

HealthKeepers

Anthem HealthKeepers 15 POS / \$8/\$15/\$30

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

Coverage Period: 04/01/2013 - 03/31/2014

Coverage for: Individual/Family | Plan Type: POS



This is only a summary. If you want more detail about your coverage and costs, you can get the complete terms in the policy or plan document at www.anthem.com or by calling 1-855-333-5735.

Important Questions	Answers	Why this Matters:
What is the overall <u>deductible</u> ?	<p>\$0 Single/\$0 Family for In Plan provider</p> <p>\$400 Single/\$800 Family for Out of plan provider</p> <p>Does not apply to In Plan Preventive Care, Copayments, Hospice and Routine Eye Exam.</p> <p>In Plan Provider and Out of Plan Provider deductibles are separate and do not count towards each other.</p>	<p>You must pay all the costs up to the <u>deductible</u> amount before this plan begins to pay for covered services you use. Check your policy or plan document to see when the <u>deductible</u> starts over (usually, but not always, January 1st). See the chart starting on page 3 for how much you pay for covered services after you meet the <u>deductible</u>.</p>
Are there other <u>deductibles</u> for specific services?	No.	You don't have to meet deductibles for specific services, but see the chart starting on page 3 for other costs for services this plan covers.
Is there an <u>out-of-pocket limit</u> on my expenses?	<p>Yes. In Plan provider Single: \$2000, Family: \$4000 Out of Plan Provider Single: \$4000, Family: \$8000.</p>	<p>The <u>out-of-pocket limit</u> is the most you could pay during a coverage period (usually one year) for your share of the cost of covered services. This limit helps you plan for health care expenses.</p>
What is not included in the <u>out-of-pocket limit</u> ?	<p>Balance-billed charges, Pre-Authorization Penalties, Infertility Treatment Copays, Health Care This plan Doesn't Cover, Premiums, Costs for Prescription Drugs in Tiers 1,2 and 3, Prescription Drugs</p>	<p>Even though you pay these expenses, they don't count toward the <u>out-of-pocket limit</u>.</p>

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	Copays, Costs related to Covered Prescription Drugs, Costs related to Covered Prescription Drugs Covered Under the Prescription Drug plan, Out of pocket limit does not include Routine Vision Care.	
Is there an overall annual limit on what the plan pays?	No. This policy has no overall annual limit on the amount it will pay each year.	The chart starting on page 2 describes any limits on what the plan will pay for <i>specific</i> covered services, such as office visits.
Does this plan use a network of providers?	Yes. See www.anthem.com or call 1-855-333-5735 for a list of participating providers.	If you use an in-network doctor or other health care provider, this plan will pay some or all of the costs of covered services. Plans use the term in-network, preferred, or participating for providers in their network.
Do I need a referral to see a <u>specialist</u>?	Yes, You need written approval to see a specialist. There may be some providers or services for which referrals are not required. Please see the formal contract of coverage for details.	This plan will pay some or all of the costs to see a <u>specialist</u> for covered services but only if you have the plan's permission before you see the <u>specialist</u> .
Are there services this plan doesn't cover?	Yes.	Some of the services this plan doesn't cover are listed on page 9. See your policy or plan document for additional information about <u>excluded services</u> .



- **Copayments** are fixed dollar amounts (for example, \$15) you pay for covered health care, usually when you receive the service.
- **Coinsurance** is *your* share of the costs of a covered service, calculated as a percent of the **allowed amount** for the service. For example, if the plan's **allowed amount** for an overnight hospital stay is \$1,000, your **coinsurance** payment of 20% would be \$200. This may change if you haven't met your **deductible**.

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- The amount the plan pays for covered services is based on the **allowed amount**. If an out-of-network **provider** charges more than the **allowed amount**, you may have to pay the difference. For example, if an out-of-network hospital charges \$1,500 for an overnight stay and the **allowed amount** is \$1,000, you may have to pay the \$500 difference. (This is called **balance billing**.)
- This plan may encourage you to use participating **providers** by charging you lower **deductibles**, **copayments** and **coinsurance** amounts.

