



**SAINT MARY'S COLLEGE OF  
CALIFORNIA  
01/01/2020  
Trio HMO Per Admit 20-250**



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**Blue Shield of California Health Benefits**  
**Your benefits**  
**How to use your plan**  
**Evidence of Coverage**



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Dear valued member,

Welcome to Blue Shield of California.

We never stop working to make health coverage easier to understand and easier to use. You can depend on access to the quality care you deserve from our broad provider network and dedicated service representatives.

Use this handbook to get the most from your Trio HMO plan. We cover important details like how to get prescriptions, access care when you're away from home, and view or change your primary care physician (PCP). When you enroll in a Trio HMO plan, you are matched with a PCP in your network. Having a PCP means you have a doctor you can turn to for healthcare advice – whether it's providing preventive care, treating common illnesses and injuries, or referring you to a specialist.

## Get more

Your plan comes with many programs and services at no extra cost. You can participate in Wellvolution® – which offers personalized support for healthy living – talk to a doctor or nurse anytime with Teladoc and NurseHelp 24/7<sup>SM</sup>, and use our *Find a Doctor* tool to find a provider, urgent care center, and more.

Download the Blue Shield mobile app for iPhone® or Android™ to access your Blue Shield member ID card and claims and benefit information anytime, anywhere.

## We're here to help

- Check out our online resources at **blueshieldca.com**.
- Give us a call. If you have questions or need assistance in a language other than English, Shield Concierge can help you. Call us at the number on your Blue Shield member ID card or **(855) 829-3566** [TTY: **711**].
- Submit claims and other correspondence to: Blue Shield of California, P.O. Box 272540, Chico, CA 95927-2540.

Thank you for choosing Blue Shield. We look forward to serving you and helping you meet your healthcare coverage needs.

Sincerely,



Todd Walthall  
Executive Vice President, Markets

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Android is a trademark of Google LLC.

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# your coverage

This section summarizes your  
Blue Shield plan benefits.

**Enhanced Rx \$10/30/50 with \$0 Pharmacy Deductible**  
**Summary of Benefits**

This Summary of Benefits shows the amount you will pay for covered Drugs under this prescription Drug Benefit.

**Pharmacy Network:**

**Rx Ultra**

**Drug Formulary:**

**Plus Formulary**

**Calendar Year Pharmacy Deductible (CYPD)<sup>1</sup>**

A Calendar Year Pharmacy Deductible (CYPD) is the amount a Member pays each Calendar Year before Blue Shield pays for covered Drugs under the outpatient prescription Drug Benefit. Blue Shield pays for some prescription Drugs before the Calendar Year Pharmacy Deductible is met, as noted in the Prescription Drug Benefits chart below.

**When using a Participating<sup>2</sup> Pharmacy**

**Calendar Year Pharmacy Deductible** Per Member \$0

**Prescription Drug Benefits<sup>3,4</sup>**

**Your payment**

	<b>When using a Participating Pharmacy<sup>2</sup></b>	<b>CYPD<sup>1</sup> applies</b>
<b>Retail pharmacy prescription Drugs</b>		
<i>Per prescription, up to a 30-day supply.</i>		
Contraceptive Drugs and devices	\$0	
Tier 1 Drugs	\$10/prescription	
Tier 2 Drugs	\$30/prescription	
Tier 3 Drugs	\$50/prescription	
Tier 4 Drugs (excluding Specialty Drugs)	20% up to \$200/prescription	
<b>Mail service pharmacy prescription Drugs</b>		
<i>Per prescription, up to a 90-day supply.</i>		
Contraceptive Drugs and devices	\$0	
Tier 1 Drugs	\$20/prescription	
Tier 2 Drugs	\$60/prescription	
Tier 3 Drugs	\$100/prescription	
Tier 4 Drugs (excluding Specialty Drugs)	20% up to \$400/prescription	
<b>Network Specialty Pharmacy Drugs</b>		
<i>Per prescription, up to a 30-day supply.</i>		
Tier 4 Specialty Drugs	20% up to \$200/prescription	
<b>Oral anticancer Drugs</b>		
<i>Per prescription, up to a 30-day supply.</i>		
	20% up to \$200/prescription	



## Notes

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### 1 Calendar Year Pharmacy Deductible (CYPD):

Calendar Year Pharmacy Deductible explained. A Calendar Year Pharmacy Deductible is the amount you pay each Calendar Year before Blue Shield pays for outpatient prescription Drugs under this Benefit.

If this Benefit has a Calendar Year Pharmacy Deductible, outpatient prescription Drugs subject to the Deductible are identified with a check mark (✓) in the Benefits chart above.

Outpatient prescription Drugs not subject to the Calendar Year Pharmacy Deductible. Some outpatient prescription Drugs received from Participating Pharmacies are paid by Blue Shield before you meet any Calendar Year Pharmacy Deductible. These outpatient prescription Drugs do not have a check mark (✓) next to them in the "CYPD applies" column in the Prescription Drug Benefits chart above.

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### 2 Using Participating Pharmacies:

Participating Pharmacies have a contract to provide outpatient prescription Drugs to Members. When you obtain covered prescription Drugs from a Participating Pharmacy, you are only responsible for the Copayment or Coinsurance, once any Calendar Year Pharmacy Deductible has been met.

Participating Pharmacies and Drug Formulary. You can find a Participating Pharmacy and the Drug Formulary by visiting [www.blueshieldca.com/wellness/drugs/formulary#heading2](http://www.blueshieldca.com/wellness/drugs/formulary#heading2).

Non-Participating Pharmacies. Drugs from Non-Participating Pharmacies are not covered except in emergency situations.

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### 3 Outpatient Prescription Drug Coverage:

#### Medicare Part D-creditable coverage-

This prescription Drug coverage is on average equivalent to or better than the standard benefit set by the federal government for Medicare Part D (also called creditable coverage). Because this prescription Drug coverage is creditable, you do not have to enroll in Medicare Part D while you maintain this coverage; however, you should be aware that if you do not enroll in Medicare Part D within 63 days following termination of this coverage, you could be subject to Medicare Part D premium penalties.

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### 4 Outpatient Prescription Drug Coverage:

Brand Drug coverage when a Generic Drug is available. If you select a Brand Drug when a Generic Drug equivalent is available, you are responsible for the difference between the cost to Blue Shield for the Brand Drug and its Generic Drug equivalent plus the Tier 1 Copayment or Coinsurance. This difference in cost will not count towards any Calendar Year Pharmacy Deductible, medical Deductible, or the Calendar Year Out-of-Pocket Maximum. If your Physician or Health Care Provider prescribes a Brand Drug and indicates that a Generic Drug equivalent should not be substituted, you pay your applicable tier Copayment or Coinsurance. If your Physician or Health Care Provider does not indicate that a Generic Drug equivalent should not be substituted, you may request a Medical Necessity Review. If approved, the Brand Drug will be covered at the applicable Drug tier Copayment or Coinsurance.

Short-Cycle Specialty Drug program. This program allows initial prescriptions for select Specialty Drugs to be filled for a 15-day supply with your approval. When this occurs, the Copayment or Coinsurance will be pro-rated.

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Benefit designs may be modified to ensure compliance with State and Federal requirements.

# Trio HMO Per Admit 20-250

## **Evidence of Coverage**

Group

an independent member of the Blue Shield Association



# Blue Shield of California

## Evidence of Coverage

### Trio HMO Per Admit 20-250

#### PLEASE READ THE FOLLOWING IMPORTANT NOTICES ABOUT THIS HEALTH PLAN

This Evidence of Coverage (EOC) constitutes only a summary of the health plan. The health plan contract must be consulted to determine the exact terms and conditions of coverage.

**Notice About This Group Health Plan:** Blue Shield makes this health plan available to Employees through a contract with the Employer. The Group Health Service Contract (Contract) includes the terms in this EOC, as well as other terms. A copy of the Contract is available upon request. A Summary of Benefits is provided with, and is incorporated as part of, the EOC. The Summary of Benefits sets forth the Member's share-of-cost for Covered Services under the benefit plan.

Please read this EOC carefully and completely to understand which services are Covered Services, and the limitations and exclusions that apply to the plan. Pay particular attention to those sections of the EOC that apply to any special health care needs.

Blue Shield provides a matrix summarizing key elements of this Blue Shield health plan at the time of enrollment. This matrix allows individuals to compare the health plans available to them. The EOC is available for review prior to enrollment in the plan.

For questions about this plan, please contact Shield Concierge at the address or telephone number provided on the back page of this EOC.

**Notice About Plan Benefits:** No Member has the right to receive Benefits for services or supplies furnished following termination of coverage, except as specifically provided under the Extension of Benefits provision, and when applicable, the Continuation of Group Coverage provision in this EOC.

Benefits are available only for services and supplies furnished during the term this health plan is in effect and while the individual claiming Benefits is actually covered by this group Contract.

Benefits may be modified during the term as specifically provided under the terms of this EOC, the group Contract or upon renewal. If Benefits are modified, the revised Benefits (including any reduction in Benefits or the elimination of Benefits) apply for services or supplies furnished on or after the effective date of modification. There is no vested right to receive the Benefits of this plan.

**Notice About Reproductive Health Services:** Some Hospitals and other providers do not provide one or more of the following services that may be covered under your plan contract and that you or your family member might need: family planning; contraceptive services, including emergency contraception; sterilization, including tubal ligation at the time of labor and delivery; Infertility treatments; or abortion. You should obtain more information before you enroll. Call your prospective doctor, medical group, independent practice association, or clinic, or call the health plan at Blue Shield's Shield Concierge

telephone number provided on the back page of this EOC to ensure that you can obtain the health care services that you need.

**Notice About Contracted Providers:** Blue Shield contracts with Hospitals and Physicians to provide services to Members for specified rates. This contractual arrangement may include incentives to manage all services provided to Members in an appropriate manner consistent with the contract. To learn more about this payment system, contact Shield Concierge.

The Trio HMO plan offers a limited selection of IPAs and Medical Groups from which Members must choose, and a limited network of Hospitals. Except for Emergency Services, Urgent Services when the Member is out of the Service Area, or when prior authorized, all services must be obtained through the Member's Primary Care Physician.

**Notice About Health Information Exchange Participation:** Blue Shield participates in the Manifest MedEx Health Information Exchange ("HIE") making its Members' health information available to Manifest MedEx for access by their authorized health care providers. Manifest MedEx is an independent, not-for-profit organization that maintains a statewide database of electronic patient records that includes health information contributed by doctors, health care facilities, health care service plans, and health insurance companies. Authorized health care providers (including doctors, nurses, and hospitals) may securely access their patients' health information through the Manifest MedEx HIE to support the provision of safe, high-quality care.

Manifest MedEx respects Members' right to privacy and follows applicable state and federal privacy laws. Manifest MedEx uses advanced security systems and modern data encryption techniques to protect Members' privacy and the security of their personal information. The Manifest MedEx notice of privacy practices is posted on its website at [www.manifestmedex.org](http://www.manifestmedex.org).

Every Blue Shield Member has the right to direct Manifest MedEx not to share their health information with their health care providers. Although opting out of Manifest MedEx may limit your health care provider's ability to quickly access important health care information about you, a Member's health insurance or health plan benefit coverage will not be affected by an election to opt-out of Manifest MedEx. No doctor or hospital participating in Manifest MedEx will deny medical care to a patient who chooses not to participate in the Manifest MedEx HIE.

Members who do not wish to have their healthcare information displayed in Manifest MedEx, should fill out the online form at [www.manifestmedex.org/opt-out](http://www.manifestmedex.org/opt-out) or call Manifest MedEx at (888) 510-7142.

# Blue Shield of California

## Member Bill of Rights

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As a Blue Shield Member, you have the right to:

- 1) Receive considerate and courteous care, with respect for your right to personal privacy and dignity.
- 2) Receive information about all health services available to you, including a clear explanation of how to obtain them.
- 3) Receive information about your rights and responsibilities.
- 4) Receive information about your health plan, the services we offer you, the Physicians and other practitioners available to care for you.
- 5) Select a Primary Care Physician and expect their team of health workers to provide or arrange for all the care that you need.
- 6) Have reasonable access to appropriate medical services.
- 7) Participate actively with your Physician in decisions regarding your medical care. To the extent permitted by law, you also have the right to refuse treatment.
- 8) A candid discussion of appropriate or Medically Necessary treatment options for your condition, regardless of cost or benefit coverage.
- 9) Receive from your Physician an understanding of your medical condition and any proposed appropriate or Medically Necessary treatment alternatives, including available success/outcomes information, regardless of cost or benefit coverage, so you can make an informed decision before you receive treatment.
- 10) Receive preventive health services.
- 11) Know and understand your medical condition, treatment plan, expected outcome, and the effects these have on your daily living.
- 12) Have confidential health records, except when disclosure is required by law or permitted in writing by you. With adequate notice, you have the right to review your medical record with your Primary Care Physician.
- 13) Communicate with and receive information from Shield Concierge in a language you can understand.
- 14) Know about any transfer to another Hospital, including information as to why the transfer is necessary and any alternatives available.
- 15) Obtain a referral from your Primary Care Physician for a second opinion.
- 16) Be fully informed about the Blue Shield grievance procedure and understand how to use it without fear of interruption of health care.
- 17) Voice complaints about the health plan or the care provided to you.
- 18) Participate in establishing Public Policy of the Blue Shield health plan, as outlined in your EOC or Group Health Service Agreement.
- 19) Make recommendations regarding Blue Shield's Member rights and responsibilities policy.

# Blue Shield of California

## Member Responsibilities

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As a Blue Shield Member, you have the responsibility to:

- 1) Carefully read all Blue Shield health plan materials immediately after you are enrolled so you understand how to use your Benefits and how to minimize your out-of-pocket costs. Ask questions when necessary. You have the responsibility to follow the provisions of your Blue Shield membership as explained in the EOC.
- 2) Maintain your good health and prevent illness by making positive health choices and seeking appropriate care when it is needed.
- 3) Provide, to the extent possible, information that your Physician, and/or the Plan need to provide appropriate care for you.
- 4) Understand your health problems and take an active role in developing treatment goals with your medical care provider, whenever possible.
- 5) Follow the treatment plans and instructions you and your Physician have agreed to and consider the potential consequences if you refuse to comply with treatment plans or recommendations.
- 6) Ask questions about your medical condition and make certain that you understand the explanations and instructions you are given.
- 7) Make and keep medical appointments and inform the Plan Physician ahead of time when you must cancel.
- 8) Communicate openly with the Primary Care Physician you choose so you can develop a strong partnership based on trust and cooperation.
- 9) Offer suggestions to improve the Blue Shield health plan.
- 10) Help Blue Shield to maintain accurate and current medical records by providing timely information regarding changes in address, Family status and other health plan coverage.
- 11) Notify Blue Shield as soon as possible if you are billed inappropriately or if you have any complaints.
- 12) Select a Primary Care Physician for your newborn before birth, when possible, and notify Blue Shield as soon as you have made this selection.
- 13) Treat all Plan personnel respectfully and courteously as partners in good health care.
- 14) Pay your Premiums, Copayments, Coinsurance and charges for non-Covered Services on time.
- 15) For Mental Health and Substance Use Disorder Services, follow the treatment plans and instructions agreed to by you and the Mental Health Service Administrator (MHSA).

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## Summary of Benefits

### Trio HMO Per Admit 20-250

This Summary of Benefits shows the amount you will pay for Covered Services under this Blue Shield of California Plan. It is only a summary and it is included as part of the Evidence of Coverage (EOC).<sup>1</sup> Please read both documents carefully for details.

#### Medical Provider Network:

#### Trio ACO HMO Network

This Plan uses a specific network of Health Care Providers, called the Trio ACO HMO provider network. Medical Groups, Independent Practice Associations (IPAs), and Physicians in this network are called Participating Providers. You must select a Primary Care Physician from this network to provide your primary care and help you access services, but there are some exceptions. Please review your Evidence of Coverage for details about how to access care under this Plan. You can find Participating Providers in this network at blueshieldca.com.

#### Calendar Year Deductibles (CYD)<sup>2</sup>

A Calendar Year Deductible (CYD) is the amount a Member pays each Calendar Year before Blue Shield pays for Covered Services under the Plan.

#### When using a Participating Provider<sup>3</sup>

Calendar Year medical Deductible	Individual coverage	Family coverage
	\$0	\$0: individual \$0: Family

#### Calendar Year Out-of-Pocket Maximum<sup>4</sup>

An Out-of-Pocket Maximum is the most a Member will pay for Covered Services each Calendar Year. Any exceptions are listed in the EOC.

#### When using a Participating Provider<sup>3</sup>

Individual coverage	\$2,000
Family coverage	\$2,000: individual \$4,000: Family

#### No Annual or Lifetime Dollar Limit

Under this Plan there is no annual or lifetime dollar limit on the amount Blue Shield will pay for Covered Services.

**Benefits<sup>5</sup>**

**Your payment**

	<b>When using a Participating Provider<sup>3</sup></b>	<b>CYD<sup>2</sup> applies</b>
<b>Preventive Health Services<sup>6</sup></b>		
Preventive Health Services	\$0	
California Prenatal Screening Program	\$0	
<b>Physician services</b>		
Primary care office visit	\$20/visit	
Trio+ specialist care office visit (self-referral)	\$20/visit	
Other specialist care office visit (referred by PCP)	\$20/visit	
Physician home visit	\$20/visit	
Physician or surgeon services in an outpatient facility	\$0	
Physician or surgeon services in an inpatient facility	\$0	
<b>Other professional services</b>		
Other practitioner office visit <i>Includes nurse practitioners, physician assistants, and therapists.</i>	\$20/visit	
Teladoc consultation	\$0	
Family planning		
• Counseling, consulting, and education	\$0	
• Injectable contraceptive; diaphragm fitting, intrauterine device (IUD), implantable contraceptive, and related procedure.	\$0	
• Tubal ligation	\$0	
• Vasectomy	\$0	
Podiatric services	\$20/visit	
<b>Pregnancy and maternity care<sup>6</sup></b>		
Physician office visits: prenatal and postnatal	\$0	
Physician services for pregnancy termination	\$0	
<b>Emergency services</b>		
Emergency room services <i>If admitted to the Hospital, this payment for emergency room services does not apply. Instead, you pay the Participating Provider payment under Inpatient facility services/ Hospital services and stay.</i>	\$150/visit	
Emergency room Physician services	\$0	
<b>Urgent care center services</b>		
	\$20/visit	
<b>Ambulance services</b>		
	\$100/transport	
<i>This payment is for emergency or authorized transport.</i>		
<b>Outpatient facility services</b>		
Ambulatory Surgery Center	\$50/surgery	

**Benefits<sup>5</sup>**

**Your payment**

	<b>When using a Participating Provider<sup>3</sup></b>	<b>CYD<sup>2</sup> applies</b>
Outpatient Department of a Hospital: surgery	\$200/surgery	
Outpatient Department of a Hospital: treatment of illness or injury, radiation therapy, chemotherapy, and necessary supplies	\$0	
<b>Inpatient facility services</b>		
Hospital services and stay	\$250/admission	
Transplant services		
<i>This payment is for all covered transplants except tissue and kidney. For tissue and kidney transplant services, the payment for Inpatient facility services/ Hospital services and stay applies.</i>		
<ul style="list-style-type: none"> <li>Special transplant facility inpatient services</li> </ul>	\$250/admission	
<ul style="list-style-type: none"> <li>Physician inpatient services</li> </ul>	\$0	
<b>Diagnostic x-ray, imaging, pathology, and laboratory services</b>		
<i>This payment is for Covered Services that are diagnostic, non-Preventive Health Services, and diagnostic radiological procedures, such as CT scans, MRIs, MRAs, and PET scans. For the payments for Covered Services that are considered Preventive Health Services, see Preventive Health Services.</i>		
Laboratory services		
<i>Includes diagnostic Papanicolaou (Pap) test.</i>		
<ul style="list-style-type: none"> <li>Laboratory center</li> </ul>	\$0	
<ul style="list-style-type: none"> <li>Outpatient Department of a Hospital</li> </ul>	\$0	
X-ray and imaging services		
<i>Includes diagnostic mammography.</i>		
<ul style="list-style-type: none"> <li>Outpatient radiology center</li> </ul>	\$0	
<ul style="list-style-type: none"> <li>Outpatient Department of a Hospital</li> </ul>	\$0	
Other outpatient diagnostic testing		
<i>Testing to diagnose illness or injury such as vestibular function tests, EKG, ECG, cardiac monitoring, non-invasive vascular studies, sleep medicine testing, muscle and range of motion tests, EEG, and EMG.</i>		
<ul style="list-style-type: none"> <li>Office location</li> </ul>	\$0	
<ul style="list-style-type: none"> <li>Outpatient Department of a Hospital</li> </ul>	\$0	
Radiological and nuclear imaging services		
<ul style="list-style-type: none"> <li>Outpatient radiology center</li> </ul>	\$0	
<ul style="list-style-type: none"> <li>Outpatient Department of a Hospital</li> </ul>	\$0	
<b>Rehabilitative and Habilitative Services</b>		
<i>Includes Physical Therapy, Occupational Therapy, Respiratory Therapy, and Speech Therapy services.</i>		
Office location	\$20/visit	
Outpatient Department of a Hospital	\$20/visit	

**Benefits<sup>5</sup>**

**Your payment**

	<b>When using a Participating Provider<sup>3</sup></b>	<b>CYD<sup>2</sup> applies</b>
<b>Durable medical equipment (DME)</b>		
DME	20%	
Breast pump	\$0	
Orthotic equipment and devices	\$0	
Prosthetic equipment and devices	\$0	
<b>Home health care services</b>		
	\$20/visit	
<i>Up to 100 visits per Member, per Calendar Year, by a home health care agency. All visits count towards the limit, including visits during any applicable Deductible period. Includes home visits by a nurse, Home Health Aide, medical social worker, physical therapist, speech therapist, or occupational therapist, and medical supplies.</i>		
<b>Home infusion and home injectable therapy services</b>		
Home infusion agency services	\$0	
<i>Includes home infusion drugs and medical supplies.</i>		
Home visits by an infusion nurse	\$20/visit	
Hemophilia home infusion services	\$0	
<i>Includes blood factor products.</i>		
<b>Skilled Nursing Facility (SNF) services</b>		
<i>Up to 100 days per Member, per Benefit Period, except when provided as part of a Hospice program. All days count towards the limit, including days during any applicable Deductible period and days in different SNFs during the Calendar Year.</i>		
Freestanding SNF	\$100/day	
Hospital-based SNF	\$100/day	
<b>Hospice program services</b>		
	\$0	
<i>Includes pre-Hospice consultation, routine home care, 24-hour continuous home care, short-term inpatient care for pain and symptom management, and inpatient respite care.</i>		
<b>Other services and supplies</b>		
Diabetes care services		
• Devices, equipment, and supplies	20%	
• Self-management training	\$20/visit	
Dialysis services	\$0	
PKU product formulas and Special Food Products	\$0	
Allergy serum billed separately from an office visit	50%	

## Mental Health and Substance Use Disorder Benefits

## Your payment

<i>Mental health and substance use disorder Benefits are provided through Blue Shield's Mental Health Service Administrator (MHSA).</i>	<b>When using a MHSA Participating Provider<sup>3</sup></b>	<b>CYD<sup>2</sup> applies</b>
<b>Outpatient services</b>		
Office visit, including Physician office visit	\$20/visit	
Other outpatient services, including intensive outpatient care, electroconvulsive therapy, transcranial magnetic stimulation, Behavioral Health Treatment for pervasive developmental disorder or autism in an office setting, home, or other non-institutional facility setting, and office-based opioid treatment	\$0	
Partial Hospitalization Program	\$0	
Psychological Testing	\$0	
<b>Inpatient services</b>		
Physician inpatient services	\$0	
Hospital services	\$250/admission	
Residential Care	\$250/admission	

## Notes

### 1 Evidence of Coverage (EOC):

The Evidence of Coverage (EOC) describes the Benefits, limitations, and exclusions that apply to coverage under this Plan. Please review the EOC for more details of coverage outlined in this Summary of Benefits. You can request a copy of the EOC at any time.

Capitalized terms are defined in the EOC. Refer to the EOC for an explanation of the terms used in this Summary of Benefits.

### 2 Calendar Year Deductible (CYD):

Calendar Year Deductible explained. A Deductible is the amount you pay each Calendar Year before Blue Shield pays for Covered Services under the Plan.

If this Plan has any Calendar Year Deductible(s), Covered Services subject to that Deductible are identified with a check mark (✓) in the Benefits chart above.

### 3 Using Participating Providers:

Participating Providers have a contract to provide health care services to Members. When you receive Covered Services from a Participating Provider, you are only responsible for the Copayment or Coinsurance, once any Calendar Year Deductible has been met.

### 4 Calendar Year Out-of-Pocket Maximum (OOPM):

Your payment after you reach the Calendar Year OOPM. You will continue to pay all charges above a Benefit maximum.

Essential health benefits count towards the OOPM.

Family coverage has an individual OOPM within the Family OOPM. This means that the OOPM will be met for an individual with Family coverage who meets the individual OOPM prior to the Family meeting the Family OOPM within a Calendar Year.

### 5 Separate Member Payments When Multiple Covered Services are Received:

## Notes

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Each time you receive multiple Covered Services, you might have separate payments (Copayment or Coinsurance) for each service. When this happens, you may be responsible for multiple Copayments or Coinsurance. For example, you may owe an office visit Copayment in addition to an allergy serum Copayment when you visit the doctor for an allergy shot.

### **6 Preventive Health Services:**

If you only receive Preventive Health Services during a Physician office visit, there is no Copayment or Coinsurance for the visit. If you receive both Preventive Health Services and other Covered Services during the Physician office visit, you may have a Copayment or Coinsurance for the visit.

Plans may be modified to ensure compliance with State and Federal requirements.

# The Blue Shield Trio HMO Health Plan

## Introduction to the Blue Shield Trio HMO Health Plan

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Trio HMO plans offer a limited selection of IPAs and medical groups from which Members must choose, and a limited network of Hospitals. The IPAs and medical groups in Trio HMO participate in accountable care organization collaborations with Blue Shield.

It is important for Members to review the list of providers within the Trio HMO Physician and Hospital Directory before enrolling in this health plan. In many areas, there may only be one (1) IPA or Medical Group from which to select a Primary Care Physician or to receive Covered Services.

This Blue Shield of California (Blue Shield) Evidence of Coverage (EOC) describes the health care coverage that is provided under the Group Health Service Contract between Blue Shield and the Contractholder (Employer). A Summary of Benefits is provided with, and is incorporated as part of, this EOC.

Please read this EOC and Summary of Benefits carefully. Together they explain which services are covered and which are excluded. They also contain information about the role of the Primary Care Physician in the coordination and authorization of Covered Services and Member responsibilities such as payment of Copayments, Coinsurance and Deductibles.

Capitalized terms in this EOC have a special meaning. Please see the *Definitions* section for a clear understanding of these terms. Members may contact Shield Concierge with questions about their Benefits. Contact information can be found on the back page of this EOC.

## How to Use This Health Plan

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PLEASE READ THE FOLLOWING INFORMATION SO YOU WILL KNOW FROM WHOM OR WHAT GROUP OF PROVIDERS HEALTH CARE MAY BE OBTAINED.

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## Selecting a Primary Care Physician

Each Member must select a general practitioner, family practitioner, internist, obstetrician/gynecologist, or pediatrician as their Primary Care Physician at the time of enrollment. Individual Family members must also designate a Primary Care Physician, but each may select a different provider as their Primary Care Physician. A list of Blue Shield Trio HMO Providers is available online at [www.blueshieldca.com](http://www.blueshieldca.com). Members may also call Shield Concierge at the telephone number provided on the back page of this EOC for assistance in selecting a Primary Care Physician.

The Member's Primary Care Physician must be located sufficiently close to the Member's home or work address to ensure reasonable access to care, as determined by Blue Shield. If the Member does not select a Primary Care Physician at the time of enrollment, Blue Shield will designate a Primary Care Physician and the Member will be notified. This designation will remain in effect until the Member requests a change.

A Primary Care Physician must also be selected for a newborn or child placed for adoption within 31 days from the date of birth or placement for adoption. The selection may be made prior to the birth or placement for adoption and a pediatrician may be selected as the Primary Care Physician. For the month of birth, the Primary Care Physician must be in the same Medical Group or Independent Practice Association (IPA) as the mother's Primary Care Physician when the newborn is the natural child of the mother. If the mother of the newborn is not enrolled as a Member or if the child has been placed with the Subscriber for adoption, the Primary Care Physician selected must be a Physician in the same Medical Group or IPA as the Subscriber. If a Primary Care Physician is not selected for the child, Blue Shield will designate a Primary Care Physician from the same Medical Group or IPA as the natural mother or the Subscriber. This designation will remain in effect for the first calendar month during which the birth or placement for adoption occurred.

To change the Primary Care Physician for the child after the first month, see the section below on



### *Changing Primary Care Physicians or Designated Medical Group or IPA.*

The child must be enrolled with Blue Shield to continue coverage beyond the first 31 days from the date of birth or placement for adoption. See the *Eligibility and Enrollment* section for additional information.

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## **Primary Care Physician Relationship**

The Physician-patient relationship is an important element of an HMO Plan. The Member's Primary Care Physician will make every effort to ensure that all Medically Necessary and appropriate professional services are provided in a manner compatible with the Member's wishes. If the Member and Primary Care Physician fail to establish a satisfactory relationship or disagree on a recommended course of treatment, the Member may contact Shield Concierge at the number provided on the back page of this EOC for assistance in selecting a new Primary Care Physician.

If a Member is not able to establish a satisfactory relationship with his or her Primary Care Physician, Blue Shield will provide access to other available Primary Care Physicians.

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## **Role of the Primary Care Physician**

The Primary Care Physician chosen by the Member at the time of enrollment will coordinate all Covered Services including primary care, preventive services, routine health problems, consultations with Plan Specialists (except as provided under Obstetrical/Gynecological Physician services, Trio+ Specialist, and Mental Health and Substance Use Disorder Services), Hospice admission through a Participating Hospice Agency, Emergency Services, Urgent Services and Hospital admission. The Primary Care Physician will also manage prior authorization when needed.

Because Physicians and other Health Care Providers set aside time for scheduled appointments, the Member should notify the provider's office within 24 hours if unable to keep an appointment. Some offices may charge a fee (not to exceed the Member's Copayment or Coinsurance) unless the missed appointment was due to an emer-

gency situation or 24-hour advance notice is provided.

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## **Obstetrical/Gynecological (OB/GYN) Physician Services**

A female Member may arrange for obstetrical and/or gynecological (OB/GYN) Covered Services by an obstetrician/gynecologist or family practice Physician who is not her designated Primary Care Physician without a referral from the Primary Care Physician or Medical Group/IPA. However, the obstetrician/gynecologist or family practice Physician must be in the same Medical Group/IPA as the Member's Primary Care Physician.

Obstetrical and gynecological services are defined as Physician services related to:

- 1) prenatal, perinatal and postnatal (pregnancy) care,
- 2) diagnose and treatment of disorders of the female reproductive system and genitalia,
- 3) treatment of disorders of the breast,
- 4) routine annual gynecological/well-woman examinations.

Obstetrical/Gynecological Physician services are separate from the Trio+ Specialist feature described later in this section.

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## **Referral to Specialty Services**

Although self-referral to Plan Specialists is available through the Trio+ Specialist feature, Blue Shield encourages Members to receive specialty services through a referral from their Primary Care Physician.

When the Primary Care Physician determines that specialty services, including laboratory and X-ray, are Medically Necessary, he or she will initiate a referral to a designated Plan Provider and request necessary authorizations. The Primary Care Physician will generally refer the Member to a Specialist or other Health Care Provider within the same Medical Group/IPA. The Specialist or other Health Care Provider will send a report to the Primary Care Physician after the consultation so that the Member's medical record is complete.

In the event no Plan Provider is available to perform the needed services, the Primary Care Physician will refer the Member to a non-Plan Provider after obtaining authorization. Specialty services are subject to all benefit and eligibility provisions, exclusions and limitations described in this EOC.

See the *Mental Health and Substance Use Disorder Services* section for information regarding Mental Health and Substance Use Disorder Services.

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## **Role of the Medical Group or IPA**

Most Blue Shield Trio HMO Primary Care Physicians contract with a Medical Group or IPA to share administrative and authorization responsibilities (some Primary Care Physicians contract directly with Blue Shield). The Primary Care Physician coordinates the Member's care within the Member's Medical Group/IPA and directs referrals to Medical Group/IPA Specialists or Hospitals, unless care for the Member's health condition is unavailable within the Medical Group/IPA.

The Member's Medical Group/IPA ensures that a full panel of Specialists is available and assists the Primary Care Physician with utilization management of Plan Benefits. Medical Groups/IPAs also have admitting arrangements with Blue Shield's contracted Hospitals within their service area. The Medical Group/IPA also works with the Primary Care Physician to authorize Covered Services and ensure that Covered Services are performed by Plan Providers.

The Member's Primary Care Physician and Medical Group/IPA are listed on the Member's Trio HMO identification card.

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## **Changing Primary Care Physicians or Designated Medical Group or IPA**

The Trio HMO plan offers a limited selection of IPAs and Medical Groups from which Members must choose. Members may change their Primary Care Physician to another Primary Care Physician within their selected Medical Group/IPA by calling Shield Concierge at the number provided on the back of this Evidence of Coverage and on the back of the ID Card or by submitting a request through the Blue Shield member portal.

It is important for Members to review the list of providers within the Trio HMO Physician and Hospital Directory before enrolling in this health plan. In many areas, there may only be one (1) IPA or Medical Group from which to select a Primary Care Physician or to receive Covered Services.

**In scenarios where there is only one (1) IPA or Medical Group, Members may not change their Trio HMO Medical Group/IPA except by enrolling in a different health plan product, either at open enrollment or as the result of a qualifying event.**

In some circumstances, however, more than one Medical Group/IPA serves a particular area. In such situations, Members may change their selected Medical Group/IPA to another Medical Group/IPA the same way they change their Primary Care Physician. If the selected Medical Group/IPA does not have an affiliation with the Member's Primary Care Physician, a change in Medical Group/IPA may also require the Member to select a new Primary Care Physician.

Members may change their Primary Care Physician or Medical Group/IPA by calling Customer Service at the number provided on the back page of this EOC. If the selected Medical Group/IPA does not have an affiliation with the Member's Primary Care Physician, a change in Medical Group/IPA may also require the Member to select a new Primary Care Physician.

Changes in Medical Group/IPA or Primary Care Physician are effective the first day of the month following notice of approval by Blue Shield. Once the change of Primary Care Physician is effective, all care must be provided or arranged by the new Primary Care Physician, except for OB/GYN services and Trio+ Specialist visits as noted in earlier sections.

Once the Medical Group/IPA change is effective, authorizations for Covered Services provided by the former Medical Group/IPA are no longer valid. Care must be transitioned to specialists within the new Medical Group/IPA, and except for Trio+ Specialist visits, new authorizations must be obtained. Members may call Customer Service for assistance with Primary Care Physician or Medical Group/IPA changes.

Voluntary Medical Group/IPA changes are not permitted while the Member is confined to a Hospital or during the third trimester of pregnancy. The effective date of the new Medical Group/IPA will be the first of the month following discharge from the Hospital, or when pregnant, following the completion of postpartum care.

Additionally, changes in Primary Care Physician or Medical Group/IPA during an on-going course of treatment may interrupt care. For this reason, the effective date of a Primary Care Physician or Medical Group/IPA change, when requested during an on-going course of treatment, will be the first of the month following the date it is medically appropriate to transfer the Member's care to a new Primary Care Physician or Medical Group/IPA, as determined by Blue Shield.

Exceptions must be approved by a Blue Shield Medical Director. For information about approval for an exception to the above provisions, please contact Shield Concierge at the number provided on the back page of this EOC.

If a Member's Primary Care Physician terminates participation in the Plan, Blue Shield will notify the Member in writing and designate a new Primary Care Physician who is immediately available to provide the Member's medical care. Members may also make their own selection of a new Primary Care Physician within 15 days of this notification. The Member's selection must be approved by Blue Shield prior to receiving any Covered Services under the Plan.

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### **Trio+ Specialist**

The Member may arrange an office visit with a Trio+ Specialist within their Primary Care Physician's Medical Group/IPA without a referral from the Primary Care Physician. The Member is responsible for the Copayment or Coinsurance listed in the Summary of Benefits for each Trio+ Specialist visit including the initial visit and follow up care not referred through the Member's Primary Care Physician.

A Trio+ Specialist visit includes an examination or other consultation including diagnosis and treatment provided by a Medical Group or IPA Plan

Specialist without a Primary Care Physician referral.

A Trio+ Specialist visit does not include:

- 1) Services which are not otherwise covered;
- 2) Services provided by a non-Trio+ Provider (such as Podiatry and Physical Therapy);
- 3) Allergy testing;
- 4) Endoscopic procedures;
- 5) Diagnostic and nuclear imaging including CT, MRI, or bone density measurement;
- 6) Injectables, chemotherapy, or other infusion drugs, other than vaccines and antibiotics;
- 7) Infertility services;
- 8) Emergency Services;
- 9) Urgent Services;
- 10) Inpatient services, or any services which result in a facility charge, except for routine X-ray and laboratory services;
- 11) Services for which the Medical Group or IPA routinely allows the Member to self-refer without authorization from the Primary Care Physician;
- 12) OB/GYN services by an obstetrician/gynecologist or family practice Physician within the same Medical Group/IPA as the Primary Care Physician.

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### **Trio+ Satisfaction**

Members may provide Blue Shield with feedback regarding the service received from Plan Physicians. If a Member is dissatisfied with the service provided during an office visit with a Plan Physician, the Member may contact Customer Service at the number provided on the back page of the EOC.

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### **Mental Health and Substance Use Disorder Services**

Blue Shield contracts with a Mental Health Service Administrator (MHSA) to underwrite and deliver all Mental Health and Substance Use Disorder Services through a unique network of MHSA Participating Providers. All non-emergency Mental

Health and Substance Use Disorder Hospital admissions and Other Outpatient Mental Health and Substance Use Disorder Services must be arranged through and authorized by the MHSA. Members are not required to coordinate Mental Health and Substance Use Disorder Services through their Primary Care Physician.

All Mental Health and Substance Use Disorder Services must be provided by an MHSA Participating Provider, apart from the exceptions noted in the next paragraph. Information regarding MHSA Participating Providers is available online at [www.blueshieldca.com](http://www.blueshieldca.com). Members, or their Primary Care Physician, may also contact the MHSA directly at 1-877-263-9952 to obtain this information.

Mental Health and Substance Use Disorder Services received from an MHSA Non-Participating Provider will not be covered except as an Emergency or Urgent Service or when no MHSA Participating Provider is available to perform the needed services and the MHSA refers the Member to an MHSA Non-Participating Provider and authorizes the services. Mental Health and Substance Use Disorder Services received from a health professional who is an MHSA Non-Participating Provider at a facility that is an MHSA Participating Provider will also be covered. Except for these stated exceptions, all charges for Mental Health or Substance Use Disorder Services not rendered by an MHSA Participating Provider will be the Member's responsibility. For complete information regarding Benefits for Mental Health and Substance Use Disorder Services, see the *Mental Health and Substance Use Disorder Benefits* section.

### **Prior Authorization**

The MHSA Participating Provider must obtain prior authorization from the MHSA for all non-emergency Mental Health and Substance Use Disorder inpatient admissions including Residential Care, and Other Outpatient Mental Health and Substance Use Disorder Services.

For prior authorization of Mental Health and Substance Use Disorder Services, the MHSA Participating Provider should contact the MHSA at 1-877-263-9952 at least five business days prior to the admission. The MHSA will render a decision

on all requests for prior authorization of services as follows:

- 1) for Urgent Services, as soon as possible to accommodate the Member's condition not to exceed 72 hours from receipt of the request;
- 2) for other services, within five business days from receipt of the request. The treating provider will be notified of the decision within 24 hours followed by written notice to the provider and Member within two business days of the decision.

If prior authorization is not obtained for an inpatient mental health or substance use disorder Hospital admission or for any Other Outpatient Mental Health and Substance Use Disorder Services and the services provided to the member are determined not to be a Benefit of the plan, or were not medically necessary, coverage will be denied. Prior authorization is not required for an emergency mental health or substance use disorder Hospital admission.

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### **Continuity of Care**

Continuity of care with a non-Plan Provider is available for the following Members: for Members who are currently seeing a provider who is no longer in the Blue Shield network; for newly-covered Members whose previous health plan was withdrawn from the market; or for newly-covered Members whose coverage choices do not include out-of-network Benefits. Members who meet the eligibility requirements listed above may request continuity of care if they are being treated for acute conditions, serious chronic conditions, pregnancies (including immediate postpartum care), or terminal illness. Continuity of care may also be requested for children who are up to 36 months old, or for Members who have received authorization from a terminated provider for surgery or another procedure as part of a documented course of treatment.

To request continuity of care with a non-Plan Provider, visit [www.blueshieldca.com](http://www.blueshieldca.com) and fill out the Continuity of Care Application. Blue Shield will review the request. The non-Plan Provider must agree to accept Blue Shield's Allowed Charges as payment in full for ongoing care. When

authorized, the Member may continue to see the non-Plan Provider for up to 12 months.

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## Second Medical Opinion

Members who have questions about their diagnoses, or believe that additional information concerning their condition would be helpful in determining the most appropriate plan of treatment, may request a referral from their Primary Care Physician to another Physician for a second medical opinion. The Member's Primary Care Physician may also offer a referral to another Physician for a second opinion.

If the second opinion involves care provided by the Member's Primary Care Physician, the second opinion will be provided by a Physician within the same Medical Group/IPA. If the second opinion involves care received from a Specialist, the second opinion may be provided by any Blue Shield Specialist of the same or equivalent specialty. All second opinion consultations must be authorized by the Medical Group/IPA.

State law requires that health plans disclose to Members, upon request, the timelines for responding to a request for a second medical opinion. To request a copy of these timelines, you may call the Shield Concierge Department at the number provided on the back page of this EOC.

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## Urgent Services

The Blue Shield Trio HMO provides coverage for you and your family for your Urgent Service needs when you or your family are temporarily traveling outside of your Primary Care Physician Service Area.

Urgent Services are defined as those Covered Services rendered outside of the Primary Care Physician Service Area (other than Emergency Services) which are Medically Necessary to prevent serious deterioration of a Member's health resulting from unforeseen illness, injury or complications of an existing medical condition, for which treatment cannot reasonably be delayed until the Member returns to the Primary Care Physician Service Area.

Out-of-Area Follow-up Care is defined as non-emergent Medically Necessary out-of-area services to evaluate the Member's progress after an initial Emergency or Urgent Service.

### (Urgent Care) While in your Primary Care Physician Service Area

If you require urgent, same-day care for a condition that could reasonably be treated in your Primary Care Physician's office or in an urgent care clinic (i.e., care for a condition that is not such that the absence of immediate medical attention could reasonably be expected to result in placing your health in serious jeopardy, serious impairment to bodily functions, or serious dysfunction of any bodily organ or part), you must first call your Primary Care Physician. However, you may go directly to an urgent care clinic when your assigned Medical Group/IPA has provided you with instructions for obtaining care from an urgent care clinic in your Primary Care Physician Service Area.

