


CCPOA (Retiree Plan) Custom Access+ HMO

Coverage Period: 01/01/2017-12/31/2017

Summary of Benefits and Coverage: What this Plan Covers & What it Costs

Coverage for: Individual + Family | Plan Type: HMO

 **This is only a summary.** If you want more detail about your coverage and costs, you can get the complete terms in the policy or plan document at www.blueshieldca.com or by calling 1-800-257-6213.

Important Questions	Answers	Why this Matters:
What is the overall <u>deductible</u> ?	\$0	See the chart starting on page 2 for your costs for services this plan covers.
Are there other <u>deductibles</u> for specific services?	No. There are no other specific deductibles .	You must pay all of the costs for these services up to the specific deductible amount before this plan begins to pay for these services.
Is there an <u>out-of-pocket limit</u> on my expenses?	Yes. For plan providers: \$1,500 per individual / \$4,500 per family.	The out-of-pocket limit is the most you could pay during a coverage period (usually one year) for your share of the cost of covered services. This limit helps you plan for health care expenses.
What is not included in the <u>out-of-pocket limit</u> ?	Premiums, some copayments, cost sharing for certain services listed in formal contract of coverage, and health care this plan doesn't cover.	Even though you pay these expenses, they don't count toward the out-of-pocket limit .
Is there an overall annual limit on what the plan pays?	No.	The chart starting on page 2 describes any limits on what the plan will pay for <i>specific</i> covered services, such as office visits.
Does this plan use a <u>network of providers</u> ?	Yes. See www.blueshieldca.com or call 1-800-257-6213 for a list of plan providers.	If you use an in-network doctor or other health care provider , this plan will pay some or all of the costs of covered services. Be aware, your in-network doctor or hospital may use an out-of-network provider for some services. Plans use the term in-network, preferred , or participating for providers in their network . See the chart starting on page 2 for how this plan pays different kinds of providers .

Questions: Call 1-800-257-6213 or visit us at www.blueshieldca.com.

If you aren't clear about any of the underlined terms used in this form, see the Glossary. You can view the Glossary at www.dol.gov/ebsa/healthreform or www.cciio.cms.gov or call 1-866-444-3272 to request a copy.

Blue Shield of California is an independent member of the Blue Shield Association.

Pending Regulatory Approval

Do I need a referral to see a <u>specialist</u>?	<p>Yes. Members need written approval to see a specialist. There may be some providers or services for which referrals are not required.</p> <p>However members may self refer using the Access+ Self Referral feature. Please see the formal contract of coverage for details.</p>	<p>The plan will pay some or all of the costs to see a specialist for covered services but only if you have the plan's permission before you see the specialist.</p>
Are there services this plan doesn't cover?	Yes.	Some of the services this plan doesn't cover are listed on page 7. See your policy or plan document for additional information about excluded services .



- **Copayments** are fixed dollar amounts (for example, \$15) you pay for covered health care, usually when you receive the service.
- **Coinsurance** is *your* share of the costs of a covered service, calculated as a percent of the **allowed amount** for the service. For example, if the plan's **allowed amount** for an overnight hospital stay is \$1,000, your **coinsurance** payment of 20% would be \$200. This may change if you haven't met your **deductible**.
- The amount the plan pays for covered services is based on the **allowed amount**. If an out-of-network **provider** charges more than the **allowed amount**, you may have to pay the difference. For example, if an out-of-network hospital charges \$1,500 for an overnight stay and the **allowed amount** is \$1,000, you may have to pay the \$500 difference. (This is called **balance billing**.)
- This plan may encourage you to use plan **providers** by charging you lower **deductibles**, **copayments** and **coinsurance** amounts.

Common Medical Event	Services You May Need	Your Cost If You Use a Plan Provider	Your Cost If You Use a Non-Plan Provider	Limitations & Exceptions
If you visit a health care <u>provider's</u> office or clinic	Primary care visit to treat an injury or illness	\$10 copayment / visit	Not Covered	For other services received during the office visit, an additional benefit cost-share may apply.
	Specialist visit	\$10 copayment / visit	Not Covered	For other services received during the office visit, an additional benefit cost-share may apply. \$30 copayment per visit for Access+ Specialist Self Referral.

Questions: Call 1-800-257-6213 or visit us at www.blueshieldca.com.

If you aren't clear about any of the underlined terms used in this form, see the Glossary. You can view the Glossary at www.dol.gov/ebsa/healthreform or www.cciio.cms.gov or call 1-866-444-3272 to request a copy.

