

 **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 1-888-256-3650.

Important Questions	Answers	Why this Matters:
<p>What is the overall <u>deductible</u>?</p>	<p>For participating providers: \$2,000 per individual / \$4,000 per family.</p> <p>Does not apply to outpatient prescription drug benefits, durable medical equipment, inpatient and outpatient professional/physician services, home health care and hospice services, ambulatory surgery facility services, pediatric vision benefits, pediatric dental benefits, preventive health services, and other services listed in your formal contract of coverage.</p>	<p>You must pay all the costs up to the deductible amount before this plan begins to pay for covered services you use. Check your policy or plan document to see when the deductible starts over (usually, but not always, January 1st). See the chart starting on page 2 for how much you pay for covered services after you meet the deductible.</p>
<p>Are there other <u>deductibles</u> for specific services?</p>	<p>Yes. \$250 per individual / \$500 per family calendar year deductible for brand prescription drug coverage at participating pharmacies. Does not apply to contraceptive drugs and devices. Does not accrue to calendar year medical deductible. There are no other specific deductibles.</p>	<p>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.</p>
<p>Is there an <u>out-of-pocket limit</u> on my expenses?</p>	<p>Yes. For participating providers:</p>	<p>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.</p>

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Important Questions	Answers	Why this Matters:
	<p>\$6,250 per individual / \$12,500 per family.</p> <p>Calendar year brand prescription drug deductible accrues to the out-of-pocket limit.</p> <p>Pediatric dental benefit out-of-pocket limit accumulates to the overall out-of-pocket limit.</p>	
What is not included in the <u>out-of-pocket limit</u> ?	Premiums, balance-billed charges, some copayments, charges in excess of specified benefit maximums, and health care this plan doesn't cover.	Even though you pay these expenses, they don't count toward the <u>out-of-pocket limit</u> .
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. This plan uses the EPO Provider Network within the EPO service area. See www.blueshieldca.com or call 1-888-256-3650 for a list of participating providers.	If you use an in-network doctor or other health care <u>provider</u> , 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 <u>provider</u> for some services. Plans use the term in-network, <u>preferred</u> , or participating for <u>providers</u> in their <u>network</u> . See the chart starting on page 2 for how this plan pays different kinds of <u>providers</u> .
Do I need a referral to see a <u>specialist</u> ?	No.	You can see the <u>specialist</u> you choose without permission from this plan.
Are there services this plan doesn't cover?	Yes.	Some of the services this plan doesn't cover are listed on page 12. See your policy or plan document for additional information about <u>excluded services</u> .



- 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 a non-participating provider charges more than the allowed amount, you may have to pay the difference. For example, if a non-participating hospital charges \$1,500 for an overnight stay and

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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 participating **providers** by charging you lower **deductibles**, **copayments** and **coinsurance** amounts.

Common Medical Event	Services You May Need	Your Cost If You Use a Participating Provider	Your Cost If You Use a Non-Participating 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	\$45 copayment / visit	Not Covered	Not subject to calendar year medical deductible at participating providers. For other services received during the office visit, additional member cost-share may apply.
	Specialist visit	\$65 copayment / visit	Not Covered	Not subject to calendar year medical deductible at participating providers. For other services received during the office visit, additional member cost-share may apply.
	Other practitioner office visit	<u>Acupuncture</u> : \$45 copayment / visit	<u>Acupuncture</u> : Not Covered	Not subject to calendar year medical deductible at participating providers.
	Preventive care/screening /immunization	No Charge	Not Covered	Not subject to calendar year medical deductible at participating providers. Preventive health services are only covered when provided by participating providers. Coverage for services consistent with ACA requirements and California laws. Please refer to your plan contract for details.

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Common Medical Event	Services You May Need	Your Cost If You Use a Participating Provider	Your Cost If You Use a Non-Participating Provider	Limitations & Exceptions
If you have a test	Diagnostic test (x-ray, blood work)	<u>Lab & Path at Free Standing Location:</u> \$45 copayment / visit <u>X-Ray & Imaging at Free Standing Radiology Center:</u> \$65 copayment / visit <u>Other Diagnostic Examination at Free Standing Location:</u> 20% coinsurance <u>Other Diagnostic Examination at Outpatient Hospital:</u> 20% coinsurance	Not Covered	Benefits in this section are for diagnostic, non-preventive health services. Not subject to calendar year medical deductible.
	Imaging (CT/PET scans, MRIs)	<u>Radiological & Nuclear Imaging at Free Standing Radiology Center:</u> 20% coinsurance <u>Radiological & Nuclear Imaging (CT, MRI, MRA, and PET scans, etc.) – Outpatient Hospital:</u> 20% coinsurance	Not Covered	Benefits are for diagnostic, non-preventive health services. Pre-authorization is required.

