



TRANSITION ASSISTANCE PROGRAM

Transition Assistance is a program that ensures continuity of care for members who:

- 1) Are new enrollees to Blue Cross of California **with the exception** of members with an Individual policy.
- 2) Are existing members that are assigned to a medical group / IPA and their medical group / IPA closes or whose contract has been terminated.
- 3) Scheduled to have surgery at a hospital whose contract has been terminated.

The Transition Assistance Department will work to ensure that members and their covered dependants who are in an active course of treatment or who are pregnant will receive uninterrupted care until their course of treatment is complete or until their care is assumed by a participating network provider.

Members should call their Customer Service Representative at the 800 number located on the back of their I.D. Card. Customer Service Representatives are prepared to assist members with their Transition Application.

Following receipt of an application, members will receive a telephonic acknowledgement. A RN Case Manager will be assigned to work with the member. A determination to approve or deny Transition Assistance will be made no later than five (5) business days from receipt of the information necessary to make a determination. Only a Medical Director has the authority to deny Transition Assistance. Urgent requests will be determined within two (2) business days upon confirmation of membership. The member will be notified of the determination by telephone.

When Transition Assistance is approved the Case Manager, the member and the treating physician agree to a transition care plan. Financial arrangements for approved Transition Assistance treatment plans with non-network providers are negotiated on a case by case basis by the Transition Assistance staff. It would be imperative for the member to contact their Customer Service area at Blue Cross to determine their benefits and possible out of pocket expense.

If any questions, please call your Blue Cross Sales Representative.