### Outside of California

The Blue Shield Trio HMO provides coverage for you and your family for your Urgent Service needs when you or your family are temporarily traveling outside of California. Urgent Services may be obtained from any provider; however, using the BlueCard® or Blue Shield Global Core programs can be more cost-effective and may eliminate the need for you to pay for the services when they are rendered and submit a claim for reimbursement. See the *Inter-Plan Arrangements* section of this EOC for more information on the BlueCard® and Blue Shield Global Core programs.

Out-of-Area Follow-up Care is also covered and services may be received through the BlueCard® or Blue Shield Global Core programs. Authorization by Blue Shield is required for more than two Out-of-Area Follow-up Care outpatient visits. Blue Shield may direct the patient to receive the additional follow-up services from their Primary Care Physician.

### Within California

If you are temporarily traveling within California, but are outside of your Primary Care Physician Service Area, if possible you should call Shield Concierge at the number provided on the back

page of this booklet for assistance in receiving Urgent Services through a Blue Shield of California provider. You may also locate a Blue Shield provider by visiting our web site at [www.blueshieldca.com](http://www.blueshieldca.com). However, you are not required to use a Blue Shield of California provider to receive Urgent Services; you may use any California provider.

Out-of-Area Follow-up Care is also covered through a Blue Shield of California provider or from any California provider. Authorization by Blue Shield is required for more than two Out-of-Area Follow-up Care outpatient visits. Blue Shield may direct the patient to receive the additional follow-up services from their Primary Care Physician.

If services are not received from a Blue Shield of California provider, you may be required to pay the provider for the entire cost of the service and submit a claim to Blue Shield. Claims for Urgent Services obtained outside of your Primary Care Physician Service Area within California will be reviewed retrospectively for coverage.

When you receive covered Urgent Services outside your Primary Care Physician Service Area within California, the amount you pay, if not subject to a flat dollar Copayment, is calculated based on Blue Shield's Allowed Charges.

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## Emergency Services

The Benefits of this plan will be provided anywhere in the world for treatment of an Emergency Medical Condition. For information on Emergency Services received outside of California through the BlueCard and Blue Shield Global Core programs, see the section on *Inter-Plan Arrangements*.

For Emergency Services from any provider, the Member is only responsible for the applicable Deductible, Copayment or Coinsurance as shown in the Summary of Benefits, and is not responsible for any Allowed Charges Blue Shield is obligated to pay.

Members who reasonably believe that they have an Emergency Medical Condition which requires an emergency response are encouraged to appropri-

ately use the "911" emergency response system (where available) or seek immediate care from the nearest Hospital.

Members should go to the closest Plan Hospital for Emergency Services whenever possible. The Member should notify their Primary Care Physician within 24 hours of receiving Emergency Services or as soon as reasonably possible following medical stabilization.

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## Claims for Emergency and Urgent Services

If Emergency or Urgent Services are not received from a Blue Shield of California provider, the Member may be required to pay the provider for the entire cost of the service and request reimbursement from Blue Shield. A completed claim form and medical records must be submitted to Blue Shield within one year of the service date. Claims for Emergency or Urgent Services will be reviewed retrospectively for coverage.

For information on claims for Emergency or Urgent Services received outside of California see the *Inter-Plan Arrangements* section of the EOC.

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## NurseHelp 24/7<sup>sm</sup>

The NurseHelp 24/7 program offers Members access to registered nurses 24 hours a day, seven days a week. Registered nurses can provide assistance in answering many health-related questions, including concerns about:

- 1) symptoms the patient is experiencing;
- 2) minor illnesses and injuries;
- 3) chronic conditions;
- 4) medical tests and medications; and
- 5) preventive care

Members may obtain this service by calling the toll-free telephone number at 1-877-304-0504 or by participating in a live online chat at [www.blueshieldca.com](http://www.blueshieldca.com). There is no charge for this confidential service.

In the case of a medical emergency, call 911.

For personalized medical advice, Members should consult with their Primary Care Physician.

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### Life Referrals 24/7

The Life Referrals 24/7 program offers Members access to professional counselors 24 hours a day, seven days a week for psychosocial support services. Professional Counselors can provide confidential telephone support, including concerns about:

- 1) information;
- 2) consultations; and
- 3) referrals for health and psychosocial issues.

Members may obtain this service by calling the toll-free telephone number at 1-800-985-2405. There is no charge for this confidential service.

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### Blue Shield Online

Blue Shield’s internet site is located at [www.blueshieldca.com](http://www.blueshieldca.com). Members with internet access may view and download healthcare information.

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### Health Education and Health Promotion Services

Blue Shield offers a variety of health education and health promotion services including, but not limited to, a prenatal health education program, interactive online healthy lifestyle programs, and a monthly e-newsletter.

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### Timely Access to Care

Blue Shield provides the following guidelines to provide Members timely access to care from Plan Providers:

<b>Urgent Care</b>	<b>Access to Care</b>
For Services that don’t need prior approval	Within 48 hours
For Services that do need prior approval	Within 96 hours
<b>Non-Urgent Care</b>	<b>Access to Care</b>
Primary care appointment	Within 10 business days

Specialist appointment	Within 15 business days
Appointment with a mental health provider (who is not a physician)	Within 10 business days
Appointment for other services to diagnose or treat a health condition	Within 15 business days
<b>Telephone Inquiries</b>	<b>Access to Care</b>
Access to a health professional for telephone screenings	24 hours/day, 7 days/week

Note: For availability of interpreter services at the time of the Member’s appointment, consult the list of Blue Shield Trio HMO Providers available at [www.blueshieldca.com](http://www.blueshieldca.com) or by calling Customer Service at the telephone number provided on the back page of this EOC. More information for interpreter services is located in the *Notice of the Availability of Language Assistance Services* section of this EOC.

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### Cost Sharing

The Summary of Benefits provides the Member’s Copayment, Coinsurance, Calendar Year Deductible and Calendar Year Out-of-Pocket Maximum amounts.

#### Calendar Year Medical Deductible

The Calendar Year Medical Deductible is the amount an individual or a Family must pay for Covered Services each year before Blue Shield begins payment in accordance with this EOC and Health Service Agreement. The Calendar Year Medical Deductible does not apply to all plans. When applied, this Deductible accrues to the Calendar Year Out-of-Pocket Maximum. Information specific to the Member’s plan is provided in the Summary of Benefits.

The Summary of Benefits indicates whether or not the Calendar Year Medical Deductible applies to a particular Covered Service. Covered Services received at a facility that is a Plan Provider will accrue to the Calendar Year Medical Deductible whether Services are provided by a health

professional who is a Plan Provider or non-Plan Provider.

There are individual and Family Calendar Year Medical Deductible amounts. The individual Medical Deductible applies when an individual is covered by the plan. The Family Medical Deductible applies when a Family is covered by the plan.

There is also an individual Medical Deductible within the Family Medical Deductible. This means Blue Shield will pay Benefits for any Family member who meets the individual Medical Deductible amount before the Family Medical Deductible is met.

Once the respective Deductible is reached, Covered Services are paid as Allowed Charges, less any applicable Copayment or Coinsurance, for the remainder of the Calendar Year.

### **Calendar Year Out-of-Pocket Maximum**

The Calendar Year Out-of-Pocket Maximum is the highest Deductible, Copayment and Coinsurance amount an individual or Family is required to pay for designated Covered Services each year. If a benefit plan has any Calendar Year Medical Deductible, it will accumulate toward the applicable Calendar Year Out-of-Pocket Maximum. The Summary of Benefits indicates whether or not Copayment and Coinsurance amounts for a particular Covered Service accrue to the Calendar Year Out-of-Pocket Maximum. Covered Services received at a facility that is a Plan Provider will accrue to the Calendar Year Out-of-Pocket Maximum whether Services are provided by a health professional who is a Plan Provider or non-Plan Provider.

There are individual and Family Calendar Year Out-of-Pocket Maximum amounts. The individual Calendar Year Out-of-Pocket Maximum applies when an individual is covered by the plan. The Family Calendar Year Out-of-Pocket Maximum applies when a Family is covered by the plan. There is an individual Out-of-Pocket Maximum within the Family Out-of-Pocket Maximum. This means that any Family member who meets the individual Out-of-Pocket Maximum will receive

100% Benefits for Covered Services, before the Family Out-of-Pocket Maximum is met.

The Summary of Benefits provides the Calendar Year Out-of-Pocket Maximum amounts. When the respective maximum is reached, Covered Services will be paid by Blue Shield at 100% of the Allowed Charges or contracted rate for the remainder of the Calendar Year.

Charges for services that are not covered and charges in excess of Allowed Charges or the contracted rate do not accrue to the Calendar Year Out-of-Pocket Maximum and continue to be the Member's responsibility after the Calendar Year Out-of-Pocket Maximum is reached.

### **Liability of Subscriber or Member for Payment**

As described in *Role of the Primary Care Physician* and adjacent sections above, in general all services must be prior authorized by the Primary Care Physician or Medical Group/IPA. In addition, as designated in *Prior Authorization*, under *Mental Health and Substance Use Services* above, non-emergency inpatient and Other Outpatient Mental Health and Substance Use Disorder Services must be prior authorized by the MHSA. However, a Member will not be responsible for payment of covered Mental Health and Substance Use Services requiring prior authorization solely because an MHSA Participating Provider fails to obtain prior authorization.

The following services do not require prior authorization by the Member's Primary Care Physician, Medical Group/IPA, or the MHSA:

- 1) Emergency Services
- 2) Urgent Services
- 3) Trio+ Specialist visits
- 4) Hospice program services provided by a Participating Hospice Agency after the Member has been referred and accepted into the Hospice Program
- 5) OB/GYN services by an obstetrician/gynecologist or family practice Physician within the Primary Care Physician's Medical Group/IPA; and



- 6) Office Visits for Outpatient Mental Health and Substance Use Disorder Services by an MHSA Participating Provider.

In general, the Member is responsible for payment for:

- 1) Any services that are not Covered Services; and
- 2) Any Covered Services (except Emergency Services or Urgent Services) that are rendered by a non-Plan Provider, unless the Member has been referred to such services by their Primary Care Physician or the MHSA and the services are prior authorized by the Primary Care Physician or the MHSA. Prior authorization will not be granted and payment will not be made for services (other than Emergency Services or Urgent Services) that are rendered by a non-Plan Provider unless there is no Plan Provider available to render such services.

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### **Limitation of Liability**

Members shall not be responsible to Plan Providers or health professionals who are non-Plan Providers rendering Services at a Plan Provider facility for payment of services if they are a Benefit of the Plan. When Covered Services are rendered by a Plan Provider, or rendered by a health professional who is a non-Plan Provider at a Plan Provider facility, the Member is responsible only for the applicable Deductible, Copayment or Coinsurance, except as set forth in the Third Party Liability section. Members are responsible for the full charges for any non-Covered Services they obtain.

If a Plan Provider terminates his or her relationship with the Plan, affected Members will be notified. Blue Shield will make every reasonable and medically appropriate provision necessary to have another Plan Provider assume responsibility for the Member's care. The Member will not be responsible for payment (other than the applicable Deductible, Copayment or Coinsurance) to a former Plan Provider for any authorized services received. Once provisions have been made for the transfer of the Member's care, the services of the former Plan Provider are no longer covered.

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## **Out-of-Area Services**

### **Overview**

Blue Shield has a variety of relationships with other Blue Cross and/or Blue Shield Plans and their Licensed Controlled Affiliates (Licensees). Generally, these relationships are called Inter-Plan Arrangements. These Inter-Plan Arrangements work based on rules and procedures issued by the Blue Cross Blue Shield Association. Whenever you obtain health care services outside of California, the claims for these services may be processed through one of these Inter-Plan Arrangements.

When you access services outside of California you may obtain care from one of two kinds of providers. Most providers are participating providers and contract with the local Blue Cross and/or Blue Shield Licensee in that other geographic area (Host Blue). Some providers are non-participating providers because they don't contract with the Host Blue. Blue Shield's payment practices in both instances are described in this section.

The Blue Shield Trio HMO plan provides limited coverage for health care services received outside of California. Out-of-Area Covered Health Care Services are restricted to Emergency Services, Urgent Services, and Out-of-Area Follow-up Care. Any other services will not be covered when processed through an Inter-Plan Arrangement unless authorized by Blue Shield.

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## **Inter-Plan Arrangements**

### **Emergency Services**

Members who experience an Emergency Medical Condition while traveling outside of California should seek immediate care from the nearest Hospital. The Benefits of this plan will be provided anywhere in the world for treatment of an Emergency Medical Condition.

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## **BlueCard Program**

Under the BlueCard® Program, when you receive Out-of-Area Covered Health Care Services within the geographic area served by a Host Blue, Blue Shield will remain responsible for the provisions of this Evidence of Coverage. However, the Host Blue is responsible for contracting with and gener-

ally handling all interactions with its participating health care providers, including direct payment to the provider.

The BlueCard Program enables you to obtain Out-of-Area Covered Health Care Services outside of California, as defined above, from a health care provider participating with a Host Blue, where available. The participating health care provider will automatically file a claim for the Out-of-Area Covered Health Care Services provided to you, so there are no claim forms for you to fill out. You will be responsible for the Member Copayment, Coinsurance, and Deductible amounts, if any, as stated in the Summary of Benefits.

When you receive Out-of-Area Covered Health Care Services outside of California and the claim is processed through the BlueCard Program, the amount you pay for covered health care services, if not a flat dollar copayment, is calculated based on the lower of:

- 1) The billed charges for your Out-of-Area Covered Health Care Services; or
- 2) The negotiated price that the Host Blue makes available to Blue Shield.

Often, this “negotiated price” will be a simple discount that reflects an actual price that the Host Blue pays to your health care provider. Sometimes, it is an estimated price that takes into account special arrangements with your health care provider or provider group that may include types of settlements, incentive payments, and/or other credits or charges. Occasionally, it may be an average price, based on a discount that results in expected average savings for similar types of health care providers after taking into account the same types of transactions as with an estimated price.

Estimated pricing and average pricing, going forward, also take into account adjustments to correct for over or underestimation of modifications of past pricing as noted above. However, such adjustments will not affect the price Blue Shield uses for your claim because these adjustments will not be applied retroactively to claims already paid.

Federal or state laws or regulations may require a surcharge, tax, or other fee that applies to fully-insured accounts. If applicable, Blue Shield will in-

clude any such surcharge, tax, or other fee as part of the claim charges passed on to you. Claims for covered Emergency Services are paid based on the Allowed Charges as defined in this EOC.

### **Non-participating Providers Outside of California**

Coverage for health care services provided outside of California and within the BlueCard Service Area by non-participating providers is limited to Out-of-Area Covered Health Care Services. The amount you pay for such services will normally be based on either the Host Blue’s non-participating provider local payment or the pricing arrangements required by applicable state law. In these situations, you will be responsible for any difference between the amount that the non-participating provider bills and the payment Blue Shield will make for Out-of-Area Covered Health Care Services as described in this paragraph.

If you do not see a participating provider through the BlueCard Program, you will have to pay the entire bill for your medical care and submit a claim to the local Blue Cross and/or Blue Shield plan, or to Blue Shield of California for reimbursement. Blue Shield will review your claim and notify you of its coverage determination within 30 days after receipt of the claim; you will be reimbursed as described in the preceding paragraph. Remember, your share of cost is higher when you see a non-participating provider.

Federal or state law, as applicable, will govern payments for out-of-network Emergency Services. Blue Shield pays claims for covered Emergency Services based on the Allowed Charges as defined in this EOC.

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### **Blue Shield Global Core**

If you are outside the United States, the Commonwealth of Puerto Rico and the U.S. Virgin Islands (BlueCard Service Area), you may be able to take advantage of Blue Shield Global Core when accessing Out-of-Area Covered Health Care Services. Blue Shield Global Core is not served by a Host Blue. As such, you will typically have to pay the providers and submit the claims yourself to obtain reimbursement for these services.

If you need assistance locating a doctor or hospital outside the BlueCard Service Area you should call the service center at 1-800-810-BLUE (2583) or call collect at 1-804-673-1177, 24 hours a day, seven days a week. Provider information is also available online at [www.bcbs.com](http://www.bcbs.com); select “Find a Doctor” and then “Blue Shield Global Core”.

### **Submitting a Blue Shield Global Core Claim**

When you pay directly for Out-of-Area Covered Health Care Services outside the BlueCard Service Area, you must submit a claim to obtain reimbursement. You should complete a Blue Shield Global Core claim form and send the claim form with the provider’s itemized bill to the service center at the address provided on the form to initiate claims processing. The claim form is available from Blue Shield Customer Service, the service center, or online at [www.bcbsglobalcore.com](http://www.bcbsglobalcore.com). If you need assistance with your claim submission, you should call the service center at 1-800-810-BLUE (2583) or call collect at 1-804-673-1177, 24 hours a day, seven days a week.

### **Utilization Management**

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State law requires that health plans disclose to Members and health plan providers the process used to authorize or deny health care services under the plan. Blue Shield has completed documentation of this process as required under Section 1363.5 of the California Health and Safety Code. The document describing Blue Shield’s Utilization Management Program is available online at [www.blueshieldca.com](http://www.blueshieldca.com) or Members may call Shield Concierge at the number provided on the back page of this EOC to request a copy.

### **Principal Benefits and Coverages (Covered Services)**

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Blue Shield provides the following Medically Necessary Benefits, subject to applicable Deductibles, Copayments, Coinsurance, charges in excess of Benefit maximums and Plan Provider provisions.

These services and supplies are covered only when Medically Necessary and authorized by the Member’s Primary Care Physician, the Medical Group/IPA, the Mental Health Service Administra-

tor (MHSA), or Blue Shield, as required. Unless specifically authorized, Covered Services must be provided by the Member’s Primary Care Physician, an Obstetrical/Gynecological Physician within the Member’s Medical Group/IPA, an Access+ Specialist, or an MHSA Participating Provider. All terms, conditions, Limitations, Exceptions, Exclusions and Reductions set forth in this EOC apply as well as conditions or limitations illustrated in the benefit descriptions below.

When appropriate, the Primary Care Physician will assist the Member in applying for admission into a Hospice program through a Participating Hospice Agency. Hospice services obtained through a Participating Hospice Agency after the Member has been admitted into the Hospice program, do not require authorization.

The applicable Copayment and Coinsurance amounts for Covered Services, are shown on the Summary of Benefits. The Summary of Benefits is provided with, and is incorporated as part of, the EOC.

The determination of whether services are Medically Necessary, urgent or emergent will be made by the Medical Group/IPA, the MHSA or by Blue Shield. This determination will be based upon a review that is consistent with generally accepted medical standards, and will be subject to grievance in accordance with the procedures outlined in the *Grievance Process* section.

Except as specifically provided herein, services are covered only when rendered by an individual or entity that is licensed or certified by the state to provide health care services and is operating within the scope of that license or certification.

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### **Allergy Testing and Treatment Benefits**

Benefits are provided for allergy testing and treatment, including allergy serum.

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### **Ambulance Benefits**

Benefits are provided for (1) emergency ambulance services (surface and air) when used to transport a Member from place of illness or injury to the closest medical facility where appropriate treatment can be received, or (2) pre-authorized, non-emer-

gency ambulance transportation (surface and air) from one medical facility to another. Ambulance services are required to be provided by a state licensed ambulance or a psychiatric transport van.

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### **Ambulatory Surgery Center Benefits**

Benefits are provided for surgery performed in an Ambulatory Surgery Center.

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### **Clinical Trial for Treatment of Cancer or Life-Threatening Conditions Benefits**

Benefits are provided for routine patient care for Members who have been accepted into an approved clinical trial for treatment of cancer or a life-threatening condition where the clinical trial has a therapeutic intent and when prior authorized by Blue Shield, and:

- 1) the Member's Primary Care Physician or another Plan Provider determines that the Member's participation in the clinical trial would be appropriate based on either the trial protocol or medical and scientific information provided by the Member; or
- 2) the Member provides medical and scientific information establishing that the Member's participation in the clinical trial would be appropriate.

Services for routine patient care will be paid on the same basis and at the same Benefit levels as other Covered Services shown in the Summary of Benefits.

"Routine patient care" consists of those services that would otherwise be covered by the Plan if those services were not provided in connection with an approved clinical trial, but does not include:

- 1) the investigational item, device, or service, itself;
- 2) drugs or devices that have not been approved by the federal Food and Drug Administration (FDA);
- 3) services other than health care services, such as travel, housing, companion expenses and other non-clinical expenses;
- 4) any item or service that is provided solely to satisfy data collection and analysis needs and that is not used in the direct clinical management of the patient;

- 5) services that, except for the fact that they are being provided in a clinical trial, are specifically excluded under the Plan;
- 6) services customarily provided by the research sponsor free of charge for any enrollee in the trial;
- 7) any service that is clearly inconsistent with widely accepted and established standards of care for a particular diagnosis.

An "approved clinical trial" means a phase I, phase II, phase III or phase IV clinical trial conducted in relation to the prevention, detection or treatment of cancer and other life-threatening condition, and is limited to a trial that is:

- 1) federally funded and approved by one or more of the following:
  - a. one of the National Institutes of Health;
  - b. the Centers for Disease Control and Prevention;
  - c. the Agency for Health Care Research and Quality;
  - d. the Centers for Medicare & Medicaid Services;
  - e. a cooperative group or center of any of the entities in a to d, above; or the federal Departments of Defense or Veterans Administration;
  - f. qualified non-governmental research entity identified in the guidelines issued by the National Institutes of Health for center support grants;
  - g. the federal Veterans Administration, Department of Defense, or Department of Energy where the study or investigation is reviewed and approved through a system of peer review that the Secretary of Health & Human Services has determined to be comparable to the system of peer review of studies and investigations used by the National Institutes of Health, and assures unbiased review of the highest scientific standards by qualified individuals who have no interest in the outcome of the review; or

- 2) the study or investigation is conducted under an investigational new drug application reviewed by the Food and Drug Administration or is exempt under federal regulations from a new drug application.

“Life-threatening condition” means any disease or condition from which the likelihood of death is probable unless the course of the disease or condition is interrupted.

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## Diabetes Care Benefits

### Diabetes Equipment

Benefits are provided for the following devices and equipment, including replacement after the expected life of the item, for the management and treatment of diabetes:

- 1) blood glucose monitors, including those designed to assist the visually impaired;
- 2) insulin pumps and all related necessary supplies;
- 3) podiatric devices to prevent or treat diabetes-related complications, including extra-depth orthopedic shoes; and
- 4) visual aids, excluding eyewear and/or video-assisted devices, designed to assist the visually impaired with proper dosing of insulin.

For coverage of diabetic testing supplies including blood and urine testing strips and test tablets, lancets and lancet puncture devices and pen delivery systems for the administration of insulin, refer to the *Outpatient Prescription Drug Benefits Supplement* if selected as an optional Benefit by your Employer.

### Diabetic Outpatient Self-Management Training

Benefits are provided for diabetic outpatient self-management training, education and medical nutrition therapy to enable a Member to properly use the devices, equipment and supplies, and any additional outpatient self-management, training, education and medical nutrition therapy when directed or prescribed by the Member’s Primary Care Physician. These Benefits shall include, but not be limited to, instruction that will enable diabetic patients and their families to gain an understanding of the dia-

betic disease process, and the daily management of diabetic therapy, in order to avoid frequent hospitalizations and complications. Services will be covered when provided by a Physician, registered dietician, registered nurse, or other appropriately licensed Health Care Provider who is certified as a diabetic educator.

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## Dialysis Benefits

Benefits are provided for dialysis services, including renal dialysis, hemodialysis, peritoneal dialysis and other related procedures.

Included in this Benefit are dialysis related laboratory tests, equipment, medications, supplies and dialysis self-management training for home dialysis.

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## Durable Medical Equipment Benefits

Benefits are provided for durable medical equipment (DME) for Activities of Daily Living, supplies needed to operate DME, oxygen and its administration, and ostomy and medical supplies to support and maintain gastrointestinal, bladder or respiratory function. Other covered items include peak flow monitor for self-management of asthma, glucose monitor for self-management of diabetes, apnea monitor for management of newborn apnea, breast pump and home prothrombin monitor for specific conditions as determined by Blue Shield. Benefits are provided at the most cost-effective level of care that is consistent with professionally recognized standards of practice.

No DME Benefits are provided for the following:

- 1) rental charges in excess of the purchase cost;
- 2) replacement of DME except when it no longer meets the clinical needs of the patient or has exceeded the expected lifetime of the item. This exclusion does not apply to the Medically Necessary replacement of nebulizers, face masks and tubing, and peak flow monitors for the management and treatment of asthma. (See the *Outpatient Prescription Drug Benefits Supplement* if selected as an optional Benefit by your Employer for benefits for asthma inhalers and inhaler spacers);
- 3) breast pump rental or purchase when obtained from a non-Plan Provider;

- 4) for repair or replacement due to loss or misuse;
- 5) for environmental control equipment, generators, self-help/educational devices, air conditioners, humidifiers, dehumidifiers, air purifiers, exercise equipment, or any other equipment not primarily medical in nature; and
- 6) for backup or alternate items.

See the *Diabetes Care Benefits* section for devices, equipment, and supplies for the management and treatment of diabetes.

For Members in a Hospice program through a Participating Hospice Agency, medical equipment and supplies that are reasonable and necessary for the palliation and management of terminal disease or terminal illness and related conditions are provided by the Hospice Agency.

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### **Emergency Room Benefits**

Benefits are provided for Emergency Services provided in the emergency room of a Hospital. Covered non-Emergency Services and emergency room follow-up services within the Primary Care Physician service area (e.g., suture removal, wound check, etc.) must be authorized by Blue Shield or obtained through the Member's Primary Care Physician.

Emergency Services are services provided for an Emergency Medical Condition, including a psychiatric Emergency Medical Condition or active labor, manifesting itself by acute symptoms of sufficient severity (including severe pain) such that the absence of immediate medical attention could reasonably be expected to result in any of the following: (1) placing the Member's health in serious jeopardy; (2) serious impairment to bodily functions; (3) serious dysfunction of any bodily organ or part.

When a Member is admitted to the Hospital for Emergency Services, Blue Shield should receive emergency admission notification within 24 hours or as soon as it is reasonably possible following medical stabilization. The services will be reviewed retrospectively by Blue Shield to determine whether the services were for an Emergency Medical Condition.

### **Services Provided at a Non-Plan Hospital Following Stabilization of an Emergency Medical Condition**

When the Member's Emergency Medical Condition is stabilized, and the treating health care provider at the non-Plan Hospital believes additional Medically Necessary Hospital services are required, the non-Plan Hospital must contact Blue Shield to obtain timely authorization. Blue Shield may authorize continued Medically Necessary Hospital services by the non-Plan Hospital.

If Blue Shield determines the Member may be safely transferred to a Hospital that is contracted with the Plan and the Member refuses to consent to the transfer, the non-Plan Hospital must provide the Member with written notice that the Member will be financially responsible for 100% of the cost for services provided following stabilization of the Emergency Medical Condition. As a result, the Member may be billed by the non-Plan Hospital. Members should contact Shield Concierge at the number provided on the back page of the EOC for questions regarding improper billing for services received from a non-Plan Hospital.

For information on Emergency Services received outside of California, see the *Inter-Plan Arrangements* section of the EOC.

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### **Family Planning and Infertility Benefits**

#### **Family Planning Benefits**

Benefits are provided for the following family planning services without illness or injury being present:

- 1) family planning, counseling and consultation services, including Physician office visits for office-administered covered contraceptives; and
- 2) vasectomy.

See also the *Preventive Health Benefits* section for additional family planning services

#### **Infertility Benefits**

Benefits are provided for the diagnosis and treatment of the cause of Infertility, including professional, Hospital, Ambulatory Surgery Center, and ancillary services to diagnose and treat the cause of Infertility,

with the exception of what is excluded in the *Principal Limitations, Exceptions, Exclusions and Reductions* section.

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### **Hearing Aid Services**

Your Plan provides coverage for hearing aid services, subject to the conditions and limitations listed below.

The hearing aid services Benefit provides a combined maximum allowance every 24 months as shown on the Summary of Benefits towards covered hearing aids and services as specified below. You are not required to use a Blue Shield Participating Provider to obtain these services as Blue Shield does not maintain a network of contracted providers for these services. You may obtain these services from any provider of your choosing and submit a claim to Blue Shield for reimbursement for Covered Services up to the combined maximum allowance. For information on submitting a claim, see the “Submitting a Claim Form” paragraphs in the Introduction section of your EOC.

### **Hearing Aids and Ancillary Equipment**

The Benefit allowance is provided for hearing aids and ancillary equipment up to the maximum per Member shown in the Summary of Benefits in any 24-month period. You are responsible for the cost of any hearing aid services which are in excess of this Benefit allowance.

The hearing aid Benefit includes: a hearing aid instrument, monaural or binaural including ear mold(s), the initial battery, cords and other ancillary equipment. The Benefit also includes visits for fitting, counseling and adjustments.

The following services and supplies are not covered:

- 1) Purchase of batteries or other ancillary equipment, except those covered under the terms of the initial hearing aid purchase;
- 2) Charges for a hearing aid which exceed specifications prescribed for correction of a hearing loss;
- 3) Replacement parts for hearing aids, repair of hearing aids after the covered warranty

period and replacement of hearing aids more than once in any 24-month period;

- 4) Surgically implanted hearing devices.

The Calendar Year Deductible does not apply to the services provided in this hearing aid services Benefit.

Hearing aids and ancillary equipment are not included in the calculation of the Subscriber’s Calendar Year Out-of-Pocket Maximum amount.

This Benefit is subject to the general provisions, limitations and exclusions listed in your EOC.

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### **Home Health Care Benefits**

Benefits are provided for home health care services when ordered and authorized through the Member’s Primary Care Physician.

Covered Services are subject to any applicable Deductibles, Copayments and Coinsurance. Visits by home health care agency providers are covered up to the combined per Member per Calendar Year visit maximum as shown on the Summary of Benefits.

Intermittent and part-time visits by a home health agency to provide Skilled Nursing and other skilled services are covered up to four visits per day, two hours per visit up to the Calendar Year visit maximum. The visit maximum includes all home health visits by any of the following professional providers:

- 1) registered nurse;
- 2) licensed vocational nurse;
- 3) physical therapist, occupational therapist, or speech therapist; or
- 4) medical social worker.

Intermittent and part-time visits by a home health agency to provide services from a Home Health Aide are covered up to four hours per visit, and are included in the Calendar Year visit maximum.

For the purpose of this Benefit, each two-hour increment of a visit from a nurse, physical therapist, occupational therapist, speech therapist, or medical social worker counts as a separate visit. Visits of two hours or less shall be considered as one visit. For visits from a Home Health Aide, each four-hour

increment counts as a separate visit. Visits of four hours or less shall be considered as one visit.

Medical supplies used during a covered visit by the home health agency necessary for the home health care treatment plan and related laboratory services are covered in conjunction with the professional services rendered by the home health agency.

This Benefit does not include medications or injectables covered under the Home Infusion/Home Injectable Therapy Benefit or under the Supplemental Benefit for Outpatient Prescription Drugs if selected as an optional Benefit by your Employer.

Skilled services provided by a home health agency are limited to a combined visit maximum as shown in the Summary of Benefits per Member per Calendar Year for all providers other than Plan Physicians.

See the *Hospice Program Benefits* section for information about admission into a Hospice program and specialized Skilled Nursing services for Hospice care.

For information concerning diabetic self-management training, see the *Diabetes Care Benefits* section.

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### **Home Infusion and Home Injectable Therapy Benefits**

Benefits are provided for home infusion and injectable medication therapy when ordered and authorized through the Member's Primary Care Physician.

Services include home infusion agency Skilled Nursing visits, infusion therapy provided in infusion suites associated with a home infusion agency, parenteral nutrition services, enteral nutritional services and associated supplements, medical supplies used during a covered visit, medications injected or administered intravenously and related laboratory services when prescribed by the Primary Care Physician and prior authorized, and when provided by a home infusion agency. Services related to hemophilia are described separately.

This Benefit does not include medications, insulin, insulin syringes, certain Specialty Drugs covered under the Outpatient Prescription Drug Benefits Supplement if selected as an optional Benefit by your

Employer, and services related to hemophilia which are described below.

Services rendered by Non-Participating home infusion agencies are not covered unless prior authorized by Blue Shield, and there is an executed letter of agreement between the Non-Participating home infusion agency and Blue Shield.

### **Hemophilia Home Infusion Products and Services**

Benefits are provided for home infusion products for the treatment of hemophilia and other bleeding disorders. All services must be prior authorized by Blue Shield and must be provided by a Participating Hemophilia Infusion Provider. A list of Participating Hemophilia Infusion Provider is available online at [www.blueshieldca.com](http://www.blueshieldca.com). Members may also verify this information by calling Shield Concierge at the telephone number provided on the back page of this EOC.

Participating Hemophilia Infusion Providers offer 24-hour service and provide prompt home delivery of hemophilia infusion products.

Following evaluation by the Member's Primary Care Physician, a prescription for a blood factor product must be submitted to and approved by Blue Shield. Once authorized by Blue Shield, the blood factor product is covered on a regularly scheduled basis (routine prophylaxis) or when a non-emergency injury or bleeding episode occurs. (Emergencies will be covered as described in the *Emergency Room Benefits* section.)

Included in this Benefit is the blood factor product for in-home infusion by the Member, necessary supplies such as ports and syringes, and necessary nursing visits. Services for the treatment of hemophilia outside the home except for services in infusion suites managed by a Participating Hemophilia Infusion Provider, and services to treat complications of hemophilia replacement therapy are not covered under this Benefit but may be covered under other Benefits described elsewhere in this *Principal Benefits and Coverages (Covered Services)* section.

No Benefits are provided for:



- 1) physical therapy, gene therapy or medications including antifibrinolytic and hormone medications\*;
- 2) services from a hemophilia treatment center or any provider not authorized by Blue Shield; or,
- 3) self-infusion training programs, other than nursing visits to assist in administration of the product.

\*Services may be covered under Outpatient Prescription Drug Benefits Supplement if selected as an optional Benefit by your Employer, or as described elsewhere in this *Principal Benefits and Coverages (Covered Services)* section.

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### **Hospice Program Benefits**

Benefits are provided for services through a Participating Hospice Agency when an eligible Member requests admission to, and is formally admitted into, an approved Hospice program. The Member must have a Terminal Disease or Terminal Illness as determined by their Primary Care Physician's certification and the admission must receive prior approval from Blue Shield. Members with a Terminal Disease or Terminal Illness who have not yet elected to enroll in a Hospice program may receive a pre-hospice consultative visit from a Participating Hospice Agency.

A Hospice program is a specialized form of interdisciplinary care designed to provide palliative care, alleviate the physical, emotional, social and spiritual discomforts of a Member who is experiencing the last phases of life due to a Terminal Disease or Terminal Illness, and to provide supportive care to the primary caregiver and the Family of the Hospice patient. Medically Necessary services are available on a 24-hour basis. Members enrolled in a Hospice program may continue to receive Covered Services that are not related to the palliation and management of their Terminal Disease or Terminal Illness from the appropriate provider. All of the services listed below must be received through the Participating Hospice Agency.

- 1) Pre-hospice consultative visit regarding pain and symptom management, Hospice and other care options including care planning.

- 2) An interdisciplinary plan of home care developed by the Participating Hospice Agency and delivered by appropriately qualified, licensed and/or certified staff, including the following:
  - a. Skilled Nursing services including assessment, evaluation and treatment for pain and symptom control;
  - b. Home Health Aide services to provide personal care (supervised by a registered nurse);
  - c. homemaker services to assist in the maintenance of a safe and healthy home environment (supervised by a registered nurse);
  - d. bereavement services for the immediate surviving Family members for a period of at least one year following the death of the Member;
  - e. medical social services including the utilization of appropriate community resources;
  - f. counseling/spiritual services for the Member and Family;
  - g. dietary counseling;
  - h. medical direction provided by a licensed Physician acting as a consultant to the interdisciplinary Hospice team and to the Member's Primary Care Physician with regard to pain and symptom management and as a liaison to community physicians;
  - i. physical therapy, occupational therapy, and speech-language pathology services for purposes of symptom control, or to enable the Member to maintain Activities of Daily Living and basic functional skills;
  - j. respiratory therapy;
  - k. volunteer services.
- 3) Drugs, DME, and supplies.
- 4) Continuous home care when Medically Necessary to achieve palliation or management of acute medical symptoms including the following:
  - a. Eight to 24 hours per day of Continuous Nursing Services (eight-hour minimum);
  - b. homemaker or Home Health Aide services

up to 24 hours per day to supplement skilled nursing care.

- 5) Short-term inpatient care arrangements when palliation or management of acute medical symptoms cannot be achieved at home.
- 6) Short-term inpatient respite care up to five consecutive days per admission on a limited basis.

Members are allowed to change their Participating Hospice Agency only once during each Period of Care. Members may receive care for two 90-day periods followed by an unlimited number of 60-day periods of care depending on their diagnosis. The extension of care continues through another Period of Care if the Primary Care Physician recertifies that the Member is Terminally Ill.

Hospice services provided by a Non-Participating Hospice Agency are not covered except in certain circumstances in counties in California in which there are no Participating Hospice Agencies and only when prior authorized by Blue Shield.

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## **Hospital Benefits (Facility Services)**

### **Inpatient Services for Treatment of Illness or Injury**

Benefits are provided for the following inpatient Hospital services:

- 1) Semi-private room and board unless a private room is Medically Necessary.
- 2) General nursing care and special duty nursing.
- 3) Meals and special diets.
- 4) Intensive care services and units.
- 5) Use of operating room, specialized treatment rooms, delivery room, newborn nursery, and related facilities.
- 6) Surgical supplies, dressings and cast materials, and anesthetic supplies furnished by the Hospital.
- 7) Inpatient rehabilitation when furnished by the Hospital and approved in advance by Blue Shield.
- 8) Drugs and oxygen.

- 9) Administration of blood and blood plasma, including the cost of blood, blood plasma and in-Hospital blood processing.
- 10) Hospital ancillary services, including diagnostic laboratory, X-ray services, and imaging procedures including MRI, CT and PET scans.
- 11) Dialysis, radiation therapy, chemotherapy for cancer including catheterization, infusion devices, and associated drugs and supplies.
- 12) Surgically implanted devices and prostheses, other medical supplies, and medical appliances and equipment administered in a Hospital.
- 13) Subacute Care.
- 14) Medical social services and discharge planning.
- 15) Inpatient services including general anesthesia and associated facility charges in connection with dental procedures when hospitalization is required because of an underlying medical condition or clinical status and the Member is under the age of seven or developmentally disabled regardless of age or when the Member's health is compromised and for whom general anesthesia is Medically Necessary regardless of age. Excludes dental procedures and services of a dentist or oral surgeon.
- 16) Inpatient substance use disorder detoxification services required to treat symptoms of acute toxicity or acute withdrawal when a Member is admitted through the emergency room, or when inpatient substance use disorder detoxification is authorized through the Member's Primary Care Physician.

### **Outpatient Services for Treatment of Illness or Injury**

Benefits include the following outpatient Hospital services:

- 1) Dialysis services.
- 2) Outpatient Care.
- 3) Surgery.
- 4) Radiation therapy, chemotherapy for cancer, including catheterization, infusion devices, and associated drugs and supplies.

- 5) Routine newborn circumcision within 18 months of birth.

Covered Physical Therapy, Occupational Therapy and Speech Therapy services provided in an outpatient Hospital setting are described under the *Rehabilitative and Habilitative Benefits (Physical, Occupational and Respiratory Therapy)* and *Speech Therapy Benefits (Rehabilitative and Habilitative Services)* sections.

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### **Medical Treatment of the Teeth, Gums, or Jaw Joints and Jaw Bones Benefits**

Benefits are provided for Hospital and professional services provided for conditions of the teeth, gums or jaw joints and jaw bones, including adjacent tissues, only to the extent that they are provided for:

- 1) treatment of tumors of the gums;
- 2) treatment of damage to natural teeth caused solely by an Accidental Injury is limited to palliative services necessary for the initial medical stabilization of the Member as determined by Blue Shield;
- 3) non-surgical treatment (e.g. splint and physical therapy) of Temporomandibular Joint Syndrome (TMJ);
- 4) surgical and arthroscopic treatment of TMJ if prior history shows conservative medical treatment has failed;
- 5) treatment of maxilla and mandible (Jaw Joints and Jaw Bones);
- 6) orthognathic surgery (surgery to reposition the upper and/or lower jaw) to correct a skeletal deformity;
- 7) dental and orthodontic services that are an integral part of Reconstructive Surgery for cleft palate repair; or
- 8) dental evaluation, X-rays, fluoride treatment and extractions necessary to prepare the Member's jaw for radiation therapy of cancer in the head or neck.
- 9) general anesthesia and associated facility charges in connection with dental procedures when performed in an Ambulatory Surgery

Center or Hospital due to the Member's underlying medical condition or clinical status and the Member is under the age of seven or developmentally disabled regardless of age or when the Member's health is compromised and for whom general anesthesia is Medically Necessary regardless of age. This benefit excludes dental procedures and services of a dentist or oral surgeon.

No Benefits are provided for:

- 1) orthodontia (dental services to correct irregularities or malocclusion of the teeth) for any reason other than reconstructive treatment of cleft palate, including treatment to alleviate TMJ;
- 2) dental implants (endosteal, subperiosteal or transosteal);
- 3) any procedure (e.g., vestibuloplasty) intended to prepare the mouth for dentures or for the more comfortable use of dentures;
- 4) alveolar ridge surgery of the jaws if performed primarily to treat diseases related to the teeth, gums or periodontal structures or to support natural or prosthetic teeth; and
- 5) fluoride treatments except when used with radiation therapy to the oral cavity.

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### **Mental Health and Substance Use Disorder Benefits**

Blue Shield's Mental Health Service Administrator (MHSA) arranges and administers Mental Health and Substance Use Disorder Services for Blue Shield Members within California. All non-emergency inpatient Mental Health and Substance Use Disorder Services, including Residential Care, and Other Outpatient Mental Health and Substance Use Disorder Services must be prior authorized by the MHSA.

#### **Office Visits for Outpatient Mental Health and Substance Use Disorder Services**

Benefits are provided for professional office visits for the diagnosis and treatment of Mental Health and Substance Use Disorder Conditions in the individual, Family or group setting.

## **Other Outpatient Mental Health and Substance Use Disorder Services**

Benefits are provided for Outpatient Facility and professional services for the diagnosis and treatment of Mental Health and Substance Use Disorder Conditions. These services may also be provided in the office, home or other non-institutional setting. Other Outpatient Mental Health and Substance Use Disorder Services include, but may not be limited to the following:

- 1) Behavioral Health Treatment (BHT) – professional services and treatment programs, including applied behavior analysis and evidence-based intervention programs, which develop or restore, to the maximum extent practicable, the functioning of an individual with pervasive developmental disorder or autism.

BHT is covered when prescribed by a Plan Physician or licensed psychologist and provided under a treatment plan developed by an MHSA Participating Provider. BHT must be obtained from MHSA Participating Providers.