Common Medical Event	Services You May Need	Your Cost If You Use a PPO Provider	Your Cost If You Use a Non PPO Provider	Limitations & Exceptions
If you visit a health care provider's office or clinic	Primary care visit to treat an injury or illness	\$15 Copay	30% Coinsurance	—————none—————
	Specialist visit	\$35 Copay	30% Coinsurance	—————none—————
	Other practitioner office visit	<u>Manipulative Therapy</u> \$25 Copay <u>Acupuncturist</u> Not Covered	<u>Manipulative Therapy</u> 30% Coinsurance <u>Acupuncturist</u> Not Covered	<u>Manipulative Therapy</u> Coverage is limited to 30 visits per year per member. Failure to obtain preauthorization may result in non coverage or reduced coverage. Services must be received by provider that participates in the American Specialty Health Network(ASHN).
	Preventive care/screening/immunization	No Cost Share	30% Coinsurance	—————none—————
If you have a test	Diagnostic test (x-ray, blood work)	<u>Lab - Office</u> \$15 PCP / \$30 Specialist <u>X - Ray- Office</u> \$15 PCP / \$30 Specialist	<u>Lab - Office</u> 30% Coinsurance <u>X - Ray- Office</u> 30% Coinsurance	<u>Lab – Office</u> Copay does not apply when services are provided by the same provider on the same day as the office visit. A Specialist copay may apply. <u>X - Ray- Office</u> Copay does not apply when services are provided by the same provider on the same day as the office visit. A Specialist copay may apply.

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	Imaging (CT/PET scans, MRIs)	20% Coinsurance	30% Coinsurance	Failure to obtain preauthorization may result in non coverage or reduced coverage.
<p>If you need drugs to treat your illness or condition</p> <p>More information about prescription drug coverage is available at www.anthem.com/Pharmacyinformation/</p>	Tier 1 – Typically Generic	\$8 Copay/ Prescription (retail and mail order)	\$8 Copay/ Prescription (retail order). Balance billing may apply.	Coveres up to a 30 day supply (retail pharmacy), Covers up to a 90 day supply (mail order program)
	Tier 2 – Typically Preferred/Formulary Brand	\$15 Copay/ Prescription (retail only) and \$30 Copay/prescription (mail order only)	\$15 Copay/ Prescription (retail only). Balance billing may apply.	If the member selects a brand drug when a generic equivalent is available the member is responsible for the generic copay plus the cost difference between the generic and brand equivalent even if the physicians indicates no substitutions. Covers up to a 30 day supply (retail pharmacy), Covers up to a 90 day supply (mail order program)
	Tier 3 – Typically Non-preferred/Non-formulary and Specialty Drugs	\$30 Copay/ Prescription (retail only) and \$90 Copay/prescription (mail order only)	\$30 Copay/ Prescription (retail only). Balance billing may apply.	If the member selects a brand drug when a generic equivalent is available the member is responsible for the generic copay plus the cost difference between the generic and brand equivalent even if the physicians indicates no substitutions. Covers up to a 30 day supply (retail pharmacy), Covers up to a 90 day supply (mail order program)

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	Specialty drugs	Must be filled through mail order.	Not Covered	\$3,500 annual out of pocket limit per member per benefit year.
If you have outpatient surgery	Facility fee (e.g., ambulatory surgery center)	\$150 copay	30% Coinsurance	—————none—————
	Physician/surgeon fees	\$35 copay	30% Coinsurance	—————none—————
If you need immediate medical attention	Emergency room services	\$200 Copay	\$200 Copay	No Coverage for Non emergency us of emergency room. Copay waived if admitted.
	Emergency medical transportation	\$150 Copay	30% Coinsurance	—————none—————
	Urgent care	\$15 PCP / \$30 Specialist	30% Coinsurance	—————none—————
If you have a hospital stay	Facility fee (e.g., hospital room)	\$200 Copay per day up to \$1000 per admission	30% Coinsurance	Failure to obtain preauthorization may result in non coverage or reduced coverage. Copay waived if readmitted for the same condition within less than 72 days from discharge.
	Physician/surgeon fee	No cost share	30% Coinsurance	—————none—————