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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> : \$15 copayment / prescription <u>Mail Order</u> : \$45 copayment / prescription	Not Covered	<u>Retail</u> : Covers up to a 30-day supply; <u>Mail Order</u> : Covers up to 90-day supply.
	Brand Formulary Drugs	<u>Retail</u> \$50 copayment / prescription <u>Mail Order</u> : \$150 copayment / prescription	Not Covered	Generic drugs (retail and mail order) are not subject to calendar year medical or brand prescription drug deductible.
	Brand Non-Formulary Drugs	<u>Retail</u> \$70 copayment / prescription <u>Mail Order</u> : \$210 copayment / prescription	Not Covered	Select formulary and non-formulary drugs require pre-authorization.
	Specialty drugs	20% coinsurance of the contracted rate	Not Covered	Covers up to a 30-day supply. Coverage limited to drugs dispensed by select pharmacies in the Specialty Pharmacy Network unless medically necessary for a covered emergency. Pre-authorization is required
If you have outpatient surgery	Facility fee (e.g., ambulatory surgery center)	20% coinsurance	Not Covered	Not subject to calendar year medical deductible at participating providers.
	Physician/surgeon fees	20% coinsurance	Not Covered	
If you need immediate medical attention	Emergency room services	\$250 copayment / visit	\$250 copayment / visit	Copayment waived if admitted; standard inpatient hospital facility benefits apply. This is for the hospital/facility charge only. The ER physician charge may be separate
	Emergency medical transportation	\$250 copayment / transport	\$250 copayment / transport	-----None-----
	Urgent care	\$90 copayment / visit at freestanding urgent care center	\$90 copayment / visit at freestanding urgent care center	Not subject to calendar year medical deductible at participating providers.

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If you have a hospital stay	Facility fee (e.g., hospital room)	20% coinsurance	Not Covered	Pre-authorization is required for all services. Failure to obtain pre-authorization for special transplant services may result in non-payment of benefits.
	Physician/surgeon fee	20% coinsurance	Not Covered	Not subject to calendar year medical deductible at participating providers.

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<p>If you have mental health, behavioral health, or substance abuse needs</p>	<p>Mental/Behavioral health outpatient services</p>	<p><u>Mental Health Routine Outpatient Services:</u> \$45 copayment / visit</p> <p><u>Mental Health Non-Routine Outpatient Services:</u> \$45 copayment / visit</p>	<p>Not Covered</p>	<p>Not subject to calendar year medical deductible at participating providers.</p> <p><u>Mental Health Routine Outpatient Services:</u> Services include professional/physician office visits.</p> <p><u>Mental Health Non-Routine Outpatient Services:</u> Services include behavioral health treatment, electroconvulsive therapy, intensive outpatient programs, partial hospitalization programs, and transcranial magnetic stimulation. Higher copayment and facility charges per episode of care may apply for partial hospitalization programs.</p> <p>Pre-authorization from Mental Health Service Administrator (MHSA) is required for non-routine outpatient mental health services.</p>
	<p>Mental/Behavioral health inpatient services</p>	<p><u>Mental Health Inpatient Hospital Services:</u> 20% coinsurance</p> <p><u>Mental Health Residential Services:</u> 20% coinsurance</p> <p><u>Mental Health Inpatient Physician Services:</u> 20% coinsurance</p>	<p>Not Covered</p>	<p><u>Mental Health Inpatient Physician Services:</u> Not subject to calendar year medical deductible at participating providers.</p> <p>Pre-authorization from Mental Health Service Administrator (MHSA) is required.</p>

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	Substance use disorder outpatient services	<p><u>Substance Abuse Routine Outpatient Services:</u> \$45 copayment / visit</p> <p><u>Substance Abuse Non-Routine Outpatient Services:</u> \$45 copayment / visit</p>	Not Covered	<p>Not subject to calendar year medical deductible at participating providers.</p> <p><u>Substance Abuse Routine Outpatient Services:</u> Services include professional/physician office visits.</p> <p><u>Substance Abuse Non-Routine Outpatient Services:</u> Services include partial hospitalization program, intensive outpatient program, and office-based opioid treatment. Higher copayment and facility charges per episode of care may apply for partial hospitalization programs. Pre-authorization from Mental Health Service Administrator (MHSA) is required for non-routine substance abuse services.</p>
	Substance use disorder inpatient services	<p><u>Substance Abuse Inpatient Hospital Services:</u> 20% coinsurance</p> <p><u>Substance Abuse Residential Services:</u> 20% coinsurance</p> <p><u>Substance Abuse Inpatient Physician Services:</u> 20% coinsurance</p>	Not Covered	<p><u>Substance Abuse Inpatient Physician Services:</u> Not subject to calendar year medical deductible at participating providers.</p> <p>Pre-authorization from Mental Health Service Administrator (MHSA) is required.</p>

