

# Anthem Blue Cross of California

## \$0 Cost Share AI-AN, a Multi-State Plan

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

Coverage Period: 01/01/2015 – 12/31/2015

Coverage for: Individual + Family | Plan Type: PPO



**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/ca](http://www.anthem.com/ca) or by calling (855) 634-3381.

Important Questions	Answers	Why this Matters:
What is the overall <u>deductible</u> ?	\$0	See the chart starting on page 3 for your costs for services this plan covers.
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?	No.	There's no limit on how much you could pay during a coverage period for your share of the cost of covered services.
What is not included in the <u>out-of-pocket limit</u> ?	This plan has no <b>out of pocket limit</b> .	Even though you pay these expenses, they don't count toward the <b>out-of-pocket</b> limit
Is there an overall <u>annual limit</u> 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 3 describes any limits on what the plan will pay for <i>specific</i> covered services, such as office visits.
Does this plan use a <u>network</u> of <u>providers</u> ?	Yes; See <a href="http://www.anthem.com/ca">www.anthem.com/ca</a> or call (855) 634-3381 for a list of participating providers.	If you use an in-network doctor or other health care <b>provider</b> , this plan will pay some or all of the costs of covered services. Be aware, your in-network doctor or hospital may use an out-of-network <b>provider</b> for some services. Plans use the term in-network, <b>preferred</b> , or participating for <b>providers</b> in their <b>network</b> . See the chart starting on page 3 for how this plan pays different kinds of <b>providers</b> .
Do I need a referral to see a <u>specialist</u> ?	No; You do not need a referral to see a specialist.	You can see the <b>specialist</b> you choose without permission from this plan.

Questions: Call (855) 634-3381 or visit us at [www.anthem.com/ca](http://www.anthem.com/ca)

If you aren't clear about any of the underlined terms used in this form, see the Glossary. You can view the Glossary at [www.cciio.cms.gov](http://www.cciio.cms.gov) or call (855) 634-3381 to request a copy.

Important Questions	Answers	Why this Matters:
<b>Are there services this plan doesn't cover?</b>	Yes.	Some of the services this plan doesn't cover are listed on page 7. See your policy or plan document for additional information about <b><u>excluded services</u></b> .



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

Common Medical Event	Services You May Need	Your Cost if You Use an In-Network Provider	Your Cost if You Use a Non-Network Provider	Limitations & Exceptions
If you visit a health care <u>provider's office or clinic</u>	Primary care visit to treat an injury or illness	No charge	No charge	-----none-----
	Specialist visit	No charge	No charge	-----none-----
	Other practitioner office visit	<u>Chiropractor</u> Not covered <u>Acupuncturist</u> No charge	<u>Chiropractor</u> Not covered <u>Acupuncturist</u> No charge	<u>Chiropractor</u> -----none----- <u>Acupuncturist</u> -----none-----
	Preventive care/screening/immunization	No charge	No charge	-----none-----
If you have a test	Diagnostic test (x-ray, blood work)	<u>Lab - Office</u> No charge <u>X-Ray – Office</u> No charge	<u>Lab - Office</u> No charge <u>X-Ray – Office</u> No charge	<u>Lab - Office</u> -----none----- <u>X-Ray – Office</u> -----none-----
	Imaging (CT/PET scans, MRIs)	No charge	No charge	-----none-----
If you need drugs to treat your illness or condition More information about <b>prescription drug coverage</b> is available at <a href="http://www.anthem.com/pharmacyinformation/">http://www.anthem.com/pharmacyinformation/</a>	Tier 1 - Typically Generic	No charge	No charge	Covers up to a 30-day supply (retail prescription); 90 day supply (mail order prescription).
	Tier 2 - Typically Preferred/Formulary Brand	No charge	No charge	Covers up to a 30-day supply (retail)