Blue Shield of California is an independent member of the Blue Shield Association.

Pending Regulatory Approval

Common Medical Event	Services You May Need	Your Cost If You Use a Plan Provider	Your Cost If You Use a Non-Plan Provider	Limitations & Exceptions
	Other practitioner office visit	<u>Chiropractic</u> : \$15 copayment/visit	Not Covered	Covers up to 20 visits per calendar year for chiropractic. Services provided by American Specialty Health (ASH) Network. Coverage for chiropractic appliances limited to \$50 per calendar year.
	Preventive care/screening /immunization	No Charge	Not Covered	Preventive health services are only covered when provided by plan providers. Coverage for services consistent with ACA requirements and California laws. Please refer to you plan contract for details.
If you have a test	Diagnostic test (x-ray, blood work)	No Charge	Not Covered	Benefits in this section are for diagnostic, non-preventive health services.
	Imaging (CT/PET scans, MRIs)	No Charge	Not Covered	Pre-authorization from primary care physician and medical plan is required. Failure to obtain pre-authorization for non-emergency procedures may result in reduction or non-payment of benefits.

Questions: Call 1-800-257-6213 or visit us at www.blueshieldca.com.

If you aren't clear about any of the underlined terms used in this form, see the Glossary. You can view the Glossary at www.dol.gov/ebsa/healthreform or www.cciio.cms.gov or call 1-866-444-3272 to request a copy.

Blue Shield of California is an independent member of the Blue Shield Association.

Pending Regulatory Approval

Common Medical Event	Services You May Need	Your Cost If You Use a Plan Provider	Your Cost If You Use a Non-Plan Provider	Limitations & Exceptions
If you need drugs to treat your illness or condition More information about prescription drug coverage is available at www.blueshieldca.com	Generic drugs	<u>Retail:</u> \$5 copayment / prescription <u>Mail Order:</u> \$10 copayment / prescription	Not Covered	<u>Retail:</u> Covers up to a 30-day supply; <u>Mail Order:</u> Covers up to a 31-90 day supply. Select formulary and non-formulary drugs require pre-authorization.
	Brand Name Formulary Drugs	<u>Retail:</u> \$20 copayment / prescription <u>Mail Order:</u> \$40 copayment / prescription	Not Covered	
	Brand Name Non-Formulary Drugs	<u>Retail:</u> \$35 copayment / prescription <u>Mail Order:</u> \$70 copayment / prescription	Not Covered	
	Specialty drugs	\$50 copayment / prescription	Not Covered	
If you have outpatient surgery	Facility fee (e.g., ambulatory surgery center)	No Charge	Not Covered	-----None-----
	Physician/surgeon fees	No Charge	Not Covered	-----None-----
If you need immediate medical attention	Emergency room services	No Charge	No Charge	Copayment waived if admitted; standard inpatient hospital facility benefits apply. This is for the hospital/facility charge only. The ER physician charge is separate. Coverage outside of California under BlueCard.

Questions: Call 1-800-257-6213 or visit us at www.blueshieldca.com.

If you aren't clear about any of the underlined terms used in this form, see the Glossary. You can view the Glossary at www.dol.gov/ebsa/healthreform or www.cciio.cms.gov or call 1-866-444-3272 to request a copy.

Blue Shield of California is an independent member of the Blue Shield Association.

Pending Regulatory Approval

Common Medical Event	Services You May Need	Your Cost If You Use a Plan Provider	Your Cost If You Use a Non-Plan Provider	Limitations & Exceptions
	Emergency medical transportation	No Charge	No Charge	-----None-----
	Urgent care	<u>Within Plan service area:</u> \$10 copayment /visit <u>Outside Plan service area:</u> No Charge	<u>Within Plan service area:</u> Not Covered <u>Outside Plan service area:</u> No Charge	Pre-authorization from primary care physician and medical plan is required. Failure to obtain pre-authorization may result in non-payment of benefits. Coverage outside of California under BlueCard.
If you have a hospital stay	Facility fee (e.g., hospital room)	\$100 copayment / admission	Not Covered	Pre-authorization from primary care physician and medical plan is required. Failure to obtain pre-authorization for non-emergency procedures may result in reduction or non-payment of benefits.
	Physician/surgeon fee	No Charge	Not Covered	-----None-----
If you have mental health, behavioral health, or substance abuse needs	Mental/Behavioral health outpatient services	<u>Mental Health Routine Outpatient Services:</u> \$10 copayment / visit	Not Covered	Failure to obtain prior authorization for any Non-Routine Outpatient Mental Health Services will result in denial of coverage if Blue Shield determines the services provided were not a plan Benefit or were not medically necessary.
	Mental/Behavioral health inpatient services	<u>Mental Health Inpatient Hospital Services:</u> \$100 copayment / admission <u>Mental Health Inpatient Physician Services:</u> No Charge	Not Covered	Failure to obtain prior authorization for a mental health inpatient admission will result in denial of coverage if Blue Shield determines the services provided were not a plan Benefit or were not medically necessary.
	Substance use disorder outpatient services	Not Covered	Not Covered	-----None-----
	Substance use disorder inpatient services	Not Covered	Not Covered	-----None-----

