



PERS *Platinum*

2027 Benefit Guide

A CalPERS PPO plan that offers
Blue Shield's full PPO network and
highest level of coverage



Your path to better health starts here

To provide PPO members with an excellent healthcare experience, CalPERS has partnered with Blue Shield of California and Included Health. This partnership is designed to ensure you have access to the highest quality care for your unique needs.

Blue Shield is the administrator for your PPO plan, and Included Health helps you find personalized care using Blue Shield's network of doctors and hospitals and Included Health's network of virtual providers.



For more plan details, scan the QR code or visit includedhealth.com/calpers and download the plan's *Evidence of Coverage* (EOC). You can also download the Included Health mobile app or call **(855) 633-4436**.

Plan highlights



Comprehensive coverage designed for CalPERS members living inside or outside California.



Access to virtual care: See a doctor, therapist, or psychiatrist from your phone, tablet, or computer.



Assistance with finding in-network providers, from primary care physicians (PCPs) to specialists, to keep your health on track and address health concerns.



Alternative care: Up to 20 combined visits each year with an in-network acupuncturist or chiropractor are included.



Preventive care is 100% covered when you see an in-network doctor.¹



Coverage when you travel out of your home state or the country and need urgent or emergency care. See page 4.



Flexibility to see any provider you choose for most services – no referral required. Keep in mind that seeing **in-network** providers will keep your costs down.



24/7 support and guidance to help you manage chronic conditions or coordinate special healthcare needs.

How your plan supports you

Blue Shield and Included Health work together to provide you seamless, comprehensive healthcare support. Whether you need to find a doctor, have questions about a medical bill, or want to check your plan information, we've got you covered 24/7.



Manage your care

You've got a dedicated team of experts, including Care Coordinators, to help you schedule appointments, answer health questions, follow up on labs, manage chronic conditions, understand treatment plans, figure out what's next for a complex diagnosis, and much more.



Choose doctors and specialists

We'll help you find the right in-person providers from our high-quality network. We can see who speaks your preferred language and who practices near you.



Access nurse advice 24/7

You can connect with a registered nurse anytime of the day or night to hear advice on minor illnesses and injuries, or whether you need to see a doctor.



Enjoy the convenience of virtual care

Telehealth services are available seven days a week via Included Health. Virtual urgent care is available on demand, while virtual PCPs and mental health care providers are just a call away by appointment.



Get an expert second opinion

Have a leading medical specialist review your test results. If you've had a recent diagnosis or want to explore treatment options, a no-cost second opinion can help you choose the right care.



Benefit from maternity support

Get personalized support before, during, and after pregnancy from virtual healthcare professionals by enrolling in Included Health's maternity care program.



Understand your benefits and costs

Benefits experts are available to explain your coverage, estimate costs for care, and help with questions about claims or bills.



Rely on us when you need extra care

We offer support for urgent medical needs like surgeries and hospital stays, as well as long-term care coordination for complex health issues. This includes an assessment, personalized care plan, education, and ongoing guidance.

Why choosing your PCP matters

Your primary care physician (PCP) focuses on your overall health and offers coordinated, personalized care to optimize your time and well-being.

As a PERS Platinum member, you have the opportunity to choose your PCP. If you do not select a PCP, you will be matched with one. Your PCP is your primary doctor and your first point of contact for care. It's a good idea to build a relationship with your PCP so they know you and your medical history and will be able to provide advice and treatment when needed.

You can change your PCP at any time.

How to find your PCP or select a new one

To search for PCPs and other providers, call Included Health or go online:

- 1 Log in at includedhealth.com/calpers and select *Search for local care*.
- 2 Select *Search for providers*.
- 3 Enter the specialty, condition, or provider you are looking for, or select one of the common search topics.
- 4 Explore the list of recommended providers, along with their locations, languages spoken, and other details.

What's new for your 2027 benefits

CalPERS has changed the following benefits for 2027. More information can be found in the EOC.

Expanded infertility benefits: Beginning July 1, 2027, Blue Shield will provide coverage for the diagnosis and treatment of infertility.

Save with the Value-Based Site of Care program

The Value-Based Site of Care program is designed to help you save on out-of-pocket costs other than your deductible and coinsurance.

Laboratory services: Reduce your out-of-pocket costs by obtaining routine lab services at a Quest Diagnostics or Labcorp location.

Outpatient surgery: If you need a procedure, such as an arthroscopy or a colonoscopy, you can save money by going to an ambulatory surgical center (ASC) instead of a hospital. By using an ASC that is part of the Value-Based Site of Care program, you will have little to no out-of-pocket costs, other than the plan's deductible and your coinsurance.