Treatment used for the purposes of providing respite, day care, or educational services, or to reimburse a parent for participation in the treatment is not covered.

- 2) Electroconvulsive Therapy – the passing of a small electric current through the brain to induce a seizure, used in the treatment of severe mental health conditions.
- 3) Intensive Outpatient Program – an outpatient Mental Health or Substance Use Disorder treatment program utilized when a patient’s condition requires structure, monitoring, and medical/psychological intervention at least three hours per day, three days per week.
- 4) Office-Based Opioid Treatment – outpatient opioid detoxification and/or maintenance therapy, including methadone maintenance treatment
- 5) Partial Hospitalization Program – an outpatient treatment program that may be free-standing or Hospital-based and provides services at least five hours per day, four days per week.

Members may be admitted directly to this level of care, or transferred from acute inpatient care following stabilization.

- 6) Psychological Testing – testing to diagnose a Mental Health Condition when referred by an MHSA Participating Provider.
- 7) Transcranial Magnetic Stimulation – a non-invasive method of delivering electrical stimulation to the brain for the treatment of severe depression.

## **Inpatient Services**

Benefits are provided for inpatient Hospital and professional services in connection with acute hospitalization for the treatment of Mental Health or Substance Use Disorder Conditions

Benefits are provided for inpatient and professional services in connection with a Residential Care admission for the treatment of Mental Health or Substance Use Disorder Conditions

See *Hospital Benefits (Facility Services), Inpatient Services for Treatment of Illness or Injury* for information on Medically Necessary inpatient substance use disorder detoxification.

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## **Orthotics Benefits**

Benefits are provided for orthotic appliances and devices for maintaining normal Activities of Daily Living only. Benefits include:

- 1) shoes only when permanently attached to such appliances;
- 2) special footwear required for foot disfigurement which includes, but is not limited to, foot disfigurement from cerebral palsy, arthritis, polio, spina bifida, and foot disfigurement caused by accident or developmental disability;
- 3) knee braces for post-operative rehabilitation following ligament surgery, instability due to injury, and to reduce pain and instability for patients with osteoarthritis;
- 4) functional foot orthoses that are custom made rigid inserts for shoes, ordered by a Physician or podiatrist, and used to treat mechanical problems of the foot, ankle or leg by preventing abnormal motion and positioning when improvement has

not occurred with a trial of strapping or an over-the-counter stabilizing device;

- 5) initial fitting and adjustment of these devices, their repair or replacement after the expected life of the orthosis is covered.

No Benefits are provided for orthotic devices such as knee braces intended to provide additional support for recreational or sports activities or for orthopedic shoes and other supportive devices for the feet not listed above. No Benefits are provided for backup or alternate items, or replacement due to loss or misuse.

See the *Diabetes Care Benefits* section for devices, equipment, and supplies for the management and treatment of diabetes.

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### **Outpatient X-Ray, Pathology and Laboratory**

Benefits are provided for X-ray services, diagnostic testing, clinical pathology, and laboratory services to diagnose illness or injury.

Benefits are provided for genetic testing for at risk Members according to Blue Shield medical policy and for prenatal genetic screening and diagnostic services as follows:

- 1) prenatal genetic screening to identify women who are at increased risk for carrying a fetus with a specific genetic disorder;
- 2) prenatal diagnosis of genetic disorders of the fetus by means of diagnostic procedures in case of high-risk pregnancy.

Routine laboratory services performed as part of a preventive health screening are covered under the Preventive Health Benefits section.

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### **PKU Related Formulas and Special Food Products Benefits**

Benefits are provided for enteral formulas, related medical supplies, and Special Food Products for the dietary treatment of phenylketonuria (PKU). All formulas and Special Food Products must be prescribed and ordered through the appropriate health care professional.

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### **Podiatric Benefits**

Podiatric services include office visits and other Covered Services for the diagnosis and treatment of the foot, ankle and related structures. These services, including surgical procedures, are customarily provided by a licensed doctor of podiatric medicine. Covered laboratory and X-ray services provided in conjunction with this Benefit are described under the *Outpatient X-ray, Pathology and Laboratory Benefits* section.

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### **Pregnancy and Maternity Care Benefits**

Benefits are provided for maternity services, including the following:

- 1) prenatal care;
- 2) outpatient maternity services;
- 3) involuntary complications of pregnancy (including puerperal infection, eclampsia, cesarean section delivery, ectopic pregnancy, and toxemia);
- 4) inpatient Hospital maternity care including labor, delivery and post-delivery care;
- 5) abortion services; and
- 6) outpatient routine newborn circumcision within 18 months of birth.

See the *Outpatient X-ray, Pathology and Laboratory Benefits* section for information on prenatal genetic screening and diagnosis of genetic disorders of the fetus for high risk pregnancy. The Newborns' and Mothers' Health Protection Act requires health plans to provide a minimum Hospital stay for the mother and newborn child of 48 hours after a normal, vaginal delivery and 96 hours after a C-section unless the attending Physician, in consultation with the mother, determines a shorter Hospital length of stay is adequate.

If the Hospital stay is less than 48 hours after a normal, vaginal delivery or less than 96 hours after a C-section, a follow-up visit for the mother and newborn within 48 hours of discharge is covered when prescribed by the treating Physician. This visit shall be provided by a licensed Health Care Provider whose scope of practice includes postpartum and newborn care. The treating Physician, in consultation with the mother, shall determine

whether this visit shall occur at home, the contracted facility, or the Physician's office.

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### **Preventive Health Benefits**

Preventive Health Services are only covered when provided or arranged by the Member's Primary Care Physician.

Preventive Health Services include primary preventive medical and laboratory services for early detection of disease as specifically listed below:

- 1) evidence-based items, drugs or services that have in effect a rating of "A" or "B" in the current recommendations of the United States Preventive Services Task Force;
- 2) immunizations that have in effect a recommendation from either the Advisory Committee on Immunization Practices of the Centers for Disease Control and Prevention, or the most current version of the Recommended Childhood Immunization Schedule /United States, jointly adopted by the American Academy of Pediatrics, the Advisory Committee on Immunization Practices, and the American Academy of Family Physicians, as well as immunizations needed for the purpose of travel;
- 3) with respect to infants, children, and adolescents, evidence-informed preventive care and screenings provided for in the comprehensive guidelines supported by the Health Resources and Services Administration;
- 4) with respect to women, such additional preventive care and screenings not described in item 1) as provided for in comprehensive guidelines supported by the Health Resources and Services Administration.

Preventive Health Services include, but are not limited to, cancer screening (including, but not limited to, colorectal cancer screening, cervical cancer and HPV screening, breast cancer screening and prostate cancer screening), osteoporosis screening, screening for blood lead levels in children at risk for lead poisoning, and health education. More information regarding covered Preventive Health Services is available at [www.blueshieldca.com/preventive](http://www.blueshieldca.com/preventive) or by calling Shield Concierge.

In the event there is a new recommendation or guideline in any of the resources described in items 1) through 4) above, the new recommendation will be covered as a Preventive Health Service no later than 12 months following the issuance of the recommendation.

Diagnostic audiometry examinations are covered under the *Professional (Physician) Benefits*.

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### **Professional (Physician) Benefits**

Benefits are provided for services of Physicians for treatment of illness or injury, as indicated below:

- 1) Physician office visits for examination, diagnosis, and treatment of a medical condition, disease or injury.
- 2) Specialist office visits for second medical opinion or other consultation and treatment;
- 3) Mammography and Papanicolaou's tests or other FDA (Food and Drug Administration) approved cervical cancer screening tests;
- 4) Preoperative treatment;
- 5) Asthma self-management training and education to enable a Member to properly use asthma-related medication and equipment such as inhalers, spacers, nebulizers and peak flow monitors;
- 6) Outpatient surgical procedures.
- 7) Outpatient routine newborn circumcision within 18 months of birth;
- 8) Office administered Injectable medications approved by the Food and Drug Administration (FDA) as prescribed or authorized by the Primary Care Physician
- 9) Outpatient radiation therapy and chemotherapy for cancer, including catheterization, and associated drugs and supplies;
- 10) Diagnostic audiometry examination.
- 11) Physician visits to the home.
- 12) Inpatient medical and surgical Physician services when Hospital or Skilled Nursing Facility services are also covered.
- 13) Routine newborn care in the Hospital including physical examination of the infant and counsel-

ing with the mother concerning the infant during the Hospital stay;

- 14) Teladoc consultations. Teladoc consultations for primary care services provide confidential consultations using a network of U.S. board certified Physicians who are available 24 hours a day by telephone and from 7 a.m. and 9 p.m. by secure online video, 7 days a week. If your Primary Care Physician's office is closed and you need quick access to a Physician, you can call Teladoc toll free at 1-800-Teladoc (800-835-2362) or visit <http://www.teladoc.com/bsc>. The Teladoc Physician can provide diagnosis and treatment for routine medical conditions and can also prescribe certain medications.

Before this service can be accessed, you must complete a Medical History Disclosure form (MHD). The MHD form can be completed online on Teladoc's website at no charge or can be printed, completed and mailed or faxed to Teladoc. Teladoc consultation Services are not intended to replace services from your Primary Care Physician but are a supplemental service. You do not need to contact your Primary Care Physician before using Teladoc consultation Services.

Teladoc physicians do not issue prescriptions for substances controlled by the DEA, non-therapeutic, and/or certain other drugs which may be harmful because of potential for abuse.

Note: If medications are prescribed, and your Employer selected the optional *Outpatient Prescription Drug Benefits Supplement* as a Benefit, the applicable Copayment or Coinsurance will apply. Teladoc consultation services are not available for specialist services or Mental Health and Substance Use Disorder Services. However, telehealth services for Mental Health and Substance Use Disorders are available through MHSAs Participating Providers.

- 15) A Plan Physician may offer extended office-hours for services on a walk-in basis at the Physician's office. These services will be reimbursed as Physician office visits.

There are also freestanding urgent care centers where the Member can receive urgent care services on a walk-in basis. A list of urgent care providers may be found online at [www.blueshieldca.com](http://www.blueshieldca.com) or by calling Shield Concierge. Urgent care centers are typically open during regular office hours and beyond.

Covered laboratory and X-ray services provided in conjunction with the professional services listed above are described under the *Outpatient X-ray, Pathology and Laboratory Benefits* section.

Preventive Health Benefits, Mental Health and Substance Use Disorder Benefits, Hospice Program Benefits, and Reconstructive Surgery Benefits are described elsewhere under *Principal Benefits and Coverages (Covered Services)*.

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## Prosthetic Appliances Benefits

Benefits are provided for Prostheses for Activities of Daily Living, at the most cost-effective level of care that is consistent with professionally recognized standards of practice. Benefits include:

- 1) Tracheoesophageal voice prosthesis (e.g. Blom-Singer device), artificial larynx, or other prosthetic device for speech following laryngectomy (covered as a surgical professional benefit);
- 2) artificial limbs and eyes;
- 3) internally implanted devices such as pacemakers, intraocular lenses, cochlear implants, osseointegrated hearing devices and hip joints if surgery to implant the device is covered;
- 4) Contact lenses to treat eye conditions such as keratoconus or keratitis sicca, aniridia, or to treat aphakia following cataract surgery when no intraocular lens has been implanted;
- 5) supplies necessary for the operation of Prostheses;
- 6) initial fitting and replacement after the expected life of the item; and
- 7) repairs, except for loss or misuse.

Routine maintenance is not covered. No Benefits are provided for wigs for any reason or any type of speech or language assistance devices (except as

specifically provided above). No Benefits are provided for backup or alternate items.

For surgically implanted and other prosthetic devices (including prosthetic bras) provided to restore and achieve symmetry incident to a mastectomy, see the *Reconstructive Surgery Benefits* section.

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## **Reconstructive Surgery Benefits**

Benefits are provided to correct or repair abnormal structures of the body caused by congenital defects, developmental abnormalities, trauma, infection, tumors, or disease to do either of the following to: (1) improve function; or (2) create a normal appearance to the extent possible. Benefits include dental and orthodontic services that are an integral part of surgery for cleft palate procedures. Reconstructive Surgery is covered to create a normal appearance only when it offers more than a minimal improvement in appearance.

In accordance with the Women's Health & Cancer Rights Act, Reconstructive Surgery, and surgically implanted and non-surgically implanted prosthetic devices (including prosthetic bras), are covered on either breast to restore and achieve symmetry incident to a mastectomy, and treatment of physical complications of a mastectomy, including lymphedemas.

Benefits will be provided in accordance with guidelines established by Blue Shield and developed in conjunction with plastic and reconstructive surgeons.

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## **Rehabilitative and Habilitative Services Benefits (Physical, Occupational and Respiratory Therapy)**

Benefits are provided for outpatient Physical, Occupational, and Respiratory Therapy for the treatment of functional disability in the performance of activities of daily living. Continued outpatient Benefits will be provided as long as treatment is Medically Necessary pursuant to the treatment plan, to help the Member regain his or her previous level of functioning or to keep, learn, or improve skills and functioning.

Blue Shield may periodically review the provider's treatment plan and records for Medical Necessity.

Benefits for Speech Therapy are described in the *Speech Therapy Benefits (Rehabilitative and Habilitative Services)* section.

See the *Home Health Care Benefits* and *Hospice Program Benefits* sections for information on coverage for Rehabilitative Services rendered in the home.

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## **Skilled Nursing Facility Benefits**

Benefits are provided for Skilled Nursing services in a Skilled Nursing Unit of a Hospital or a free-standing Skilled Nursing Facility, up to the Benefit maximum as shown on the Summary of Benefits. The Benefit maximum is per Member per Benefit Period, except that room and board charges in excess of the facility's established semi-private room rate are excluded. A "Benefit Period" begins on the date the Member is admitted into the facility for Skilled Nursing services, and ends 60 days after being discharged and Skilled Nursing services are no longer being received. A new Benefit Period can begin only after an existing Benefit Period ends.

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## **Speech Therapy Benefits (Rehabilitative and Habilitative Services)**

Benefits are provided for outpatient Speech Therapy for the treatment of (1) a communication impairment; (2) a swallowing disorder; (3) an expressive or receptive language disorder; or (4) an abnormal delay in speech development.

Continued outpatient Benefits will be provided as long as treatment is Medically Necessary pursuant to the treatment plan, to help the Member regain his or her previous performance level or to keep, learn, or improve skills and functioning. Blue Shield may periodically review the provider's treatment plan and records for Medical Necessity.

See the *Home Health Care Benefits* and the *Hospice Program Benefits* sections for information on coverage for Speech Therapy services rendered in the home. See the *Hospital Benefits (Facility Services)* section for information on inpatient Benefits.



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## Transplant Benefits

Transplant benefits include coverage for donation-related services for a living donor (including a potential donor), or a transplant organ bank. Donor services must be directly related to a covered transplant and must be prior authorized by Blue Shield. Donation-related services include harvesting of the organ, tissue, or bone marrow and treatment of medical complications for a period of 90 days following the evaluation or harvest service.

### Tissue and Kidney Transplant

Benefits are provided for Hospital and professional services provided in connection with human tissue and kidney transplants when the Member is the transplant recipient. Benefits also include services incident to obtaining the human transplant material from a living donor or a tissue/organ transplant bank.

### Special Transplant

Benefits are provided for certain procedures, listed below, only if (1) performed at a Special Transplant Facility contracting with Blue Shield to provide the procedure, (2) prior authorization is obtained, in writing from Blue Shield and (3) the recipient of the transplant is a Subscriber or Dependent. Benefits include services incident to obtaining the human transplant material from a living donor or an organ transplant bank.

Failure to obtain prior written authorization and/or failure to have the procedure performed at a contracting Special Transplant Facility will result in denial of claims for this Benefit.

The following procedures are eligible for coverage under this Benefit:

- 1) Human heart transplants;
- 2) Human lung transplants;
- 3) Human heart and lung transplants in combination;
- 4) Human liver transplants;
- 5) Human kidney and pancreas transplants in combination;
- 6) Human bone marrow transplants, including autologous bone marrow transplantation

(ABMT) or autologous peripheral stem cell transplantation used to support high-dose chemotherapy when such treatment is Medically Necessary and is not Experimental or Investigational;

- 7) Pediatric human small bowel transplants;
- 8) Pediatric and adult human small bowel and liver transplants in combination.

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## Urgent Services Benefits

To receive urgent care within your Primary Care Physician Service Area, call your Primary Care Physician's office or follow instructions given by your assigned Medical Group/IPA in accordance with the *How to Use This Health Plan* section.

When outside the Plan Service Area, Members may receive care for Urgent Services as follows:

### Inside California

For Urgent Services within California but outside the Member's Primary Care Physician Service Area, the Member should, if possible, contact Blue Shield Member Services at the number provided on the back page of this booklet in accordance with the *How to Use This Health Plan* section. Member Services will assist Members in receiving Urgent Services through a Blue Shield of California Provider. Members may also locate a Blue Shield Provider by visiting Blue Shield's internet site at [www.blueshieldca.com](http://www.blueshieldca.com). You are not required to use a Blue Shield of California provider to receive Urgent Services; you may use any provider. However, the services will be reviewed retrospectively by Blue Shield to determine whether the services were Urgent Services.

### Outside California or the United States

When temporarily traveling outside California, call the 24-hour toll-free number 1-800-810-BLUE (2583) to obtain information about the nearest BlueCard or Blue Shield Global Core participating provider. When a BlueCard or Blue Shield Global Core participating provider is available, you should obtain Urgent Services and Out-of-Area Follow-up Care from a participating provider whenever possible, but you may also receive care from a non-participating provider. The services will be reviewed

retrospectively by Blue Shield to determine whether the services were Urgent Services.

For information on Urgent Services received outside of California see the *Inter-Plan Arrangements* section of the EOC.

Up to two Medically Necessary Out-of-Area Follow-up Care outpatient visits are covered. Authorization by Blue Shield is required for more than two follow-up outpatient visits. Blue Shield may direct the Member to receive the additional follow-up care from their Primary Care Physician.

## **Principal Limitations, Exceptions, Exclusions and Reductions**

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### **General Exclusions and Limitations**

No Benefits are provided for the following:

- 1) routine physical examinations, immunizations and vaccinations by any mode of administration solely for the purpose of travel, licensure, employment, insurance, court order, parole, or probation. This exclusion shall not apply to Medically Necessary services which Blue Shield is required by law to cover for Severe Mental Illnesses or Serious Emotional Disturbances of a Child;
- 2) routine physical examinations, immunizations and vaccinations by any mode of administration solely for the purpose of licensure, employment, insurance, court order, parole, or probation. This exclusion shall not apply to Medically Necessary services which Blue Shield is required by law to cover for Severe Mental Illnesses or Serious Emotional Disturbances of a Child;
- 3) for hospitalization solely for X-ray, laboratory or any other outpatient diagnostic studies or for medical observation;
- 4) routine foot care items and services that are not Medically Necessary, including callus, corn paring or excision and toenail trimming except as may be provided through a Participating Hospice Agency; over-the-counter shoe inserts or arch supports; or any type of massage procedure on the foot;
- 5) home services, hospitalization or confinement in a health facility primarily for rest, Custodial, Maintenance, or Domiciliary Care, except as provided *under Hospice Program Benefits*;
- 6) Continuous Nursing Services, private duty nursing, or nursing shift care, except as provided through a Participating Hospice Agency;
- 7) prescription and non-prescription food and nutritional supplements, except as provided under home infusion/home injectable therapy Benefits, PKU Related Formulas and Special Food Products Benefits, or as provided through a Participating Hospice Agency;
- 8) hearing aid instruments, examinations for the appropriate type of hearing aid, device checks, electroacoustic evaluation for hearing aids and other ancillary equipment unless your Employer has purchased hearing aids coverage as an optional Benefit, in which case an accompanying supplement provides the Benefit description;
- 9) eye exams and refractions, lenses and frames for eyeglasses, and contact lenses except as specifically listed under Prosthetic Appliances Benefits, and video-assisted visual aids or video magnification equipment for any purpose;
- 10) surgery to correct refractive error (such as but not limited to radial keratotomy, refractive keratoplasty);
- 11) any type of communicator, voice enhancer, voice prosthesis, electronic voice producing machine, or any other language assistive devices, except as specifically listed under Prosthetic Appliances Benefits;
- 12) for dental care or services incident to the treatment, prevention, or relief of pain or dysfunction of the Temporomandibular Joint and/or muscles of mastication, except as specifically provided under the Medical Treatment of the Teeth, Gums, Jaw Joints or Jaw Bones Benefits and Hospital Benefits (Facility Services);
- 13) for or incident to services and supplies for treatment of the teeth and gums (except for

tumors, preparation of the Member's jaw for radiation therapy to treat cancer in the head or neck, and dental and orthodontic services that are an integral part of Reconstructive Surgery for cleft palate procedures) and associated periodontal structures, including but not limited to diagnostic, preventive, orthodontic and other services such as dental cleaning, tooth whitening, X-rays, imaging, laboratory services, topical fluoride treatment except when used with radiation therapy to the oral cavity, fillings, and root canal treatment; treatment of periodontal disease or periodontal surgery for inflammatory conditions; tooth extraction; dental implants, braces, crowns, dental orthoses and prostheses; except as specifically provided under Medical Treatment of the Teeth, Gums, Jaw Joints or Jaw Bones Benefits and Hospital Benefits (Facility Services);

- 14) for Cosmetic Surgery except for Medically Necessary treatment of resulting complications (e.g., infections or hemorrhages);
- 15) for Reconstructive Surgery where there is another more appropriate covered surgical procedure or when the proposed reconstructive surgery offers only a minimal improvement in the appearance of the Member. This exclusion shall not apply to breast reconstruction when performed subsequent to a mastectomy, including surgery on either breast to achieve or restore symmetry.
- 16) for sexual dysfunctions and sexual inadequacies, except as provided for treatment of organically based conditions;
- 17) any services related to assisted reproductive technology (including associated services such as radiology, laboratory, medications, and procedures) including but not limited to the harvesting or stimulation of the human ovum, in vitro fertilization, Gamete Intrafallopian Transfer (GIFT) procedure, Zygote Intrafallopian Transfer (ZIFT), Intracytoplasmic Sperm Injection (ICSI), pre-implantation genetic screening, donor services or procurement and storage of donor embryos, oocytes, ovarian tissue, or sperm, any type of

artificial insemination, services or medications to treat low sperm count, services incident to or resulting from procedures for a surrogate mother who is otherwise not eligible for covered pregnancy and maternity care under a Blue Shield health plan, or services incident to reversal of surgical sterilization, except for Medically Necessary treatment of medical complications of the reversal procedure;

- 18) home testing devices and monitoring equipment except as specifically provided in the Durable Medical Equipment Benefits;
- 19) genetic testing except as described in the sections on Outpatient X-ray, Pathology and Laboratory Benefits;
- 20) mammographies, Pap Tests or other FDA (Food and Drug Administration) approved cervical cancer screening tests, family planning and consultation services, colorectal cancer screenings, Annual Health Appraisal Exams by Non-Plan Providers;
- 21) services performed in a Hospital by house officers, residents, interns, and other professionals in training without the supervision of an attending physician in association with an accredited clinical education program;
- 22) services performed by a Close Relative or by a person who ordinarily resides in the Member's home;
- 23) services (except for services received under the Behavioral Health Treatment benefit under *Mental Health and Substance Use Disorder Benefits*) provided by an individual or entity that:
  - is not appropriately licensed or certified by the state to provide health care services;
  - is not operating within the scope of such license or certification; or
  - does not maintain the Clinical Laboratory Improvement Amendments certificate required to perform the laboratory testing services;
- 24) massage therapy that is not Physical Therapy

or a component of a multi-modality Rehabilitative Services treatment plan;

- 25) for or incident to vocational, educational, recreational, art, dance, music or reading therapy; weight control programs; or exercise programs; nutritional counseling except as specifically provided for under Diabetes Care Benefits or Preventive Health Services. This exclusion shall not apply to Medically Necessary services which Blue Shield is required by law to cover for Severe Mental Illnesses or Serious Emotional Disturbances of a Child;
- 26) learning disabilities or behavioral problems or social skills training/therapy, or for testing for intelligence or learning disabilities This exclusion shall not apply to Medically Necessary services which Blue Shield is required by law to cover for Severe Mental Illnesses or Serious Emotional Disturbances of a Child;
- 27) services which are Experimental or Investigational in nature, except for services for Members who have been accepted into an approved clinical trial as provided under Clinical Trial for Treatment of Cancer or Life-Threatening Condition Benefits;
- 28) drugs, medicines, supplements, tests, vaccines, devices, radioactive materials and any other services which cannot be lawfully marketed without approval of the U.S. Food and Drug Administration (the FDA) except as otherwise stated; however, drugs and medicines which have received FDA approval for marketing for one or more uses will not be denied on the basis that they are being prescribed for an off-label use if the conditions set forth in California Health & Safety Code, Section 1367.21 have been met;
- 29) for non-prescription (over-the-counter) medical equipment or supplies such as oxygen saturation monitors, prophylactic knee braces and bath chairs that can be purchased without a licensed provider's prescription order, even if a licensed provider writes a prescription order for a non-prescription item, except as specifically provided under Preventive Health

Benefits, Home Health Care Benefits, home infusion/home injectable therapy Benefits, Hospice Program Benefits, Diabetes Care Benefits, Durable Medical Equipment Benefits, and Prosthetic Appliances Benefits;

- 30) patient convenience items such as telephone, television, guest trays, and personal hygiene items;
- 31) for disposable supplies for home use , such as bandages, gauze, tape, antiseptics, dressings, Ace-type bandages, and diapers, underpads and other incontinence supplies, except as specifically provided under the Durable Medical Equipment Benefits, Home Health Care, Hospice Program Benefits, or the Outpatient Prescription Drug Benefits Supplement if selected as an optional Benefit by your Employer.
- 32) services for which the Member is not legally obligated to pay, or for services for which no charge is made;
- 33) services incident to any injury or disease arising out of, or in the course of, any employment for salary, wage or profit if such injury or disease is covered by any worker's compensation law, occupational disease law or similar legislation. However, if Blue Shield provides payment for such services, it will be entitled to establish a lien upon such other benefits up to the amount paid by Blue Shield for the treatment of such injury or disease; and
- 34) for or incident to acupuncture, except as specifically provided;
- 35) for spinal manipulation and adjustment, except as specifically provided under *Professional (Physician) Benefits (other than for Mental Health and Substance Use Disorder Benefits)* in the Plan Benefits section;
- 36) transportation by car, taxi, bus, gurney van, wheelchair van, and any other type of transportation (other than a licensed ambulance or psychiatric transport van);
- 37) Drugs dispensed by a Physician or Physician's office for outpatient use;

38) for services, including Hospice services rendered by a Participating Hospice Agency, not provided, prescribed, referred, or authorized as described herein except for Trio+ Specialist visits, OB/GYN services provided by an obstetrician/gynecologist or family practice Physician within the same Medical Group/IPA as the Primary Care Physician, Emergency Services or Urgent Services as provided under *Emergency Room Benefits* and *Urgent Services Benefits* in the Plan Benefits section; and

39) for inpatient and Other Outpatient Mental Health and Substance Use Disorder Services unless authorized by the MHSA.

See the Grievance Process for information on filing a grievance, the Member's right to seek assistance from the Department of Managed Health Care, and the Member's right to independent medical review.

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### **Medical Necessity Exclusion**

The Benefits of this Plan are provided only for services that are Medically Necessary. Because a Physician or other provider may prescribe, order, recommend, or approve a service or supply does not, in itself, make it Medically Necessary even though it is not specifically listed as an exclusion or limitation. Blue Shield reserves the right to review all claims to determine if a service or supply is Medically Necessary and may use the services of Physician consultants, peer review committees of professional societies or Hospitals and other consultants to evaluate claims.

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### **Limitations for Duplicate Coverage**

#### **Medicare Eligible Members**

- 1) Blue Shield will provide benefits before Medicare in the following situations:
  - a. When the Member is eligible for Medicare due to age, if the subscriber is actively working for a group that employs 20 or more employees (as defined by Medicare Secondary Payer laws).
  - b. When the Member is eligible for Medicare due to disability, if the subscriber is covered by a group that employs 100 or

more employees (as defined by Medicare Secondary Payer laws).

- c. When the Member is eligible for Medicare solely due to end stage renal disease during the first 30 months that the Member is eligible to receive benefits for end-stage renal disease from Medicare.
- 2) Blue Shield will provide benefits after Medicare in the following situations:
    - a. When the Member is eligible for Medicare due to age, if the subscriber is actively working for a group that employs less than 20 employees (as defined by Medicare Secondary Payer laws).
    - b. When the Member is eligible for Medicare due to disability, if the subscriber is covered by a group that employs less than 100 employees (as defined by Medicare Secondary Payer laws).
    - c. When the Member is eligible for Medicare solely due to end stage renal disease after the first 30 months that the Member is eligible to receive benefits for end-stage renal disease from Medicare.
    - d. When the Member is retired and age 65 years or older.

When Blue Shield provides benefits after Medicare, the combined benefits from Medicare and the Blue Shield group plan may be lower but will not exceed the Medicare Allowed charges. The Blue Shield group plan Deductible and Copayments or Coinsurance will be waived.

#### **Medi-Cal Eligible Members**

Medi-Cal always provides benefits last.

#### **Qualified Veterans**

If the Member is a qualified veteran Blue Shield will pay the reasonable value or Blue Shield's Allowed Charges for Covered Services provided at a Veterans Administration facility for a condition that is not related to military service. If the Member is a qualified veteran who is not on active duty, Blue Shield will pay the reasonable value or Blue Shield's Allowed Charges for Covered Services provided at a Depart-

ment of Defense facility, even if provided for conditions related to military service.

### **Members Covered by Another Government Agency**

If the Member is entitled to benefits under any other federal or state governmental agency, or by any municipality, county or other political subdivision, the combined benefits from that coverage and this Blue Shield group plan will equal, but not exceed, what Blue Shield would have paid if the Member was not eligible to receive benefits under that coverage (based on the reasonable value or Blue Shield's Allowed Charges).

Contact Shield Concierge for any questions about how Blue Shield coordinates group plan benefits in the above situations.

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### **Exception for Other Coverage**

A Plan Provider may seek reimbursement from other third party payers for the balance of its reasonable charges for services rendered under this Plan.

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### **Claims Review**

Blue Shield reserves the right to review all claims to determine if any exclusions or other limitations apply. Blue Shield may use the services of Physician consultants, peer review committees of professional societies or Hospitals, and other consultants to evaluate claims.

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### **Reductions - Third Party Liability**

If another person or entity, through an act or omission, causes a Member to suffer an injury or illness, and if Blue Shield paid Benefits for that injury or illness, the Member must agree to the provisions listed below. In addition, if the Member is injured and no other person is responsible but the Member receives (or is entitled to) a recovery from another source, and if Blue Shield paid Benefits for that injury, the Member must agree to the following provisions.

- 1) All recoveries the Member or his or her representatives obtain (whether by lawsuit, settlement, insurance or otherwise), no matter how described or designated, must be used to reimburse Blue Shield in full for benefits Blue Shield paid. Blue Shield's share of any recovery extends only to

the amount of Benefits it has paid or will pay the Member or the Member's representatives. For purposes of this provision, Member's representatives include, if applicable, the Member's heirs, administrators, legal representatives, parents (if the Member is a minor), successors or assignees. This is Blue Shield's right of recovery.

- 2) Blue Shield is entitled under its right of recovery to be reimbursed for its Benefit payments even if the Member is not "made whole" for all of his or her damages in the recoveries that the Member receives. Blue Shield's right of recovery is not subject to reduction for attorney's fees and costs under the "common fund" or any other doctrine.
- 3) Blue Shield will not reduce its share of any recovery unless, in the exercise of Blue Shield's discretion, Blue Shield agrees in writing to a reduction (a) because the Member does not receive the full amount of damages that the Member claimed or (b) because the Member had to pay attorneys' fees.
- 4) The Member must cooperate in doing what is reasonably necessary to assist Blue Shield with its right of recovery. The Member must not take any action that may prejudice Blue Shield's right of recovery.

If the Member does seek damages for his or her illness or injury, the Member must tell Blue Shield promptly that the Member has made a claim against another party for a condition that Blue Shield has paid or may pay Benefits for, the Member must seek recovery of Blue Shield's Benefit payments and liabilities, and the Member must tell Blue Shield about any recoveries the Member obtains, whether in or out of court. Blue Shield may seek a first priority lien on the proceeds of the Member's claim in order to reimburse Blue Shield to the full amount of Benefits Blue Shield has paid or will pay. The amount Blue Shield seeks as restitution, reimbursement or other available remedy will be calculated in accordance with California Civil Code Section 3040.

Blue Shield may request that the Member sign a reimbursement agreement consistent with this provision.

Further, if the Member receives services from a participating Hospital for such injuries or illness, the

Hospital has the right to collect from the Member the difference between the amount paid by Blue Shield and the Hospital's reasonable and necessary charges for such services when payment or reimbursement is received by the Member for medical expenses. The Hospital's right to collect shall be in accordance with California Civil Code Section 3045.1.

IF THIS PLAN IS PART OF AN EMPLOYEE WELFARE BENEFIT PLAN SUBJECT TO THE EMPLOYEE RETIREMENT INCOME SECURITY ACT OF 1974 ("ERISA"), THE MEMBER IS ALSO REQUIRED TO DO THE FOLLOWING:

- 1) Ensure that any recovery is kept separate from and not comingled with any other funds or the Member's general assets and agree in writing that the portion of any recovery required to satisfy the lien or other right of Recovery of Blue Shield is held in trust for the sole benefit of Blue Shield until such time it is conveyed to Blue Shield;
- 2) Direct any legal counsel retained by the Member or any other person acting on behalf of the Member to hold that portion of the recovery to which Blue Shield is entitled in trust for the sole benefit of Blue Shield and to comply with and facilitate the reimbursement to the plan of the monies owed it.

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### **Coordination of Benefits**

Coordination of benefits (COB) is utilized when a Member is covered by more than one group health plan. Payments for allowable expenses will be coordinated between the two plans up to the maximum benefit amount payable by each plan separately. Coordination of benefits ensures that benefits paid by multiple group health plans do not exceed 100% of allowable expenses. The coordination of benefits rules also provide consistency in determining which group health plan is primary and avoid delays in benefit payments. Blue Shield follows the rules for coordination of benefits as outlined in the California Code of Regulations, Title 28, Section 1300.67.13 to determine the order of benefit payments between two group health plans. The following is a summary of those rules.

- 1) When a plan does not have a coordination of benefits provision, that plan will always provide its

benefits first. Otherwise, the plan covering the Member as an employee will provide its benefits before the plan covering the Member as a Dependent.

- 2) Coverage for dependent children:
  - a. When the parents are not divorced or separated, the plan of the parent whose date of birth (month and day) occurs earlier in the year is primary.
  - b. When the parents are divorced and the specific terms of the court decree state that one of the parents is responsible for the health care expenses of the child, the plan of the responsible parent is primary.
  - c. When the parents are divorced or separated, there is no court decree, and the parent with custody has not remarried, the plan of the custodial parent is primary.
  - d. When the parents are divorced or separated, there is no court decree, and the parent with custody has remarried, the order of payment is as follows:
    - i. The plan of the custodial parent
    - ii. The plan of the stepparent
    - iii. The plan of the non-custodial parent.
- 3) If the above rules do not apply, the plan which has covered the Member for the longer period of time is the primary plan. There may be exceptions for laid-off or retired employees.
- 4) When Blue Shield is the primary plan, Benefits will be provided without considering the other group health plan. When Blue Shield is the secondary plan and there is a dispute as to which plan is primary, or the primary plan has not paid within a reasonable period of time, Blue Shield will provide Benefits as if it were the primary plan.
- 5) Anytime Blue Shield makes payments over the amount they should have paid as the primary or secondary plan, Blue Shield reserves the right to recover the excess payments from the other plan or any person to whom such payments were made.

These coordination of benefits rules do not apply to the programs included in the *Limitation for Duplicate Coverage* section.

## Conditions of Coverage

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### Eligibility and Enrollment

To enroll and continue enrollment, a Subscriber must be an eligible Employee and meet all of the eligibility requirements for coverage established by the Employer. An Employee who resides or works in the Plan Service area is eligible for coverage as a Subscriber the day following the date he or she completes the waiting period established by the Employer. The Employee's spouse or Domestic Partner and all Dependent children who reside or work in the Plan Service Area are eligible for coverage at the same time. (Special arrangements may be available for Dependents who are full-time students; Dependents of Subscribers who are required by court order to provide coverage; and Dependents and Subscribers who are long-term travelers. Please contact the Member Services Department to request an Away From Home Care (AFHC) Program Brochure which explains these arrangements including how long AFHC coverage is available. This brochure is also available at <https://www.blueshieldca.com> for HMO Members).

An Employee or the Employee's Dependents may enroll when initially eligible or during the Employer's annual Open Enrollment Period. Under certain circumstances, an Employee and Dependents may qualify for a Special Enrollment Period. Other than the initial opportunity to enroll, a date 12 months from the date a written request for enrollment is made, the Employer's annual Open Enrollment period, or a Special Enrollment Period, an Employee or Dependent may not enroll in the health program offered by the Employer. Please see the definition of Late Enrollee and Special Enrollment Period in the *Definitions* section for details on these rights. For additional information on enrollment periods, please contact the Employer or Blue Shield.

Dependent children of the Subscriber, spouse, or his or her Domestic Partner, including children adopted or placed for adoption, will be covered immediately after birth, adoption or the placement of adoption for

a period of 31 days. In order to have coverage continue beyond the first 31 days, an application must be received by Blue Shield within 31 days from the date of birth, adoption or placement for adoption. If both partners in a marriage or Domestic Partnership are eligible Employees and Subscribers, children may be eligible and may be enrolled as a Dependent of either parent, but not both. Please contact Blue Shield to determine what evidence needs to be provided to enroll a child.

Enrolled disabled Dependent children who would normally lose their eligibility under this health plan solely because of age, may be eligible for coverage if they continue to meet the definition of Dependent.

The Employer must meet specified Employer eligibility, participation and contribution requirements to be eligible for this group health plan. If the Employer fails to meet these requirements, this coverage will terminate. See the *Termination of Benefits* section of this EOC for further information. Employees will receive notice of this termination and, at that time, will be provided with information about other potential sources of coverage, including access to individual coverage through Covered California.

Subject to the requirements described under the Continuation of Group Coverage provision in this EOC, if applicable, an Employee and his or her Dependents will be eligible to continue group coverage under this health plan when coverage would otherwise terminate.

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### Effective Date of Coverage

Blue Shield will notify the eligible Employee/Subscriber of the effective date of coverage for the Employee and his or her Dependents. Coverage starts at 12:01 a.m. Pacific Time on the effective date.

Dependents may be enrolled within 31 days of the Employee's eligibility date to have the same effective date of coverage as the Employee. If the Employee or Dependent is considered a Late Enrollee, coverage will become effective the earlier of 12 months from the date a written request for coverage is made or at the Employer's next Open Enrollment Period. Blue Shield will not consider applications for earlier effective dates unless the Employee or Dependent qualifies for a Special Enrollment Period.



In general, if the Employee or Dependents qualify for a Special Enrollment Period, coverage will begin no later than the first day of the first calendar month after Blue Shield receives the request for special enrollment from the Employer.

However, if the Employee qualifies for a Special Enrollment Period as a result of a birth, adoption, guardianship, marriage or Domestic Partnership and enrollment is requested by the Employee within 31 days of the event, the effective date of enrollment will be as follows:

- 1) For the case of a birth, adoption, placement for adoption, or guardianship, the coverage shall be effective on the date of birth, adoption, placement for adoption or court order of guardianship.
- 2) For marriage or Domestic Partnership the coverage effective date shall be the first day of the month following the date the request for special enrollment is received.

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### **Premiums (Dues)**

The monthly Premiums for a Subscriber and any enrolled Dependents are stated in the Contract. Blue Shield will provide the Employer with information regarding when the Premiums are due and when payments must be made for coverage to remain in effect.

All Premiums required for coverage for the Subscriber and Dependents will be paid by the Employer to Blue Shield. Any amount the Subscriber must contribute is set by the Employer. The Employer will receive notice of changes in Premiums at least 60 days prior to the change. The Employer will notify the Subscriber immediately.

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### **Grace Period**

After payment of the first Premium, the Contractholder is entitled to a grace period of 30 days for the payment of any Premiums due. During this grace period, the Contract will remain in force. However, the Contractholder will be liable for payment of Premiums accruing during the period the Contract continues in force.

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### **Plan Changes**

The Benefits and terms of this health plan, including but not limited to, Covered Services, Deductible, Copayment, Coinsurance and annual Out-of-Pocket Maximum amounts, are subject to change at any time. Blue Shield will provide at least 60 days written notice of any such change.

Benefits for services or supplies furnished on or after the effective date of any change in Benefits will be provided based on the change.

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### **Renewal of Group Health Service Contract**

This Contract has a 12-month term beginning with the eligible Employer's effective date of coverage. So long as the Employer continues to qualify for this health plan and continues to offer this plan to its Employees, Employees and Dependents will have an annual Open Enrollment period of 30 days before the end of the term to make any changes to their coverage. The Employer will give notice of the annual Open Enrollment period.

Blue Shield will offer to renew the Employer's Group Health Service Contract except in the following instances:

- 1) non-payment of Premiums;
- 2) fraud or intentional misrepresentation of material fact;
- 3) failure to comply with Blue Shield's applicable eligibility, participation or contribution rules;
- 4) termination of plan type by Blue Shield;
- 5) Employer relocates outside of California; or
- 6) Employer is an association and association membership ceases.

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### **Termination of Benefits (Cancellation and Rescission of Coverage)**

Except as specifically provided under the Extension of Benefits provision, and, if applicable, the Continuation of Group Coverage provision, there is no right to receive Benefits of this health plan following termination of a Member's coverage.

### **Cancellation at Member Request**

If the Subscriber is making any contribution towards coverage for himself or herself, or for Dependents, the Subscriber may request termination of this coverage. If coverage is terminated at the Subscriber's request, coverage will end at 11:59 p.m. Pacific Time on the last date for which Premiums have been paid.

### **Cancellation of Member's Enrollment by Blue Shield**

Blue Shield may cancel the Subscriber and any Dependent's coverage for cause for the following conduct; cancellation is effective immediately upon giving written notice to the Subscriber and Employer:

- 1) Providing false or misleading material information on the enrollment application or otherwise to the Employer or Blue Shield. See the Cancellation/Rescission for Fraud, or Intentional Misrepresentations of Material Fact provision;
- 2) Permitting use of a Member identification card by someone other than the Subscriber or Dependents to obtain Covered Services; or
- 3) Obtaining or attempting to obtain Covered Services under the Group Health Service Contract by means of false, materially misleading, or fraudulent information, acts or omissions.

If the Employer does not meet the applicable eligibility, participation and contribution requirements of the Contract, Blue Shield will cancel this coverage after 30 days' written notice to the Employer.

Any Premium paid Blue Shield for a period extending beyond the cancellation date will be refunded to the Employer. The Employer will be responsible to Blue Shield for unpaid Premium prior to the date of cancellation.