Questions: Call 1-800-257-6213 or visit us at www.blueshieldca.com.

If you aren't clear about any of the underlined terms used in this form, see the Glossary. You can view the Glossary at www.dol.gov/ebsa/healthreform or www.cciio.cms.gov or call 1-866-444-3272 to request a copy.

Blue Shield of California is an independent member of the Blue Shield Association.

Pending Regulatory Approval

If you are pregnant	Prenatal and postnatal care	No Charge	Not Covered	-----None-----
	Delivery and all inpatient services	\$100 copayment / admission	Not Covered	-----None-----
If you need help recovering or have other special health needs	Home health care	\$15 copayment / visit	Not Covered	Coverage limited to 100 visits per member per calendar year. Pre-authorization from primary care physician and medical plan is required. Failure to obtain pre-authorization for non-emergency procedures may result in reduction or non-payment of benefits.
	Rehabilitation services	No Charge	Not Covered	Coverage for physical, occupational and respiratory therapy services.
	Habilitation services	No Charge	Not Covered	
	Skilled nursing care	No Charge	Not Covered	Coverage limited to 100 days per member per benefit period combined with hospital/free-standing SNF. Pre-authorization from primary care physician and medical plan is required. Failure to obtain pre-authorization may result in reduction or non-payment of benefits.
	Durable medical equipment	No Charge	Not Covered	Pre-authorization from primary care physician and medical plan is required. Failure to obtain pre-authorization may result in reduction or non-payment of benefits.
	Hospice service	No Charge	Not Covered	
If your child needs dental or eye care	Eye exam	Not Covered	Not Covered	-----None-----
	Glasses	Not Covered	Not Covered	-----None-----
	Dental check-up	Not Covered	Not Covered	-----None-----

Questions: Call 1-800-257-6213 or visit us at www.blueshieldca.com.

If you aren't clear about any of the underlined terms used in this form, see the Glossary. You can view the Glossary at www.dol.gov/ebsa/healthreform or www.cciio.cms.gov or call 1-866-444-3272 to request a copy.

Blue Shield of California is an independent member of the Blue Shield Association.

Excluded Services & Other Covered Services:

Services Your Plan Does NOT Cover (This isn't a complete list. Check your policy or plan document for other <u>excluded services</u> .)		
<ul style="list-style-type: none"> Acupuncture 	<ul style="list-style-type: none"> Long term care 	<ul style="list-style-type: none"> Routine foot care (unless for treatment of diabetes)
<ul style="list-style-type: none"> Cosmetic surgery 	<ul style="list-style-type: none"> Non-emergency care when traveling outside the U.S. 	<ul style="list-style-type: none"> Weight loss programs
<ul style="list-style-type: none"> Dental care (Adult/Child) 	<ul style="list-style-type: none"> Private-duty nursing (unless enrolled in a participating hospice program) 	
Other Covered Services (This isn't a complete list. Check your policy or plan document for other covered services and your costs for these services.)		
<ul style="list-style-type: none"> Bariatric surgery (Pre-authorization from primary care physician and medical plan is required. Failure to obtain pre-authorization may result in non-payment of benefits.) 	<ul style="list-style-type: none"> Chiropractic care (coverage limited to 20 visits per calendar year) 	<ul style="list-style-type: none"> Hearing aids (maximum plan payment of \$500 per member per calendar year for both ears)
<ul style="list-style-type: none"> Infertility treatment (for diagnosis and treatment of cause of infertility) 	<ul style="list-style-type: none"> Routine eye care (Adult) 	

Your Rights to Continue Coverage:

If you lose coverage under the plan, then, depending upon the circumstances, Federal and State laws may provide protections that allow you to keep health coverage. Any such rights may be limited in duration and will require you to pay a **premium**, which may be significantly higher than the premium you pay while covered under the plan. Other limitations on your rights to continue coverage may also apply.