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If you are pregnant	Prenatal and postnatal care	<u>Prenatal</u> : No Charge <u>Postnatal</u> : \$45 copayment / visit	Not Covered	Not subject to calendar year medical deductible at participating providers.
	Delivery and all inpatient services	20% coinsurance	Not Covered	-----None-----

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If you need help recovering or have other special health needs	Home health care	20% coinsurance	Not Covered	Not subject to calendar year medical deductible at participating providers. Coverage limited to 100 visits per member per calendar year. Non-participating home health care and home infusion are not covered unless pre-authorized. When these services are pre-authorized, you pay the participating provider copayment. Pre-authorization is required.
	Rehabilitation services	<u>Office visit:</u> \$45 copayment / visit <u>Outpatient hospital:</u> \$45 copayment / visit	Not Covered	Not subject to calendar year medical deductible. Coverage for physical, occupational and respiratory therapy services.
	Habilitation services	<u>Office visit:</u> \$45 copayment / visit <u>Outpatient hospital:</u> \$45 copayment / visit	Not Covered	
	Skilled nursing care	20% coinsurance at freestanding skilled nursing facility	20% coinsurance at freestanding skilled nursing facility	Coverage limited to 100 days per member per benefit period combined with Hospital Skilled Nursing Facility Unit. Pre-authorization is required.
	Durable medical equipment	20% coinsurance	Not Covered	Not subject to calendar year medical deductible at participating providers. Pre-authorization is required.

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	Hospice service	No Charge	Not Covered	Not subject to calendar year medical deductible at participating providers. All Hospice Program Benefits must be pre-authorized by the Plan. (With the exception of Pre-hospice consultation.) Failure to obtain pre-authorization may result in reduction or non-payment of benefits
If your child needs dental or eye care	Eye exam	No Charge	Not Covered	Not subject to calendar year medical deductible. Coverage limited to one comprehensive eye exam per calendar year. Services provided by Blue Shield's Vision Plan Administrator (VPA).
	Glasses	No Charge	Not Covered	Not subject to calendar year medical deductible. Coverage limited to one pair of eyeglasses (frames and lenses) or one pair of contact lenses per calendar year. Services provided by Blue Shield's Vision Plan Administrator (VPA).

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Common Medical Event	Services You May Need	Your Cost If You Use a Participating Provider	Your Cost If You Use a Non-Participating Provider	Limitations & Exceptions
	Dental check-up	No Charge	Not Covered	Not subject to calendar year medical deductible. Pediatric dental benefits are available for members through the end of the year in which the member turns 19. Coverage for prophylaxis services (cleaning) limited to two services per twelve month period. Please refer to your plan contract for details.

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> .)		
• Chiropractic care	• Infertility treatment	• Routine eye care (Adult)
• Cosmetic surgery	• Long-term care	• Routine foot care (unless for treatment of diabetes.)
• Dental care (Adult)	• Non-emergency care when traveling outside the U.S.	• Weight loss programs
• Hearing aids	• Private-duty nursing	

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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.)

- Acupuncture
- Bariatric surgery (pre-authorization is required. Failure to obtain pre-authorization may result in non-payment of benefits.)
- Dental care (Child) (coverage limited to two cleaning services per 12 month period.)
- Routine eye care (Child) (coverage limited to one comprehensive eye exam per calendar year.)

Your Rights to Continue Coverage:

Federal and State laws may provide protections that allow you to keep this health insurance coverage as long as you pay your **premium**. There are exceptions, however, such as if:

- You commit fraud
- The insurer stops offering services in the State
- You move outside the coverage area

For more information on your rights to continue coverage, contact the insurer at **1-888-256-3650**. You may also contact your state insurance department at 1-888-466-2219.

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: **1-888-256-3650** 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 <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.**

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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.**

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.

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

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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 \$4,100
- Patient pays \$3,440

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	\$2,000
Copays	\$360
Coinsurance	\$930
Limits or exclusions	\$150
Total	\$3,440

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

- Amount owed to providers: \$5,400
- Plan pays \$2,330
- Patient pays \$3,070

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	\$2,000
Copays	\$810
Coinsurance	\$180
Limits or exclusions	\$80
Total	\$3,070

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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 **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.

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