Blue Shield will honor all claims for Covered Services provided prior to the effective date of cancellation.

See the Termination of Benefits (Cancellation and Rescission of Coverage) section.

### **Cancellation by the Employer**

This health plan may be cancelled by the Employer at any time provided written notice is given to all Employees and Blue Shield to become effective

upon receipt, or on a later date as may be specified by the notice.

### **Cancellation for Employer's Non-Payment of Premium**

Blue Shield may cancel this health plan for non-payment of Premium. If the Employer fails to pay the required Premium when due, coverage will terminate upon expiration of the 30-day grace period following notice of termination for nonpayment of premium. The Employer will be liable for all Premium accrued while this coverage continues in force including those accrued during the grace period. Blue Shield will mail the Employer a Cancellation Notice (or Notice Confirming Termination of Coverage). The Employer must provide enrolled Employees with a copy of the Notice Confirming Termination of Coverage.

### **Cancellation/Rescission for Fraud or Intentional Misrepresentations of Material Fact**

Blue Shield may cancel or rescind the Contract for fraud or intentional misrepresentation of material fact by the Employer, or with respect to coverage of Employees or Dependents, for fraud or intentional misrepresentation of material fact by the Employee, Dependent, or their representative. A rescission voids the Contract retroactively as if it was never effective; Blue Shield will provide written notice to the Employer prior to any rescission.

In the event the contract is rescinded or cancelled, either by Blue Shield or the Employer, it is the Employer's responsibility to notify each enrolled Employee of the rescission or cancellation. Cancellations are effective on receipt or on such later date as specified in the cancellation notice.

If a Member is hospitalized or undergoing treatment for an ongoing condition and the Contract is cancelled for any reason, including non-payment of Premium, no Benefits will be provided unless the Member obtains an Extension of Benefits. (See the Extension of Benefits provision for more information.)

### **Date Coverage Ends**

Coverage for a Subscriber and all of his or her Dependents ends at 11:59 p.m. Pacific Time on the earliest of these dates: (1) the date the Employer Group Health Service Contract is discontinued, (2) the last

day of the month in which the Subscriber's employment terminates, unless a different date has been agreed to between Blue Shield and the Employer, (3) the date as indicated in the Notice Confirming Termination of Coverage that is sent to the Employer (see Cancellation for Non-Payment of Premium – Notices), or (4) the last day of the month in which the Subscriber and Dependents become ineligible for coverage, except as provided below.

Even if a Subscriber remains covered, his Dependents' coverage may end if a Dependent become ineligible. A Dependent spouse becomes ineligible following legal separation from the Subscriber, entry of a final decree of divorce, annulment or dissolution of marriage from the Subscriber; coverage ends on the last day of the month in which the Dependent spouse became ineligible. A Dependent Domestic Partner becomes ineligible upon termination of the domestic partnership; coverage ends on the last day of the month in which the Domestic Partner becomes ineligible. A Dependent child who reaches age 26 becomes ineligible on the last day of the month in which his or her 26<sup>th</sup> birthday occurs, unless the Dependent child is disabled and qualifies for continued coverage as described in the definition of Dependent.

In addition, if a written application for the addition of a newborn or a child placed for adoption is not submitted to and received by Blue Shield within the 31 days following the Dependent's birth or placement for adoption, Benefits under this health plan for that child will end on the 31st day after the birth or placement for adoption at 11:59 p.m. Pacific Time.

If the Subscriber ceases work because of retirement, disability, leave of absence, temporary layoff, or termination, he or she should contact the Employer or Blue Shield for information on options for continued group coverage or individual options. If the Employer is subject to the California Family Rights Act of 1991 and/or the federal Family & Medical Leave Act of 1993, and the approved leave of absence is for family leave under the terms of such Act(s), a Subscriber's payment of Premiums will keep coverage in force for such period of time as specified in such Act(s). The Employer is solely responsible for notifying their Employee of the availability and duration of family leaves.

## **Reinstatement**

If the Subscriber had been making contributions toward coverage for the Subscriber and Dependents and voluntarily cancelled such coverage, he or she should contact Blue Shield or the Employer regarding reinstatement options. If reinstatement is not an option, the Subscriber may have a right to re-enroll if the Subscriber or Dependents qualify for a Special Enrollment Period (see Special Enrollment Periods in the Definitions section). The Subscriber or Dependents may also enroll during the annual Open Enrollment Period. Enrollment resulting from a Special Enrollment Period or annual Open Enrollment Period is not reinstatement and may result in a gap in coverage.

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## **Extension of Benefits**

If a Member becomes Totally Disabled while validly covered under this health plan and continues to be Totally Disabled on the date the Contract terminates, Blue Shield will extend Benefits, subject to all limitations and restrictions, for Covered Services and supplies directly related to the condition, illness or injury causing such Total Disability until the first to occur of the following: (1) twelve months from the date coverage terminated; (2) the date the covered Member is no longer Totally Disabled; or (3) the date on which a replacement carrier provides coverage to the Member.

No extension will be granted unless Blue Shield receives written certification of such Total Disability from a Physician within 90 days of the date on which coverage was terminated, and thereafter at such reasonable intervals as determined by Blue Shield.

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## **Group Continuation Coverage**

Please examine your options carefully before declining this coverage.

A Subscriber can continue his or her coverage under this group health plan when the Subscriber's Employer is subject to either Title X of the Consolidated Omnibus Budget Reconciliation Act (COBRA) as amended or the California Continuation Benefits Replacement Act (Cal-COBRA). The Subscriber's Employer should be contacted for more information.

In accordance with the Consolidated Omnibus Budget Reconciliation Act (COBRA) as amended and the California Continuation Benefits Replacement Act (Cal-COBRA), a Member may elect to continue group coverage under this Plan if the Member would otherwise lose coverage because of a Qualifying Event that occurs while the Contractholder is subject to the continuation of group coverage provisions of COBRA or Cal-COBRA. The benefits under the group continuation of coverage will be identical to the benefits that would be provided to the Member if the Qualifying Event had not occurred (including any changes in such coverage).

A Member will not be entitled to benefits under Cal-COBRA if at the time of the qualifying event such Member is entitled to benefits under Title XVIII of the Social Security Act ("Medicare") or is covered under another group health plan. Under COBRA, a Member is entitled to benefits if at the time of the qualifying event such Member is entitled to Medicare or has coverage under another group health plan. However, if Medicare entitlement or coverage under another group health plan arises after COBRA coverage begins, it will cease.

### **Qualifying Event**

A Qualifying Event is defined as a loss of coverage as a result of any one of the following occurrences.

- 1) With respect to the Subscriber:
  - a. the termination of employment (other than by reason of gross misconduct); or
  - b. the reduction of hours of employment to less than the number of hours required for eligibility.
- 2) With respect to the Dependent spouse or Dependent Domestic Partner and Dependent children (children born to or placed for adoption with the Subscriber or Domestic Partner during a COBRA or Cal-COBRA continuation period may be immediately added as Dependents, provided the Contractholder is properly notified of the birth or placement for adoption, and such children are enrolled within 30 days of the birth or placement for adoption):
  - a. the death of the Subscriber; or

- b. the termination of the Subscriber's employment (other than by reason of such Subscriber's gross misconduct); or
- c. the reduction of the Subscriber's hours of employment to less than the number of hours required for eligibility; or
- d. the divorce or legal separation of the Subscriber from the Dependent spouse or termination of the domestic partnership; or
- e. the Subscriber's entitlement to benefits under Title XVIII of the Social Security Act ("Medicare"); or
- f. a Dependent child's loss of Dependent status under this Plan.

Domestic Partners and Dependent children of Domestic Partners cannot elect COBRA on their own, and are only eligible for COBRA if the Subscriber elects to enroll. Domestic Partners and Dependent children of Domestic Partners may elect to enroll in Cal-COBRA on their own.

- 3) For COBRA only, with respect to a Subscriber who is covered as a retiree, that retiree's Dependent spouse and Dependent children, the Employer's filing for reorganization under Title XI, United States Code, commencing on or after July 1, 1986.
- 4) With respect to any of the above, such other Qualifying Event as may be added to Title X of COBRA or the California Continuation Benefits Replacement Act (Cal-COBRA).

### **Notification of a Qualifying Event**

- 1) With respect to COBRA enrollees:

The Member is responsible for notifying the Employer of divorce, legal separation, or a child's loss of Dependent status under this plan, within 60 days of the date of the later of the Qualifying Event or the date on which coverage would otherwise terminate under this plan because of a Qualifying Event.

The Employer is responsible for notifying its COBRA administrator (or plan administrator if the Employer does not have a COBRA administrator) of the Subscriber's death, termination, or reduction of hours of employment, the Sub-

scriber's Medicare entitlement or the Employer's filing for reorganization under Title XI, United States Code.

When the COBRA administrator is notified that a Qualifying Event has occurred, the COBRA administrator will, within 14 days, provide written notice to the Member by first class mail of the Member's right to continue group coverage under this plan. The Member must then notify the COBRA administrator within 60 days of the later of (1) the date of the notice of the Member's right to continue group coverage or (2) the date coverage terminates due to the Qualifying Event.

If the Member does not notify the COBRA administrator within 60 days, the Member's coverage will terminate on the date the Member would have lost coverage because of the Qualifying Event.

2) With respect to Cal-COBRA enrollees:

The Member is responsible for notifying Blue Shield in writing of the Subscriber's death or Medicare entitlement, of divorce, legal separation, termination of a domestic partnership or a child's loss of Dependent status under this plan. Such notice must be given within 60 days of the date of the later of the Qualifying Event or the date on which coverage would otherwise terminate under this plan because of a Qualifying Event. Failure to provide such notice within 60 days will disqualify the Member from receiving continuation coverage under Cal-COBRA.

The Employer is responsible for notifying Blue Shield in writing of the Subscriber's termination or reduction of hours of employment within 30 days of the Qualifying Event.

When Blue Shield is notified that a Qualifying Event has occurred, Blue Shield will, within 14 days, provide written notice to the Member by first class mail of his or her right to continue group coverage under this plan. The Member must then give Blue Shield notice in writing of the Member's election of continuation coverage within 60 days of the later of (1) the date of the notice of the Member's right to continue group coverage or (2) the date coverage terminates due to the Qualifying Event. The written election no-

tice must be delivered to Blue Shield by first-class mail or other reliable means.

If the Member does not notify Blue Shield within 60 days, the Member's coverage will terminate on the date the Member would have lost coverage because of the Qualifying Event.

If this plan replaces a previous group plan that was in effect with the Employer, and the Member had elected Cal-COBRA continuation coverage under the previous plan, the Member may choose to continue to be covered by this plan for the balance of the period that the Member could have continued to be covered under the previous plan, provided that the Member notify Blue Shield within 30 days of receiving notice of the termination of the previous group plan.

### **Duration and Extension of Group Continuation Coverage**

Cal-COBRA enrollees will be eligible to continue Cal-COBRA coverage under this plan for up to a maximum of 36 months regardless of the type of Qualifying Event.

COBRA enrollees who reach the 18-month or 29-month maximum available under COBRA, may elect to continue coverage under Cal-COBRA for a maximum period of 36 months from the date the Member's continuation coverage began under COBRA. If elected, the Cal-COBRA coverage will begin after the COBRA coverage ends.

Note: COBRA enrollees must exhaust all the COBRA coverage to which they are entitled before they can become eligible to continue coverage under Cal-COBRA.

In no event will continuation of group coverage under COBRA, Cal-COBRA or a combination of COBRA and Cal-COBRA be extended for more than three years from the date the Qualifying Event has occurred which originally entitled the Member to continue group coverage under this plan.

Note: Domestic Partners and Dependent children of Domestic Partners cannot elect COBRA on their own, and are only eligible for COBRA if the Subscriber elects to enroll. Domestic Partners and Dependent children of Domestic Partners may elect to enroll in Cal-COBRA on their own.

## **Notification Requirements**

The Employer or its COBRA administrator is responsible for notifying COBRA enrollees of their right to possibly continue coverage under Cal-COBRA at least 90 calendar days before their COBRA coverage will end. The COBRA enrollee should contact Blue Shield for more information about continuation of coverage under Cal-COBRA. If the enrollee is eligible and chooses to continue coverage under Cal-COBRA, the enrollee must notify Blue Shield of their Cal-COBRA election at least 30 days before COBRA termination.

## **Payment of Premiums (Dues)**

Premiums for the Member continuing coverage shall be 102 percent of the applicable group Premium rate if the Member is a COBRA enrollee, or 110 percent of the applicable group Premium rate if the Member is a Cal-COBRA enrollee, except for the Member who is eligible to continue group coverage to 29 months because of a Social Security disability determination, in which case, the Premiums for months 19 through 29 shall be 150 percent of the applicable group Premium rate.

Note: For COBRA enrollees who are eligible to extend group coverage under COBRA to 29 months because of a Social Security disability determination, Premiums for Cal-COBRA coverage shall be 110 percent of the applicable group Premium rate for months 30 through 36.

If the Member is enrolled in COBRA and is contributing to the cost of coverage, the Employer shall be responsible for collecting and submitting all Premium contributions to Blue Shield in the manner and for the period established under this plan.

Cal-COBRA enrollees must submit Premiums directly to Blue Shield. The initial Premium must be paid within 45 days of the date the Member provided written notification to the plan of the election to continue coverage and be sent to Blue Shield by first-class mail or other reliable means. The Premium payment must equal an amount sufficient to pay any required amounts that are due. Failure to submit the correct amount within the 45-day period will disqualify the Member from continuation coverage.

## **Effective Date of the Continuation of Coverage**

The continuation of coverage will begin on the date the Member's coverage under this plan would otherwise terminate due to the occurrence of a Qualifying Event and it will continue for up to the applicable period, provided that coverage is timely elected and so long as Premiums are timely paid.

## **Termination of Group Continuation Coverage**

The continuation of group coverage will cease if any one of the following events occurs prior to the expiration of the applicable period of continuation of group coverage:

- 1) discontinuance of this Group Health Service Contract (if the Employer continues to provide any group benefit plan for employees, the Member may be able to continue coverage with another plan);
- 2) failure to timely and fully pay the amount of required Premiums to the COBRA administrator or the Employer or to Blue Shield as applicable. Coverage will end as of the end of the period for which Premiums were paid;
- 3) the Member becomes covered under another group health plan;
- 4) the Member becomes entitled to Medicare;
- 5) the Member commits fraud or deception in the use of the services of this plan.

Continuation of group coverage in accordance with COBRA or Cal-COBRA will not be terminated except as described in this provision. In no event will coverage extend beyond 36 months.

## **Continuation of Group Coverage for Members on Military Leave**

Continuation of group coverage is available for Members on military leave if the Member's Employer is subject to the Uniformed Services Employment and Re-employment Rights Act (USERRA). Members who are planning to enter the Armed Forces should contact their Employer for information about their rights under the (USERRA). Employers are responsible to ensure compliance with this act and other state and federal laws regarding leaves of absence including the California Family

Rights Act, the Family and Medical Leave Act, Labor Code requirements for Medical Disability.

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## **General Provisions**

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### **Plan Service Area**

The geographic area served by this Plan is defined as the Plan Service Area. Subscribers and Dependents must live or work within the prescribed Plan Service Area to enroll in this Plan and to maintain eligibility in this Plan. For specific information on the boundaries of the Plan Service Area members may call Shield Concierge at the number provided on the back page of this EOC. (Special arrangements may be available for Dependents who are full-time students or do not live in the Subscriber's home. Please contact the Member Services Department to request an Away From Home Care Program Brochure which explains these arrangements).

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### **Liability of Subscribers in the Event of Non-Payment by Blue Shield**

In accordance with Blue Shield's established policies, and by statute, every contract between Blue Shield and its Plan Providers stipulates that the Subscriber shall not be responsible to the Plan Provider for compensation for any services to the extent that they are provided in the Member's group contract. Plan Providers have agreed to accept the Blue Shield's payment as payment-in-full for Covered Services, except for Deductibles, Copayments and Coinsurance, and amounts in excess of specified Benefit maximums, or as provided under the Exception for Other Coverage provision and the Reductions section regarding Third Party Liability.

If services are provided by a non-Plan provider, the Member is responsible for all amounts Blue Shield does not pay.

When a Benefit specifies a Benefit maximum and that Benefit maximum has been reached, the Member is responsible for any charges above the Benefit maximums.

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### **Right of Recovery**

Whenever payment on a claim has been made in error, Blue Shield will have the right to recover such payment from the Subscriber or Member or, if applicable, the provider or another health benefit plan, in accordance with applicable laws and regulations. Blue Shield reserves the right to deduct or offset any amounts paid in error from any pending or future claim to the extent permitted by law. Circumstances that might result in payment of a claim in error include, but are not limited to, payment of benefits in excess of the benefits provided by the health plan, payment of amounts that are the responsibility of the Subscriber or Member (deductibles, copayments, coinsurance or similar charges), payment of amounts that are the responsibility of another payor, payments made after termination of the Subscriber or Member's eligibility, or payments on fraudulent claims.

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### **No Lifetime Benefit Maximum**

There is no maximum limit on the aggregate payments made by Blue Shield for Covered Services provided under this Group Health Service Contract.

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### **No Annual Dollar Limits on Essential Health Benefits**

This Plan contains no annual dollar limits on essential benefits as defined by federal law.

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### **Payment of Providers**

Blue Shield generally contracts with groups of Physicians to provide services to Members. A fixed, monthly fee is paid to the groups of Physicians for each Member whose Primary Care Physician is in the group. This payment system, capitation, includes incentives to the groups of Physicians to manage all services provided to Members in an appropriate manner consistent with the contract.

Members who want to know more about this payment system, may contact Shield Concierge at the number provided on the back page of this EOC or talk to their Plan Provider.

PLEASE READ THE FOLLOWING INFORMATION EXPLAINING FROM WHOM OR WHAT

GROUP OF PROVIDERS HEALTH CARE MAY BE OBTAINED.

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## Facilities

Blue Shield has established a network of Physicians, Hospitals, Participating Hospice Agencies, and Plan Non-Physician Health Care Practitioners in the Member's Primary Care Physician Service Area.

The Primary Care Physician(s) the Subscriber and Dependents select will provide telephone access 24 hours a day, seven days a week so that Members can obtain assistance and prior approval of Medically Necessary care. The Hospitals in the plan network provide access to 24-hour Emergency Services. The list of the Hospitals, Physicians and Participating Hospice Agencies in the Member's Primary Care Physician Service Area indicates the location and phone numbers of these Providers. Contact Shield Concierge at the number provided on the back page of this EOC for information on Plan Non-Physician Health Care Practitioners in the Member's Primary Care Physician Service Area.

For Urgent Services when the Member is within the United States, simply call toll-free 1-800-810-BLUE (2583) 24 hours a day, seven days a week. For Urgent Services outside the United States, call collect 1-804-673-1177 24 hours a day. Blue Shield will identify the Member's closest BlueCard Program provider. Urgent Services when the Member is outside the BlueCard Service Area are available through the Blue Shield Global Core. For Urgent Services when the Member is within California, but outside of the Primary Care Physician Service Area, the Member should, if possible, contact Shield Concierge at the number provided on the back page of this EOC in accordance with the How to Use This Health Plan section. For urgent care services when the Member is within the Primary Care Physician Service Area, contact the Primary Care Physician or follow instructions provided by the Member's assigned Medical Group/IPA.

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## Independent Contractors

Providers are neither agents nor employees of Blue Shield but are independent contractors. In no instance shall Blue Shield be liable for the negligence, wrongful acts, or omissions of any person receiving

or providing services, including any Physician, Hospital, or other provider or their employees.

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## Non-Assignability

Coverage or any Benefits of this Plan may not be assigned without the written consent of Blue Shield. Possession of a Blue Shield ID card confers no right to services or other Benefits of this Plan. To be entitled to services, the Member must be a Subscriber or Dependent who has been accepted by the Employer and enrolled by Blue Shield and who has maintained enrollment under the terms of this Contract.

Plan Providers are paid directly by Blue Shield or the Medical Group/IPA.

If the Member receives services from a non-Plan provider, payment will be made directly to the Subscriber, and the Subscriber is responsible for payment to the non-Plan provider. The Member or the provider of service may not request that the payment be made directly to the provider of service.

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## Plan Interpretation

Blue Shield shall have the power and discretionary authority to construe and interpret the provisions of this Plan, to determine the Benefits of this Plan and determine eligibility to receive Benefits under this Plan. Blue Shield shall exercise this authority for the benefit of all Members entitled to receive Benefits under this Plan.

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## Public Policy Participation Procedure

This procedure enables Members to participate in establishing the public policy of Blue Shield of California. It is not to be used as a substitute for the grievance procedure, complaints, inquiries or requests for information.

Public policy means acts performed by a plan or its employees and staff to assure the comfort, dignity, and convenience of Members who rely on the plan's facilities to provide health care services to them, their families, and the public (California Health and Safety Code, §1369).

At least one third of the Board of Directors of Blue Shield of California is comprised of Subscribers who are not Employees, providers, subcontractors or group contract brokers and who do not have finan-



cial interests in Blue Shield. The names of the members of the Board of Directors may be obtained from:

Sr. Manager, Regulatory Filings  
Blue Shield of California  
601 12<sup>th</sup> Street  
Oakland, CA 94607  
Phone: 1-510-607-2065

Please follow the following procedure:

- 1) Recommendations, suggestions or comments should be submitted in writing to the Sr. Manager, Regulatory Filings, at the above address, who will acknowledge receipt of the letter.
- 2) Please include name, address, phone number, Subscriber number, and group number with each communication.
- 3) The public policy issue should be stated so that it will be readily understood. Submit all relevant information and reasons for the policy issue with the letter.
- 4) Public policy issues will be heard at least quarterly as agenda items for meetings of the Board of Directors. Minutes of Board meetings will reflect decisions on public policy issues that were considered. Members who have initiated a public policy issue will be furnished with the appropriate extracts of the minutes within 10 business days after the minutes have been approved.

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## **Confidentiality of Personal and Health Information**

Blue Shield protects the privacy of individually identifiable personal information, including Protected Health Information. Individually identifiable personal information includes health, financial, and/or demographic information such as name, address, and social security number. Blue Shield will not disclose this information without authorization, except as permitted or required by law.

A STATEMENT DESCRIBING BLUE SHIELD'S POLICIES AND PROCEDURES FOR PRESERVING THE CONFIDENTIALITY OF MEDICAL RECORDS IS AVAILABLE AND WILL BE FURNISHED TO YOU UPON REQUEST.

Blue Shield's "Notice of Privacy Practices" can be obtained either by calling Shield Concierge at the number listed in the back of this EOC, or by accessing Blue Shield's internet site at [www.blueshieldca.com](http://www.blueshieldca.com) and printing a copy.

Members who are concerned that Blue Shield may have violated their privacy rights, or who disagree with a decision Blue Shield made about access to their individually identifiable personal information, may contact Blue Shield at:

### **Correspondence Address:**

Blue Shield of California Privacy Office  
P.O. Box 272540  
Chico, CA 95927-2540

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## **Access to Information**

Blue Shield may need information from medical providers, from other carriers or other entities, or from the Member, in order to administer the Benefits and eligibility provisions of this Contract. By enrolling in this health plan, each Member agrees that any provider or entity can disclose to Blue Shield that information that is reasonably needed by Blue Shield. Members also agree to assist Blue Shield in obtaining this information, if needed, (including signing any necessary authorizations) and to cooperate by providing Blue Shield with information in their possession. Failure to assist Blue Shield in obtaining necessary information or refusal to provide information reasonably needed may result in the delay or denial of Benefits until the necessary information is received. Any information received for this purpose by Blue Shield will be maintained as confidential and will not be disclosed without consent, except as otherwise permitted by law.

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## **Grievance Process**

Blue Shield has established a grievance procedure for receiving, resolving and tracking Members' grievances with Blue Shield.

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## **Medical Services**

The Member, a designated representative, or a provider on behalf of the Member, may contact by telephone, letter, or online to request a review of an initial determination concerning a claim or service.

Members may contact Blue Shield at the telephone number as noted on the back page of this EOC. If the telephone inquiry to Shield Concierge does not resolve the question or issue to the Member's satisfaction, the Member may request a grievance at that time, which the Shield Concierge Representative will initiate on the Member's behalf.

The Member, a designated representative, or a provider on behalf of the Member may also initiate a grievance by submitting a letter or a completed "Grievance Form". The Member may request this Form from Shield Concierge. The completed form should be submitted to Shield Concierge Appeals and Grievance, P.O. Box 5588, El Dorado Hills, CA 95762-0011. The Member may also submit the grievance online by visiting our web site at [www.blueshieldca.com](http://www.blueshieldca.com).

**For all grievances except denial of coverage for a Non-Formulary Drug:** Blue Shield will acknowledge receipt of a grievance within five calendar days. Grievances are resolved within 30 days.

Members can request an expedited decision when the routine decision making process might seriously jeopardize the life or health of a Member, or when the Member is experiencing severe pain. Blue Shield shall make a decision and notify the Member and Physician as soon as possible to accommodate the Member's condition not to exceed 72 hours following the receipt of the request. An expedited decision may involve admissions, continued stay, or other health care services. For additional information regarding the expedited decision process, or to request an expedited decision be made for a particular issue, please contact Shield Concierge.

**For grievances due to denial of coverage for a Non-Formulary Drug:** If your Employer selected the optional *Outpatient Prescription Drug Benefits Supplement* as a Benefit and Blue Shield denies an exception request for coverage of a Non-Formulary Drug, the Member, representative, or the Provider may submit a grievance requesting an external exception request review. Blue Shield will ensure a decision within 72 hours in routine circumstances or 24 hours in exigent circumstances. For additional information, please contact Shield Concierge.

**For all grievances:** The grievance system allows Subscribers to file grievances within 180 days fol-

lowing any incident or action that is the subject of the Member's dissatisfaction.

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## Mental Health and Substance Use Disorder Services

Members, a designated representative, or a provider on behalf of the Member may contact the MHSA by telephone, letter, or online to request a review of an initial determination concerning a claim or service. Members may contact the MHSA at the telephone number provided below. If the telephone inquiry to the MHSA's Customer Service Department does not resolve the question or issue to the Member's satisfaction, the Member may submit a grievance at that time, which the Customer Service Representative will initiate on the Member's behalf.

The Member, a designated representative, or a provider on behalf of the Member may also initiate a grievance by submitting a letter or a completed "Grievance Form". The Member may request this Form from the MHSA's Customer Service Department. If the Member wishes, the MHSA's Customer Service staff will assist in completing the Grievance Form. Completed Grievance Forms must be mailed to the MHSA at the address provided below. The Member may also submit the grievance to the MHSA online by visiting [www.blueshieldca.com](http://www.blueshieldca.com).

1-877-263-9952

Blue Shield of California  
Mental Health Service Administrator  
P.O. Box 719002  
San Diego, CA 92171-9002

The MHSA will acknowledge receipt of a grievance within five calendar days. Grievances are resolved within 30 days. The grievance system allows Subscribers to file grievances within 180 days following any incident or action that is the subject of the Member's dissatisfaction. See the previous Shield Concierge section for information on the expedited decision process.

If the grievance involves an MHSA Non-Participating Provider, the Member should contact the Shield Concierge as shown on the back page of this EOC.

Members can request an expedited decision when the routine decision making process might seriously jeopardize the life or health of a Member, or when

the Member is experiencing severe pain. The MHSA shall make a decision and notify the Member and Physician as soon as possible to accommodate the Member's condition not to exceed 72 hours following the receipt of the request. An expedited decision may involve admissions, continued stay, or other health care services. For additional information regarding the expedited decision process, or to request an expedited decision be made for a particular issue, please contact the MHSA at the number listed above.

PLEASE NOTE: If the Employer's group health plan is governed by the Employee Retirement Income Security Act ("ERISA"), you may have the right to bring a civil action under Section 502(a) of ERISA if all required reviews of the Member's claim have been completed and the claim has not been approved. Additionally, the Member and the Member's plan may have other voluntary alternative dispute resolution options, such as mediation.

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### **External Independent Medical Review**

For grievances involving claims or services for which coverage was denied by Blue Shield or by a contracting provider in whole or in part on the grounds that the service is not Medically Necessary or is experimental/investigational (including the external review available under the Friedman-Knowles Experimental Treatment Act of 1996), Members may choose to make a request to the Department of Managed Health Care to have the matter submitted to an independent agency for external review in accordance with California law. Members normally must first submit a grievance to Blue Shield and wait for at least 30 days before requesting external review; however, if the matter would qualify for an expedited decision as described above or involves a determination that the requested service is experimental/investigational, a Member may immediately request an external review following receipt of notice of denial. A Member may initiate this review by completing an application for external review, a copy of which can be obtained by contacting Shield Concierge. The Department of Managed Health Care will review the application and, if the request qualifies for external review, will select an external review agency and have the Member's records submitted to a qualified specialist for an independent determination of whether the care is Medically Necessary.

Members may choose to submit additional records to the external review agency for review. There is no cost to the Member for this external review. The Member and the Member's Physician will receive copies of the opinions of the external review agency. The decision of the external review agency is binding on Blue Shield; if the external reviewer determines that the service is Medically Necessary, Blue Shield will promptly arrange for the service to be provided or the claim in dispute to be paid. This external review process is in addition to any other procedures or remedies available and is completely voluntary; Members are not obligated to request external review. However, failure to participate in external review may cause the Member to give up any statutory right to pursue legal action against Blue Shield regarding the disputed service. For more information regarding the external review process, or to request an application form, please contact Shield Concierge.

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### **Department of Managed Health Care Review**

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The California Department of Managed Health Care is responsible for regulating health care service plans. If you have a grievance against your health plan, you should first telephone your health plan at **1-855-829-3566** and use your health plan's grievance process before contacting the Department. Utilizing this grievance procedure does not prohibit any potential legal rights or remedies that may be available to you. If you need help with a grievance involving an emergency, a grievance that has not been satisfactorily resolved by your health plan, or a grievance that has remained unresolved for more than 30 days, you may call the Department for assistance. You may also be eligible for an Independent Medical Review (IMR). If you are eligible for IMR, the IMR process will provide an impartial review of medical decisions made by a health plan related to the Medical Necessity of a proposed service or treatment, coverage decisions for treatments that are experimental or investigational in nature, and payment disputes for emergency or urgent medical services.

The Department also has a toll-free telephone number (**1-888-466-2219**) and a TDD line (**1-877-688-9891**) for the hearing and speech impaired. The De-

partment's internet website, ([www.dmhc.ca.gov](http://www.dmhc.ca.gov)), has complaint forms, IMR application forms, and instructions online.

In the event that Blue Shield should cancel or refuse to renew the enrollment for you or your Dependents and you feel that such action was due to reasons of health or utilization of benefits, you or your Dependents may request a review by the Department of Managed Health Care Director.

## Shield Concierge

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For questions about services, providers, Benefits, how to use this plan, or concerns regarding the quality of care or access to care, contact Shield Concierge. Shield Concierge can answer many questions over the telephone. Contact Information is provided on the last page of this EOC.

For all Mental Health and Substance Use Disorder Services Blue Shield has contracted with a Mental Health Service Administrator (MHSA). The MHSA should be contacted for questions about Mental Health and Substance Use Disorder Services, MHSA Participating Providers, or Mental Health and Substance Use Disorder Benefits. Members may contact the MHSA at the telephone number or address which appear below:

1-877-263-9952

Blue Shield of California  
Mental Health Service Administrator  
P.O. Box 719002  
San Diego, CA 92171-9002

## Definitions

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When the following terms are capitalized in this EOC, they will have the meaning set forth below:

**Accidental Injury** — definite trauma resulting from a sudden unexpected and unplanned event, occurring by chance, caused by an independent external source.

**Activities of Daily Living (ADL)** — mobility skills required for independence in normal, everyday living. Recreational, leisure, or sports activities are not considered ADL.

**Allowed Charges** —

- For a Plan Provider: the amounts a Plan Provider agrees to accept as payment from Blue Shield.
- For a non-Plan Provider: the amounts paid by Blue Shield when services from a non-Plan Provider are covered and are paid as a Reasonable and Customary Charge.

**Ambulatory Surgery Center** — an Outpatient surgery facility which:

- 1) is either licensed by the state of California as an ambulatory surgery center or is a licensed facility accredited by an ambulatory surgery center accrediting body; and,
- 2) provides services as a free-standing ambulatory surgery center which is licensed separately and bills separately from a Hospital and is not otherwise affiliated with a Hospital.

**Behavioral Health Treatment** — professional services and treatment programs, including applied behavior analysis and evidence-based intervention programs that develop or restore, to the maximum extent practicable, the functioning of an individual with pervasive developmental disorder or autism.

**Benefits (Covered Services)** — those Medically Necessary services and supplies which a Member is entitled to receive pursuant to the terms of the Group Health Service Contract.

**BlueCard Service Area** — the United States, Commonwealth of Puerto Rico, and U.S. Virgin Islands.

**Blue Shield of California** — a California not-for-profit corporation, licensed as a health care service plan, and referred to throughout this EOC, as Blue Shield.

**Calendar Year** — the 12-month consecutive period beginning on January 1 and ending on December 31 of the same calendar year.

**Close Relative** — the spouse, Domestic Partner, children, brothers, sisters, or parents of a Member.

**Coinsurance** — the percentage amount that a Member is required to pay for Covered Services after meeting any applicable Deductible.

**Continuous Nursing Services** — Nursing care provided on a continuous hourly basis, rather than intermittent home visits for Members enrolled in a Hospice Program. Continuous home care can be provided by a registered or licensed vocational nurse, but is only available for brief periods of crisis and only as necessary to maintain the terminally ill patient at home.

**Copayment** — the specific dollar amount that a Member is required to pay for Covered Services after meeting any applicable Deductible.

**Cosmetic Surgery** — surgery that is performed to alter or reshape normal structures of the body to improve appearance.

**Covered Services (Benefits)** — those Medically Necessary supplies and services which a Member is entitled to receive pursuant to the terms of the Group Health Service Contract.

**Creditable Coverage** —

- 1) Any individual or group policy, contract or program, that is written or administered by a disability insurer, health care service plan, fraternal benefits society, self-insured employer plan, or any other entity, in this state or elsewhere, and that arranges or provides medical, Hospital, and surgical coverage not designed to supplement other private or governmental plans. The term includes continuation or conversion coverage, but does not include accident only, credit, coverage for onsite medical clinics, disability income, Medicare supplement, long-term care, dental, vision, coverage issued as a supplement to liability insurance, insurance arising out of a workers' compensation or similar law, automobile medical payment insurance, or insurance under which benefits are payable with or without regard to fault and that is statutorily required to be contained in any liability insurance policy or equivalent self-insurance.
- 2) The Medicare Program pursuant to Title XVIII of the Social Security Act.
- 3) The Medicaid Program pursuant to Title XIX of the Social Security Act (referred to as MediCal in California).

- 4) Any other publicly sponsored program of medical, Hospital or surgical care, provided in this state or elsewhere.
- 5) The Civilian Health and Medical Program of the Uniformed Services (CHAMPUS) pursuant to 10 U.S.C. Chapter 55, Section 1071, et seq.
- 6) A medical care program of the Indian Health Service or of a tribal organization.
- 7) The Federal Employees Health Benefits Program, which is a health plan offered under 5 U.S.C. Chapter 89, Section 8901 et seq.
- 8) A public health plan as defined by the Health Insurance Portability and Accountability Act of 1996 pursuant to Section 2701(c)(1)(I) of the Public Health Service Act, and amended by Public Law 104-191.
- 9) A health benefit plan under Section 5(e) of the Peace Corps Act, pursuant to 22 U.S.C. 2504(e).
- 10) Any other Creditable Coverage as defined by subsection (c) of Section 2704 of Title XXVII of the federal Public Health Service Act (42 U.S.C. Sec 300gg-3(c)).

**Custodial or Maintenance Care** — care furnished in the home primarily for supervisory care or supportive services, or in a facility primarily to provide room and board (which may or may not include nursing care, training in personal hygiene and other forms of self-care and/or supervisory care by a Physician) or care furnished to a Member who is mentally or physically disabled, and

- 1) Who is not under specific medical, surgical, or psychiatric treatment to reduce the disability to the extent necessary to enable the patient to live outside an institution providing care; or
- 2) when, despite medical, surgical or psychiatric treatment, there is no reasonable likelihood that the disability will be so reduced.

**Deductible** — the Calendar Year amount which the Member must pay for specific Covered Services before Blue Shield pays for Covered Services pursuant to the Group Health Service Contract.

**Dependent** — the spouse or Domestic Partner, or child, of an eligible Employee, who is determined to be eligible and who is not independently covered as an eligible Employee or Subscriber.

- 1) A Dependent spouse is an individual who is legally married to the Subscriber, and who is not legally separated from the Subscriber.
- 2) A Dependent Domestic Partner is an individual who meets the definition of Domestic Partner as defined in this Agreement.
- 3) A Dependent child is a child of, adopted by, or in legal guardianship of the Subscriber, spouse, or Domestic Partner, and who is not covered as a Subscriber. A child includes any stepchild, child placed for adoption, or any other child for whom the Subscriber, spouse, or Domestic Partner has been appointed as a non-temporary legal guardian by a court of appropriate legal jurisdiction. A child is an individual less than 26 years of age. A child does not include any children of a Dependent child (i.e., grandchildren of the Subscriber, spouse, or Domestic Partner), unless the Subscriber, spouse, or Domestic Partner has adopted or is the legal guardian of the grandchild.
- 4) If coverage for a Dependent child would be terminated because of the attainment of age 26, and the Dependent child is disabled and incapable of self-sustaining employment, Benefits for such Dependent child will be continued upon the following conditions:
  - a. the child must be chiefly dependent upon the Subscriber, spouse, or Domestic Partner for support and maintenance;
  - b. the Subscriber, spouse, or Domestic Partner must submit to Blue Shield a Physician's written certification of disability within 60 days from the date of the Employer's or Blue Shield's request; and
  - c. thereafter, certification of continuing disability and dependency from a Physician must be submitted to Blue Shield on the following schedule:

- i. within 24 months after the month when the Dependent child's coverage would otherwise have been terminated; and
- ii. annually thereafter on the same month when certification was made in accordance with item (1) above. In no event will coverage be continued beyond the date when the Dependent child becomes ineligible for coverage for any reason other than attained age.

**Domestic Partner** — an individual who is personally related to the Subscriber by a registered domestic partnership. Both persons must have filed a Declaration of Domestic Partnership with the California Secretary of State. California state registration is limited to same sex domestic partners and only those opposite sex partners where one partner is at least 62 and eligible for Social Security based on age. The domestic partnership is deemed created on the date the Declaration of Domestic Partnership is filed with the California Secretary of State.

**Domiciliary Care** — care provided in a Hospital or other licensed facility because care in the individual's home is not available or is unsuitable.

**Emergency Medical Condition (including a psychiatric emergency)** — a medical condition manifesting itself by acute symptoms of sufficient severity (including severe pain) such that the absence of immediate medical attention could reasonably be expected to result in any of the following:

- 1) placing the Member's health in serious jeopardy;
- 2) serious impairment to bodily functions;
- 3) serious dysfunction of any bodily organ or part.

**Emergency Services** — the following services provided for an Emergency Medical Condition:

- 1) A medical screening examination that is within the capability of the emergency department of a Hospital, including ancillary services routinely available to the emergency

department to evaluate the Emergency Medical Condition, and

- 2) Such further medical examination and treatment, to the extent they are within the capabilities of the staff and facilities available at the Hospital, to stabilize the Member.

‘Stabilize’ means to provide medical treatment of the condition as may be necessary to assure, with reasonable medical probability, that no material deterioration of the condition is likely to result from or occur during the transfer of the individual from a facility, or, with respect to a pregnant woman who is having contractions, when there is inadequate time to safely transfer her to another Hospital before delivery (or the transfer may pose a threat to the health or safety of the woman or unborn child), “Stabilize” means to deliver (including the placenta).

“Post-Stabilization Care” means Medically Necessary services received after the treating Physician determines the Emergency Medical Condition is stabilized.

Emergency Services will be reviewed retrospectively by Blue Shield to determine whether the services were for an Emergency Medical Condition. If the Member reasonably should have known that an Emergency Medical Condition did not exist, the services will not be covered.

**Employee** — an individual who meets the eligibility requirements set forth in the Group Health Service Contract between Blue Shield and the Employer.

**Employer (Contractholder)** — any person, firm, proprietary or non-profit corporation, partnership, public agency, or association that has at least 101 employees and that is actively engaged in business or service, in which a bona fide employer-employee relationship exists, in which the majority of employees were employed within this state, and which was not formed primarily for purposes of buying health care coverage or insurance.

**Experimental or Investigational in Nature** — any treatment, therapy, procedure, drug or drug usage, facility or facility usage, equipment or equipment usage, device or device usage, or supplies

which are not recognized in accordance with generally accepted professional medical standards as being safe and effective for use in the treatment of the illness, injury, or condition at issue. Services which require approval by the Federal government or any agency thereof, or by any state government agency, prior to use and where such approval has not been granted at the time the services or supplies were rendered, shall be considered experimental or investigational in nature.

Services or supplies which themselves are not approved or recognized in accordance with accepted professional medical standards, but nevertheless are authorized by law or by a government agency for use in testing, trials, or other studies on human patients, shall be considered experimental or investigational in nature.

**Family** — the Subscriber and all enrolled Dependents.

**Group Health Service Contract (Contract)** — the contract for health coverage between Blue Shield and the Employer (Contractholder) that establishes the Benefits that Subscribers and Dependents are entitled to receive.

**Habilitative Services** — Health care services and devices that help a person keep, learn, or improve skills and functioning for daily living. Examples include therapy for a child who is not walking or talking at the expected age. These services may include physical and occupational therapy, speech-language pathology, and other services for people with disabilities in a variety of inpatient or outpatient settings, or both.

**Health Care Provider** — An appropriately licensed or certified independent practitioner including: licensed vocational nurse; registered nurse; nurse practitioner; physician assistant; psychiatric/mental health registered nurse; registered dietician; certified nurse midwife; licensed midwife; occupational therapist; acupuncturist; registered respiratory therapist; speech therapist or pathologist; physical therapist; pharmacist; naturopath; podiatrist; chiropractor; optometrist; nurse anesthetist (CRNA); clinical nurse specialist; optician; audiologist; hearing aid supplier; licensed clinical social worker; psychologist; marriage and family therapist; board certified behavior analyst

(BCBA), licensed professional clinical counselor (LPCC); massage therapist.

Note: A Participating home infusion agency may not be a Participating Hemophilia Infusion Provider if it does not have an agreement with Blue Shield to furnish blood factor replacement products and services.

**Hemophilia Infusion Provider** — a provider that furnishes blood factor replacement products and services for in-home treatment of blood disorders such as hemophilia.

Note: A Participating home infusion agency may not be a Participating Hemophilia Infusion Provider if it does not have an agreement with Blue Shield to furnish blood factor replacement products and services.

**HMO Provider** — a Medical Group or IPA, and all associated Physicians and Plan Specialists, that participate in the HMO Plan and for Mental Health and Substance Use Disorder Services, an MHSA Participating Provider.