For more information on your rights to continue coverage, contact the plan at **1-800-257-6213**. You may also contact your state insurance department, the U.S. Department of Labor, Employee Benefits Security Administration at 1-866-444-3272 or www.dol.gov/ebsa, or the U.S. Department of Health and Human Services at 1-877-267-2323 X 61565 or www.cciio.cms.gov.

Questions: Call **1-800-257-6213** or visit us at www.blueshieldca.com.

If you aren't clear about any of the underlined terms used in this form, see the Glossary. You can view the Glossary at www.dol.gov/ebsa/healthreform or www.cciio.cms.gov or call **1-866-444-3272** to request a copy.

Your Grievance and Appeals Rights:

If you have a complaint or are dissatisfied with a denial of coverage for claims under your plan, you may be able to **appeal** or file a **grievance**. For questions about your rights, this notice, or assistance, you can contact: **1-800-257-6213** or the Department of Labor's Employee Benefits Security Administration at 1-866-444-EBSA (3272) or www.dol.gov/ebsa/healthreform. Additionally, a consumer assistance program can help you file your **appeal**. Contact California Department of Managed Health Care Help at 1-888-466-2219 or visit helpline@dmhc.ca.gov or visit <http://www.healthhelp.ca.gov>.

Does this Coverage Provide Minimum Essential Coverage?

The Affordable Care Act requires most people to have health care coverage that qualifies as "minimum essential coverage." **This plan or policy does provide minimum essential coverage.**

Does this Coverage Meet the Minimum Value Standard?

The Affordable Care Act establishes a minimum value standard of benefits of a health plan. The minimum value standard is 60% (actuarial value). **This health coverage does meet the minimum value standard for the benefits it provides.**

Questions: Call **1-800-257-6213** or visit us at www.blueshieldca.com.

If you aren't clear about any of the underlined terms used in this form, see the Glossary. You can view the Glossary at www.dol.gov/ebsa/healthreform or www.cciio.cms.gov or call **1-866-444-3272** to request a copy.

Blue Shield of California is an independent member of the Blue Shield Association.

Language Access Services:

Spanish (Español): Para obtener asistencia en Español, llame al 1-866-346-7198.

Tagalog (Tagalog): Kung kailangan ninyo ang tulong sa Tagalog tumawag sa 1-866-346-7198.

Chinese (中文): 如果需要中文的帮助, 请拨打这个号码 1-866-346-7198.

Navajo (Dine): Dinek'ehgo shika at'ohwol ninisingo, kwijigo holne' 1-866-346-7198.

Vietnamese (Tiếng Việt): Để được hỗ trợ tiếng Việt, vui lòng gọi đến số 1-866-346-7198.

Korean (한국어): 한국어 도움이 필요하시면, 1-866-346-7198 로 전화하십시오.

Armenian (Հայերեն): Հայերեն լեզվով օգնություն ստանալու համար խնդրում ենք զանգահարել 1-866-346-7198.

Russian (Русский): если нужна помощь на русском языке, то позвоните 1-866-346-7198.

Japanese (日本語): 日本語支援が必要な場合、1-866-346-7198 に電話をかけてください。

Persian (فارسی): برای دریافت کمک به زبان فارسی، لطفاً با شماره تلفن 1-866-346-7198 تماس بگیرید.

Punjabi (ਪੰਜਾਬੀ): پنجابی وچ مدد لئی مہربانی کر کے 1-866-346-7198 تے کال کرو۔

Khmer (ភាសាខ្មែរ): សម្រាប់ជំនួយភាសាខ្មែរ សូមទាក់ទងមកលេខ 1-866-346-7198.

Arabic (العربية): للحصول على المساعدة في اللغة العربية، تفضل باتصال على هذا الرقم: 1-866-346-7198.

Hmong (Hnoob): Xav tau kev pab Hnoob, thov hu rau 1-866-346-7198.

Hindi (हिन्दी): हिन्दी में सहायता के लिए, 1-866-346-7198 पर कॉल करें।

Thai (ไทย): สำหรับความช่วยเหลือเป็นภาษาไทย โปรดโทร 1-866-346-7198.

To see examples of how this plan might cover costs for a sample medical situation, see the next page.