Other procedures that are part of the program include gall bladder removal, sigmoidoscopy (a test that examines your large intestine, similar to a colonoscopy), hernia repair, and nasal or sinus corrective surgery.

Hip and knee joint replacement surgery: Most joint replacement surgeries now take place on an outpatient basis, which usually means a shorter recovery time, less pain, and a lower risk of infection. You can have your surgery done for little to no out-of-pocket cost by choosing one of the program's 32 facilities within California.

To make sure your lab, ASC, or surgery facility is part of the program, call Included Health at **(855) 633-4436**. Please review your *Evidence of Coverage* (EOC) for more detailed information regarding these services.



Your healthcare anytime, anywhere

It's easy to navigate your health coverage with your online account. Once logged in, you can:

-  Review your benefits.
-  Look at your claims.
-  Find a doctor in the PERS Platinum PPO network.
-  Reach the CalPERS-dedicated Included Health Member Services team for assistance.

To register your account

Once you are enrolled in the PERS Platinum plan and have your ID card:

-  1 Go to **includedhealth.com/calpers** and select *Log in*.
-  2 Select *I'm new here*.
-  3 Follow instructions to input your basic information, such as name, birthdate, and contact details.
-  4 You will receive a confirmation email once the registration is successful.

Want all this on the go?

Download the Included Health app on the App Store® or Google Play™.



Tip: Your ID card info – at your fingertips

You'll never have to search for your ID card: ID card details are always available on your mobile device through the Included Health app. It's convenient, and you can be confident that your health plan information and details are always up to date.

Virtual care: Expanding options and convenience

With access to Included Health's virtual care network, you can get care by phone or video without leaving home – or wherever you are. You can make appointments and have your care calls via **includedhealth.com/calpers** or the Included Health app.

24/7 virtual urgent care: When you need care right away and the situation is not life-threatening, virtual urgent care can save you time and keep you more comfortable.

Virtual primary care: When you need virtual primary care, an Included Health PCP can write and refill prescriptions, order tests and labs, and offer dedicated support.

Virtual mental healthcare: Take care of you – all of you. Book a virtual visit with a therapist or psychiatrist and get the care you need from the comfort of home.

Coverage that travels with you

If you live or need care while out of state, you can save money and avoid having to fill out claim forms when you see a doctor or use a hospital through the **BlueCard® Program**.

If you live or travel out of the United States, the **Blue Shield Global® Core** will give you access to doctors and hospitals in many countries and territories around the world for urgent or emergency care.

To learn more about coverage while you're away from home, call Included Health at **(855) 633-4436**.



We are here for you 24/7

If you have any questions or need support, we're always available at **(855) 633-4436**, at **includedhealth.com/calpers**, or on the Included Health mobile app.

2027 CalPERS health premiums

Basic premium rates: State only

PERS Platinum	Single	Two-party	Family
	\$1,623.10	\$3,246.20	\$4,220.06

Basic premium rates by region: Contracting agencies only

	Single	Two-party	Family
Region 1			
Alameda, Alpine, Amador, Butte, Calaveras, Colusa, Contra Costa, Del Norte, El Dorado, Glenn, Humboldt, Lake, Lassen, Marin, Mariposa, Mendocino, Merced, Modoc, Mono, Monterey, Napa, Nevada, Placer, Plumas, Sacramento, San Benito, San Francisco, San Joaquin, San Mateo, Santa Clara, Santa Cruz, Shasta, Sierra, Siskiyou, Solano, Sonoma, Stanislaus, Sutter, Tehama, Trinity, Tuolumne, Yolo, and Yuba counties			
PERS Platinum	\$1,778.62	\$3,557.24	\$4,624.41
Region 2			
Fresno, Imperial, Inyo, Kern, Kings, Madera, Orange, San Diego, San Luis Obispo, Santa Barbara, Tulare, and Ventura counties			
PERS Platinum	\$1,538.57	\$3,077.14	\$4,000.28
Region 3			
Los Angeles, Riverside, and San Bernardino counties			
PERS Platinum	\$1,549.00	\$3,098.00	\$4,027.40
Out of state			
PERS Platinum	\$1,507.81	\$3,015.62	\$3,920.31

Note: Premiums shown do not reflect any potential employer contributions.