**Home Health Aide** — an individual who has successfully completed a state-approved training program, is employed by a home health agency or hospice program, and provides personal care services in the patient's home.

**Hospice or Hospice Agency** — an entity which provides Hospice services to persons with a Terminal Disease or Illness and holds a license, currently in effect, as a Hospice pursuant to California Health and Safety Code Section 1747, or is licensed as a home health agency pursuant to California Health and Safety Code Sections 1726 and 1747.1 and has Medicare certification.

**Hospital** — an entity which is:

- 1) a licensed institution primarily engaged in providing medical, diagnostic and surgical facilities for the care and treatment of sick and injured persons on an inpatient basis, under the supervision of an organized medical staff, and which provides 24-hour a day nursing service by registered nurses; or
- 2) a psychiatric Hospital accredited by the Joint Commission on Accreditation of Healthcare Organizations; or

- 3) a psychiatric health care facility as defined in Section 1250.2 of the California Health and Safety Code.

A facility which is principally a rest home, nursing home, or home for the aged, is not included in this definition.

**Host Blue** — the local Blue Cross and/or Blue Shield Licensee in a geographic area outside of California, within the BlueCard Service Area.

**Independent Practice Association (IPA)** — a group of Physicians with individual offices who form an organization in order to contract, manage, and share financial responsibilities for providing Benefits to Members.

**Infertility** —

- 1) a demonstrated condition recognized by a licensed physician and surgeon as a cause for infertility; or
- 2) the inability to conceive a pregnancy or to carry a pregnancy to a live birth after a year of regular sexual relations without contraception.

**Intensive Outpatient Program** — an outpatient Mental Health or Substance Use Disorder treatment program utilized when a patient's condition requires structure, monitoring, and medical/psychological intervention at least three hours per day, three days per week.

**Inter-Plan Arrangements** — Blue Shield's relationships with other Blue Cross and/or Blue Shield Licensees, governed by the Blue Cross Blue Shield Association.

**Late Enrollee** — an eligible Employee or Dependent who declined enrollment in this coverage at the time of the initial enrollment period, and who subsequently requests enrollment for coverage, provided that the initial enrollment period was a period of at least 30 days. Coverage is effective for a Late Enrollee the earlier of 12 months from the annual date a written request for coverage is made or at the Employer's next Open Enrollment Period.

An eligible Employee or Dependent may qualify for a Special Enrollment Period.



**Medical Group** — an organization of Physicians who are generally located in the same facility and provide Benefits to Members.

**Medical Necessity – (Medically Necessary)** — Benefits are provided only for services which are Medically Necessary.

- 1) Services which are Medically Necessary include only those which have been established as safe and effective and are furnished in accordance with generally accepted professional standards to treat an illness, injury, or medical condition, and which, as determined by Blue Shield, are:
  - a. consistent with Blue Shield medical policy; and,
  - b. consistent with the symptoms or diagnosis; and,
  - c. not furnished primarily for the convenience of the patient, the attending Physician or other provider;
  - d. furnished at the most appropriate level which can be provided safely and effectively to the patient; and
  - e. not more costly than an alternative service or sequence of services at least as likely to produce equivalent therapeutic or diagnostic results as to the diagnosis or treatment of the Member's illness, injury, or disease.
- 2) Hospital inpatient services which are Medically Necessary include only those services which satisfy the above requirements, require the acute bed-patient (overnight) setting, and which could not have been provided in a Physician's office, the Outpatient Department of a Hospital, or in another lesser facility without adversely affecting the patient's condition or the quality of medical care rendered.
- 3) Inpatient services which are not Medically Necessary include hospitalization:
  - a. for diagnostic studies that could have been provided on an Outpatient basis;
  - b. for medical observation or evaluation;

- c. for personal comfort;
- d. in a pain management center to treat or cure chronic pain; or
- e. for inpatient Rehabilitative Services that can be provided on an outpatient basis.

- 4) Blue Shield reserves the right to review all services to determine whether they are Medically Necessary, and may use the services of Physician consultants, peer review committees of professional societies or Hospitals, and other consultants.

**Member** — an individual who is enrolled and maintains coverage under the Group Health Service Contract as either a Subscriber or a Dependent.

**Mental Health Condition** — mental disorders listed in the most current edition of the Diagnostic & Statistical Manual of Mental Disorders (DSM), including Severe Mental Illnesses and Serious Emotional Disturbances of a Child.

**Mental Health Service Administrator (MHSA)** — The MHSA is a specialized health care service plan licensed by the California Department of Managed Health Care. Blue Shield contracts with the MHSA to underwrite and deliver Blue Shield's Mental Health and Substance Use Disorder Services through a separate network of MHSA Participating Providers.

**Mental Health Services** — services provided to treat a Mental Health Condition.

**MHSA Non-Participating Provider** — a provider who does not have an agreement in effect with the MHSA for the provision of Mental Health or Substance Use Disorder Services.

**MHSA Participating Provider** — a provider who has an agreement in effect with the MHSA for the provision of Mental Health or Substance Use Disorder Services.

**Occupational Therapy** — treatment under the direction of a Physician and provided by a certified occupational therapist or other appropriately licensed Health Care Provider, utilizing arts, crafts, or specific training in daily living skills, to improve and maintain a patient's ability to function.

**Office Visits for Outpatient Mental Health and Substance Use Disorder Services** — professional (Physician) office visits for the diagnosis and treatment of Mental Health and Substance Use Disorder Conditions, including the individual, Family or group setting.

**Open Enrollment Period** — that period of time set forth in the Contract during which eligible Employees and their Dependents may enroll in this coverage, or transfer from another health benefit plan sponsored by the Employer to this coverage.

**Orthosis (Orthotics)** — an orthopedic appliance or apparatus used to support, align, prevent or correct deformities, or to improve the function of movable body parts.

**Other Outpatient Mental Health and Substance Use Disorder Services** — Outpatient Facility and professional services for the diagnosis and treatment of Mental Health and Substance Use Disorder Conditions including, but not limited to, the following:

- 1) Partial Hospitalization
- 2) Intensive Outpatient Program
- 3) Electroconvulsive Therapy
- 4) Office-Based Opioid Treatment
- 5) Transcranial Magnetic Stimulation
- 6) Behavioral Health Treatment
- 7) Psychological Testing

These services may also be provided in the office, home or other non-institutional setting.

**Out-of-Area Covered Health Care Services** — Medically Necessary Emergency Services, Urgent Services, or Out-of-Area Follow-up Care provided outside the Plan Service Area.

**Out-of-Area Follow-up Care** — non-emergent Medically Necessary services to evaluate the Member's progress after Emergency or Urgent Services provided outside the service area.

**Out-of-Pocket Maximum** — the highest Deductible, Copayment and Coinsurance amount an individual or Family is required to pay for designated Covered Services each year as indicated in the Summary of Benefits. Charges for services that

are not covered, or charges in excess of the Allowed Charges or contracted rate, do not accrue to the Calendar Year Out-of-Pocket Maximum.

**Outpatient Department of a Hospital** — any department or facility integrated with the Hospital that provides outpatient services under the Hospital's license, which may or may not be physically separate from the Hospital.

**Outpatient Facility** — a licensed facility which provides medical and/or surgical services on an outpatient basis. The term does not include a Physician's office or a Hospital.

**Partial Hospitalization Program (Day Treatment)** — an outpatient treatment program that may be free-standing or Hospital-based and provides services at least five hours per day, four days per week. Patients may be admitted directly to this level of care, or transferred from inpatient care following acute stabilization.

**Participating Hemophilia Infusion Provider** — a Hemophilia Infusion Provider that has an agreement with Blue Shield to furnish blood factor replacement products and services for in-home treatment of blood disorders such as hemophilia.

A Participating home infusion agency may not be a Participating Hemophilia Infusion Provider if it does not have an agreement with Blue Shield to furnish blood factor replacement products and services.

**Participating Hospice or Participating Hospice Agency** — an entity which: (1) provides Hospice services to Terminally Ill Members and holds a license, currently in effect, as a Hospice pursuant to Health and Safety Code Section 1747, or a home health agency licensed pursuant to Health and Safety Code Sections 1726 and 1747.1 which has Medicare certification; and (2) has either contracted with Blue Shield of California or has received prior approval from Blue Shield of California to provide Hospice service Benefits pursuant to the California Health and Safety Code Section 1368.2.

**Period of Care** — the timeframe the Primary Care Physician certifies or recertifies that the Member requires and remains eligible for Hospice care, even if the Member lives longer than one year. A

Period of Care begins the first day the Member receives Hospice services and ends when the certified timeframe has elapsed.

**Primary Care Physician** — a general practitioner, board-certified or eligible family practitioner, internist, obstetrician/gynecologist, or pediatrician who has contracted with one of the contracted Independent Practice Associations, Medical Groups, or Blue Shield as a Primary Care Physician to provide primary care to Members and to refer, authorize, supervise, and coordinate the provision of all Benefits to Members in accordance with the contract.

**Primary Care Physician Service Area** — that geographic area served by the Member's Primary Care Physician's Medical Group or IPA.

**Physical Therapy** — treatment provided by a physical therapist, occupational therapist, or other appropriately licensed Health Care Provider. Treatment utilizes physical agents and therapeutic procedures, such as ultrasound, heat, range of motion testing, and massage, to improve a patient's musculoskeletal, neuromuscular and respiratory systems.

**Physician** — an individual licensed and authorized to engage in the practice of medicine or osteopathic medicine.

**Plan** — the Blue Shield Trio HMO Health Plan.

**Plan Hospital** — a Hospital licensed under applicable state law contracting specifically with Blue Shield to provide Benefits to Members under the Plan.

Note: This definition does not apply to Mental Health and Substance Use Disorder Services. See above for MHSA Participating Providers for Mental Health and Substance Use Disorder Services.

**Plan Non-Physician Health Care Practitioner** — a health care professional who is not a Physician and has an agreement with one of the contracted Independent Practice Associations, Medical Groups, Plan Hospitals, or Blue Shield to provide Covered Services to Members when referred by a Primary Care Physician. For all Mental Health and Substance Use Disorder Services, this definition includes Mental Health Service Administrator (MHSA) Participating Providers.

**Plan Provider** — a provider who has an agreement with Blue Shield to provide Plan Benefits to Members and an MHSA Participating Provider.

**Plan Service Area** — that geographic area served by the HMO Plan.

**Plan Specialist** — a Physician other than a Primary Care Physician, psychologist, licensed clinical social worker, or licensed marriage and family therapist who has an agreement with Blue Shield to provide Covered Services to Members either according to an authorized referral by a Primary Care Physician, or according to the Trio+ Specialist program, or for OB/GYN Physician services. For all Mental Health and Substance Use Disorder Services, this definition includes Mental Health Service Administrator (MHSA) Participating Providers.

**Premium (Dues)** — the monthly prepayment that is made to Blue Shield on behalf of each Member by the Contractholder for coverage under the Group Health Service Contract.

**Preventive Health Services** — primary preventive medical services, including related laboratory services, for early detection of disease as specifically described in the Principal Benefits and Coverages section of this EOC.

**Prosthesis (es) (Prosthetic)** — an artificial part, appliance or device used to replace a missing part of the body.

**Psychological Testing** — testing to diagnose a Mental Health Condition when referred by an MHSA Participating Provider.

**Reasonable and Customary Charge** —

- 1) In California: The lower of: (a) the provider's billed charge, or (b) the amount determined by Blue Shield to be the reasonable and customary value for the services rendered by a non-Plan provider based on statistical information that is updated at least annually and considers many factors including, but not limited to, the provider's training and experience, and the geographic area where the services are rendered.
- 2) Outside of California: The lower of: (a) the provider's billed charge, or, (b) the amount, if

any, established by the laws of the state to be paid for Emergency Services.

**Reconstructive Surgery** — surgery to correct or repair abnormal structures of the body caused by congenital defects, developmental abnormalities, trauma, infection, tumors, or disease to do either of the following: (1) to improve function; or (2) to create a normal appearance to the extent possible, including dental and orthodontic services that are an integral part of surgery for cleft palate procedures.

**Rehabilitative Services** — Inpatient or outpatient care furnished to an individual disabled by injury or illness, including Severe Mental Illness and Severe Emotional Disturbances of a Child, to restore an individual's ability to function to the maximum extent practical. Rehabilitative Services may consist of Physical Therapy, Occupational Therapy, and/or Respiratory Therapy.

**Residential Care** — Mental Health or Substance Use Disorder Services provided in a facility or a free-standing residential treatment center that provides overnight/extended-stay services for Members who do not require acute inpatient care.

**Respiratory Therapy** — treatment, under the direction of a Physician and provided by a certified respiratory therapist, or other appropriately licensed or certified Health Care Provider to preserve or improve a patient's pulmonary function.

**Serious Emotional Disturbances of a Child** — a minor under the age of 18 years who:

- 1) has one or more mental disorders in the most recent edition of the Diagnostic and Statistical manual of Mental Disorders (other than a primary substance use disorder or developmental disorder), that results in behavior inappropriate for the child's age according to expected developmental norms; and
- 2) meets the criteria in paragraph (2) of subdivision (a) of Section 5600.3 of the Welfare and Institutions Code. This section states that members of this population shall meet one or more of the following criteria:
  - a. As a result of the mental disorder the child has substantial impairment in at least two

of the following areas: self-care, school functioning, Family relationships, or ability to function in the community: and either of the following has occurred: the child is at risk of removal from home or has already been removed from the home or the mental disorder and impairments have been present for more than six months or are likely to continue for more than one year without treatment;

- b. The child displays one of the following: psychotic features, risk of suicide or risk of violence due to a mental disorder.

**Severe Mental Illnesses** — conditions with the following diagnoses: schizophrenia, schizo affective disorder, bipolar disorder (manic depressive illness), major depressive disorders, panic disorder, obsessive-compulsive disorder, pervasive developmental disorder or autism, anorexia nervosa, bulimia nervosa.

**Skilled Nursing** — services performed by a licensed nurse (either a registered nurse or a licensed vocational nurse).

**Skilled Nursing Facility** — a facility with a valid license issued by the California Department of Public Health as a "Skilled Nursing Facility" or any similar institution licensed under the laws of any other state, territory, or foreign country. Also included is a Skilled Nursing Unit within a Hospital.

**Special Enrollment Period** — a period during which an individual who experiences certain qualifying events may enroll in, or change enrollment in, this health plan outside of the initial and annual Open Enrollment Periods. An eligible Employee or an Employee's Dependent has a 30-day Special Enrollment Period, except as otherwise stated, if any of the following occurs:

- 1) The eligible Employee or Dependent meets all of the following requirements:
  - a. The Employee or Dependent was covered under another employer health benefit plan or had other health insurance coverage at the time he was offered enrollment under this plan;

- b. The Employee or Dependent certified, at the time of the initial enrollment, that coverage under another employer health plan or other health insurance was the reason for declining enrollment provided that, if he was covered under another employer health plan or had other health insurance coverage, he was given the opportunity to make the certification required as was notified that failure to do so could result in later treatment as a Late Enrollee;
  - c. The Employee or Dependent has lost or will lose coverage under another employer health benefit plan as a result of termination of his employment or of an individual through whom he was covered as a Dependent, change in his employment status or of an individual through whom he was covered as a Dependent, termination of the other plan's coverage, exhaustion of COBRA continuation coverage, cessation of an employer's contribution toward his coverage, death of an individual through whom he was covered as a Dependent, or legal separation, divorce or termination of a domestic partnership.
  - d. The Employee or Dependent requests enrollment within 30 days after termination of coverage or employer contribution toward coverage provided under another employer health benefit plan; or
- 2) A court has ordered that coverage be provided for a spouse or Domestic Partner or minor child under a covered Employee's health benefit Plan. The health Plan shall enroll such a Dependent child effective the first day of the month following presentation of a court order by the district attorney, or upon presentation of a court order or request by a custodial party or the employer, as described in Sections 3751.5 and 3766 of the Family Code; or
  - 3) For eligible Employees or Dependents who fail to elect coverage in this Plan during their initial enrollment period, the Plan cannot produce a written statement from the Employer stating that prior to declining coverage, he or the individual through whom he was covered as a Dependent, was provided with and signed acknowledgment of a Refusal of Personal Coverage specifying that failure to elect coverage during the initial enrollment period permits the Plan to impose, at the time of his later decision to elect coverage, an exclusion from coverage for a period of up to 12 months, unless he or she meets the criteria specified in paragraphs 1 or 2 above; or
  - 4) For eligible Employees or Dependents who were eligible for coverage under the Healthy Families Program or Medi-Cal and whose coverage is terminated as a result of the loss of such eligibility, provided that enrollment is requested no later than 60 days after the termination of coverage; or
  - 5) For eligible Employees or Dependents who are eligible for the Healthy Families Program or the Medi-Cal premium assistance program and who request enrollment within 60 days of the notice of eligibility for these premium assistance programs; or
  - 6) For eligible Employees who decline coverage during the initial enrollment period and subsequently acquire Dependents through marriage, establishment of domestic partnership, birth, or placement for adoption, and who enroll for coverage for themselves and their Dependents within 30 days from the date of marriage, establishment of domestic partnership, birth, or placement for adoption.
- Special Food Products** — a food product which is both of the following:
- 1) Prescribed by a Physician or nurse practitioner for the treatment of phenylketonuria (PKU) and is consistent with the recommendations and best practices of qualified health professionals with expertise germane to, and experience in the treatment and care of, phenylketonuria (PKU). It does not include a food that is naturally low in protein, but may include a food product that is specially formulated to have less than one gram of protein per serving;
  - 2) Used in place of normal food products, such as

grocery store foods, used by the general population.

**Speech Therapy** — treatment under the direction of a Physician and provided by a licensed speech pathologist, speech therapist, or other appropriately licensed or certified Health Care Provider to improve or retrain a patient’s vocal or swallowing skills which have been impaired by diagnosed illness or injury.

**Subacute Care** — Skilled Nursing or skilled Rehabilitative Services provided in a Hospital or Skilled Nursing Facility to patients who require skilled care such as nursing services, Physical, Occupational or Speech Therapy, a coordinated program of multiple therapies or who have medical needs that require daily registered nurse monitoring. A facility which is primarily a rest home, convalescent facility, or home for the aged is not included.

**Subscriber** — an eligible Employee who is enrolled and maintains coverage under the Group Health Service Contract.

**Substance Use Disorder Condition** — drug or alcohol abuse or dependence.

**Substance Use Disorder Services** — services provided to treat a Substance Use Disorder Condition.

**Terminal Disease or Terminal Illness (Terminally III)** – a medical condition resulting in a life expectancy of one year or less, if the disease follows its natural course.

**Trio HMO Provider** — a Medical Group or IPA, and all associated Physicians and Plan Specialists,

that participate in the Trio HMO Plan and for Mental Health and Substance Use Disorder Services, an MHSA Participating Provider.

**Total Disability (or Totally Disabled)** —

- 1) In the case of an Employee or Member otherwise eligible for coverage as an Employee, a disability which prevents the individual from working with reasonable continuity in the individual’s customary employment or in any other employment in which the individual reasonably might be expected to engage, in view of the individual’s station in life and physical and mental capacity.
- 2) In the case of a Dependent, a disability which prevents the individual from engaging with normal or reasonable continuity in the individual’s customary activities or in those in which the individual otherwise reasonably might be expected to engage, in view of the individual’s station in life and physical and mental capacity.

**Urgent Services** — those Covered Services rendered outside of the Primary Care Physician Service Area (other than Emergency Services) which are Medically Necessary to prevent serious deterioration of a Member’s health resulting from unforeseen illness, injury or complications of an existing medical condition, for which treatment cannot reasonably be delayed until the Member returns to the Primary Care Physician Service Area.

This EOC should be retained for your future reference as a Member of the Blue Shield Trio HMO Plan. Should you have any questions, please call Shield Concierge at the number provided on the back page of this EOC.

Blue Shield of California  
601 12<sup>th</sup> Street  
Oakland, CA 94607

# Notice of the Availability of Language Assistance Services

**No Cost Language Services.** You can get an interpreter. You can get documents read to you and some sent to you in your language. For help, call us at the number listed on your ID card or 1-866-346-7198. English

**Servicios de idiomas sin costo.** Puede obtener un intérprete. Le pueden leer documentos y que le envíen algunos en español. Para obtener ayuda, llámenos al número que figura en su tarjeta de identificación o al 1-866-346-7198. Spanish

**免費語言服務。** 您可獲得口譯員服務。可以用中文把文件唸給您聽，有些文件有中文的版本，也可以把這些文件寄給您。欲取得協助，請致電您的保險卡所列的電話號碼，或撥打1-866-346-7198與我們聯絡。Chinese

**Các Dịch Vụ Trợ Giúp Ngôn Ngữ Miễn Phí.** Quý vị có thể được nhận dịch vụ thông dịch. Quý vị có thể được người khác đọc giúp các tài liệu và nhận một số tài liệu bằng tiếng Việt. Để được giúp đỡ, hãy gọi cho chúng tôi tại số điện thoại ghi trên thẻ hội viên của quý vị hoặc 1-866-346-7198. Vietnamese

**무료 통역 서비스.** 귀하는 한국어 통역 서비스를 받으실 수 있으며 한국어로 서류를 낭독해주는 서비스를 받으실 수 있습니다. 도움이 필요하신 분은 귀하의 ID 카드에 나와있는 안내 전화: 1-866-346-7198 번으로 문의해 주십시오. Korean

**Walang Gastos na mga Serbisyo sa Wika.** Makakakuha ka ng interpreter o tagasalin at maipababasa mo sa Tagalog ang mga dokumento. Para makakuha ng tulong, tawagan kami sa numerong nakalista sa iyong ID card o sa 1-866-346-7198. Tagalog

**Անվճար Լեզվախոս Ծառայություններ:** Դուք կարող եք թարգման և ներքերել և փաստաթղթերը ընթերցել տալ և նաև համար հայերեն լեզվով: Օգնության համար մեզ զանգահարեք ևեր ինքնության (ID) տոմսի վրա նշված կամ 1-866-346-7198 համարով: Armenian

**Бесплатные услуги перевода.** Вы можете воспользоваться услугами переводчика, и ваши документы прочтут для вас на русском языке. Если вам требуется помощь, звоните нам по номеру, указанному на вашей идентификационной карте, или 1-866-346-7198. Russian

**無料の言語サービス** 日本語で通訳をご提供し、書類をお読みします。サービスをご希望の方は、IDカード記載の番号または1-866-346-7198までお問い合わせください。Japanese

خدمات جانی مربوط به زبان. میتواند از خدمات یک مترجم شفاهی استفاده کنید و بگوئید مدارک به زبان فارسی برایتان خوانده شوند. برای دریافت کمک، با ما از طریق شماره تلفنی که روی کارت شناسائی شما قید شده است و با این شماره 1-866-346-7198 تماس بگیرید. Persian

**ਮੁਫ਼ਤ ਭਾਸ਼ਾ ਸੇਵਾਵਾਂ:** ਤੁਸੀਂ ਦੁਆਰੀਏ ਦੀਆਂ ਸੇਵਾਵਾਂ ਹਾਸਲ ਕਰ ਸਕਦੇ ਹੋ ਅਤੇ ਦਸਤਾਵੇਜ਼ਾਂ ਨੂੰ ਪੰਜਾਬੀ ਵਿੱਚ ਸੁਣ ਸਕਦੇ ਹੋ। ਕੁਝ ਦਸਤਾਵੇਜ਼ ਤੁਹਾਨੂੰ ਪੰਜਾਬੀ ਵਿੱਚ ਭੇਜੇ ਜਾ ਸਕਦੇ ਹਨ। ਮਦਦ ਲਈ, ਤੁਹਾਡੇ ਆਈਡੀ (ID) ਕਾਰਡ 'ਤੇ ਦਿੱਤੇ ਨੰਬਰ 'ਤੇ ਜਾਂ 1-866-346-7198 'ਤੇ ਸਾਨੂੰ ਫ਼ੋਨ ਕਰੋ। Punjabi

**សេវាកម្មភាសាឥតគិតថ្លៃ ។** អ្នកអាចទទួលបានអ្នកបកប្រែភាសា និងអាស័យដ្ឋានជូនអ្នកជា ភាសាខ្មែរ ។ សម្រាប់ព័ត៌មាន ឬមតិយោបល់ស្តីពីសេវាសេវាដែលមាន បង្ហាញលើប័ណ្ណសំគាល់របស់អ្នក ឬលេខ 1-866-346-7198 ។ Khmer

خدمات ترجمة بدون تكلفة. يمكنك الحصول على مترجم وقراءة الوثائق لك باللغة العربية. للحصول على المساعدة، اتصل بنا على الرقم المبين على بطاقة عضويتك أو على الرقم 1-866-346-7198. Arabic

**Cov Key Pab Txhais Lus Tsis Them Nqi.** Koj yuav thov tau kom muaj neeg los txhais lus rau koj thiab kom neeg nyeem cov ntawv ua lus Hmoob. Yog xav tau kev pab, hu rau peb ntawm tus xov tooj nyob hauv koj daim yuaj ID los sis 1-866-346-7198. Hmong



**Handy Numbers**

If your Family has more than one Blue Shield HMO Primary Care Physician, list each Family member's name with the name of his or her Physician.

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*Family Member* \_\_\_\_\_

*Primary Care Physician* \_\_\_\_\_

*Phone Number* \_\_\_\_\_

*Family Member* \_\_\_\_\_

*Primary Care Physician* \_\_\_\_\_

*Phone Number* \_\_\_\_\_

*Family Member* \_\_\_\_\_

*Primary Care Physician* \_\_\_\_\_

*Phone Number* \_\_\_\_\_

*Important Numbers:*

*Hospital* \_\_\_\_\_

*Pharmacy* \_\_\_\_\_

*Police Department* \_\_\_\_\_

*Ambulance* \_\_\_\_\_

*Poison Control Center* \_\_\_\_\_

*Fire Department* \_\_\_\_\_

*General Emergency* \_\_\_\_\_ 911 \_\_\_\_\_

*HMO Shield Concierge  
Department (See back page of this EOC)* \_\_\_\_\_

*For Mental Health Services and information, call the MHSA at 1-877-263-9952.*

## **Contacting Blue Shield of California**

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**For information contact your appropriate Blue Shield of California location.**

Members may call Shield Concierge toll free at 1-855-829-3566

The hearing impaired may call Shield Concierge through Blue Shield's toll-free TTY number at 711.

**Please direct correspondence to:**

Blue Shield of California  
P.O. Box 272540  
Chico, CA 95927-2540

## Trio HMO Service Area Chart

The Trio HMO Service Area consists of only the counties, and Zip Codes listed within those counties, on the chart below. Note: the Trio HMO Service Area may change. To verify Service Area information, you can access Blue Shield's Internet site at <http://www.blueshieldca.com> or call Shield Concierge at the telephone number provided at the back of this booklet.

Alameda County (only those Zip Codes shown here)	Alameda County (only those Zip Codes shown here) <i>continued</i>	Contra Costa County (only those Zip Codes shown here)
94501	94608	94505
94502	94609	94506
94505	94610	94507
94514	94611	94509
94536	94612	94511
94537	94613	94513
94538	94614	94514
94539	94615	94516
94540	94617	94517
94541	94618	94518
94542	94619	94519
94543	94620	94520
94544	94621	94521
94545	94622	94522
94546	94623	94523
94550	94624	94524
94551	94649	94525
94552	94659	94526
94555	94660	94527
94557	94661	94528
94560	94662	94529
94566	94666	94530
94568	94701	94531
94577	94702	94547
94578	94703	94548
94579	94704	94549
94580	94705	94551
94586	94706	94553
94587	94707	94556
94588	94708	94561
94601	94709	94563
94602	94710	94564
94603	94712	94565
94604	94720	94569
94605	95377	94570
94606	95391	94572
94607		94575

You and your eligible Dependents must live or work in the Service Area to enroll in this Plan and to maintain eligibility for coverage in this Plan.

## Trio HMO Service Area Chart

The Trio HMO Service Area consists of only the counties, and Zip Codes listed within those counties, on the chart below. Note: the Trio HMO Service Area may change. To verify Service Area information, you can access Blue Shield's Internet site at <http://www.blueshieldca.com> or call Shield Concierge at the telephone number provided at the back of this booklet.

<b>Contra Costa County</b> (only those Zip Codes shown here) <i>continued</i>	<b>Kern County</b> (only those Zip Codes shown here) <i>continued</i>	<b>Kern County</b> (only those Zip Codes shown here) <i>continued</i>
94582	93226	93502
94583	93240	93504
94595	93241	93505
94596	93250	93516
94597	93251	93518
94598	93252	93531
94706	93255	93560
94707	93263	93561
94708	93268	93596
94801	93276	<b>Kings County</b> (only those Zip Codes shown here)
94802	93280	93202
94803	93283	93212
94804	93285	93230
94805	93287	93245
94806	93301	93631
94807	93302	<b>Los Angeles County</b> (only those Zip Codes shown here)
94808	93303	90001
94820	93304	90002
94850	93305	90003
<b>El Dorado County</b> (only those Zip Codes shown here)	93306	90004
95664	93307	90005
95672	93308	90006
95682	93309	90007
95762	93311	90008
<b>Fresno County</b> (only those Zip Codes shown here)	93312	90009
93245	93313	90010
93618	93314	90011
93631	93380	90012
<b>Kern County</b> (only those Zip Codes shown here)	93383	90013
93203	93384	90014
93205	93385	90015
93206	93386	90016
93215	93387	90017
93216	93388	90018
93220	93389	90019
93224	93390	90020
93225	93501	90021

You and your eligible Dependents must live or work in the Service Area to enroll in this Plan and to maintain eligibility for coverage in this Plan.

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Los Angeles County (only those Zip Codes shown here) <i>continued</i>	Los Angeles County (only those Zip Codes shown here) <i>continued</i>	Los Angeles County (only those Zip Codes shown here) <i>continued</i>
90022	90062	90212
90023	90063	90213
90024	90064	90220
90025	90065	90221
90026	90066	90222
90027	90067	90223
90028	90068	90224
90029	90069	90230
90030	90070	90231
90031	90071	90232
90032	90072	90233
90033	90073	90239
90034	90074	90240
90035	90075	90241
90036	90076	90242
90037	90077	90245
90038	90078	90247
90039	90079	90248
90040	90080	90249
90041	90081	90250
90042	90082	90251
90043	90083	90254
90044	90084	90255
90045	90086	90260
90046	90087	90261
90047	90088	90262
90048	90089	90263
90049	90090	90264
90050	90091	90265
90051	90093	90266
90052	90094	90267
90053	90095	90270
90054	90096	90272
90055	90099	90274
90056	90189	90275
90057	90201	90277
90058	90202	90278
90059	90209	90280
90060	90210	90290
90061	90211	90291

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Los Angeles County (only those Zip Codes shown here) <i>continued</i>	Los Angeles County (only those Zip Codes shown here) <i>continued</i>	Los Angeles County (only those Zip Codes shown here) <i>continued</i>
90292	90603	90746
90293	90604	90747
90294	90605	90748
90295	90606	90749
90296	90607	90755
90301	90608	90801
90302	90609	90802
90303	90610	90803
90304	90637	90804
90305	90638	90805
90306	90639	90806
90307	90640	90807
90308	90650	90808
90309	90651	90809
90310	90652	90810
90311	90660	90813
90312	90661	90814
90401	90662	90815
90402	90670	90822
90403	90671	90831
90404	90701	90832
90405	90702	90833
90406	90703	90834
90407	90706	90835
90408	90707	90840
90409	90710	90842
90410	90711	90844
90411	90712	90846
90501	90713	90847
90502	90714	90848
90503	90715	90853
90504	90716	90895
90505	90717	90899
90506	90723	91001
90507	90731	91003
90508	90732	91006
90509	90733	91007
90510	90734	91008
90601	90744	91009
90602	90745	91010

You and your eligible Dependents must live or work in the Service Area to enroll in this Plan and to maintain eligibility for coverage in this Plan.

## Trio HMO Service Area Chart

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<b>Los Angeles County</b> <b>(only those Zip Codes shown here)</b> <i>continued</i>	<b>Los Angeles County</b> <b>(only those Zip Codes shown here)</b> <i>continued</i>	<b>Los Angeles County</b> <b>(only those Zip Codes shown here)</b> <i>continued</i>
91011	91185	91330
91012	91188	91331
91016	91189	91333
91017	91199	91334
91020	91201	91335
91021	91202	91337
91023	91203	91340
91024	91204	91341
91025	91205	91342
91030	91206	91343
91031	91207	91344
91040	91208	91345
91041	91209	91346
91042	91210	91350
91043	91214	91351
91046	91221	91352
91066	91222	91353
91077	91224	91354
91101	91225	91355
91102	91226	91356
91103	91301	91357
91104	91302	91361
91105	91303	91364
91106	91304	91365
91107	91305	91367
91108	91306	91371
91109	91307	91372
91110	91308	91376
91114	91309	91380
91115	91310	91381
91116	91311	91382
91117	91313	91383
91118	91316	91384
91121	91321	91385
91123	91322	91386
91124	91324	91387
91125	91325	91390
91126	91326	91392
91129	91327	91393
91182	91328	91394
91184	91329	91395

You and your eligible Dependents must live or work in the Service Area to enroll in this Plan and to maintain eligibility for coverage in this Plan.

## Trio HMO Service Area Chart

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<b>Los Angeles County</b> (only those Zip Codes shown here) <i>continued</i>	<b>Los Angeles County</b> (only those Zip Codes shown here) <i>continued</i>	<b>Los Angeles County</b> (only those Zip Codes shown here) <i>continued</i>
91396	91606	91768
91401	91607	91769
91402	91608	91770
91403	91609	91771
91404	91610	91772
91405	91611	91773
91406	91612	91775
91407	91614	91776
91408	91615	91778
91409	91616	91780
91410	91617	91788
91411	91618	91789
91412	91702	91790
91413	91706	91791
91416	91711	91792
91423	91714	91793
91426	91715	91801
91436	91716	91802
91470	91722	91803
91482	91723	91804
91495	91724	91896
91496	91731	91899
91499	91732	93510
91501	91733	93563
91502	91734	<b>Marin County</b> (only those Zip Codes shown here)
91503	91735	94901
91504	91740	94903
91505	91741	94904
91506	91744	94912
91507	91745	94913
91508	91746	94914
91510	91747	94915
91521	91748	94920
91522	91749	94924
91523	91750	94925
91526	91754	94930
91601	91755	94933
91602	91756	94937
91603	91765	94938
91604	91766	94939
91605	91767	94940

You and your eligible Dependents must live or work in the Service Area to enroll in this Plan and to maintain eligibility for coverage in this Plan.



## Trio HMO Service Area Chart

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<b>Marin County</b> (only those Zip Codes shown here) <i>continued</i>	<b>Orange County</b> (only those Zip Codes shown here) <i>continued</i>	<b>Orange County</b> (only those Zip Codes shown here) <i>continued</i>
94941	90624	92648
94942	90630	92649
94945	90631	92650
94946	90632	92651
94947	90633	92652
94948	90638	92653
94949	90680	92654
94950	90720	92655
94956	90721	92656
94957	90740	92657
94960	90742	92658
94963	90743	92659
94964	92602	92660
94965	92603	92661
94966	92604	92662
94970	92605	92663
94971	92606	92672
94973	92607	92673
94974	92609	92674
94976	92610	92675
94977	92612	92676
94978	92614	92677
94979	92615	92678
94998	92616	92679
<b>Nevada County</b> (only those Zip Codes shown here)	92617	92683
95712	92618	92684
95924	92619	92685
95945	92620	92688
95946	92623	92690
95949	92624	92691
95959	92625	92692
95960	92626	92693
95975	92627	92694
95986	92628	92697
<b>Orange County</b> (only those Zip Codes shown here)	92629	92698
90620	92630	92701
90621	92637	92702
90622	92646	92703
90623	92647	92704

You and your eligible Dependents must live or work in the Service Area to enroll in this Plan and to maintain eligibility for coverage in this Plan.

## Trio HMO Service Area Chart

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<b>Orange County</b> (only those Zip Codes shown here) <i>continued</i>	<b>Orange County</b> (only those Zip Codes shown here) <i>continued</i>	<b>Placer County</b> (only those Zip Codes shown here) <i>continued</i>
92705	92838	95713
92706	92840	95746
92707	92841	95747
92708	92842	95765
92711	92843	<b>Riverside County</b> (only those Zip Codes shown here)
92712	92844	91752
92728	92845	92201
92735	92846	92202
92780	92850	92203
92781	92856	92210
92782	92857	92211
92799	92859	92220
92801	92861	92223
92802	92862	92230
92803	92863	92234
92804	92864	92235
92805	92865	92236
92806	92866	92240
92807	92867	92241
92808	92868	92247
92809	92869	92248
92811	92870	92253
92812	92871	92255
92814	92885	92258
92815	92886	92260
92816	92887	92261
92817	92899	92262
92821	<b>Placer County</b> (only those Zip Codes shown here)	92263
92822	95602	92264
92823	95603	92270
92825	95604	92276
92831	95648	92282
92832	95650	92320
92833	95658	92501
92834	95661	92502
92835	95663	92503
92836	95677	92504
92837	95678	92505

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<b>Riverside County</b> (only those Zip Codes shown here) <i>continued</i>	<b>Riverside County</b> (only those Zip Codes shown here) <i>continued</i>	<b>Sacramento County</b> (only those Zip Codes shown here) <i>continued</i>
92506	92586	94249
92507	92587	94250
92508	92589	94252
92509	92590	94254
92513	92591	94256
92514	92592	94257
92516	92593	94258
92517	92595	94259
92518	92596	94261
92519	92599	94262
92521	92860	94263
92522	92877	94267
92530	92878	94268
92531	92879	94269
92532	92880	94271
92543	92881	94273
92544	92882	94274
92545	92883	94277
92546	<b>Sacramento County</b> (only those Zip Codes shown here)	94278
92548	94203	94279
92549	94204	94280
92551	94205	94282
92552	94206	94283
92553	94207	94284
92554	94208	94285
92555	94209	94287
92556	94211	94288
92557	94229	94289
92562	94230	94290
92563	94232	94291
92564	94234	94293
92567	94235	94294
92570	94236	94295
92571	94237	94296
92572	94239	94297
92581	94240	94298
92582	94244	94299
92583	94245	95608
92584	94247	95609
92585	94248	95610

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<b>Sacramento County</b> (only those Zip Codes shown here) <i>continued</i>	<b>Sacramento County</b> (only those Zip Codes shown here) <i>continued</i>	<b>San Bernardino County</b> (only those Zip Codes shown here) <i>continued</i>
95611	95826	91761
95615	95827	91762
95621	95828	91763
95624	95829	91764
95626	95830	91784
95628	95831	91785
95630	95832	91786
95632	95833	92256
95638	95834	92268
95639	95835	92284
95652	95836	92286
95655	95837	92301
95660	95838	92305
95662	95840	92307
95670	95841	92308
95671	95842	92313
95673	95843	92314
95683	95851	92315
95693	95852	92316
95741	95853	92317
95742	95860	92318
95757	95864	92321
95758	95865	92322
95759	95866	92324
95763	95867	92325
95811	95894	92329
95812	95899	92331
95813		92333
95814	<b>San Bernardino County</b> (only those Zip Codes shown here)	92334
95815	91701	92335
95816	91708	92336
95817	91709	92337
95818	91710	92339
95819	91729	92340
95820	91730	92341
95821	91737	92342
95822	91739	92344
95823	91743	92345
95824	91758	92346
95825	91759	92350

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<b>San Bernardino County</b> (only those Zip Codes shown here) <i>continued</i>	<b>San Bernardino County</b> (only those Zip Codes shown here) <i>continued</i>	<b>San Diego County</b> (only those Zip Codes shown here) <i>continued</i>
92352	92427	92007
92354	<b>San Diego County</b> (only those Zip Codes shown here)	92008
92356	91901	92009
92357	91902	92010
92358	91903	92011
92359	91905	92013
92368	91906	92014
92369	91908	92018
92371	91909	92019
92372	91910	92020
92373	91911	92021
92374	91912	92022
92375	91913	92023
92376	91914	92024
92377	91915	92025
92378	91916	92026
92382	91917	92027
92385	91921	92028
92386	91931	92029
92391	91932	92030
92392	91933	92033
92393	91935	92036
92394	91941	92037
92395	91942	92038
92397	91943	92039
92399	91944	92040
92401	91945	92046
92402	91946	92049
92403	91948	92051
92404	91950	92052
92405	91951	92054
92406	91962	92055
92407	91963	92056
92408	91976	92057
92410	91977	92058
92411	91978	92059
92413	91979	92060
92415	91980	92061
92418	91987	92064
92423	92003	92065

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<b>San Diego County</b> (only those Zip Codes shown here) <i>continued</i>	<b>San Diego County</b> (only those Zip Codes shown here) <i>continued</i>	<b>San Diego County</b> (only those Zip Codes shown here) <i>continued</i>
92067	92122	92173
92068	92123	92174
92069	92124	92175
92071	92126	92176
92072	92127	92177
92074	92128	92178
92075	92129	92179
92078	92130	92182
92079	92131	92186
92081	92132	92187
92082	92134	92190
92083	92135	92191
92084	92136	92192
92085	92137	92193
92088	92138	92195
92091	92139	92196
92092	92140	92197
92093	92142	92198
92096	92143	92199
92101	92145	<b>San Francisco County</b> (only those Zip Codes shown here)
92102	92147	94102
92103	92149	94103
92104	92150	94104
92105	92152	94105
92106	92153	94107
92107	92154	94108
92108	92155	94109
92109	92158	94110
92110	92159	94111
92111	92160	94112
92112	92161	94114
92113	92163	94115
92114	92165	94116
92115	92166	94117
92116	92167	94118
92117	92168	94119
92118	92169	94120
92119	92170	94121
92120	92171	94122
92121	92172	94123

You and your eligible Dependents must live or work in the Service Area to enroll in this Plan and to maintain eligibility for coverage in this Plan.