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Common Medical Event	Services You May Need	Your Cost If You Use a PPO Provider	Your Cost If You Use a Non PPO Provider	Limitations & Exceptions
If you have mental health, behavioral health, or substance abuse needs	Mental/Behavioral health outpatient services	<u>Mental/ Behavioral Health Office Visit</u> \$30 Copay <u>Mental/ Behavioral Health Facility Visit – Facility Charges</u> No cost share	<u>Mental/ Behavioral Health Office Visit</u> 30% Coinsurance <u>Mental/ Behavioral Health Facility Visit – Facility Charges</u> 30% Coinsurance	<u>Mental/ Behavioral Health Office Visit</u> Medication management, individual therapy up to 30 minutes and group therapy sessions at -\$20 copay.
	Mental/Behavioral health inpatient services	\$200 Copay per day up to \$1000 per admission	30% Coinsurance	—————none—————
	Substance Abuse disorder outpatient services	<u>Substance Abuse Office Visit</u> \$30 Copay <u>Substance Abuse Facility Visit - Facility Charges</u> No cost share	<u>Substance Abuse Office Visit</u> 30% Coinsurance <u>Substance Abuse Facility Visit - Facility Charges</u> 30% Coinsurance	<u>Substance Abuse Office Visit</u> Medication management, individual therapy up to 30 minutes and group therapy sessions at -\$20 copay.
	Substance Abuse disorder inpatient services	\$200 Copay per day up to \$1000 per admission	30% Coinsurance	—————none—————
If you are pregnant	Prenatal and postnatal care	\$150 Copay	30% Coinsurance	Your doctor's charges for delivery are part of prenatal and postnatal care.
	Delivery and all inpatient services	\$200 Copay per day up to \$1000 per admission	30% Coinsurance	Copay waived if readmitted for the same condition within less than 72 hours from discharge.

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If you need help recovering or have other special health needs	Home health care	20% Coinsurance	30% Coinsurance	Coverage is limited to 100 visits per year.
	Rehabilitation services	\$25 Copay	30% Coinsurance	Coverage is limited to 30 visits per year for Physical therapy and Occupational therapy combined, 30 visits per year for speech therapy. Limit does not apply to autism services, if applicable. Services from In Plan provider and Out of plan provider count towards your limit.
	Habilitation services	\$25 Copay	30% Coinsurance	Rehabilitation and Habilitation visits count towards your Rehabilitation limit.
	Skilled nursing care	20% Coinsurance	30% Coinsurance	Coverage is limited to 100 days per stay. Services from In Plan provider and Out of plan provider count towards your limit.
	Durable medical equipment	20% Coinsurance	30% Coinsurance	—————none—————
	Hospice service	No Cost share	30% Coinsurance	Limit one per calendar year ; not subject to deductible.
If your child needs dental or eye care	Eye exam	\$15 Copay	Total cost less \$30 Allowance	Limited to one per calendar year.
	Glasses	Not Covered	Not Covered	Discounts are provided.
	Dental check-up	Not Covered	Not Covered	—————none—————

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Excluded Services & Other Covered Services:

Services Your Plan Does NOT Cover (This isn't a complete list. Check your policy or plan document for other excluded services.)

- Acupuncture
- Bariatric surgery
- Cosmetic surgery
- Dental care (Adult)
- Hearing aids
- Infertility treatment
- Long-term care
- Most coverage provided outside the United States. See www.bcbs.com/bluecardworldwide
- Private-duty nursing
- Routine foot care Unless you have been diagnosed with diabetes. Consult your formal contract of coverage.
- Weight loss programs

Other Covered Services (This isn't a complete list. Check your policy or plan document for other covered services and your costs for these services.)

