goes into effect September 1, 2021, with Heal stating the shift reflects their transition to long-term senior care. The health of our members is always a top priority at Blue Shield of California, and we are developing solutions to ensure members affected by this change get access to care under their benefits.

Some members may have received a letter from Heal about the upcoming changes along with resources to guide the transition. Members can reach out to Heal with any questions via the live chat function – available in the Heal app or at heal.com – or by calling Heal at (844) 923-4325.

Heal will honor existing appointments and prescribe/refill medications for members until August 31, 2021. Members with appointments scheduled after August 31, 2021, will have to reschedule using the Heal app or call (844) 923-4325. Heal will assist members in adjusting their appointment to occur before August 31, 2021.

If a member has an urgent care issue or would like to find a new doctor or provider, please advise them that Heal will be stopping their services in California, effective September 1, 2021. If they have an urgent care issue or would like to find a new doctor or provider, please advise them to contact Blue Shield Customer Service at the number on their member ID card.

Additional information:

- Heal physicians provided Blue Shield PPO members sick/urgent and primary/preventive care via telemedicine and home visits. Trio members received sick/urgent visits when they could not see their primary care physician in person.
- While Heal was available to many Blue Shield members, overall utilization was relatively low, with approximately 700 visits per month.
- Heal sent emails and letters the first week of July to the members who had Heal visits in the last 12 months.