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<b>San Francisco County</b> (only those Zip Codes shown here) <i>continued</i>	<b>San Joaquin County</b> (only those Zip Codes shown here) <i>continued</i>	<b>San Joaquin County</b> (only those Zip Codes shown here) <i>continued</i>
94124	95205	95378
94125	95206	95385
94126	95207	95391
94127	95208	95632
94128	95209	95686
94129	95210	95690
94130	95211	<b>San Luis Obispo County</b> (only those Zip Codes shown here)
94131	95212	93401
94132	95213	93402
94133	95214	93403
94134	95215	93405
94137	95219	93406
94139	95220	93407
94140	95227	93408
94141	95230	93409
94142	95231	93410
94143	95234	93412
94144	95236	93420
94145	95237	93421
94146	95240	93422
94147	95241	93423
94151	95242	93424
94158	95253	93426
94159	95258	93428
94160	95267	93430
94161	95269	93432
94163	95296	93433
94164	95297	93435
94172	95304	93442
94177	95320	93443
94188	95330	93444
<b>San Joaquin County</b> (only those Zip Codes shown here)	95336	93445
94514	95337	93446
95201	95361	93447
95202	95366	93448
95203	95376	93449
95204	95377	93451

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<b>San Luis Obispo County</b> (only those Zip Codes shown here) <i>continued</i>	<b>San Mateo County</b> (only those Zip Codes shown here) <i>continued</i>	<b>Santa Clara County</b> (only those Zip Codes shown here) <i>continued</i>
93453	94303	95023
93461	94401	95026
93465	94402	95030
93475	94403	95031
93483	94404	95032
<b>San Mateo County</b> (only those Zip Codes shown here)	94497	95033
94002	<b>Santa Clara County</b> (only those Zip Codes shown here)	95035
94005	94022	95036
94010	94023	95037
94011	94024	95038
94014	94035	95042
94015	94039	95044
94016	94040	95046
94017	94041	95050
94018	94042	95051
94019	94043	95052
94020	94085	95053
94021	94086	95054
94025	94087	95055
94026	94088	95056
94027	94089	95070
94028	94301	95071
94030	94302	95076
94037	94303	95101
94038	94304	95103
94044	94305	95106
94060	94306	95108
94061	94309	95109
94062	94550	95110
94063	95002	95111
94064	95008	95112
94065	95009	95113
94066	95011	95115
94070	95013	95116
94074	95014	95117
94080	95015	95118
94083	95020	95119
94128	95021	95120

You and your eligible Dependents must live or work in the Service Area to enroll in this Plan and to maintain eligibility for coverage in this Plan.



## Trio HMO Service Area Chart

The Trio HMO Service Area consists of only the counties, and Zip Codes listed within those counties, on the chart below. Note: the Trio HMO Service Area may change. To verify Service Area information, you can access Blue Shield's Internet site at <http://www.blueshieldca.com> or call Shield Concierge at the telephone number provided at the back of this booklet.

<b>Santa Clara County</b> (only those Zip Codes shown here) <i>continued</i>	<b>Santa Clara County</b> (only those Zip Codes shown here) <i>continued</i>	<b>Stanislaus County</b> (only those Zip Codes shown here) <i>continued</i>
95121	95193	95329
95122	95194	95350
95123	95196	95351
95124	<b>Santa Cruz County</b> (only those Zip Codes shown here)	95352
95125	95001	95353
95126	95003	95354
95127	95005	95355
95128	95006	95356
95129	95007	95357
95130	95010	95358
95131	95017	95361
95132	95018	95363
95133	95019	95367
95134	95033	95368
95135	95041	95380
95136	95060	95381
95138	95061	95382
95139	95062	95386
95140	95063	95387
95141	95064	95397
95148	95065	<b>Tulare County</b> (only those Zip Codes shown here)
95150	95066	93212
95151	95067	93218
95152	95073	93219
95153	95076	93221
95154	95077	93223
95155	<b>Solano County</b> (only those Zip Codes shown here)	93227
95156	94503	93235
95157	94510	93237
95158	94589	93244
95159	94592	93247
95160	95620	93256
95161	<b>Stanislaus County</b> (only those Zip Codes shown here)	93257
95164	95307	93260
95170	95313	93267
95172	95316	93270
95173	95319	93271
95190	95323	93272
95191	95326	93274
95192	95328	93277

You and your eligible Dependents must live or work in the Service Area to enroll in this Plan and to maintain eligibility for coverage in this Plan.

## Trio HMO Service Area Chart

The Trio HMO Service Area consists of only the counties, and Zip Codes listed within those counties, on the chart below. Note: the Trio HMO Service Area may change. To verify Service Area information, you can access Blue Shield’s Internet site at <http://www.blueshieldca.com> or call Shield Concierge at the telephone number provided at the back of this booklet.

<b>Tulare County</b> (only those Zip Codes shown here) <i>continued</i>	<b>Ventura County</b> (only those Zip Codes shown here) <i>continued</i>	
93282	93032	
93286	93033	
93291	93034	
93292	93035	
93603	93036	
93615	93040	
93618	93041	
93631	93042	
93647	93043	
93670	93044	
93673	93060	
<b>Ventura County</b> (only those Zip Codes shown here)	93061	
91319	93062	
91320	93063	
91358	93064	
91359	93065	
91360	93066	
91361	93094	
91362	93099	
91377	<b>Yolo County</b> (only those Zip Codes shown here)	
93001	95605	
93002	95606	
93003	95607	
93004	95612	
93005	95616	
93006	95617	
93007	95618	
93009	95627	
93010	95637	
93011	95645	
93012	95653	
93015	95691	
93016	95694	
93020	95695	
93021	95697	
93022	95698	
93023	95776	
93024	95798	
93030	95799	
93031	95937	

You and your eligible Dependents must live or work in the Service Area to enroll in this Plan and to maintain eligibility for coverage in this Plan.



202001A50140



**Enhanced Rx \$10/30/50 with \$0 Pharmacy Deductible**  
**Summary of Benefits**

This Summary of Benefits shows the amount you will pay for covered Drugs under this prescription Drug Benefit.

**Pharmacy Network:**

**Rx Ultra**

**Drug Formulary:**

**Plus Formulary**

**Calendar Year Pharmacy Deductible (CYPD)<sup>1</sup>**

A Calendar Year Pharmacy Deductible (CYPD) is the amount a Member pays each Calendar Year before Blue Shield pays for covered Drugs under the outpatient prescription Drug Benefit. Blue Shield pays for some prescription Drugs before the Calendar Year Pharmacy Deductible is met, as noted in the Prescription Drug Benefits chart below.

**When using a Participating<sup>2</sup> Pharmacy**

**Calendar Year Pharmacy Deductible**

*Per Member* \$0

**Prescription Drug Benefits<sup>3,4</sup>**

**Your payment**

	<b>When using a Participating Pharmacy<sup>2</sup></b>	<b>CYPD<sup>1</sup> applies</b>
<b>Retail pharmacy prescription Drugs</b>		
<i>Per prescription, up to a 30-day supply.</i>		
Contraceptive Drugs and devices	\$0	
Tier 1 Drugs	\$10/prescription	
Tier 2 Drugs	\$30/prescription	
Tier 3 Drugs	\$50/prescription	
Tier 4 Drugs (excluding Specialty Drugs)	20% up to \$200/prescription	
<b>Mail service pharmacy prescription Drugs</b>		
<i>Per prescription, up to a 90-day supply.</i>		
Contraceptive Drugs and devices	\$0	
Tier 1 Drugs	\$20/prescription	
Tier 2 Drugs	\$60/prescription	
Tier 3 Drugs	\$100/prescription	
Tier 4 Drugs (excluding Specialty Drugs)	20% up to \$400/prescription	
<b>Network Specialty Pharmacy Drugs</b>		
<i>Per prescription, up to a 30-day supply.</i>		
Tier 4 Specialty Drugs	20% up to \$200/prescription	
<b>Oral anticancer Drugs</b>		
<i>Per prescription, up to a 30-day supply.</i>		
	20% up to \$200/prescription	

### 1 Calendar Year Pharmacy Deductible (CYPD):

Calendar Year Pharmacy Deductible explained. A Calendar Year Pharmacy Deductible is the amount you pay each Calendar Year before Blue Shield pays for outpatient prescription Drugs under this Benefit.

If this Benefit has a Calendar Year Pharmacy Deductible, outpatient prescription Drugs subject to the Deductible are identified with a check mark (✓) in the Benefits chart above.

Outpatient prescription Drugs not subject to the Calendar Year Pharmacy Deductible. Some outpatient prescription Drugs received from Participating Pharmacies are paid by Blue Shield before you meet any Calendar Year Pharmacy Deductible. These outpatient prescription Drugs do not have a check mark (✓) next to them in the "CYPD applies" column in the Prescription Drug Benefits chart above.

### 2 Using Participating Pharmacies:

Participating Pharmacies have a contract to provide outpatient prescription Drugs to Members. When you obtain covered prescription Drugs from a Participating Pharmacy, you are only responsible for the Copayment or Coinsurance, once any Calendar Year Pharmacy Deductible has been met.

Participating Pharmacies and Drug Formulary. You can find a Participating Pharmacy and the Drug Formulary by visiting [www.blueshieldca.com/wellness/drugs/formulary#heading2](http://www.blueshieldca.com/wellness/drugs/formulary#heading2).

Non-Participating Pharmacies. Drugs from Non-Participating Pharmacies are not covered except in emergency situations.

### 3 Outpatient Prescription Drug Coverage:

#### Medicare Part D-creditable coverage-

This prescription Drug coverage is on average equivalent to or better than the standard benefit set by the federal government for Medicare Part D (also called creditable coverage). Because this prescription Drug coverage is creditable, you do not have to enroll in Medicare Part D while you maintain this coverage; however, you should be aware that if you do not enroll in Medicare Part D within 63 days following termination of this coverage, you could be subject to Medicare Part D premium penalties.

### 4 Outpatient Prescription Drug Coverage:

Brand Drug coverage when a Generic Drug is available. If you select a Brand Drug when a Generic Drug equivalent is available, you are responsible for the difference between the cost to Blue Shield for the Brand Drug and its Generic Drug equivalent plus the Tier 1 Copayment or Coinsurance. This difference in cost will not count towards any Calendar Year Pharmacy Deductible, medical Deductible, or the Calendar Year Out-of-Pocket Maximum. If your Physician or Health Care Provider prescribes a Brand Drug and indicates that a Generic Drug equivalent should not be substituted, you pay your applicable tier Copayment or Coinsurance. If your Physician or Health Care Provider does not indicate that a Generic Drug equivalent should not be substituted, you may request a Medical Necessity Review. If approved, the Brand Drug will be covered at the applicable Drug tier Copayment or Coinsurance.

Short-Cycle Specialty Drug program. This program allows initial prescriptions for select Specialty Drugs to be filled for a 15-day supply with your approval. When this occurs, the Copayment or Coinsurance will be pro-rated.

Benefit designs may be modified to ensure compliance with State and Federal requirements.

## Outpatient Prescription Drug Benefit

Your plan provides coverage for Outpatient Prescription Drugs as described in this supplement. This Prescription Drug Benefit is separate from the medical Plan coverage. The Coordination of Benefits provisions do not apply to this Outpatient Prescription Drug Supplement. However, the Calendar Year Out-of-Pocket Maximum, general provisions and exclusions of the Group Health Service Contract apply.

A Physician or Health Care Provider must prescribe all Drugs covered under this Benefit, including over-the-counter items. You must obtain all Drugs from a Participating Pharmacy, except as noted below.

Blue Shield’s Drug Formulary is a list of Food and Drug Administration (FDA)-approved preferred Generic and Brand Drugs that assists Physicians and Health Care Providers to prescribe Medically Necessary and cost-effective Drugs.

Some Drugs, most Specialty Drugs, and prescriptions for Drugs exceeding specific quantify limits require prior authorization by Blue Shield for Medical Necessity, as described in the *Prior Authorization/Exception Request Process/Step Therapy* section. You, your Physician or Health Care Provider may request prior authorization from Blue Shield.

## Outpatient Drug Formulary

Blue Shield’s Drug Formulary is a list of Food and Drug Administration (FDA)-approved preferred Generic and Brand Drugs that assists Physicians and Health Care Providers to prescribe Medically Necessary and cost-effective Drugs.

Blue Shield’s Formulary is established by Blue Shield’s Pharmacy and Therapeutics Committee. This Committee consists of physicians and pharmacists responsible for evaluating Drugs for relative safety, effectiveness, health benefit based on the medical evidence, and comparative cost. They review new Drugs, dosage forms, usage and clinical data to update the Formulary during scheduled meetings four times a year. Note: Your Physician or Health Care Provider might prescribe a Drug even though the Drug is not included on the Formulary.

The Formulary is categorized into drug tiers as described in the chart below. Your Copayment or Coinsurance will vary based on the drug tier.

Drug Tier	Description
Tier 1	Most Generic Drugs or low cost preferred Brands.
Tier 2	1. Non-preferred Generic Drugs or; 2. Preferred Brand Name Drugs or; 3. Recommended by the plan’s Pharmacy and Therapeutics (P&T) Committee based on drug safety, efficacy and cost.
Tier 3	1. Non-preferred Brand Drugs or;

	2. Recommended by the P&T Committee based on drug safety, efficacy and cost or; 3. Generally, have a preferred and often less costly therapeutic alternative at a lower tier.
Tier 4	1. Food and Drug Administration (FDA) or drug manufacturer limits distribution to specialty pharmacies or; 2. Self administration requires training, clinical monitoring or; 3. Drug was manufactured using biotechnology or; 4. Plan cost (net of rebates) is >\$600

You can find the Drug Formulary at <https://www.blueshieldca.com/bsca/pharmacy/home.sp>. You can also contact Customer Service at the number provided on the back page of your EOC to ask if a specific Drug is included in the Formulary, or to request a printed copy.

## Obtaining Outpatient Prescription Drugs at a Participating Pharmacy

You must present a Blue Shield Identification Card at a Participating Pharmacy to obtain Drugs under the Outpatient Prescription Drug benefit. You can obtain prescription Drugs at any retail Participating Pharmacy unless the Drug is a Specialty Drug. Refer to the section *Obtaining Specialty Drugs through the Specialty Drug Program* for additional information. You can locate a retail Participating Pharmacy by visiting

<https://www.blueshieldca.com/bsca/pharmacy/home.sp> or by calling Customer Service at the number listed on the Identification Card. If you obtain Drugs at a Non-Participating Pharmacy, Blue Shield will deny your claim, unless it is for a covered emergency.

Blue Shield negotiates contracted rates with Participating Pharmacies for covered Drugs. If your plan has a Pharmacy Deductible, you are responsible for paying the full contracted rate for Drugs until you meet the Member Calendar Year Pharmacy Deductible. Drugs in Tier 1 are not subject to, and will not accrue to the Calendar Year Pharmacy Deductible.

You must pay the applicable Copayment or Coinsurance for each prescription Drug when you obtain it from a Participating Pharmacy. When the Participating Pharmacy’s contracted rate is less than your Copayment or Coinsurance, you only pay the contracted rate. This amount will apply to any applicable Deductible and Out-of-Pocket Maximum. There is no Copayment or Coinsurance for generic FDA-approved contraceptive Drugs and devices obtained from a Participating Pharmacy. Brand contraceptives are covered without a Copayment or Coinsurance when Medically Necessary. See the *Prior Authorization/Exception Request Process/Step Therapy* section.

If your Physician or Health Care Provider prescribes a Brand Drug and indicates that a Generic Drug equivalent should not



be substituted, you pay your applicable tier Copayment or Coinsurance.

If you select a Brand Drug when a Generic Drug equivalent is available, you must pay the difference in cost, plus your Tier 1 Copayment or Coinsurance. This is calculated by taking the difference between the Participating Pharmacy's contracted rate for the Brand Drug and the Generic Drug equivalent, plus the Generic Drug Copayment or Coinsurance. For example, you select Brand Drug "A" when there is an equivalent Generic Drug "A" available. The Participating Pharmacy's contracted rate for Brand Drug "A" is \$300, and the contracted rate for Generic Drug "A" is \$100. You would be responsible for paying the \$200 difference in cost, plus your Tier 1 Copayment or Coinsurance. This difference in cost does not apply to the Member Calendar Year Pharmacy Deductible or the Calendar Year Out-of-Pocket Maximum.

If your Physician or Health Care Provider does not indicate that a Generic Drug equivalent should not be substituted, you can request an exception to paying the difference in cost between the Brand Drug and Generic Drug equivalent through the Blue Shield prior authorization process. The request is reviewed for Medical Necessity. See the section on *Prior Authorization/Exception Request Process/Step Therapy* below for more information on the approval process. If the request is approved, you pay only the applicable tier Copayment or Coinsurance.

Blue Shield created a Patient Review and Coordination (PRC) program to help reduce harmful prescription drug misuse and the potential for abuse. Examples of harmful misuse include obtaining an excessive number of prescription medications or obtaining very high doses of prescription opioids from multiple providers or pharmacies within a 90-day period. If Blue Shield determines a Member is using prescription drugs in a potentially harmful, abusive manner, Blue Shield may, subject to certain exemptions and upon 90 days' advance notice, restrict a Member to obtaining all non-emergent outpatient prescriptions drugs at a single pharmacy home. This restriction applies for a 12-month period and may be renewed. The pharmacy home, a single Participating Pharmacy, will be assigned by Blue Shield or a Member may request to select a pharmacy home. Blue Shield may also require prior authorization for all opioid medications if sufficient medical justification for their use has not been provided. Members that disagree with their enrollment in the PRC program can file an appeal or submit a grievance to Blue Shield as described in the *Grievance Process* section. Members selected for participation in the PRC will receive a brochure with full program details, including participation exemptions. Any interested Member can request a PRC program brochure by calling Customer Service at the number listed on their Identification Card.

## **Emergency Exception for Obtaining Outpatient Prescription Drugs at a Non-Participating Pharmacy**

When you obtain Drugs from a Non-Participating Pharmacy for a covered emergency:

- You must first pay all charges for the prescription,
- Submit a completed Prescription Drug Claim form for reimbursement to:  
Blue Shield of California  
P.O. Box 419019,  
Dept. 191  
Kansas City, MO 64141
- Blue Shield will reimburse you based on the price you paid for the Drug, minus any applicable Deductible, Copayment or Coinsurance.

Claim forms may be obtained by calling Customer Service or visiting [www.blueshieldca.com](http://www.blueshieldca.com). Claims must be received within one year from the date of service to be considered for payment. Claim submission is not a guarantee of payment.

## **Obtaining Outpatient Prescription Drugs through the Mail Service Prescription Drug Program**

You have an option to use Blue Shield's Mail Service Prescription Drug Program when you take maintenance Drugs for an ongoing condition. This allows you to receive up to a 90-day supply of your Drug and may help you to save money. You may enroll online, by phone, or by mail. Please allow up to 14 days to receive the Drug. Your Physician or Health Care Provider must indicate a prescription quantity equal to the amount to be dispensed. Specialty Drugs are not available through the Mail Service Prescription Drug Program.

You must pay the applicable Mail Service Prescription Drug Copayment or Coinsurance for each prescription Drug.

Visit [www.blueshieldca.com](http://www.blueshieldca.com) or call Customer Service to get additional information about the Mail Service Prescription Drug Program.

## **Obtaining Specialty Drugs through the Specialty Drug Program**

Specialty Drugs are Drugs requiring coordination of care, close monitoring, or extensive patient training for self-administration that cannot be met by a retail pharmacy and are available at a Network Specialty Pharmacy. Specialty Drugs may also require special handling or manufacturing processes (such as biotechnology), restriction to certain Physicians or pharmacies, or reporting of certain clinical events to the FDA. Specialty Drugs are generally high cost.

Specialty Drugs are available exclusively from a Network Specialty Pharmacy. A Network Specialty Pharmacy provides Specialty Drugs by mail or, upon your request, will transfer

the Specialty Drug to an associated retail store for pickup. See *Exceptions Process for Obtaining Outpatient Prescription Drugs at a Non-Participating Pharmacy*.

A Network Specialty Pharmacy offers 24-hour clinical services, coordination of care with Physicians, and reporting of certain clinical events associated with select Drugs to the FDA. To select a Network Specialty Pharmacy, you may go to <http://www.blueshieldca.com> or call Customer Service.

Go to <http://www.blueshieldca.com> for a complete list of Specialty Drugs. Most Specialty Drugs require prior authorization for Medical Necessity by Blue Shield, as described in the *Prior Authorization/Exception Request Process/Step Therapy* section.

### **Prior Authorization/Exception Request Process/Step Therapy**

Some Drugs and Drug quantities require prior approval for Medical Necessity before they are eligible for coverage under the Outpatient Prescription Drug Benefit. This process is called prior authorization.

The following Drugs require prior authorization:

- Some Formulary, compound Drugs, and most Specialty Drugs require prior authorization.
- Drugs exceeding the maximum allowable quantity based on Medical Necessity and appropriateness of therapy.
- Brand contraceptives may require prior authorization to be covered without a Copayment or Coinsurance.

Blue Shield covers compounded medication(s) when:

- The compounded medication(s) include at least one Drug,
- There are no FDA-approved, commercially available, medically appropriate alternative,
- The compounded medication is self-administered, and
- Medical literature supports its use for the diagnosis.

You must pay the Tier 3 Copayment or Coinsurance for covered compound Drugs.

You, your Physician or Health Care Provider may request prior authorization for the Drugs listed above by submitting supporting information to Blue Shield. Once Blue Shield receives all required supporting information, we will provide prior authorization approval or denial, based upon Medical Necessity, within 72 hours in routine circumstances or 24 hours in exigent circumstances. Exigent circumstances exist when a Member has a health condition that may seriously jeopardize the Member's life, health, or ability to regain maximum function or when a Member is undergoing a current course of treatment using a Non-Formulary Drug.

To request coverage for a Non-Formulary Drug, you, your representative or Health Care Provider may submit an exception request to Blue Shield. Once all required supporting information is received, Blue Shield will approve or deny the

exception request, based upon Medical Necessity, within 72 hours in routine circumstances or 24 hours in exigent circumstances.

Step therapy is the process of beginning therapy for a medical condition with Drugs considered first-line treatment or that are more cost-effective, then progressing to Drugs that are the next line in treatment or that may be less cost-effective. Step therapy requirements are based on how the FDA recommends that a drug should be used, nationally recognized treatment guidelines, medical studies, information from the drug manufacturer, and the relative cost of treatment for a condition. If step therapy coverage requirements are not met for a prescription and your Physician believes the medication is Medically Necessary, the prior authorization process may be utilized and timeframes previously described will also apply.

If Blue Shield denies a request for prior authorization or an exception request, you, your representative, or Health Care Provider can file a grievance with Blue Shield.

See the Grievance Process portion of your EOC for information on filing a grievance, your right to seek assistance from the Department of Managed Health Care, and your rights to independent medical review.

### **Limitation on Quantity of Drugs that May Be Obtained Per Prescription or Refill**

1. Except as otherwise stated below, you may receive up to a 30-day supply of Outpatient Prescription Drugs. If a Drug is available only in supplies greater than 30 days, you must pay the applicable retail Copayment or Coinsurance for each additional 30-day supply.
2. If you or your Health Care Provider request a partial fill of a Schedule II Controlled Substance prescription, your Copayment or Coinsurance will be pro-rated. The remaining balance of any partially filled prescription cannot be dispensed more than 30 days from the date the prescription was written.
3. Blue Shield has a Short Cycle Specialty Drug Program. With your agreement, designated Specialty Drugs may be dispensed for a 15-day trial supply at a pro-rated Copayment or Coinsurance for an initial prescription. This program allows you to receive a 15-day supply of your Specialty Drug and determine whether you will tolerate it before you obtain the full 30-day supply. This program can help you save out of pocket expenses if you cannot tolerate the Specialty Drug. The Network Specialty Pharmacy will contact you to discuss the advantages of the program, which you can elect at that time. You or your Physician may choose a full 30-day supply for the first fill.

If you agree to a 15-day trial, the Network Specialty Pharmacy will contact you prior to dispensing the remaining 15-day supply to confirm that you are tolerating the Specialty Drug. You can find a list of Specialty Drugs in the Short Cycle Specialty Drug

Program by visiting <https://www.blueshieldca.com/bsca/pharmacy/home.sp> or by calling Customer Service.

4. You may receive up to a 90-day supply of Drugs in the Mail Service Prescription Drug Program. Note: if your Physician or Health Care Provider writes a prescription for less than a 90-day supply, the mail service pharmacy will dispense that amount and you are responsible for the applicable Mail Service Copayment or Coinsurance. Refill authorizations cannot be combined to reach a 90-day supply.
5. Select over-the-counter (OTC) drugs with a United States Preventive Services Task Force (USPSTF) rating of A or B may be covered at a quantity greater than a 30-day supply.
6. You may receive up to a 12-month supply of contraceptive Drugs.
7. You may refill covered prescriptions at a Medically Necessary frequency.

## Outpatient Prescription Drug Exclusions and Limitations

Blue Shield does not provide coverage in the Outpatient Prescription Drug Benefit for the following. You may receive coverage for certain services excluded below under other Benefits. Refer to the applicable section(s) of your EOC to determine if the Plan covers Drugs under that Benefit.

1. Drugs obtained from a Non-Participating Pharmacy. This exclusion does not apply to Drugs obtained for a covered emergency. Nor does it apply to Drugs obtained for an urgently needed service for which a Participating Pharmacy was not reasonably accessible.
2. Any Drug you receive while an inpatient, in a Physician's office, Skilled Nursing Facility or Outpatient Facility. See the *Professional (Physician) Benefits* and *Hospital Benefits (Facility Services)* sections of your EOC.
3. Take home drugs received from a Hospital, Skilled Nursing Facility, or similar facilities. See the *Hospital Benefits* and *Skilled Nursing Facility Benefits* sections of your EOC.
4. Unless listed as covered under this Outpatient Prescription Drug Benefit, drugs that are available without a prescription (OTC) including drugs for which there is an OTC drug that has the same active ingredient and dosage as the prescription drug. This exclusion will not apply to over-the-counter drugs with a United States Preventive Services Task Force (USPSTF) rating of A or B or to female over-the-counter contraceptive Drugs and devices when prescribed by a Physician.
5. Drugs for which you are not legally obligated to pay, or for which no charge is made.
6. Drugs that are considered to be experimental or investigational.

7. Medical devices or supplies except as listed as covered herein. This exclusion also applies to prescription preparations applied to the skin that are approved by the FDA as medical devices. See the *Prosthetic Appliances Benefits*, *Durable Medical Equipment Benefits*, and the *Orthotics Benefits* sections of your EOC.
8. Blood or blood products. See the *Hospital Benefits* section of your EOC.
9. Drugs when prescribed for cosmetic purposes. This includes, but is not limited to, drugs used to slow or reverse the effects of skin aging or to treat hair loss.
10. Medical food, dietary, or nutritional products. See the *Home Health Care Benefits*, *Home Infusion and Home Injectable Therapy Benefits*, *PKU-Related Formulas and Special Food Product Benefits* sections of your EOC.
11. Any Drugs which are not considered to be safe for self-administration. These medications may be covered under the *Home Health Care Benefits*, *Home Infusion and Home Injectable Therapy Benefits*, *Hospice Program Benefits*, or *Family Planning Benefits* sections of your EOC.
12. All Drugs related to assisted reproductive technology.
13. Appetite suppressants or drugs for body weight reduction. These Drugs may be covered if Medically Necessary for the treatment of morbid obesity. In these cases prior authorization by Blue Shield is required.
14. Contraceptive drugs or devices which do not meet all of the following requirements:
  - Are FDA-approved,
  - Are ordered by a Physician or Health Care Provider,
  - Are generally purchased at an outpatient pharmacy, and
  - Are self-administered.Other contraceptive methods may be covered under the *Family Planning Benefits* section of your EOC.
15. Compounded medication(s) which do not meet all of the following requirements:
  - The compounded medication(s) include at least one Drug,
  - There are no FDA-approved, commercially available, medically appropriate alternatives,
  - The compounded medication is self-administered, and
  - Medical literature supports its use for the diagnosis.
16. Replacement of lost, stolen or destroyed Drugs.

17. If you are enrolled in a Hospice Program through a Participating Hospice Agency, Drugs that are Medically Necessary for the palliation and management of terminal illness and related conditions. These Drugs are excluded from coverage under Outpatient Prescription Drug Benefits and are covered under the *Hospice Program Benefits* section of your EOC.
  18. Drugs prescribed for the treatment of dental conditions. This exclusion does not apply to:
    - Antibiotics prescribed to treat infection,
    - Drugs prescribed to treat pain, or
    - Drug treatment related to surgical procedures for conditions affecting the upper/lower jawbone or associated bone joints.
  19. Except for a covered emergency, Drugs obtained from a pharmacy:
    - Not licensed by the State Board of Pharmacy, or
    - Included on a government exclusion list.
  20. Immunizations and vaccinations solely for the purpose of travel.
  21. Drugs packaged in convenience kits that include non-prescription convenience items, unless the Drug is not otherwise available without the non-prescription components. This exclusion shall not apply to items used for the administration of diabetes or asthma Drugs.
  22. Repackaged prescription drugs (drugs that are repackaged by an entity other than the original manufacturer).
5. Over-the-counter (OTC) drugs with a United States Preventive Services Task Force (USPSTF) rating of A or B;
  6. Contraceptive drugs and devices, including:
    - diaphragms,
    - cervical caps,
    - contraceptive rings,
    - contraceptive patches,
    - oral contraceptives,
    - emergency contraceptives, and
    - female OTC contraceptive products when ordered by a Physician or Health Care Provider;
  7. Disposable devices that are Medically Necessary for the administration of a covered outpatient prescription Drug such as syringes and inhaler spacers.

**Formulary** — a list of preferred Generic and Brand Drugs maintained by Blue Shield’s Pharmacy and Therapeutics Committee. It is designed to assist Physicians and Health Care Providers in prescribing Drugs that are Medically Necessary and cost-effective. The Formulary is updated periodically.

**Generic Drugs** — Drugs that are approved by the FDA or other authorized government agency as a therapeutic equivalent (i.e. contain the same active ingredient(s)) to the Brand Drug.

**Network Specialty Pharmacy** — select Participating Pharmacies contracted by Blue Shield to provide covered Specialty Drugs.

**Non-Formulary Drugs** — Drugs that Blue Shield’s Pharmacy and Therapeutics Committee has determined do not have a clear advantage over Formulary Drug alternatives.

**Non-Participating Pharmacy** — a pharmacy which does not participate in the Blue Shield Pharmacy Network. These pharmacies are not contracted to provide services to Blue Shield Members.

**Participating Pharmacy** — a pharmacy which has agreed to a contracted rate for covered Drugs for Blue Shield Members. These pharmacies participate in the Blue Shield Pharmacy Network.

**Schedule II Controlled Substance** — prescription Drugs or other substances that have a high potential for abuse which may lead to severe psychological or physical dependence.

**Specialty Drugs** — Drugs requiring coordination of care, close monitoring, or extensive patient training for self-administration that cannot be met by a retail pharmacy and are available exclusively at a Network Specialty Pharmacy. Specialty Drugs may also require special handling or manufacturing processes (such as biotechnology), restriction to certain Physicians or pharmacies, or reporting of certain clinical events to the FDA. Specialty Drugs are generally high cost.

## Definitions

When the following terms are capitalized in this Outpatient Prescription Drug Supplement, they will have the meaning set forth below:

**Anticancer Medications** — Drugs used to kill or slow the growth of cancerous cells.

**Brand Drugs** — Drugs which are FDA-approved after a new drug application and/or registered under a brand or trade name by its manufacturer.

**Calendar Year Pharmacy Deductible** — the amount a Member pays each Calendar Year before Blue Shield pays for covered Drugs under the outpatient prescription Drug benefit.

**Drugs** — for coverage under the Outpatient Prescription Drug Benefit, Drugs are:

1. FDA-approved medications that require a prescription either by California or Federal law;
2. Insulin;
3. Pen delivery systems for the administration of insulin, as Medically Necessary;
4. Diabetic testing supplies (including lancets, lancet puncture devices, blood and urine testing strips, and test tablets);

Please be sure to retain this document. It is not a Contract but is a part of your *EOC*.



**Acupuncture and Chiropractic Services Rider**  
**Summary of Benefits**

This Summary of Benefits shows the amount you will pay for Covered Services under this acupuncture and chiropractic services Benefit.

<b>Benefits</b>	<b>Your Payment</b>	
<p><i>Covered Services must be determined as Medically Necessary by American Specialty Health Plans of California, Inc. (ASH Plans).</i></p> <p><i>Up to 30 visits per Member, per Calendar Year. The 30 visit maximum is for acupuncture and chiropractic services combined.</i></p> <p><i>Services are not subject to the Calendar Year Deductible and do count towards the Calendar Year Out-of-Pocket Maximum.</i></p>	<b>When using an ASH Participating Provider</b>	<b>When using a Non-Participating Provider</b>
<b>Acupuncture Services</b>		
Office visit	\$10/visit	Not covered
<b>Chiropractic Services</b>		
Office visit	\$10/visit	Not covered
Chiropractic Appliances	All charges above \$50	Not covered

Benefit Plans may be modified to ensure compliance with State and Federal Requirements.

## Introduction

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In addition to the Benefits listed in your Evidence of Coverage, your rider provides coverage for acupuncture and chiropractic services as described in this supplement. The Benefits covered under this rider must be received from an American Specialty Health Plans of California, Inc. (ASH Plans) Participating Provider. These acupuncture and chiropractic Benefits are separate from your health Plan, but the general provisions, limitations, and exclusions described in your Evidence of Coverage do apply. A referral from your Primary Care Physician is not required.

All Covered Services, except for (1) the initial examination and treatment by an ASH Participating Provider; and (2) Emergency Services, must be determined as Medically Necessary by ASH Plans.

Note: ASH Plans will respond to all requests for Medical Necessity review within five business days from receipt of the request.

Covered Services received from providers who are not ASH Participating Providers will not be covered except for Emergency Services and in certain circumstances, in counties in California in which there are no ASH Participating Providers. If ASH Plans determines Covered Services from a provider other than a Participating Provider are Medically Necessary, you will be responsible for the Participating Provider Copayment amount.

## Benefits

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### Acupuncture Services

Benefits are available for Medically Necessary acupuncture services for the treatment of Musculoskeletal and Related Disorders.

Benefits include an initial examination, subsequent office visits and the treatment of:

- headaches (tension-type and migraines);
- hip or knee joint pain associated with osteoarthritis (OA);
- other extremity joint pain associated with OA or mechanical irritation;
- other pain syndromes involving the joints and associated soft tissues;
- back and neck pain; and
- nausea associated with pregnancy, surgery, or chemotherapy.

### Chiropractic Services

Benefits are available for Medically Necessary chiropractic services for the treatment of Musculoskeletal and Related Disorders, nausea and pain.

Benefits include an initial examination, subsequent office visits and the following services:

- spinal and extra-spinal joint manipulation (adjustments);
- adjunctive therapy such as electrical muscle stimulation or therapeutic exercises;
- plain film x-ray services; and
- chiropractic supports and appliances.

Visits for acupuncture and chiropractic services are limited to a per Member per Calendar Year maximum as shown on the Summary of Benefits. Benefits must be provided in an office setting. You will be referred to your Primary Care Physician for evaluation of conditions not related to a Musculoskeletal and Related Disorder and for other services not covered under this rider such as diagnostic imaging (e.g. CAT scans or MRIs).

Note: You should exhaust the Benefits covered under this rider before accessing the same services through the "Alternative Care Discount Program," which is a wellness discount program. For more information about the Alternative Care Discount Program, visit [www.blueshieldca.com](http://www.blueshieldca.com).



See the Grievance Process portion of your EOC for information on filing a grievance, your right to seek assistance from the Department of Managed Health Care, and your rights to independent medical review.

## Exclusions

Acupuncture services do not include:

- treatment of asthma;
- treatment of addiction (including without limitation smoking cessation); or
- vitamins, minerals, nutritional supplements (including herbal supplements), or other similar products.

See the Grievance Process portion of your EOC for information on filing a grievance, your right to seek assistance from the Department of Managed Health Care, and your rights to independent medical review.

## Member Services

For all acupuncture and chiropractic services, Blue Shield of California has contracted with ASH Plans to act as the Plan's acupuncture and chiropractic services administrator. Contact ASH Plans with questions about acupuncture and chiropractic services, ASH Participating Providers, or acupuncture and chiropractic Benefits.

Contact ASH Plans at:

1-800-678-9133  
 American Specialty Health Plans of California, Inc.  
 P.O. Box 509002  
 San Diego, CA 92150-9002

ASH Plans can answer many questions over the telephone.

## Definitions

<b>American Specialty Health Plans of California, Inc. (ASH Plans)</b>	ASH Plans is a licensed, specialized health care service plan that has entered into an agreement with Blue Shield of California to arrange for the delivery of acupuncture and chiropractic services.
<b>ASH Participating Provider</b>	An acupuncturist or a chiropractor under contract with ASH Plans to provide Covered Services to Members.
<b>Musculoskeletal and Related Disorders</b>	Musculoskeletal and Related Disorders are conditions with signs and symptoms related to the nervous, muscular, and/or skeletal systems. Musculoskeletal and Related Disorders are conditions typically categorized as: structural, degenerative, or inflammatory disorders; or biomechanical dysfunction of the joints of the body and/or related components of the muscle or skeletal systems (muscles, tendons, fascia, nerves, ligaments/capsules, discs and synovial structures) and related manifestations or conditions. Musculoskeletal and Related Disorders include Myofascial/Musculoskeletal Disorders, Musculoskeletal Functional Disorders and subluxation.

Please be sure to retain this document. It is not a contract but is a part of your EOC.

## Domestic Partner Supplement

### *Supplement to your Blue Shield Evidence of Coverage*

Your employer has elected to establish Domestic Partner eligibility requirements as described in this Supplement. The following changes have been made to your EOC:

Under the Definitions section of your EOC, the definition of Domestic Partner is changed to read as follows:

Domestic Partner — an individual who is personally related to the Subscriber by a domestic partnership that meets the following requirements:

1. Both partners are (a) 18 years of age or older and (b) of the same or different sex;
2. The partners share (a) an intimate and committed relationship of mutual caring and (b) the same common residence;
3. The partners are (a) not currently married, and (b) not so closely related by blood that legal marriage or registered domestic partnership would otherwise be prohibited;
4. Both partners were mentally competent to consent to a contract when their domestic partnership began.

The domestic partnership is deemed created on the date when both partners meet the above requirements.

Please be sure to retain this document. It is not a Contract but is a part of your EOC.

# accessing health care

Use the information in this section  
to access care and make the most  
of your healthcare coverage.



your ally on your journey  
to better health.

[blueshieldca.com](https://blueshieldca.com)





# Trio HMO plans at a glance

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## **Make the most of your plan**

Effective January 1 – December 31, 2020

# Trio HMO plans at a glance

## An easier way to manage your health care and costs

Your Trio HMO offers the same great coverage as our standard HMO plans, but may cost less because it comes with a smaller physician network. This economical plan gives you a wide range of benefits to help you achieve your health and wellness goals including:

- Preventive-care office visits with no extra copayment
- Laboratory, X-ray, and diagnostic testing
- Inpatient physician services (including pregnancy and maternity care)
- No or low drug and medical deductibles
- No lifetime maximums

Depending on your company's plan, you may also have benefit coverage for:

- Chiropractic services
- Acupuncture
- Infertility
- Substance use disorder

See your *Evidence of Coverage* (EOC) document at the end of this booklet. In the EOC you can understand your copayment and coinsurance amounts and review your member rights and responsibilities. You can also check with your company's plan administrator for your specific benefit coverage.

### Subscriber rights and responsibilities

As a member, you have certain rights and responsibilities that are detailed in the EOC. Blue Shield currently makes each EOC available online at [blueshieldca.com/policies](https://blueshieldca.com/policies). You also have the right to obtain printed, mailed materials at any time and at no expense to you. To receive printed materials in the mail, to opt out of email communications, or if you have questions, please call the Member Services number on your Blue Shield member ID card.

Plus, as a Trio HMO member, you get more choices and easier access to care with:

**Trio+ Specialist** – You have the option of going directly to a participating specialist in the same medical group or Independent Practice Association (IPA) as your primary care physician (PCP), without a referral. When you use this option (available to you if a T+ follows the PCP or medical group/IPA name on your Blue Shield member ID card), you pay a slightly higher office visit copayment. When you use *Find a Doctor* to find a specialist, enter your plan name to access the right network. You will see the specialists in your PCP's medical group/IPA highlighted with the "In My Medical Group" label.

**Shield Concierge** – The Shield Concierge program is Blue Shield's integrated service designed to provide a customer-specific, personalized service experience for members covered by Blue Shield. You can learn more about this service on page 13.

### Plan service area requirements

All local Trio HMO members, including dependents, must live or work within the plan service area.\* If the subscriber moves outside of the plan service area, then the subscriber and all his or her dependents must move to the traditional HMO plan, even if the dependents live or work in the Trio HMO service area.

If any of the dependents move outside of the plan service area, the subscriber has two options:

- Switch himself or herself and all enrolled dependents to the traditional HMO plan; or
- Disenroll the dependent who moved outside of the plan service area from the plan and keep himself or herself and the remaining enrolled dependents on the plan.

\* Please see the following page for the Trio HMO plan service area.