Questions: Call **1-800-257-6213** or visit us at www.blueshieldca.com.

If you aren't clear about any of the underlined terms used in this form, see the Glossary.

You can view the Glossary at www.dol.gov/ebsa/healthreform or www.cciio.cms.gov

or call **1-866-444-3272** to request a copy.

Blue Shield of California is an independent member of the Blue Shield Association.

About these Coverage Examples:

These examples show how this plan might cover medical care in given situations. Use these examples to see, in general, how much financial protection a sample patient might get if they are covered under different plans.



This is not a cost estimator.

Don't use these examples to estimate your actual costs under this plan. The actual care you receive will be different from these examples, and the cost of that care will also be different.

See the next page for important information about these examples.

Having a baby (normal delivery)

- Amount owed to providers: \$7,540
- Plan pays \$7,280
- Patient pays \$260

Sample care costs:

Hospital charges (mother)	\$2,700
Routine obstetric care	\$2,100
Hospital charges (baby)	\$900
Anesthesia	\$900
Laboratory tests	\$500
Prescriptions	\$200
Radiology	\$200
Vaccines, other preventive	\$40
Total	\$7,540

Patient pays:

Deductibles	\$0
Copays	\$110
Coinsurance	\$0
Limits or exclusions	\$150
Total	\$260

Managing type 2 diabetes (routine maintenance of a well-controlled condition)

- Amount owed to providers: \$5,400
- Plan pays \$5,020
- Patient pays \$380

Sample care costs:

Prescriptions	\$2,900
Medical Equipment and Supplies	\$1,300
Office Visits and Procedures	\$700
Education	\$300
Laboratory tests	\$100
Vaccines, other preventive	\$100
Total	\$5,400

Patient pays:

Deductibles	\$0
Copays	\$300
Coinsurance	\$0
Limits or exclusions	\$80
Total	\$380

Questions: Call 1-800-257-6213 or visit us at www.blueshieldca.com.

If you aren't clear about any of the underlined terms used in this form, see the Glossary. You can view the Glossary at www.dol.gov/ebsa/healthreform or www.cciio.cms.gov or call 1-866-444-3272 to request a copy.

Questions and answers about the Coverage Examples:

What are some of the assumptions behind the Coverage Examples?

- Costs don't include premiums.
- Sample care costs are based on national averages supplied by the U.S. Department of Health and Human Services, and aren't specific to a particular geographic area or health plan.
- The patient's condition was not an excluded or preexisting condition.
- All services and treatments started and ended in the same coverage period.
- There are no other medical expenses for any member covered under this plan.
- Out-of-pocket expenses are based only on treating the condition in the example.
- The patient received all care from in-network providers. If the patient had received care from out-of-network providers, costs would have been higher.
- Plan and patient payments are based on a single person enrolled on the plan or policy.

What does a Coverage Example show?

For each treatment situation, the Coverage Example helps you see how deductibles, copayments, and coinsurance can add up. It also helps you see what expenses might be left up to you to pay because the service or treatment isn't covered or payment is limited.

Does the Coverage Example predict my own care needs?

- ✗ **No.** Treatments shown are just examples. The care you would receive for this condition could be different based on your doctor's advice, your age, how serious your condition is, and many other factors.

Does the Coverage Example predict my future expenses?

- ✗ **No.** Coverage Examples are not cost estimators. You can't use the examples to estimate costs for an actual condition. They are for comparative purposes only. Your own costs will be different depending on the care you receive, the prices your providers charge, and the reimbursement your health plan allows.

Can I use Coverage Examples to compare plans?

- ✓ **Yes.** When you look at the Summary of Benefits and Coverage for other plans, you'll find the same Coverage Examples. When you compare plans, check the "Patient Pays" box in each example. The smaller that number, the more coverage the plan provides.

Are there other costs I should consider when comparing plans?

- ✓ **Yes.** An important cost is the premium you pay. Generally, the lower your premium, the more you'll pay in out-of-pocket costs, such as copayments, deductibles, and coinsurance. You should also consider contributions to accounts such as health savings accounts (HSAs), flexible spending arrangements (FSAs) or health reimbursement accounts (HRAs) that help you pay out-of-pocket expenses.

Questions: Call 1-800-257-6213 or visit us at www.blueshieldca.com.

If you aren't clear about any of the underlined terms used in this form, see the Glossary. You can view the Glossary at www.dol.gov/ebsa/healthreform or www.cciio.cms.gov or call 1-866-444-3272 to request a copy.