Understanding your costs

2027 PERS Platinum benefits*	
Coinsurance	Plan pays 90%/you pay 10%
Deductible	Individual deductible: • In the plan's network: \$500 • Outside the plan's network: \$2,000 Family deductible: • In the plan's network: \$1,000 • Outside the plan's network: \$4,000
General/family practice doctor	\$20 copay
Specialist	\$35 copay
In-person or virtual urgent care	\$35 copay
In person or virtual medical or mental health visit (including psychiatrist)	\$20 copay
Emergency room (ER)	\$50 copay (waived if admitted) + 10% coinsurance
Lab tests²	Plan pays 100% for lab services at a Quest Diagnostics or Labcorp facility; 10% coinsurance (at other in-network facility)
Inpatient maternity (delivery)	10% coinsurance
X-ray/imaging	10% coinsurance
Inpatient mental health	10% coinsurance \$250 copay applies per inpatient hospital admission
Inpatient hospital	10% coinsurance \$250 copay applies per inpatient hospital admission
Maximum coinsurance out of pocket³	Individual: \$2,000 Family: \$4,000
Coverage outside your plan's network⁴	Plan pays 60% of allowable amount; you pay 40%

* The 2027 PERS Platinum benefits table lists copayments and coinsurance for services provided in network.

Prescription drug benefits

CVS Caremark® manages your prescription drug coverage. If you need more information about home delivery, maintenance medications, or specialty medications, call CVS Caremark® at **(833) 291-3649** or visit **[caremark.com/calpers](https://www.caremark.com/calpers)**.

Please see the plan’s EOC for the terms and conditions of coverage.

Prescription drug benefits	Tier 1	Tier 2	Tier 3
Retail pharmacy (up to a 30-day supply)	\$5	\$20	\$50
Retail pharmacy (up to a 90-day supply of maintenance medications)	\$10	\$40	\$100
CVS Caremark® Home Delivery (up to a 90-day supply of maintenance medications)	\$10	\$40	\$100
Brand-name drugs with generic options	You pay both: • The cost difference between the brand-name drug and the generic drug • The applicable copay		
Erectile or sexual dysfunction drugs	50% coinsurance applies to retail and home delivery (refer to the EOC for details)		

Note: A \$1,000 maximum copay for each person per calendar year applies (only applies to tiers 1 and 2 maintenance medications through CVS Caremark® Mail Service Pharmacy).

Prescription availability is defined by physician judgment and state regulations.



- 1 Preventive care is covered at 100% when you see a doctor in your plan's network, and you do not have to pay the deductible for this care.
- 2 Services must be provided at Quest Diagnostics or a Labcorp facility. To find the nearest Quest Diagnostics or Labcorp location, go to **questdiagnostics.com** or **labcorp.com**. If you live within the PERS Platinum service area but must travel more than 15 miles from your home or work to the nearest Quest Diagnostic or Labcorp facility, lab work at a facility in your plan's network will be covered at 100%. To receive this level of coverage, please complete the Laboratory Exception Form and submit to Blue Shield at least five days before receiving services.
- 3 Does not include plan deductible or copays.
- 4 You may be responsible for the cost difference between the allowable and billed amount.

Blue Shield of California, an independent member of the Blue Shield Association, provides administrative services only and does not assume any financial risk or obligation with respect to claims. Included Health, Inc., is an independent company that is solely responsible for the services it provides and does not offer Blue Shield of California products or services.

App Store is a service mark of Apple Inc. Google Play is a trademark of Google LLC.

Language Assistance Notice

For assistance in English at no cost, call **(866) 346-7198**. Para obtener asistencia en español sin cargo, llame al **(866) 346-7198**. 如果需要中文的免费帮助，请拨打这个号码 **(866) 346-7198**.

Nondiscrimination Notice

The company complies with applicable state laws and federal civil rights laws and does not discriminate, exclude people, or treat them differently on the basis of race, color, national origin, ethnic group identification, medical condition, genetic information, ancestry, religion, sex, marital status, gender, gender identity, sexual orientation, age, mental disability, or physical disability. La compañía cumple con las leyes de derechos civiles federales y estatales aplicables, y no discrimina, ni excluye ni trata de manera diferente a las personas por su raza, color, país de origen, identificación con determinado grupo étnico, condición médica, información genética, ascendencia, religión, sexo, estado civil, género, identidad de género, orientación sexual, edad, ni discapacidad física ni mental. 本公司遵守適用的州法律和聯邦民權法律，並且不會以種族、膚色、原國籍、族群認同、醫療狀況、遺傳資訊、血統、宗教、性別、婚姻狀況、性別認同、性取向、年齡、精神殘疾或身體殘疾而進行歧視、排斥或區別對待他人。