1 The Trio HMO network consists of the following ZIP codes within these counties:

- **Alameda County:** Alameda County includes all ZIP codes.
- **Contra Costa County** includes all ZIP codes.
- **El Dorado County:** 95664, 95672, 95682, and 95762.
- **Fresno County:** 93245, 93618, and 93631.
- **Kern County:** 93203, 93205, 93206, 93215, 93216, 93220, 93224, 93225, 93226, 93240, 93241, 93250, 93251, 93252, 93255, 93263, 93268, 93276, 93280, 93283, 93285, 93287, 93301, 93302, 93303, 93304, 93305, 93306, 93307, 93308, 93309, 93311, 93312, 93313, 93314, 93380, 93383, 93384, 93385, 93386, 93387, 93388, 93389, 93390, 93501, 93502, 93504, 93505, 93516, 93518, 93531, 93560, 93561, and 93596.
- **Kings County:** 93202, 93212, 93230, 93245, and 93631.
- **Los Angeles County:** 90001, 90002, 90003, 90004, 90005, 90006, 90007, 90008, 90009, 90010, 90011, 90012, 90013, 90014, 90015, 90016, 90017, 90018, 90019, 90020, 90021, 90022, 90023, 90024, 90025, 90026, 90027, 90028, 90029, 90030, 90031, 90032, 90033, 90034, 90035, 90036, 90037, 90038, 90039, 90040, 90041, 90042, 90043, 90044, 90045, 90046, 90047, 90048, 90049, 90050, 90051, 90052, 90053, 90054, 90055, 90056, 90057, 90058, 90059, 90060, 90061, 90062, 90063, 90064, 90065, 90066, 90067, 90068, 90069, 90070, 90071, 90072, 90073, 90074, 90075, 90076, 90077, 90078, 90079, 90080, 90081, 90082, 90083, 90084, 90086, 90087, 90088, 90089, 90090, 90091, 90093, 90094, 90095, 90096, 90099, 90189, 90201, 90202, 90209, 90210, 90211, 90212, 90213, 90220, 90221, 90222, 90223, 90224, 90230, 90231, 90232, 90233, 90239, 90240, 90241, 90242, 90245, 90247, 90248, 90249, 90250, 90251, 90254, 90255, 90260, 90261, 90262, 90263, 90264, 90265, 90266, 90267, 90270, 90272, 90274, 90275, 90277, 90278, 90280, 90290, 90291, 90292, 90293, 90294, 90295, 90296, 90301, 90302, 90303, 90304, 90305, 90306, 90307, 90308, 90309, 90310, 90311, 90312, 90401, 90402, 90403, 90404, 90405, 90406, 90407, 90408, 90409, 90410, 90411, 90501, 90502, 90503, 90504, 90505, 90506, 90507, 90508, 90509, 90510, 90601, 90602, 90603, 90604, 90605, 90606, 90607, 90608, 90609, 90610, 90637, 90638, 90639, 90640, 90650, 90651, 90652, 90660, 90661, 90662, 90670, 90671, 90701, 90702, 90703, 90706, 90707, 90710, 90711, 90712, 90713, 90714, 90715, 90716, 90717, 90723, 90731, 90732, 90733, 90734, 90744, 90745, 90746, 90747, 90748, 90749, 90755, 90801, 90802, 90803, 90804, 90805, 90806, 90807, 90808, 90809, 90810, 90813, 90814, 90815, 90822, 90831, 90832, 90833, 90834, 90835, 90840, 90842, 90844, 90846, 90847, 90848, 90853, 90895, 90899, 91001, 91003, 91006, 91007, 91008, 91009, 91010, 91011, 91012, 91016, 91017, 91020, 91021, 91023, 91024, 91025, 91030, 91031, 91040, 91041, 91042, 91043, 91046, 91066, 91077, 91101, 91102, 91103, 91104, 91105, 91106, 91107, 91108, 91109, 91110, 91111, 91112, 91113, 91114, 91115, 91116, 91117, 91118, 91121, 91122, 91123, 91124, 91125, 91126, 91129, 91182, 91184, 91185, 91188, 91189, 91199, 91201, 91202, 91203, 91204, 91205, 91206, 91207, 91208, 91209, 91210, 91211, 91212, 91222, 91224, 91225, 91226, 91301, 91302, 91303, 91304, 91305, 91306, 91307, 91308, 91309, 91310, 91311, 91313, 91316, 91321, 91322, 91324, 91325, 91326, 91327, 91328, 91329, 91330, 91331, 91333, 91334, 91335, 91337, 91340, 91341, 91342, 91343, 91344, 91345, 91346, 91350, 91351, 91352, 91353, 91354, 91355, 91356, 91357, 91364, 91365, 91367, 91371, 91372, 91376, 91380, 91381, 91382, 91383, 91384, 91385, 91386, 91387, 91390, 91392, 91393, 91394, 91395, 91396, 91401, 91402, 91403, 91404, 91405, 91406, 91407, 91408, 91409, 91410, 91411, 91412, 91413, 91416, 91423, 91426, 91436, 91470, 91482, 91495, 91496, 91499, 91501, 91502, 91503, 91504, 91505, 91506, 91507, 91508, 91510, 91521, 91522, 91523, 91526, 91601, 91602, 91603, 91604, 91605, 91606, 91607, 91608, 91609, 91610, 91611, 91612, 91614, 91615, 91616, 91617, 91618, 91702, 91706, 91711, 91714, 91715, 91716, 91722, 91723, 91724, 91731, 91732, 91733, 91734, 91735, 91740, 91741, 91744, 91745, 91746, 91747, 91748, 91749, 91750, 91754, 91755, 91756, 91765, 91766, 91767, 91768, 91769, 91770, 91771, 91772, 91773, 91775, 91776, 91778, 91780, 91788, 91789, 91790, 91791, 91792, 91793, 91801, 91802, 91803, 91804, 91896, 91899, 93510, and 93563.
- **Marin County:** 94901, 94903, 94904, 94912, 94913, 94914, 94915, 94920, 94924, 94925, 94930, 94933, 94937, 94938, 94939, 94940, 94941, 94942, 94945, 94946, 94947, 94948, 94949, 94950, 94956, 94957, 94960, 94963, 94964, 94965, 94966, 94970, 94971, 94973, 94974, 94976, 94977, 94978, 94979, and 94998
- **Nevada County:** 95712, 95924, 95945, 95946, 95949, 95959, 95960, 95975, and 95986.
- **Orange County** includes all ZIP codes.
- **Placer County:** 95602, 95603, 95604, 95648, 95650, 95658, 95661, 95663, 95677, 95678, 95713, 95746, 95747, and 95765.
- **Riverside County:** 91752, 92201, 92202, 92203, 92210, 92211, 92220, 92223, 92230, 92234, 92235, 92236, 92240, 92241, 92247, 92248, 92253, 92255, 92258, 92260, 92261, 92262, 92263, 92264, 92270, 92276, 92282, 92320, 92501, 92502, 92503, 92504, 92505, 92506, 92507, 92508, 92509, 92513, 92514, 92516, 92517, 92518, 92519, 92521, 92522, 92530, 92531, 92532, 92543, 92544, 92545, 92546, 92548, 92549, 92551, 92552, 92553, 92554, 92555, 92556, 92557, 92562, 92563, 92564, 92567, 92570, 92571, 92572, 92581, 92582, 92583, 92584, 92585, 92586, 92587, 92589, 92590, 92591, 92592, 92593, 92595, 92596, 92599, 92860, 92877, 92878, 92879, 92880, 92881, 92882, and 92883.
- **Sacramento County:** 94203, 94204, 94205, 94206, 94207, 94208, 94209, 94211, 94229, 94230, 94232, 94234, 94235, 94236, 94237, 94239, 94240, 94244, 94245, 94247, 94248, 94249, 94250, 94252, 94254, 94256, 94257, 94258, 94259, 94261, 94262, 94263, 94267, 94268, 94269, 94271, 94273, 94274, 94277, 94278, 94279, 94280, 94282, 94283, 94284, 94285, 94286, 94287, 94288, 94289, 94290, 94291, 94293, 94294, 94295, 94296, 94297, 94298, 94299, 95608, 95609, 95610, 95611, 95615, 95621, 95624, 95626, 95628, 95630, 95632, 95638, 95639, 95652, 95655, 95660, 95662, 95670, 95671, 95673, 95683, 95693, 95741, 95742, 95757, 95758, 95759, 95763, 95811, 95812, 95813, 95814, 95815, 95816, 95817, 95818, 95819, 95820, 95821, 95822, 95823, 95824, 95825, 95826, 95827, 95828, 95829, 95830, 95831, 95832, 95833, 95834, 95835, 95836, 95837, 95838, 95840, 95841, 95842, 95843, 95851, 95852, 95853, 95860, 95864, 95865, 95866, 95867, 95894, and 95899.
- **San Bernardino County:** 91701, 91708, 91709, 91710, 91729, 91730, 91737, 91739, 91743, 91758, 91759, 91761, 91762, 91763, 91764, 91784, 91785, 91786, 92256, 92268, 92284, 92286, 92301, 92305, 92307, 92308, 92313, 92314, 92315, 92316, 92317, 92318, 92321, 92322, 92324, 92325, 92329, 92331, 92333, 92334, 92335, 92336, 92337, 92339, 92340, 92341, 92342, 92344, 92345, 92346, 92350, 92352, 92354, 92356, 92357, 92358, 92359, 92368, 92369, 92371, 92372, 92373, 92374, 92375, 92376, 92377, 92378, 92382, 92385, 92386, 92391, 92392, 92393, 92394, 92395, 92397, 92399, 92401, 92402, 92403, 92404, 92405, 92406, 92407, 92408, 92410, 92411, 92413, 92415, 92418, 92423, and 92427.
- **San Diego County:** 91901, 91902, 91903, 91905, 91906, 91908, 91909, 91910, 91911, 91912, 91913, 91914, 91915, 91916, 91917, 91918, 91919, 91980, 91987, 92003, 92007, 92008, 92009, 92010, 92011, 92013, 92014, 92018, 92019, 92020, 92021, 92022, 92023, 92024, 92025, 92026, 92027, 92028, 92029, 92030, 92033, 92036, 92037, 92038, 92039, 92040, 92046, 92049, 92051, 92052, 92054, 92055, 92056, 92057, 92058, 92059, 92060, 92061, 92064, 92065, 92067, 92068, 92069, 92071, 92072, 92074, 92075, 92078, 92079, 92081, 92082, 92083, 92084, 92085, 92088, 92091, 92092, 92093, 92096, 92101, 92102, 92103, 92104, 92105, 92106, 92107, 92108, 92109, 92110, 92111, 92112, 92113, 92114, 92115, 92116, 92117, 92118, 92119, 92120, 92121, 92122, 92123, 92124, 92126, 92127, 92128, 92129, 92130, 92131, 92132, 92134, 92135, 92136, 92137, 92138, 92139, 92140, 92142, 92143, 92145, 92147, 92149, 92150, 92152, 92153, 92154, 92155, 92158, 92159, 92160, 92161, 92163, 92165, 92166, 92167, 92168, 92169, 92170, 92171, 92172, 92173, 92174, 92175, 92176, 92177, 92178, 92179, 92182, 92186, 92187, 92190, 92191, 92192, 92193, 92195, 92196, 92197, 92198, and 92199.
- **San Francisco County** includes all ZIP codes.
- **San Joaquin County** includes all ZIP codes.
- **San Luis Obispo County:** 93401, 93402, 93403, 93405, 93406, 93407, 93408, 93409, 93410, 93412, 93420, 93421, 93422, 93423, 93424, 93426, 93428, 93430, 93432, 93433, 93435, 93442, 93443, 93444, 93445, 93446, 93447, 93448, 93449, 93451, 93453, 93461, 93465, 93475, and 93483.
- **San Mateo County** includes all ZIP codes.
- **Santa Clara County** includes all ZIP codes.
- **Santa Cruz County** includes all ZIP codes.
- **Solano County:** 94503, 94510, 94589, 94592 and 95620.
- **Stanislaus County:** 95307, 95313, 95316, 95319, 95323, 95326, 95328, 95329, 95350, 95351, 95352, 95353, 95354, 95355, 95356, 95357, 95358, 95361, 95363, 95367, 95368, 95380, 95381, 95382, 95386, 95387, and 95397.
- **Tulare County:** 93212, 93218, 93219, 93221, 93223, 93227, 93235, 93237, 93244, 93247, 93256, 93257, 93260, 93267, 93270, 93271, 93272, 93274, 93277, 93286, 93291, 93292, 93603, 93615, 93618, 93631, 93647, 93670, 93673, and 93282.
- **Ventura County:** 91319, 91320, 91358, 91359, 91360, 91361, 91362, 91377, 93001, 93002, 93003, 93004, 93005, 93006, 93007, 93009, 93010, 93011, 93012, 93015, 93016, 93020, 93021, 93022, 93023, 93024, 93030, 93031, 93032, 93033, 93034, 93035, 93036, 93040, 93041, 93042, 93043, 93044, 93060, 93061, 93062, 93063, 93064, 93065, 93066, 93094, and 93099.
- **Yolo County:** 95605, 95606, 95607, 95612, 95616, 95617, 95618, 95627, 95637, 95645, 95653, 95691, 95694, 95695, 95697, 95698, 95776, 95798, 95799, and 95937.

Please note that the Trio HMO network is subject to change.



## Blueshieldca.com and mobile app

You can now get your health plan information anytime, anywhere. The Blue Shield website and mobile apps have been designed for faster navigation and easier access on the go.

You can visit Blue Shield's mobile website by entering [blueshieldca.com](https://blueshieldca.com) into the mobile device's browser or by downloading the Blue Shield of California mobile app on the App Store<sup>SM</sup> or Google Play<sup>TM</sup>.

## Register now for quick and easy access to your plan details and more

You can register today on [blueshieldca.com](https://blueshieldca.com). Once you've registered, you can log in to:

- See highlights and details of your health plan coverage
- Access health and wellness programs
- Find or change your physician or hospital
- Get answers to pharmacy questions

## Your Blue Shield ID card

When you receive care, your physician or other healthcare provider will ask to see it. Call Shield Concierge or log in to [blueshieldca.com](https://blueshieldca.com) if you lose your ID card or need to order or print another one. You can get a digital version of the ID card on the app.

## Finding a doctor

### Search online

Go to [blueshieldca.com](https://blueshieldca.com) and use the *Find a Doctor* feature to search for physicians or hospitals, or download a copy of our directory.

### Compare providers

Our Performance Profile feature helps you compare network providers, so you can make informed healthcare choices. Based on nationally recognized quality measures, Performance Profile provides easy, online access to quality scores, efficiency indicators, and patient satisfaction scores for HMO medical groups and hospitals.

### Request a provider directory

If you would like a printed copy of our *Trio HMO Physicians and Hospital Directory*, call Shield Concierge at the telephone number listed on your ID card.



# Choosing a primary care physician

As a Trio HMO member, you may choose a primary care physician (PCP) from our network to be your primary healthcare provider. You will access most of your healthcare services through your PCP. When you do, you pay just your copayment amount.

It's likely you have already selected your PCP. You and your covered family members may choose to have the same or different PCPs. If you did not select a PCP or designate a PCP for each of your dependents, then Blue Shield has chosen one for you.

## Healthcare services from your PCP

You can expect your PCP to:

- Provide and coordinate your medical care including referrals to specialists
- Order lab tests, X-rays, and other medical tests
- Arrange your admission to a hospital, ambulatory surgery center (ASC), or skilled nursing facility
- Focus on improving and maintaining your health through preventive care services including periodic exams, immunizations, and well-child and well-baby care
- Assist you in finding mental health and substance use disorder services
- Arrange for home health care

## Changing your physician

If you change your PCP during hospitalization, while you are pregnant, or during the course of treatment, the quality and continuity of your care may be interrupted. So, your selection of a new PCP or medical group/IPA will become effective on the first day of the month following your discharge from the hospital, the delivery of

your baby, or when it is medically appropriate to transfer your care. For new members, please see the Continuity of Care form provided during open enrollment. Call Shield Concierge if you have any questions.

The regional Blue Shield medical director must approve exceptions. For information about requesting approval for an exception, please contact Shield Concierge.

## Selecting or changing PCPs

You may select a new PCP at any time for any reason. You can either:

- Go to [blueshieldca.com/fad](https://blueshieldca.com/fad), and search for and choose a new PCP; or
- Call Shield Concierge at the telephone number listed on your Blue Shield ID card to help you make the change.

In most cases, the change will be effective on the first day of the month following your request.

## PCPs for your newborn and adopted children

Newborns must have a PCP in the same medical group as the mother's PCP. If the mother is not a Trio HMO member, we will assign the newborn a PCP from the subscriber's PCP's medical group. Adopted children must have a PCP in the same medical group as the subscriber's PCP. You may select a new PCP for any of your children after their first month of coverage.

## If your PCP leaves the network

If your PCP leaves or no longer qualifies to be in the Trio HMO network, we will recommend another provider in the network.

# Using your prescription drug coverage

Drug benefits and applicable prescription copayments and deductibles vary among different types of health plans. You can find details about your drug coverage by:

- Checking your EOC document at the end of this booklet or the benefit summary located in this book for information on your prescription drug coverage; or
- Going to [blueshieldca.com/pharmacy](https://blueshieldca.com/pharmacy) and logging in at the top of the home page (registration required for information specific to your plan); or
- Calling the Shield Concierge number shown on your Blue Shield ID card.

Make the most of your prescription drug benefit and manage your costs by following these simple steps:

## 1. Check our formulary

The formulary is a list of prescription drugs that are covered by the benefit plan, is just one of the ways we're managing treatment quality and keeping medication costs down for you.

You can view our formulary online. Go to [blueshieldca.com/pharmacy](https://blueshieldca.com/pharmacy) and select *Drug Formularies* to:

- Search for drugs and find out if they are included in our formulary
- See the drug tier placement of your drugs
- Find generic alternatives for brand-name drugs (where available)
- Review coverage restrictions or prior authorization requirements

## 2. Get authorization, if needed

Certain drugs need Blue Shield's approval before your doctor can prescribe them for you. This is called prior authorization. Prior authorization helps to promote patient safety and keep the cost of health care affordable.

- Although your Blue Shield plan may cover the drugs listed in our formulary, some drugs may require prior authorization for medical necessity.
- Some drugs require a physician to provide information about the patient's prescription and medical history to determine if the medication is a medical necessity. Drugs requiring prior authorization for medical necessity are listed in the formulary with "PA."
- If a pharmacy tries to process a prescription that requires prior authorization, we will notify them immediately, and they can help your physician contact Blue Shield Pharmacy Services to begin the prior authorization process.
- You may also contact Shield Concierge to request prior authorization. You can find the Shield Concierge phone number on your member ID card.

### Shield Concierge

Core account with 101 to 1,999 employees	<b>(855) 829-3566</b>
Small business account with 3 to 100 employees	<b>(855) 664-5577</b>

## 3. Consider a generic alternative

Choosing generic drugs when they are available is one of the easiest ways to reduce your prescription costs. Generic drugs often have a lower copayment than brand-name drugs.

The Food and Drug Administration (FDA) requires that generic drugs have the same active ingredient(s), as well as the same quality, strength, purity, and potency, as their brand-name counterparts. This means that generic drugs are just as safe and effective – and can cost you less money.

In some cases, a generic version of a brand-name drug may not be available. Talk to your doctor or pharmacist to learn more about available generic drugs.

You can also use Blue Shield's online formulary search tool to find out if a brand-name drug is available as a generic. If a generic equivalent is not available, you can search for generic drug alternatives in the same drug class by going to *My Plan & Claims*, selecting *Benefits* and then choosing the *Pharmacy* tab of [blueshieldca.com](http://blueshieldca.com) or by calling Shield Concierge.

## 4. Fill your prescription

### At a network pharmacy

Our pharmacy network includes more than 5,800 pharmacies in California and 57,000 pharmacies nationally, including all major retail chains. To find a local network retail, mail, or specialty pharmacy, go to [blueshieldca.com/pharmacy](http://blueshieldca.com/pharmacy) and select *Pharmacy networks* to look up a retail pharmacy by name or location or to find a specialty pharmacy. Or, call the Shield Concierge number on your ID card.

Simply present your Blue Shield ID card at a retail network pharmacy to receive up to a 30-day supply of covered medications.

### Specialty pharmacy network

Specialty drugs are drugs requiring coordination of care, close monitoring, or extensive patient training that generally cannot be met by a retail pharmacy and are available through our specialty pharmacy network. Specialty drugs may also require special handling or manufacturing processes, have limited prescribing or pharmacy availability or require reporting of certain clinical events to the FDA. Specialty drugs may be self-administered by injection, by inhalation, orally, or topically.

For more information, go to [blueshieldca.com](http://blueshieldca.com), click on *Be Well*, and then choose the appropriate link under "Locate pharmacies."

To find out more about your drug benefits, including copayments and deductibles, check your EOC document at the end of this booklet, log in to [blueshieldca.com](http://blueshieldca.com), or call the the Shield Concierge number on your ID card.

## Mail service prescriptions

Blue Shield provides access to the mail service drug benefit through CVS Caremark Mail Service Pharmacy™. It offers you the convenience of receiving up to a 90-day supply of covered maintenance drugs,\* delivered to your home or office, with no charge for shipping.

### Medication and formulary contacts

Blue Shield online pharmacy information	<a href="http://blueshieldca.com/pharmacy">blueshieldca.com/pharmacy</a>
Blue Shield–contracted mail service pharmacy	(866) 346-7200 TTY (866) 346-7197
Blue Shield–contracted mail service pharmacy	<a href="http://caremark.com">caremark.com</a>



\* Generally, the drugs provided through mail service are drugs that you take on a regular basis for a chronic or long-term medical condition.

# Using your benefits

## Preventive care

Preventive care can keep you on the road to good health. Routine physical exams, screenings, and immunizations are important steps in preventing illness and detecting it before symptoms arise.

With Trio HMO, you pay no copayment for preventive services.

For additional information, please visit our Preventive Health Guidelines at [blueshieldca.com/preventive](https://blueshieldca.com/preventive).

## Specialist care

### Direct access to a specialist

If your PCP's medical group/IPA is a participating Trio+ *Specialist* provider (shown by a T+ after the PCP or group name on your ID card), you have access to a participating specialist in the same medical group or IPA without a referral.

Consult with your PCP if you need ongoing specialty care. You can continue to go directly to a specialist, but you'll need to pay a slightly higher copayment each time. If your PCP agrees that you should see the specialist on an ongoing basis, he or she can give you a referral. Then you'll pay a lower copayment.

You can use the Trio+ *Specialist* option for mental health and substance use disorder care as long as you choose a provider in the network managed by Blue Shield's mental health service administrator (MHSA). See the "Mental health or substance use disorder care" section for details.

## Hospital care

Your PCP will arrange for your admission to a hospital when:

- You need inpatient hospital care
- You need surgery or other hospital treatment on an outpatient basis

## Ambulatory surgical care

Your PCP can refer you to a network ambulatory surgery center (ASC)\* for certain kinds of elective outpatient surgery. Our network ASCs provide

quality care and may charge significantly less for the same outpatient procedures than a network hospital because of its lower overhead costs. Talk to your physician if you think an ASC may be a good choice for you.

You can find a network ASC by:

- Going to [blueshieldca.com/fad](https://blueshieldca.com/fad), clicking on *Facilities* and under "Facility type" selecting *Ambulatory Surgery Centers*; or
- Calling Shield Concierge at the telephone number listed on your Blue Shield ID card.

## Urgent care

Urgent care centers (UCCs) offer non-emergency care when PCPs are not available, without incurring the higher expense of emergency room (ER) services.

### While in your PCP's service area

HMO members are covered for urgent care services only when they visit UCCs contracted with their PCP's medical group or IPA.

You may go directly to a UCC when your assigned medical group/IPA has given you instructions for obtaining care from a UCC in your PCP's service area.

### Within California

If you are temporarily traveling within California but are outside of your PCP's service area, you should, if possible, call Shield Concierge for assistance in receiving urgent services through a Blue Shield of California plan provider. You may also locate a plan provider by visiting [blueshieldca.com](https://blueshieldca.com).

Urgent care contacts	
Emergency medical help	911
BlueCard Program	(800) 810-BLUE (2583)
Blue Shield website	<a href="https://blueshieldca.com">blueshieldca.com</a>

\* The ASC benefit is not available to all plans or in all areas of California. Please check your EOC to see if your plan includes the benefit.

## Shield Concierge

Core account with 101 to 1,999 employees	(855) 829-3566
Small Business account with 3 to 100 employees	(855) 664-5577

## Emergency care

Emergency services are services provided for an unexpected medical condition – including a psychiatric emergency medical condition – manifesting itself by acute symptoms of sufficient severity (including severe pain) such that the absence of immediate medical attention could reasonably be expected to result in any of the following:

- Serious jeopardy to the member's health
- Serious impairment to bodily functions
- Serious dysfunction of any bodily organ or part

If you have an accident or medical condition that requires emergency care, call 911 or go directly to the nearest medical facility.

### Non-emergency care

If you receive non-emergency care and services from a non-network doctor at a network facility, you will be responsible only for your plan's network level copayment or coinsurance amount. You cannot be billed for additional costs by a non-network doctor or healthcare provider.

### Notify Blue Shield

For emergency room visits that result in direct admission to the hospital, you or a family member must notify Blue Shield Medical Management as soon as it is reasonably possible to do so.

### Mental health emergencies

All network emergency services for mental health or substance use disorder are managed and reviewed by the Blue Shield mental health service administrator (MHSA). Contact the Blue Shield MHSA as soon as reasonably possible. See the "Mental health or substance use disorder care" section of this booklet for more details. For non-network mental health emergencies, please contact Blue Shield.

## Emergency care contacts

Emergency medical help	911
Blue Shield's MHSA	(877) 263-9952
Mental health services outside California	(800) 810-2583

### Away From Home Care for extended stays

If you or your covered dependents will be out of California for 90 to 180 days, you may be eligible for coverage under Away From Home Care® (AFHC). This program is designed to give students, long-term travelers, workers on extended out-of-state assignments, and families living apart the convenience and flexibility they need. AFHC offers coverage for extended periods across the country through a broad network of host HMO plans that deliver care at or near your travel destination. The coverage offered by the host plan is different from your Blue Shield of California coverage and typically includes preventive care, physician office visits, hospitalization services, immunizations, surgery, and more.

To learn more about AFHC and to find out if you are eligible, call the Shield Concierge number on your ID card or (800) 424-6521. Please note that AFHC is not available in all areas and states.

### Accessing care outside California and abroad

When you're outside California or out of the country, the BlueCard® and Blue Shield Global Core programs connect you and your family to urgent and emergency care. Within the United States, you're covered whether you need care in urban or rural areas. Outside of the United States, you have access to doctors and hospitals around the world through the Blue Shield Global Core Network.

We recommend bringing a list of BlueCard providers to your travel destination, so you're prepared should you need urgent care. And always travel with your Blue Shield ID card because it contains information that a BlueCard provider will need.

Please note that you are not required to access a BlueCard provider for urgent or emergency care.

#### Step 1. Find a provider inside the United States:

- Call (800) 810-BLUE (2583) from within the United States; or
- Outside California, go to [provider.bcbs.com](https://provider.bcbs.com).

**Step 2. See the BlueCard provider** nearest you for covered services.

**Step 3. Notify your PCP** when you return to California, so he or she can provide any necessary follow-up care.

#### Step 4. If necessary, submit claims.

When you receive services outside California, network providers will submit your claim to the local Blue plan for you. You need to file a claim with us only when the provider is non-network and will not send the claim to the local plan on your behalf.

You can get claim forms online at [blueshieldca.com](https://blueshieldca.com) or by calling **(800) 443-5005** or TTY **(800) 241-1823**. We will notify you of your coverage decision within 30 days of receiving your claim. If you have any questions about claims, call Shield Concierge at the number on your Blue Shield ID card.

### Outside the United States

#### Step 1. Find a Blue Shield Global Core provider

- Call the call the Global Core Service Center at **(800) 810-BLUE (2583)** or collect at **(804) 673-1177**; or
- Go to [bcbsglobalcore.com](https://bcbsglobalcore.com).

#### Step 2. See the Blue Shield Global Core provider nearest you for covered services

- If you need emergency medical care while outside of the United States, go to the nearest hospital. To locate a hospital, call the Global Core Service Center toll-free at **1 (800) 810-BLUE (2583)** or collect at **(804) 673-1177**.
- If you need non-emergency inpatient medical care, call the Global Core Service Center toll-free at **1 (800) 810-BLUE (2583)** or collect at **1 (804) 673-1177**. The service center will facilitate hospitalization at a Blue Shield Global Core Network hospital or make an appointment with a doctor. You must call the service center to obtain non-cash access for inpatient care. The service center is staffed with multilingual representatives and is available 24 hours a day, seven days a week.
- If precertification or prior authorization is required, you must call Blue Shield at the phone number on the back of your ID card.
- If you go to a doctor's office, you must pay for all the services you receive at the time you receive them, and then submit an itemized copy of the provider's bill with an international claim form to us for reimbursement.

#### Step 3. Notify your physician

When you return home, notify your physician about the care you received, so he or she can provide necessary follow-up care.

## Obstetrics/gynecology care

You may arrange for obstetrical and gynecological care directly from any OB/GYN in your PCP's medical group or IPA without a referral.

## Second medical opinions

Any time you want a second medical opinion, just ask your PCP for a referral. If the second opinion is regarding specialty care, contact Shield Concierge for prior authorization for a second opinion outside your PCP's medical group or IPA.

## Mental health or substance use disorder care

Blue Shield's mental health service administrator (MHSA) manages mental health and substance use disorder services for our members. These services are provided by Blue Shield's MHSA network of psychiatrists, psychologists, and other mental health professionals.

Follow these steps to access expert advice, guidance, counseling, and treatment for issues that affect your emotional health:

**Step 1. Choose a participating provider** by calling Blue Shield's MHSA toll-free at **(877) 263-9952**. When you call, you may be transferred to a clinically trained counselor who can consult with you and recommend one or more participating providers suited to your unique needs.

Or you can find a provider online. Go to [blueshieldca.com/fad](https://blueshieldca.com/fad). Click on *Doctors* and under "Doctor type or specialty," select *Mental Health Caregivers*.

**Step 2. Obtain prior authorization.** All non-emergency mental health and substance use disorder inpatient admissions, including residential care, and non-routine outpatient mental health and substance use disorder services require prior authorization by the MHSA.

For prior authorization of mental health and substance use disorder services, the MHSA participating provider should contact the MHSA at **(877) 263-9952** at least five business days prior to the admission.

**Step 3. Make an appointment** for pre-authorized services with the network clinician you have selected.

### Mental health services contacts

Emergencies	911
Blue Shield's MHSA	<b>(877) 263-9952</b>
Blue Shield website	<a href="https://blueshieldca.com">blueshieldca.com</a>

See your EOC document at the end of this booklet for information regarding your rights and responsibilities, recourse for grievances, and our commitment to confidentiality.

## Shield Concierge

The Shield Concierge program is Blue Shield's new, integrated service model designed to provide a customer-specific, personalized service experience for your employees covered by Blue Shield. Our service model strives to improve and expand the member experience by resolving more inquiries during the first contact by the member as well as proactively identifying services specifically beneficial to the caller. Blue Shield will be working with Trio network providers to resolve member issues and to connect members to their physician.

A team of professionals consisting of customer service Shield Concierge representatives, registered nurses, social workers, health coaches, pharmacy technicians, and pharmacists provides information to members regarding benefits, doctors and specialists, coordination of care, case management, and questions on formulary and drug authorizations.

Shield Concierge offers extended customer service hours. Shield Concierge representatives are available between 7 a.m. and 7 p.m., Monday through Friday, at the toll-free telephone number on the back of your member ID card.

### Shield Concierge

Core account with 101 to 1,999 employees

**(855) 829-3566**

Small business account with 3 to 100 employees

**(855) 664-5577**





# Health and wellness resources

There's more to your Blue Shield health plan than broad healthcare coverage. You also have access to our health and wellness resources, a collection of tools and programs that give you lots of choices for improving your health. Just go to [blueshieldca.com](https://www.blueshieldca.com) and click on *Be Well*.

Health and wellness	
<b>Wellvolution®</b>	Improve your health with our clinically proven lifestyle medicine programs. Find more information and register at <a href="https://www.blueshieldca.com/wellvolution">blueshieldca.com/wellvolution</a> .
<b>NurseHelp 24/7<sup>SM</sup></b>	Registered nurses are available to help you with medical support 24 hours a day, seven days a week, by phone or online.
<b>LifeReferrals 24/7<sup>SM*</sup></b>	Around-the-clock professionals can assist with personal, family, and work issues, to help you meet life's challenges.
<b>Teladoc</b>	With Teladoc's around-the-clock phone and online video appointments, you have access to board-certified doctors who are ready to treat many medical issues.
<b>Heal™</b>	Schedule in-person healthcare visits with Heal doctors wherever you are – at home, in the office, or even at a hotel. Heal is available to Trio HMO plan members in many regions throughout California.
<b>Healthy Savings®</b>	As a Trio member, you are automatically enrolled in Healthy Savings, allowing you to receive discounts on eligible healthy foods at participating grocery stores.
<b>Decision-making resources</b>	Access tools to help you compare providers and explore options for management of your condition.
<b>Wellness discounts</b>	To help you save money while working on meeting your health and fitness goals, we offer preferred pricing and discounts on popular programs.* Visit <a href="https://www.blueshieldca.com/wellnessdiscounts">blueshieldca.com/wellnessdiscounts</a> for program details.
<b>Prenatal Program</b>	Our Prenatal Program is designed to optimize a woman's health and quality of care before and during pregnancy, and offer case management if extra support is needed.
<b>Shield Concierge</b>	Our customer-specific, personalized service experience expands your customer service experience by resolving more inquiries during your first contact as well as proactively identifying services specifically beneficial to you.

Pharmacy	
<b>Drug formularies</b>	Find information about drugs, coverage, formulary status, and generic alternatives.
<b>Drug interactions</b>	Learn about interactions among prescription drugs, over-the-counter medications, dietary supplements, and herbal products.

\* LifeReferrals 24/7 is available only for group customers with 101+ employees.

# Health and wellness

## Wellvolution

Wellvolution offers members the personalized support they need to make healthy decisions. Our clinically proven lifestyle programs make smart use of social connections and the latest online and mobile technologies.

Once you receive your Blue Shield member ID card, you are eligible to register for Wellvolution at [wellvolution.com](https://www.wellvolution.com).

## NurseHelp 24/7

Talk to a registered nurse any time, day or night, seven days a week, at **(877) 304-0504** or online. Experienced nurses are ready to listen, answer questions, and provide you with information to help you make informed decisions and choose the care that's most appropriate. They offer:

- **Health information** – Better understanding of health concerns and chronic conditions, education about possible treatment options to help you make informed decisions, and suggestions for preparing for doctor appointments.
- **Healthcare assistance** – Guidance in understanding and choosing the most appropriate types of health care, such as hospital, home health, and long-term care, and help in evaluating services.
- **Self-care tips** – Helpful tips for taking care of minor injuries such as a twisted ankle, or common illnesses like colds and the flu.
- **Lifestyle counseling** – Resources and information about healthy habits, including diet and exercise.

You can also access NurseHelp 24/7 online at [blueshieldca.com/nursehelp](https://blueshieldca.com/nursehelp) and engage in a one-on-one online dialogue with a registered nurse, 24 hours a day, seven days a week. You can get immediate answers to your general health questions.

The online nurses can also refer you to health information, resources, and member programs on [blueshieldca.com](https://blueshieldca.com) – just log in and select *Be Well*.

## LifeReferrals 24/7

Everyone can use a hand sometimes, and LifeReferrals 24/7\* offers convenient support to help you with a wide range of personal, family, and work issues. A phone call connects you to a team of experienced professionals ready to listen and help. You'll be guided to the appropriate professional, depending on your needs. Here are some of the services:

- **Legal and finance issues** – Connect with a financial expert on money matters or an attorney on a variety of legal services.
- **Personal challenges including relationship problems or coping with grief** – Call for a personal phone consultation and set up a face-to-face session† (three sessions in any six-month period) for counseling with a licensed therapist at no extra cost to you.
- **Child care, elder care, and adult support services** – Consult with a specialist who can provide useful information and referrals to a wide range of resources such as day care, meal programs, transportation, and more.

The LifeReferrals 24/7 team is available to discuss your concerns and guide you to possible solutions anytime, day or night, at **(800) 985-2405**. All of the services and referrals to resources are confidential.

NurseHelp 24/7 and LifeReferrals 24/7 are designed to complement – not replace – your health care.

## Teladoc

Blue Shield offers access to Teladoc, an easy way for you to consult with physicians over the phone or on video. Teladoc's U.S.-based doctors are all board certified and available 24 hours a day, to solve many non-emergency medical issues. Teladoc is a convenient way to access care, but is not a replacement for your primary care physician.

\* LifeReferrals 24/7 is available only for group customers with 101+ employees.

† Face-to-face sessions are available only to members who live in California.

## Heal

Heal is a service that lets you see a doctor at a time and place that's best for you. Scheduling when and where you want to see a doctor gives you freedom from the time, cost, and stress of traveling to an appointment.

To your home, office, or hotel, on-demand visits are available for Blue Shield Trio HMO members in many regions across California including the Inland Empire, Los Angeles, Orange County, Sacramento, San Diego, the San Francisco Bay Area, and Silicon Valley.

## Healthy Savings

As a Trio member, you will automatically be enrolled in Healthy Savings and will be sent a membership card in the mail. Simply scan your Healthy Savings card or app at the checkout counter of a participating grocery store and instantly receive discounts on eligible healthy foods.

Once you register at [blueshieldca.com/YourHealthySavings](https://blueshieldca.com/YourHealthySavings), you can log in to your account at any time to view your discounts and see participating grocery stores.

Download the Healthy Savings app so you can have your Healthy Savings card, customize grocery lists, search for participating grocery stores near you, and much more.

## Decision-making resources

Use these powerful online tools to find relevant information about treatment options and medications at [blueshieldca.com](https://blueshieldca.com):

- **Symptom Checker** can help you pinpoint particular symptoms and then find information that helps to explain the cause.
- **Health Library** provides you with access to a comprehensive range of tools and information including health topics and conditions, decision points, treatment options, interactive tools, drug interactions, videos, community networking, and more.

## Wellness discounts

To help you save money while you're working on meeting on your health and fitness goals, we offer preferred pricing and discounts on popular programs.<sup>1</sup> For more information or to access these discounts, please go to [blueshieldca.com/wellnessdiscounts](https://blueshieldca.com/wellnessdiscounts).

## Fitness and exercise

Enroll yourself and your dependents in one of the most flexible gym membership programs available in the market – Fitness Your Way™ from Tivity Health – to stay committed to your health goals and feel good on your own terms.

- Work out at any facility within a wide network of more than 800 fitness locations throughout California and 10,000 nationwide.
- Meet your lifestyle needs by working out anytime, anywhere, and as often as you need, while tracking progress towards your goals online.
- If you are a Medicare-eligible member, you have access to gyms and fitness classes with coverage provided by the SilverSneakers® fitness program.

## Alternative Care Discounts

Relax and save on specialty healthcare services from practitioners participating in the ChooseHealthy® program. Simply show your Blue Shield member ID card at your appointment with a participating practitioner to get your discount on:

- Acupuncture services
- Chiropractic services
- Therapeutic massage services

Health and wellness products, get discounts on popular health and fitness brands. Access online health classes and articles at no additional cost to you.

## Alternative Care Discount Program

Relax and save on alternative healthcare services from participating American Specialty Health Systems, Inc. (ASH Networks) practitioners. Just make an appointment with a participating provider, then simply show your Blue Shield ID card to get your discount. It's that easy!

## Vision discounts

### Discount Provider Network<sup>2</sup>

Save 20% on the following services and materials at participating providers, whether or not you have vision care benefits through Blue Shield:

- Routine eye exams
- Frames and lenses (including photochromic)
- Tints and coatings
- Extra pair of glasses
- Non-prescription sunglasses
- Hard contact lenses

Access participating providers at [blueshieldca.com/fad](https://blueshieldca.com/fad).

### MESVision Optics

MESVisionOptics.com offers competitive prices on many contact lens brands<sup>3</sup> as well as a selection of sunglasses, reading glasses, and eye care accessories. Blue Shield vision plan members can apply their eligible benefits to reduce their out-of-pocket cost for contact lenses. MESVision Optics stocks all major brands and types of contact lenses at a reduced price from other online retail sellers. Free shipping is available for all orders over \$50.

Learn more at [MESVisionOptics.com](https://MESVisionOptics.com).

### QualSight LASIK

Save on LASIK surgery at more than 45 surgery centers in California. Services include:

- Pre-screening
- Pre-operative exam
- Post-operative visits

To find out if you are a potential candidate, call (877) 437-6110 or visit [qualsight.com/-lasikka](https://qualsight.com/-lasikka).

### NVISION Laser Eye Centers

Get a 15% discount for services from NVISION Laser Eye Centers with offices in Southern California and Sacramento. You can use your flexible spending account or take advantage of affordable financing options. To learn more, call NVISION at (877) 91 NVISION or (877) 916-8474, or visit [NVISIONcenters.com](https://NVISIONcenters.com) to find a provider.

### EPIC hearing aids

EPIC Hearing Healthcare is one of the nation's largest networks of hearing-care professionals. Blue Shield members may receive a discount on hearing aids. Call (866) 956-5400 or go [online](#) for more information.

### Important notes about the discount programs:

1 These discount program services are not a covered benefit of Blue Shield health plans, and none of the terms or conditions of Blue Shield health plans apply.

Discount program services are available to all members with a Blue Shield medical, dental, vision, or life insurance plan. Life insurance plans are underwritten by Blue Shield of California Life & Health Insurance Company (Blue Shield Life).

The networks of practitioners and facilities in the discount programs are managed by the external program administrators identified below, including any screening and credentialing of providers. Blue Shield does not review the services provided by discount program providers for medical necessity or efficacy, nor does Blue Shield make any recommendations, representations, claims, or guarantees regarding the practitioners, their availability, fees, services, or products. Some services offered through the discount program may already be included as part

of the Blue Shield plan covered benefits. Members should access those covered services prior to using the discount program.

Members who are not satisfied with products or services received from the discount program may use Blue Shield's grievance process described in the Grievance Process section of the *Evidence of Coverage or Certificate of Insurance/Policy*. Blue Shield reserves the right to terminate this program at any time without notice.

Discount programs administered by or arranged through the following independent companies:

- Alternative Care Discounts program – Services provided by the ChooseHealthy program, made available through ChooseHealthy, Inc., a subsidiary of American Specialty Health Incorporated (ASH)
- Discount Provider Network and MESVisionOptics.com – MESVision
- Weight control – Weight Watchers North America
- LASIK – Laser Eye Care of California, LLC; QualSight, Inc.; and NVISION Laser Eye Centers

Note: No genetic information, including family medical history, is gathered, shared, or used from these programs.

2 The Discount Provider Network is available throughout California. Coverage in other states may be limited.

3 Requires a prescription from your doctor or licensed optical professional.

## Care management programs

As a Blue Shield member, you can play an active role in managing your health with prevention and self-management programs – at no additional cost to you. Please note that some group plans do not offer all these programs. Call the Member Services number on your Blue Shield ID card or check your *Evidence of Coverage* document to see if your plan includes a particular program.

### Shield Concierge

Shield Concierge is our personalized care management program to help you live better with illness, recover from acute conditions, and have a more seamless healthcare experience. Our team of nurses, behavioral health clinicians, social workers, health coaches, and other specialty clinicians are available to provide care management, teach self-management skills, and support overall health improvement.

Your care manager acts as an advocate for you and your family by:

- Identifying available treatment options
- Assisting you in making important healthcare decisions
- Coordinating your care with your healthcare providers
- Researching additional resources, such as support groups and financial assistance

Although your care manager will be your primary program contact, you and your doctor will always make the decisions about your treatment options. Participation in this program will not affect your benefits.

Shield Concierge services may include:

- Frequent telephonic outreach with a clinician
- Online tools
- In-person or online self-management workshops
- In-home biometric remote monitoring (for select conditions)
- Mailed educational materials
- Home visits

To find out if you're eligible to enroll in Shield Concierge, call **(877) 455-6777** or visit [blueshieldca.com/shieldsupport](https://blueshieldca.com/shieldsupport) to learn more.

### Prenatal Program

The Prenatal Program guides expectant moms during pregnancy and through postpartum with health information support, plus personalized coaching from a nurse for those who need extra support.

- Provides materials on preconception, prenatal care, preparation for the baby's delivery, post-delivery care, postpartum health, and caring for an infant, plus 24/7 access to nurse support through a 24/7 nurseline
- Offers choice of popular pregnancy or parenting book, including in eBook form
- Includes information about enrollment in a mobile messaging service – text4baby<sup>SM</sup> – which provides pregnant women and new moms with timely, helpful health information

To learn more about the Prenatal Program, call **(888) 886-4596** or visit [blueshieldca.com/prenatal](https://blueshieldca.com/prenatal).

## Pharmacy

### Pharmacy resources

Log in to [blueshieldca.com](https://blueshieldca.com). Under *My Blue Shield*, click on *Benefits*, and then select *Pharmacy* to find information about:

- Claims history
- Drug pricing
- Drug interactions
- Coverage limits and payment details
- Pharmacy locator

## Get social

### We're here and here for you

Join our social community and discover healthy places to eat, great places to hike, recipes with a uniquely California-healthy flair, and more.

Follow us on Facebook, Instagram, and Twitter and see what everybody's talking about.

Facebook: [BlueShieldCA](https://www.facebook.com/BlueShieldCA)

Instagram: [blueshieldofca](https://www.instagram.com/blueshieldofca)

Twitter: [@BlueShieldCA](https://twitter.com/BlueShieldCA)



## Get covered right down to your identity

As a Blue Shield member, you can get identity protection services such as identity repair assistance, identity theft insurance, and credit monitoring for you and your covered family members. These services are available at no extra cost to you.