- Chiropractic care
- Routine eye care (adult). Coverage is limited to 1 screening exam. Consult your formal contract of coverage.

Your Rights to Continue Coverage:

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

For more information on your rights to continue coverage, contact the plan at 1-855-333-5735. You may also contact your state insurance department, the U.S. Department of Labor, Employee Benefits Security Administration at 1-866-444-3272 or www.dol.gov/ebsa, or the U.S. Department of Health and Human Services at 1-877-267-2323 x61565 or www.cciio.cms.gov.

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Your Grievance and Appeals Rights:

If you have a complaint or are dissatisfied with a denial of coverage for claims under your plan, you may be able to **appeal** or file a **grievance**. For questions about your rights, this notice, or assistance, you can contact:

Department of Labour's Employee

Benefits Security Administration at

1-866-444-EBSA(3272) or

www.dol.gov/ebsa/healthreform

Office of the Managed Care

Ombudsman Bureau of Insurance

P.O. Box 1157 Richmond,

VA 23218 Telephone: Toll-free(877) 310-6560

E- Mail: Ombudsman@scv.virginia.gov

Web Page: <http://www.scc.virginia.gov>

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Language Access Services:

Si no es miembro todavía y necesita ayuda en idioma español, le suplicamos que se ponga en contacto con su agente de ventas o con el administrador de su grupo. Si ya está inscrito, le rogamos que llame al número de servicio de atención al cliente que aparece en su tarjeta de identificación.

如果您是非會員並需要中文協助，請聯絡您的銷售代表或小組管理員。如果您已參保，則請使用您 ID 卡上的號碼聯絡客戶服務人員。

Kung hindi ka pa miyembro at kailangan ng tulong sa wikang Tagalog, mangyaring makipag-ugnayan sa iyong sales representative o administrator ng iyong pangkat. Kung naka-enroll ka na, mangyaring makipag-ugnayan sa serbisyo para sa customer gamit ang numero sa iyong ID card.

Doo bee a'tah ni'liigoo eí dooda'í, shikáa adoolwoł íínízinigo t'áá diné k'éjígó, t'áá shoodí ba na'alníhí ya sidáhí bich'í naabídíłkiid. Eí doo biigha daago ni ba'nija'go ho'aalágú bich'í hodiilní. Hai'daą iini'taago eíya, t'áá shoodí diné ya atáh halne'ígú ní béesh bee hane'í wólta' bi'ki si'núłígú bi'kéhgo bich'í hodiilní.

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

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About these Coverage Examples:

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



This is not a cost estimator.

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

See the next page for important information about these examples.

Having a baby (normal delivery)

- Amount owed to providers: \$7,540
- Plan pays \$6,730
- Patient pays \$810

Sample care costs:

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

Patient pays:

Deductibles	\$0
Copays	\$620
Coinsurance	\$40
Limits or exclusions	\$150
Total	\$810

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

- Amount owed to providers: \$5,400
- Plan pays \$4,470
- Patient pays \$930

Sample care costs:

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

Patient pays:

Deductibles	\$0
Copays	\$600
Coinsurance	\$250
Limits or exclusions	\$80
Total	\$930

Note: These numbers assume the patient is participating in our diabetes wellness program. If you have diabetes and do not participate in the wellness program, your costs may be higher. For more information about the diabetes wellness program, please contact: [insert].

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Questions and answers about the Coverage Examples:

What are some of the assumptions behind the Coverage Examples?

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

What does a Coverage Example show?

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

Does the Coverage Example predict my own care needs?

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

Does the Coverage Example predict my future expenses?

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

Can I use Coverage Examples to compare plans?

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

Are there other costs I should consider when comparing plans?

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

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