You can access these services by calling **(855) 904-5733**, 6 a.m. to 6 p.m., Monday through Saturday or 24/7 at [blueshieldca.allclearid.com](https://blueshieldca.allclearid.com).

## Planning ahead

Here is some advance planning information you should consider.

### Organ donation

It's estimated that more than 100,000 Americans – including 21,000 people in California – are waiting for a donor organ that could save their lives.

One donor can save or help as many as 50 people through organ and tissue transplantation. You can make the difference between life and death by becoming an organ donor. Here's how:

- Sign up for organ donation at [donatelifecalifornia.org](https://donatelifecalifornia.org). This information-rich website is connected with all major organ procurement organizations.
- Fill out a donor card. You can get a free donor card from the California Transplant Donor Network at [donornetworkwest.org](https://donornetworkwest.org). Be sure to sign it and keep it with your driver's license.

After you decide to become an organ donor, be sure to tell your doctor and your family members. Unless you have registered with the state-sponsored organ donor registries, family members must consent to organ donation even if you have signed a donor card.

### Advance directives

It's important to have legal documents in place should you become too sick to make healthcare decisions for yourself.

An advance healthcare directive is a legally binding document in California that allows you to name a person or "agent" to make decisions about your health care when you are unable to do so yourself. You can choose any adult except your doctor or an employee of a healthcare facility where you are receiving care, unless that person is related to you or is a co-worker.

- Choose as your agent a person who you trust will respect your wishes and remain calm in a time of crisis. It's also wise to name a second person in case the first is not available.
- Consult your doctor, family, and friends when you create your advance directive.
- Put your wishes in writing and be as specific as possible.
- Give a copy to all your doctors to put in your file, and distribute copies to family members and friends, so they all know what types of care you do and do not desire in such a situation.

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Google Play is a trademark of Google LLC.

Heal is a trademark of Get Heal, Inc.

Healthy Savings is an independent entity that administrates services on behalf of Blue Shield of California.

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ChooseHealthy is a federal registered trademark of American Specialty Health Plans (ASH) and used with permission herein.

Wellvolution, NurseHelp 24/7, and LifeReferrals 24/7 are registered trademarks or service marks of Blue Shield of California. Wellvolution and all associated digital and in-person health programs, services, and offerings are managed by Solera, Inc., a health company committed to changing lives by guiding people to better health in their communities.

# Care when you need it, where you need it

With your Blue Shield of California health plan, you have many ways to access care.

Start here



## Your primary care physician (PCP) \$\$\$

The best place to start when you need care is with your PCP, your main healthcare provider for routine medical needs.

## Virtual care

You can also get expert advice without leaving home or having to travel to a faraway location.



## NurseHelp 24/7<sup>SM</sup> \$0

Immediate, non-emergency health advice anytime, anywhere from registered nurses by phone or chat at no extra cost



## Virtual Care \$\$\$

Specialist care and services through videoconferencing at Adventist Health locations (for PPO members only)



## Teladoc \$\$\$

Doctors available 24/7 by phone or video to treat non-emergency issues and prescribe drugs as needed

## In-person care

If your PCP is not available you can see a healthcare provider, – whether at or near home, or away.



## Urgent care<sup>1</sup> \$\$\$

Walk-in non-emergency care



## Heal™ \$\$\$

On-demand doctor house calls to your home, work, or hotel (for PPO, Trio, and Tandem members)



## BlueCard® Program and Blue Shield Global Core \$\$\$

Covered services and urgent and emergency care while traveling, in the United States or abroad<sup>2</sup>



## CVS MinuteClinic® \$\$\$

Walk-in health care at CVS retail locations (for PPO members only)

## Emotional health

You have access to mental health services to help you address personal, family, or work issues.



## Mental Health Services Administrator (MHSA) network<sup>3</sup> \$\$\$

Mental health and substance use disorder services, in-person or virtually.

## Emergency care

The ER should be used for life-threatening conditions to avoid long wait times and expensive bills.



## Emergency room \$\$\$

Immediate care for life-threatening emergencies. **If you have an emergency, call 911 immediately.**

Lowest cost ←————→ Highest cost

\$\$\$ Low    \$\$ Medium    \$\$\$ High

Visit [blueshieldca.com/care](https://www.blueshieldca.com/care) for more details.

Provider	Can be used for	Availability	More info
Primary care physician (PCP)	Annual checkups, routine medical needs, health screenings, illnesses, and minor injuries	Varies, call your PCP's office for hours	Visit <a href="https://blueshieldca.com/fad">blueshieldca.com/fad</a>
NurseHelp 24/7 <sup>SM</sup>	Minor illnesses and injuries, chronic conditions, medications, preventive care, and to refer you to other care options if necessary	24/7	Call <b>(877) 304-0504</b> or visit <a href="https://blueshieldca.com/nursehelp">blueshieldca.com/nursehelp</a>
Teladoc	Sinus problems, respiratory infections, colds and flu, allergies, rashes, ear infections, pink eye, and much more	24/7	Call <b>(800) 835-2362</b> or visit <a href="https://blueshieldca.com/teladoc">blueshieldca.com/teladoc</a>
Virtual Care	Specialist care and services through videoconferencing	At Adventist Health clinic locations	Call <b>(866) 832-8218</b> or visit <a href="https://blueshieldca.com/virtualcare">blueshieldca.com/virtualcare</a>
Urgent care <sup>1</sup>	Sore throats, earaches, cough, fever, ongoing diarrhea, vomiting, minor cuts, and more	Typically extended hours	Visit <a href="https://blueshieldca.com/fad">blueshieldca.com/fad</a>
BlueCard Program <sup>®</sup> and Blue Shield Global Core	Covered services and urgent and emergency care while traveling <sup>2</sup>	Varies by provider	Call <b>(800) 810-BLUE</b> or visit <a href="https://provider.bcbs.com">provider.bcbs.com</a> within the United States. Call <b>(804) 673-1777</b> or visit <a href="https://bcbsglobalcore.com">bcbsglobalcore.com</a> if overseas
Heal <sup>TM</sup>	Pediatrics and urgent, primary, and preventive care at your home, office, or hotel	By appointment in select urban areas	Call <b>(844) 644-4325</b> or visit <a href="https://blueshieldca.com/heal">blueshieldca.com/heal</a>
CVS MinuteClinic <sup>®</sup>	Immunizations, allergies, infections, coughs, flu symptoms	Usually 7 days a week	Visit <a href="https://minuteclinic.com">minuteclinic.com</a> for locations
Mental Health Services Administrator (MHSA) network <sup>3</sup>	Mental health and substance use disorder services, in person or virtually	By scheduled appointment	Visit <a href="https://blueshieldca.com/fad">blueshieldca.com/fad</a> or call <b>(877) 263-9952</b>
Emergency room	Any life-threatening condition or injury	24/7	<b>Call 911</b> or go immediately to the nearest ER

Visit [blueshieldca.com/care](https://blueshieldca.com/care) for more details.

- 1 If you are a Trio HMO member who needs to visit an urgent care center, you may be required to call your doctor's office each time you seek care. HMOs may require your doctor's office to provide authorization before you go to the urgent care center. You must receive care at an urgent care center that is affiliated with your doctor's medical group or IPA, or your plan may not cover the services received.
- 2 For more information and details on benefits or covered services, please refer to your *Evidence of Coverage* (EOC) or call the customer service number on the back of your Blue Shield member ID card.
- 3 Mental Health Services Administrator (MHSA) network services are not available to self-funded (ASO and Shared Advantage), Medicare Advantage (Individual and Group), or FEP PPO members, or in the BlueCard Program.

Teladoc and Heal are independent entities that administrate services on behalf of Blue Shield of California.

Heal is a trademark of Get Heal, Inc.

NurseHelp 24/7 is a service mark of Blue Shield of California.



Si desea recibir este Aviso Sobre Practicas de Privacidad en español, por favor llame a Servicios a Clientes en el numero que se encuentra en su tarjeta de identificación de Blue Shield.

# Notice of privacy practices

Blue Shield of California and Blue Shield of California Life & Health Insurance Company

**This Notice describes how medical information about you, as a Blue Shield member, may be used and disclosed, and how you can get access to your information.**

## Our privacy commitment

At Blue Shield, we understand the importance of keeping your personal information private, and we take our obligation to do so very seriously.

In the normal course of doing business, we create records about you, your medical treatment, and the services we provide to you. The information in those records is called protected health information (PHI) and includes your individually identifiable personal information such as your name, address, telephone number, and Social Security number, as well as your health information, such as healthcare diagnosis or claim information.

We are required by federal and state law to provide you with this Notice of our legal duties and privacy practices as they relate to your PHI. We are required to maintain the privacy of your PHI and to notify you in the event that you are affected by a breach of unsecured PHI. When we use or give out ("disclose") your PHI, we are bound by the terms of this Notice, which applies to all records that we create, obtain, and/or maintain that contain your PHI.

## How we protect your privacy

We maintain physical, technical, and administrative safeguards to ensure the privacy of your PHI. To protect your privacy, only Blue Shield workforce members who are authorized and trained are given access to our paper and electronic records and to non-public areas where this information is stored.

Workforce members are trained on topics including:

- Privacy and data protection policies and procedures, including how paper and electronic records are labeled, stored, filed, and accessed.
- Physical, technical, and administrative safeguards in place to maintain the privacy and security of your PHI.

Our corporate Privacy Office monitors how we follow our privacy policies and procedures, and educates our organization on this important topic.

## How we use and disclose your PHI

### Uses of PHI without your authorization.

We may disclose your PHI without your written authorization if necessary while providing health benefits and services

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to you. We may disclose your PHI for the following purposes:

- **Treatment:**

- To share with nurses, doctors, pharmacists, optometrists, health educators, and other healthcare professionals so they can determine your plan of care.
- To help you obtain services and treatment you may need – for example, ordering lab tests and using the results.
- To coordinate your health care and related services with a healthcare facility or professional.

- **Payment:**

- To obtain payment of premiums for your coverage.
- To make coverage determinations – for example, to speak to a healthcare professional about payment for services provided to you.
- To coordinate benefits with other coverage you may have – for example, to speak to another health plan or insurer to determine your eligibility or coverage.
- To obtain payment from a third party that may be responsible for payment, such as a family member.
- To otherwise determine and fulfill our responsibility to provide your health benefits – for example, to administer claims.

- **Healthcare operations:**

- To provide customer service.
- To support and/or improve the programs or services we offer you.
- To assist you in managing your health – for example, to provide you

with information about treatment alternatives you may be entitled to, or to provide you with healthcare service or treatment reminders.

- To support another health plan, insurer, or healthcare professional who has a relationship with you, to improve the programs it offers you – for example, for case management or in support of an accountable care organization (ACO) or patient-centered medical home arrangement.
- For underwriting, dues, or premium rating, or other activities relating to the creation, renewal, or replacement of a contract for health coverage or insurance. Please note, however, that we will not use or disclose your PHI that is genetic information for underwriting purposes – doing so is prohibited by federal law.

We may also disclose your PHI without your written authorization for other purposes, as permitted or required by law. This includes:

- **Disclosures to others involved in your health care.**

- If you are present or otherwise available to direct us to do so, we may disclose your PHI to others, for example, a family member, a close friend, or your caregiver.
- If you are in an emergency situation, are not present, are incapacitated, or if you are deceased, we will use our professional judgment to decide whether disclosing your PHI to others is in your best interest. If we do disclose your PHI in a situation where you are unavailable, we will disclose only information that is directly relevant to the person's involvement

with your treatment or for payment related to your treatment. We may also disclose your PHI in order to notify (or assist in notifying) such persons of your location, your general medical condition, or your death.

- We may disclose your minor child's PHI to the child's other parent.

- **Disclosures to your plan sponsor.** We may disclose PHI to the sponsor of your group health plan, which may be your employer, or to a company acting on behalf of the plan sponsor, so that they can monitor, audit, and otherwise administer the health plan you participate in. Your employer is not permitted to use the PHI we disclose for any purpose other than administration of your benefits. See your plan sponsor's plan documents for information about whether your employer/plan sponsor receives PHI, and for a full explanation of the limited uses and disclosures that the plan sponsor may make of your PHI.

- **Disclosures to vendors and accreditation organizations.** We may disclose your PHI to:

- Companies that perform certain services on behalf of Blue Shield. For example, we may engage vendors to help us provide information and guidance to members with chronic conditions like diabetes and asthma.
- Accreditation organizations such as the National Committee for Quality Assurance (NCQA) for quality measurement purposes.

Please note that before we share your PHI, we obtain the vendor's or accreditation organization's written agreement to protect the privacy of your PHI.

- **Communications.** We may use your PHI to contact you with information about your Blue Shield health plan coverage, benefits, health-related programs and services, treatment reminders, or treatment alternatives available to you. We do not use your PHI for fundraising purposes.

- **Health or safety.** We may disclose your PHI to prevent or lessen a serious and imminent threat to your health or safety, or the health or safety of the general public.

- **Public health activities.** We may disclose your PHI to:

- Report health information to public health authorities authorized by law to receive such information for the purpose of preventing or controlling disease, injury or disability, or monitoring immunizations.
- Report child abuse or neglect, or adult abuse, including domestic violence, to a government authority authorized by law to receive such reports.
- Report information about a product or activity that is regulated by the U.S. Food and Drug Administration (FDA) to a person responsible for the quality, safety, or effectiveness of the product or activity.
- Alert a person who may have been exposed to a communicable disease, if we are authorized by law to give such a notice.

- **Health oversight activities.** We may disclose your PHI to:

- A government agency that is legally responsible for oversight of the healthcare system or for ensuring compliance with the rules of government benefit programs such as Medicare or Medicaid.

- Other regulatory programs that need health information to determine compliance.
- **Research.** We may disclose your PHI for research purposes, but only according to, and as allowed by, law.
- **Compliance with the law.** We may use and disclose your PHI to comply with the law.
- **Judicial and administrative proceedings.** We may disclose your PHI in a judicial or administrative proceeding or in response to a valid legal order.
- **Law enforcement officials.** We may disclose your PHI to the police or other law enforcement officials, as required by law or in compliance with a court order or other process authorized by law.
- **Government functions.** We may disclose your PHI to various departments of the government, such as the U.S. military or the U.S. Department of State, as required by law.
- **Workers' compensation.** We may disclose your PHI when necessary to comply with workers' compensation laws.

**Uses of PHI that require your authorization.**

Other than for the purposes described above, we must obtain your written authorization to use or disclose your PHI. For example, we will not use your PHI for marketing purposes without your prior written authorization, nor will we give your PHI to a prospective employer without your written authorization.

**Uses and disclosure of certain PHI deemed "highly confidential."** For certain kinds of PHI, federal and state law may require enhanced privacy protection. This includes PHI that is:

- Maintained in psychotherapy notes.
- About alcohol and drug abuse prevention, treatment, and referral.
- About HIV/AIDS testing, diagnosis, or treatment.
- About venereal and/or communicable disease(s).
- About genetic testing.

We can only disclose this type of specially protected PHI with your prior written authorization except when specifically permitted or required by law.

**Authorization cancellation.** At any time, you may cancel a written authorization that you previously gave us. When submitted to us in writing, the cancellation will apply to future uses and disclosures of your PHI. It will not affect uses or disclosures made previously, while your authorization was in effect.

**Your individual rights**

You have the following rights regarding the PHI that Blue Shield creates, obtains, and/or maintains about you:

- **Right to request restrictions.** You may ask us to restrict the way we use and disclose your PHI for treatment, payment, and healthcare operations, as explained in this Notice. We are not required to agree to your restriction requests, but we will consider them carefully.

If we agree to a restriction request, we will abide by it until you request or agree to terminate the restriction. We may also inform you that we are terminating our agreement to a restriction. In that case, the termination will apply only to PHI created or received after we have informed you of the termination.

- **Right to receive confidential communications.** You may ask to receive Blue Shield communications containing PHI by alternative means or at alternative locations. As required by law, and whenever feasible, we will accommodate reasonable requests. We may require that you make your request in writing. If your request involves a minor child, we may ask you to provide legal documentation to support your request.
- **Right to access your PHI.** You may ask to inspect or to receive a copy of certain PHI that we maintain about you in a "designated record set." This includes, for example, records of enrollment, payment, claims adjudication, and case or medical management record systems, and any information we used to make decisions about you. Your request must be in writing. Whenever possible, and as required by law, we will provide you with a copy of your PHI in the form (paper or electronic) and format you request. If you request a copy of your PHI, we may charge you a reasonable, cost-based fee for preparing, copying, and/or mailing it to you. In certain limited circumstances permitted by law, we may deny you access to a portion of your records.
- **Right to amend your records.** You have the right to ask us to correct or amend the PHI that we maintain about you in a designated record set. Your request must be made in writing and explain why you want your PHI amended. If we determine that the PHI is inaccurate or incomplete, we will correct it if permitted by law. If a doctor or healthcare facility created the PHI that you want to change, you should ask them to amend the information.
- **Right to receive an accounting of disclosures.** Upon your written request, we will provide you with a list of the disclosures we have made of your PHI for a specified time period, up to six years prior to the date of your request. However, the list will exclude:
  - Disclosures you have authorized.
  - Disclosures made earlier than six years before the date of your request.
  - Disclosures made for treatment, payment, and healthcare operations purposes, except when required by law.
  - Certain other disclosures that we are allowed by law to exclude from the accounting.

If you request an accounting more than once during any 12-month period, we will charge you a reasonable, cost-based fee for each accounting report after the first one.
- **Right to name a personal representative.** You may name another person to act as your personal representative. Your representative will be allowed access to your PHI, to communicate with the healthcare professionals and facilities providing your care, and to exercise all other HIPAA rights on your behalf. Depending on the authority you grant your representative, he or she may also have authority to make healthcare decisions for you.
- **Right to receive a paper copy of this Notice.** Upon your request, we will provide a paper copy of this Notice, even if you have agreed to receive the Notice electronically. See the "Notice Availability and Duration" section of this Notice.

## Actions you may take

**Contact Blue Shield.** If you have questions about your privacy rights, believe that we may have violated your privacy rights, or disagree with a decision that we made about access to your PHI, you may contact us:

**Blue Shield of California Privacy Office**  
**P.O. Box 272540**  
**Chico, CA 95927-2540**

**Phone:** (888) 266-8080 (toll-free)

**Fax:** (800) 201-9020 (toll-free)

**Email:** [privacy@blueshieldca.com](mailto:privacy@blueshieldca.com)

For certain types of requests, you must complete and mail us a form that is available either by calling the customer service number on your Blue Shield member ID card or by visiting our website at [blueshieldca.com/bsca/about-blue-shield/privacy/home.sp](http://blueshieldca.com/bsca/about-blue-shield/privacy/home.sp).

**Contact a government agency.** You may also file a written complaint with the Secretary of the U.S. Department of Health & Human Services (HHS) if you believe we may have violated your privacy rights. Your complaint may be sent by email, fax, or mail to the HHS Office for Civil Rights (OCR).

For more information, or to file a complaint with the Secretary of HHS, visit the OCR website at [www.hhs.gov/ocr/privacy/hipaa/complaints](http://www.hhs.gov/ocr/privacy/hipaa/complaints).

If you are a California resident, you may contact the OCR Regional Manager for California as follows:

**Region IX Regional Manager**  
**Office for Civil Rights**  
**U.S. Department of Health & Human Services**

**90 7th St., Suite 4-100**  
**San Francisco, CA 94103**

**Phone:** (800) 368-1019

**Fax:** (202) 619-3818

**TTY:** (800) 537-7697

We will not take any action against you if you exercise your right to file a complaint, either with us or with HHS.

## Notice availability and duration

**Notice availability.** A copy of this Notice is available by calling the customer service number on your Blue Shield member ID card or by visiting our website at [blueshieldca.com/bsca/about-blue-shield/privacy/confidentiality.sp](http://blueshieldca.com/bsca/about-blue-shield/privacy/confidentiality.sp).

**Right to change terms of this Notice.** We are required to abide by the terms of this Notice as long as it remains in effect. We may change the terms of this Notice at any time, and, at our discretion, we may make the new terms effective for all of your PHI in our possession, including any PHI we created or received before we issued the new Notice.

If we change this Notice, we will update the Notice on our website, and if you are enrolled in a Blue Shield benefit plan at that time, we will send you the new Notice when and as required by law.

**Effective date.** This Notice is effective as of August 16, 2013.

Blue Shield of California complies with applicable state laws and federal civil rights laws, and does not discriminate on the basis of race, color, national origin, ancestry, religion, sex, marital status, gender, gender identity, sexual orientation, age, or disability.

Blue Shield of California cumple con las leyes estatales y las leyes federales de derechos civiles vigentes, y no discrimina por motivos de raza, color, país de origen, ascendencia, religión, sexo, estado civil, género, identidad de género, orientación sexual, edad ni discapacidad.

Blue Shield of California 遵循適用的州法律和聯邦公民權利法律，並且不以種族、膚色、原國籍、血統、宗教、性別、婚姻狀況、性別認同、性取向、年齡或殘障為由而進行歧視。

# Blue Shield of California

## Notice Informing Individuals about Nondiscrimination and Accessibility Requirements

### Discrimination is against the law

Blue Shield of California complies with applicable state laws and federal civil rights laws, and does not discriminate on the basis of race, color, national origin, ancestry, religion, sex, marital status, gender, gender identity, sexual orientation, age or disability. Blue Shield of California does not exclude people or treat them differently because of race, color, national origin, ancestry, religion, sex, marital status, gender, gender identity, sexual orientation, age or disability.

Blue Shield of California:

- Provides aids and services at no cost to people with disabilities to communicate effectively with us such as:
  - Qualified sign language interpreters
  - Written information in other formats (including large print, audio, accessible electronic formats and other formats)
- Provides language services at no cost to people whose primary language is not English such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact the Blue Shield of California Civil Rights Coordinator.

If you believe that Blue Shield of California has failed to provide these services or discriminated in another way on the basis of race, color, national origin, ancestry, religion, sex, marital status, gender, gender identity, sexual orientation, age or disability, you can file a grievance with:

Blue Shield of California  
Civil Rights Coordinator  
P.O. Box 629007  
El Dorado Hills, CA 95762-9007

**Phone: (844) 831-4133 (TTY: 711)**

**Fax: (844) 696-6070**

**Email: [BlueShieldCivilRightsCoordinator@blueshieldca.com](mailto:BlueShieldCivilRightsCoordinator@blueshieldca.com)**

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, our Civil Rights Coordinator is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue SW.  
Room 509F, HHH Building  
Washington, DC 20201  
(800) 368-1019; TTY: (800) 537-7697

Complaint forms are available at [www.hhs.gov/ocr/office/file/index.html](http://www.hhs.gov/ocr/office/file/index.html).

# Notice of the Availability of Language Assistance Services

## Blue Shield of California

**IMPORTANT:** Can you read this letter? If not, we can have somebody help you read it. You may also be able to get this letter written in your language. For help at no cost, please call right away at the Member/Customer Service telephone number on the back of your Blue Shield ID card, or (866) 346-7198.

**IMPORTANTE:** ¿Puede leer esta carta? Si no, podemos hacer que alguien le ayude a leerla. También puede recibir esta carta en su idioma. Para ayuda sin cargo, por favor llame inmediatamente al teléfono de Servicios al miembro/cliente que se encuentra al reverso de su tarjeta de identificación de Blue Shield o al (866) 346-7198. (Spanish)

**重要通知：** 您能讀懂這封信嗎？如果不能，我們可以請人幫您閱讀。這封信也可以用您所講的語言書寫。如需免費幫助，請立即撥打登列在您的Blue Shield ID卡背面上的會員/客戶服務部的電話，或者撥打電話 (866) 346-7198。(Chinese)

**QUAN TRỌNG:** Quý vị có thể đọc lá thư này không? Nếu không, chúng tôi có thể nhờ người giúp quý vị đọc thư. Quý vị cũng có thể nhận lá thư này được viết bằng ngôn ngữ của quý vị. Để được hỗ trợ miễn phí, vui lòng gọi ngay đến Ban Dịch vụ Hội viên/Khách hàng theo số ở mặt sau thẻ ID Blue Shield của quý vị hoặc theo số (866) 346-7198. (Vietnamese)

**MAHALAGA:** Nababasa mo ba ang sulat na ito? Kung hindi, maari kaming kumuha ng isang tao upang matulungan ka upang mabasa ito. Maari ka ring makakuha ng sulat na ito na nakasulat sa iyong wika. Para sa libreng tulong, mangyaring tumawag kaagad sa numerong telepono ng Miyembro/Customer Service sa likod ng iyong Blue Shield ID kard, o (866) 346-7198. (Tagalog)

**Baa' ákohwiindzindoogí:** Díí naaltsoosish yíiniłta'go bíniǰhah? Doo bíniǰhahgóó éí, naaltsoos nich'í' yiidóoltaǰígí ła' nihee hółó. Díí naaltsoos átdó' t'áá Diné k'ehjí ádoonííł nínízingo bíǰhah. Doo ɓaąh ílínígó shíká' adoowoł nínízingó nihich'í' béesh bee hodíłnih dóó námboo éí díí Blue Shield bee néłho'díłzinígí bine'déé' bikáá' éí doodagó éí (866) 346-7198 jí' hodíłnih. (Navajo)

**중요:** 이 서신을 읽을 수 있으세요? 읽으실 수 경우, 도움을 드릴 수 있는 사람이 있습니다. 또한 다른 언어로 작성된 이 서신을 받으실 수도 있습니다. 무료로 도움을 받으시려면 Blue Shield ID 카드 뒷면의 회원/고객 서비스 전화번호 또는 (866) 346-7198로 지금 전환하세요. (Korean)

**ԿԱՐԵՎՈՐ Է:** Կարողանում ե՞ք կարդալ այս նամակը: Եթե ոչ, ապա մենք կօգնենք ձեզ: Դուք պետք է նաև կարողանաք ստանալ այս նամակը ձեր լեզվով: Ծառայությունն անվճար է: Խնդրում ենք անմիջապես զանգահարել Հաճախորդների սպասարկման բաժնի հեռախոսահամարով, որը նշված է ձեր Blue Shield ID քարտի ետևի մասում, կամ (866) 346-7198 համարով: (Armenian)

**ВАЖНО:** Не можете прочесть данное письмо? Мы поможем вам, если необходимо. Вы также можете получить это письмо написанное на вашем родном языке. Позвоните в Службу клиентской/членской поддержки прямо сейчас по телефону, указанному сзади идентификационной карты Blue Shield, или по телефону (866) 346-7198, и вам помогут совершенно бесплатно. (Russian)

**重要：** お客様は、この手紙を読むことができますか？もし読むことができない場合、弊社が、お客様をサポートする人物を手配いたします。また、お客様の母国語で書かれた手紙をお送りすることも可能です。無料のサポートを希望される場合は、Blue Shield IDカードの裏面に記載されている会員/お客様サービスの電話番号、または、(866) 346-7198にお電話をおかけください。(Japanese)



**مهم:** آیا می‌توانید این نامه را بخوانید؟ اگر پاسختان منفی است، می‌توانیم کسی را برای کمک به شما در اختیارتان قرار دهیم. حتی می‌توانید نسخه مکتوب این نامه را به زبان خودتان دریافت کنید. برای دریافت کمک رایگان، لطفاً بدون فوت وقت از طریق شماره تلفنی که در پشت کارت شناسایی Blue Shield تان درج شده است و یا از طریق شماره تلفن (866) 346-7198 با خدمات اعضا/مشتری تماس بگیرید. (Persian)

**ਮਹੱਤਵਪੂਰਨ:** ਕੀ ਤੁਸੀਂ ਇਸ ਪੱਤਰ ਨੂੰ ਪੜ੍ਹ ਸਕਦੇ ਹੋ? ਜੇ ਨਹੀਂ ਤਾਂ ਇਸ ਨੂੰ ਪੜ੍ਹਨ ਵਿਚ ਮਦਦ ਲਈ ਅਸੀਂ ਕਿਸੇ ਵਿਅਕਤੀ ਦਾ ਪ੍ਰਬੰਧ ਕਰ ਸਕਦੇ ਹਾਂ। ਤੁਸੀਂ ਇਹ ਪੱਤਰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿਚ ਲਿਖਿਆ ਹੋਇਆ ਵੀ ਪ੍ਰਾਪਤ ਕਰ ਸਕਦੇ ਹੋ। ਮੁਫਤ ਵਿਚ ਮਦਦ ਪ੍ਰਾਪਤ ਕਰਨ ਲਈ ਤੁਹਾਡੇ Blue Shield ID ਕਾਰਡ ਦੇ ਪਿੱਛੇ ਦਿੱਤੇ ਮੈਂਬਰ/ਕਸਟਮਰ ਸਰਵਿਸ ਟੈਲੀਫੋਨ ਨੰਬਰ ਤੇ, ਜਾਂ (866) 346-7198 ਤੇ ਕਾਲ ਕਰੋ। (Punjabi)

**ប្រការសំខាន់៖** តើអ្នកអាចលិខិតនេះ បានដែរឬទេ? បើមិនអាចទេ យើងអាចឲ្យគេជួយអ្នកក្នុងការអានលិខិតនេះ។ អ្នកក៏អាចទទួលបានលិខិតនេះជាភាសារបស់អ្នកផងដែរ។ សម្រាប់ជំនួយដោយឥតគិតថ្លៃ សូមហៅទូរស័ព្ទភ្លាមៗទៅកាន់លេខទូរស័ព្ទសេវាសមាជិក/អតិថិជនដែលមាននៅលើខ្នងប័ណ្ណសម្គាល់ Blue Shield របស់អ្នក ឬតាមរយៈលេខ (866) 346-7198។ (Khmer)

**المهم:** هل تستطيع قراءة هذا الخطاب؟ أن لم تستطع قراءته، يمكننا إحضار شخص ما ليساعدك في قراءته. قد تحتاج أيضاً إلى الحصول على هذا الخطاب مكتوباً بلغتك. للحصول على المساعدة بدون تكلفة، يرجى الاتصال الآن على رقم هاتف خدمة العملاء/أحد الأعضاء المدون على الجانب الخلفي من بطاقة الهوية Blue Shield أو على الرقم (866) 346-7198. (Arabic)

**TSEEM CEEB:** Koj pos tuaj yeem nyeem tau tsab ntawv no? Yog hais tias nyeem tsis tau, peb tuaj yeem nrhiav ib tug neeg los pab nyeem nws rau koj. Tej zaum koj kuj yuav tau txais muab tsab ntawv no sau ua koj hom lus. Rau kev pab txhais dawb, thov hu kiag rau tus xov tooj Kev Pab Cuam Tub Koom Xeeb/Tub Lag Luam uas nyob rau sab nraum nrob qaum ntawm koj daim npav Blue Shield ID, los yog hu rau tus xov tooj (866) 346-7198. (Hmong)

**สำคัญ:** คุณอ่านจดหมายฉบับนี้ได้หรือไม่ หากไม่ได้ โปรดขอความช่วยเหลือจากผู้อ่านได้ คุณอาจได้รับจดหมายฉบับนี้เป็นภาษาของคุณ หากต้องการความช่วยเหลือโดยไม่มีค่าใช้จ่าย โปรดติดต่อฝ่ายบริการลูกค้า/สมาชิกทางเบอร์โทรศัพท์ในบัตรประจำตัว Blue Shield ของคุณ หรือโทร (866) 346-7198 (Thai)

**महत्वपूर्ण:** क्या आप इस पत्र को पढ़ सकते हैं? यदि नहीं, तो हम इसे पढ़ने में आपकी मदद के लिए किसी व्यक्ति का प्रबंध कर सकते हैं। आप इस पत्र को अपनी भाषा में भी प्राप्त कर सकते हैं। निःशुल्क मदद प्राप्त करने के लिए अपने Blue Shield ID कार्ड के पीछे दिए गये मँबर/कस्टमर सर्विस टेलीफोन नंबर, या (866) 346-7198 पर कॉल करें। (Hindi)

**ສິ່ງສຳຄັນ:** ທ່ານສາມາດອ່ານຈົດໝາຍນີ້ໄດ້ບໍ່? ຖ້າອ່ານບໍ່ໄດ້, ພວກເຮົາສາມາດໃຫ້ບາງຄົນຊ່ວຍອ່ານໃຫ້ທ່ານຟັງໄດ້. ທ່ານຍັງສາມາດຂໍໃຫ້ແປຈົດໝາຍນີ້ເປັນພາສາຂອງທ່ານໄດ້. ສຳລັບຄວາມຊ່ວຍເຫຼືອແບບບໍ່ເສຍຄ່າ, ກະລຸນາ ໂທຫາເບີໂທຂອງຝ່າຍບໍລິການສະມາຊິກ/ລູກຄ້າໃນທັນທີເບີໂທລະສັບຢູ່ດ້ານຫຼັງບັດສະມາຊິກ Blue Shield ຂອງທ່ານ, ຫຼືໂທໄປຫາເບີ(866) 346-7198. (Laotian)

# Notice of the Availability of Language Assistance Services

## Blue Shield of California Life & Health Insurance Company

**No Cost Language Services.** You can get an interpreter. You can get documents read to you and some sent to you in your language. For help, call us at the number listed on your ID card or 1-866-346-7198. For more help call the CA Dept. of Insurance at 1-800-927-4357. English

**Servicios de idiomas sin costo.** Puede obtener un intérprete. Le pueden leer documentos y que le envíen algunos en español. Para obtener ayuda, llámenos al número que figura en su tarjeta de identificación o al 1-866-346-7198. Para obtener más ayuda, llame al Departamento de Seguros de CA al 1-800-927-4357. Spanish

**免費語言服務。** 您可獲得口譯員服務。可以用中文把文件唸給您聽，有些文件有中文的版本，也可以把這些文件寄給您。欲取得協助，請致電您的保險卡所列的電話號碼，或撥打 1-866-346-7198 與我們聯絡。欲取得其他協助，請致電 1-800-927-4357 與加州保險部聯絡。Chinese

**Các Dịch Vụ Trợ Giúp Ngôn Ngữ Miễn Phí.** Quý vị có thể được nhận dịch vụ thông dịch. Quý vị có thể được người khác đọc giúp các tài liệu và nhận một số tài liệu bằng tiếng Việt. Để được giúp đỡ, hãy gọi cho chúng tôi tại số điện thoại ghi trên thẻ hội viên của quý vị hoặc 1-866-346-7198. Để được trợ giúp thêm, xin gọi Sở Bảo Hiểm California tại số 1-800-927-4357. Vietnamese

무료 통역 서비스. 귀하는 한국어 통역 서비스를 받으실 수 있으며 한국어로 서류를 낭독해주는 서비스를 받으실 수 있습니다. 도움이 필요하신 분은 귀하의 ID 카드에 나와있는 안내 전화: 1-866-346-7198번으로 문의해 주십시오. 보다 자세한 사항을 문의하실 분은 캘리포니아 주 보험국, 안내 전화 1-800-927-4357번으로 연락해 주십시오. Korean

**Walang Gastos na mga Serbisyo sa Wika.** Makakakuha ka ng interpreter o tagasalin at maipababasa mo sa Tagalog ang mga dokumento. Para makakuha ng tulong, tawagan kami sa numerong nakalista sa iyong ID card o sa 1-866-346-7198. Para sa karagdagang tulong, tawagan ang CA Dept. of Insurance sa 1-800-927-4357 Tagalog

**Անվճար Լեզվական Ծառայություններ:** Դուք կարող եք թարգման ձեռք բերել և փաստաթղթերը ընթերցել տալ ձեզ համար հայերեն լեզվով: Օգնության համար մեզ զանգահարեք ձեր ինքնության (ID) տոմսի վրա նշված կամ 1-866-346-7198 համարով: Լրացուցիչ օգնության համար 1-800-927-4357 համարով զանգահարեք Կալիֆորնիայի Ապահովագրության Բաժանմունք: Armenian

**Бесплатные услуги перевода.** Вы можете воспользоваться услугами переводчика, и ваши документы прочтут для вас на русском языке. Если вам требуется помощь, звоните нам по номеру, указанному на вашей идентификационной карте, или 1-866-346-7198. Если вам требуется дополнительная помощь, звоните в Департамент страхования штата Калифорния (Department of Insurance), по телефону 1-800-927-4357. Russian

**無料の言語サービス** 日本語で通訳をご提供し、書類をお読みします。サービスをご希望の方は、IDカード記載の番号または1-866-346-7198までお問い合わせください。更なるお問い合わせは、カリフォルニア州保険庁、1-800-927-4357までご連絡ください。Japanese

**خدمات مجانی مربوط به زبان.** میتوانید از خدمات یک مترجم شفاهی استفاده کنید و بگوئید مدارک به زبان فارسی برایتان خوانده شوند. برای دریافت کمک، با ما از طریق شماره تلفنی که روی کارت شناسائی شما قید شده است و یا این شماره 1-866-346-7198 تماس بگیرید. برای دریافت کمک بیشتر، به CA Dept. of Insurance (اداره بیمه کالیفرنیا) به شماره 1-800-927-4357 تلفن کنید. Persian

**ਮੁਫਤ ਭਾਸ਼ਾ ਸੇਵਾਵਾਂ:** ਤੁਸੀਂ ਦੁਬਾਰੀਏ ਦੀਆਂ ਸੇਵਾਵਾਂ ਹਾਸਲ ਕਰ ਸਕਦੇ ਹੋ ਅਤੇ ਦਸਤਾਵੇਜ਼ਾਂ ਨੂੰ ਪੰਜਾਬੀ ਵਿੱਚ ਸੁਣ ਸਕਦੇ ਹੋ। ਕੁਝ ਦਸਤਾਵੇਜ਼ ਤੁਹਾਨੂੰ ਪੰਜਾਬੀ ਵਿੱਚ ਭੇਜੇ ਜਾ ਸਕਦੇ ਹਨ। ਮਦਦ ਲਈ ਤੁਹਾਡੇ ਆਈਡੀ (ID) ਕਾਰਡ 'ਤੇ ਦਿੱਤੇ ਨੰਬਰ 'ਤੇ ਜਾਂ 1-866-346-7198 'ਤੇ ' ਸਾਨੂੰ ਫੋਨ ਕਰੋ। ਵਧੇਰੇ ਮਦਦ ਲਈ ਕੈਲੀਫੋਰਨੀਆ ਡਿਪਾਰਟਮੈਂਟ ਆਫ ਇਨਸੂਰੈਂਸ ਨੂੰ 1-800-927-4357 'ਤੇ ਫੋਨ ਕਰੋ। Punjabi

**សេវាកម្មភាសាភាគីតិចថ្លៃ។** អ្នកអាចទទួលបានអ្នកបកប្រែភាសា និងអានឯកសារជូនអ្នកជា ភាសាខ្មែរ ។ សម្រាប់ជំនួយ សូមទូរស័ព្ទមកយើងខ្ញុំតាមលេខដែលមានបង្ហាញលើប័ណ្ណសំគាល់ខ្លួនរបស់អ្នក ឬលេខ 1-866-346-7198 ។ សម្រាប់ជំនួយបន្ថែមទៀត សូមទូរស័ព្ទទៅក្រសួងធានារ៉ាប់រងរដ្ឋកាលីហ្វ័រញ៉ា តាមលេខ 1-800-927-4357 Khmer

**خدمات ترجمة بدون تكلفة.** يمكنك الحصول علي مترجم و قراءة الوثائق لك باللغة العربية. للحصول علي المساعدة، اتصل بنا علي الرقم المبين علي بطاقة عضويتك أو علي الرقم 1-866-346-7198. للحصول علي المزيد من المعلومات، اتصل بإدارة التأمين لولاية كاليفورنيا علي الرقم 1-800-927-4357. Arabic

**Cov Kev Pab Txhais Lus Tsis Them Nqi.** Koj yuav thov tau kom muaj neeg los txhais lus rau koj thiab kom neeg nyeem cov ntawv ua lus Hmoob. Yog xav tau kev pab, hu rau peb ntawm tus xov tooj nyob hauv koj daim yuaj ID los sis 1-866-346-7198. Yog xav tau kev pab ntxiv hu rau CA lub Caj Meem Fai Muab Kev Tuav Pov Hwm ntawm 1-800-927-4357 Hmong

บริการทางภาษาอย่างไม่เสียค่าใช้จ่าย คุณสามารถรับบริการจากสาม รวมถึงให้เจ้าหน้าที่อ่านเอกสารให้คุณฟัง หรือส่งเอกสารบางส่วนในภาษาของคุณไปหาคุณได้ หากต้องการความช่วยเหลือ กรุณาโทรศัพท์ตามหมายเลขที่ระบุอยู่ด้านหลังบัตรประจำตัวของคุณ หรือ ที่หมายเลข 1-866-346-7198 หากต้องการความช่วยเหลือเพิ่มเติม โปรดโทรมาที่ กรมการประกันภัยแห่งมลรัฐแคลิฟอร์เนียที่หมายเลข 1-800-927-4357 Thai

निःशुल्क भाषा सेवाएँ। आप एक दुभाषिया की सेवा प्राप्त कर सकते हैं। आप दस्तावेजों को पढ़वा के सुन सकते हैं और कुछ को अपनी भाषा में स्वयं को भिजवा सकते हैं। सहायता के लिए, अपने ID कार्ड पर दिए गए नंबर पर, या 1-866-346-7198 पर हमें फ़ोन करें। अधिक सहायता के लिए कैलीफोर्निया बीमा विभाग (CA Dept. of Insurance) को 1-800-927-4357 पर फ़ोन करें। Hindi

**Doo bááh ílínígó saad bee yát'i' bee aná'áwo'.** Díí shá ata'halne'dooígí hólóqodoo nínízingo éí bííghah. Naaltsoos naanínáhájeehígí shich'í' yíidooltah éí doodagó ła' shich'í' ádoolnííł nínízingo bííghah. Shíká a'doowoł nínízingo nihich'í' béesh bee hodíílnih dóó námboo éí díí ninaaltsoos dootł'ízhígí bee néího'díłzinígí bine'déé' bikáá' éí doodagó éí (866)346-7198jí' hodíílnih. Hózhq' shíká anáá'doowoł nínízingo éí díí béeso ách'áah naa'nil bíł haz'áají' 1-800-927-4357jí' hodíílnih. Navajo

**ບໍລິການແປພາສາໂດຍບໍ່ເສຍຄ່າ.** ທ່ານສາມາດຂໍອົງຜູ້ແປພາສາໄດ້. ທ່ານສາມາດຂໍໃຫ້ອ່ານເອກະສານໃຫ້ທ່ານຟັງ ແລະ ສົ່ງເອກະສານບາງຢ່າງທີ່ເປັນພາສາຂອງທ່ານ. ສໍາລັບຄວາມຊ່ວຍເຫຼືອ, ໃຫ້ໂທຫາພວກເຮົາຕາມເບີໂທລະສັບທີ່ມີ ໃນບັດປະຈໍາຕົວຂອງທ່ານ ຫຼື ໂທຫາເບີ 1-866-346-7198. ສໍາລັບຄວາມຊ່ວຍເຫຼືອເພີ່ມເຕີມໂທຫາ ພະແນກ ປະກັນໄພຂອງ ລັດຄາລິຟໍເນຍໄດ້ທີ່ເບີ 1-800-927-4357. Laotian