Common Medical Event	Services You May Need	Your Cost if You Use an In-Network Provider	Your Cost if You Use a Non-Network Provider	Limitations & Exceptions
				prescription); 90 day supply (mail order prescription).
	Tier 3 – Typically Non-preferred/Non-formulary and Specialty Drugs	No charge	No charge	Covers up to a 30-day supply (retail prescription); 90 day supply (mail order prescription).
	Tier 4 -Typically Specialty Drugs	No charge	No charge	Covers up to a 30 day supply (retail pharmacy). Covers up to a 30 day supply (home delivery program). No coverage for non-formulary drugs.
<b>If you have outpatient surgery</b>	Facility fee (e.g., ambulatory surgery center)	No charge	No charge	-----none-----
	Physician/surgeon fees	No charge	No charge	-----none-----
<b>If you need immediate medical attention</b>	Emergency room services	No charge	No charge	-----none-----
	Emergency medical transportation	No charge	No charge	-----none-----
	Urgent care	No charge	No charge	-----none-----
<b>If you have a hospital stay</b>	Facility fee (e.g., hospital room)	No charge	No charge	-----none-----
	Physician/surgeon fee	No charge	No charge	-----none-----
<b>If you have mental health, behavioral health, or substance abuse needs</b>	Mental/Behavioral health outpatient services	<u>Mental/Behavioral Health Office Visit</u> No charge <u>Mental/Behavioral Health Facility Visit-Facility Charges</u> No charge	<u>Mental/Behavioral Health Office Visit</u> No charge <u>Mental/Behavioral Health Facility Visit-Facility Charges</u> No charge	<u>Mental/Behavioral Health Office Visit</u> -----none----- <u>Mental/Behavioral Health Facility Visit-Facility Charges</u> -----none-----

Common Medical Event	Services You May Need	Your Cost if You Use an In-Network Provider	Your Cost if You Use a Non-Network Provider	Limitations & Exceptions
	Mental/Behavioral health inpatient services	No charge	No charge	-----none-----
	Substance use disorder outpatient services	<u>Substance Abuse Office Visit</u> No charge <u>Substance Abuse Facility Visit - Facility Charges</u> No charge	<u>Substance Abuse Office Visit</u> No charge <u>Substance Abuse Facility Visit - Facility Charges</u> No charge	<u>Substance Abuse Office Visit</u> -----none----- <u>Substance Abuse Facility Visit - Facility Charges</u> -----none-----
	Substance use disorder inpatient services	No charge	No charge	-----none-----
<b>If you are pregnant</b>	Prenatal and postnatal care	No charge	No charge	-----none-----
	Delivery and all inpatient services	No charge	No charge	Applies to inpatient facility. Other cost shares may apply depending on services provided.
<b>If you need help recovering or have other special health needs</b>	Home health care	No charge	No charge	Coverage is limited to 100 visits per benefit period. Apply to Non-Network Providers.
	Rehabilitation services	No charge	No charge	-----none-----
	Habilitation services	No charge	No charge	-----none-----
	Skilled nursing care	No charge	No charge	Coverage for Non-Network is limited to 100 days per benefit

Common Medical Event	Services You May Need	Your Cost if You Use an In-Network Provider	Your Cost if You Use a Non-Network Provider	Limitations & Exceptions
				period.
	Durable medical equipment	No charge	No charge	-----none-----
	Hospice service	No charge	No charge	-----none-----
<b>If your child needs dental or eye care</b>	Eye exam	No charge	No charge	Coverage for In-Network and Non-Network is limited to one exam per year. Limited reimbursement for Non-Network.
	Glasses	No charge	No charge	Coverage for In-Network and Non-Network is limited to 1 unit per year. Limited reimbursement for Non-Network.
	Dental check-up	No charge	No charge	Coverage for In-Network and Non-Network is limited to one visit every 6 months.

## 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.)

- Chiropractic care
- Cosmetic surgery
- Dental care (adult)
- Hearing aids
- Infertility treatment
- Long-term care
- Most coverage provided outside the United States. See [www.bcbs.com/bluecardworldwide](http://www.bcbs.com/bluecardworldwide).
- Private-duty nursing
- Non-Formulary drugs
- Routine eye care (adult)
- Routine foot care
- Termination of pregnancy except in limited circumstances
- 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.)

- Acupuncture
- Bariatric surgery

## Your Rights to Continue Coverage:

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

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

For more information on your rights to continue coverage, contact the insurer at (855) 634-3381. You may also contact your state insurance department at:

Department of Managed Health Care  
California Help Center  
980 9th Street  
Suite 500  
Sacramento, CA 95814-2725  
(888) HMO-2219



## Your Grievance and Appeals Rights:

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

ATTN: Grievances and Appeals  
P.O. Box 4310  
Woodland Hills, CA 91365-4310

Department of Managed Health Care  
California Help Center  
980 9th Street  
Suite 500  
Sacramento, CA 95814-2725  
(888) HMO-2219

Additionally, a consumer assistance program can help you file your appeal. Contact California Department of Managed Health Care Help Center  
980 9th Street, Suite 500  
Sacramento, CA 95814  
(888) 466-2219  
<http://www.healthhelp.ca.gov>  
[helpline@dmhc.ca.gov](mailto:helpline@dmhc.ca.gov)

## Does this Coverage Provide Minimum Essential Coverage?

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

## Language Access Services:

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。

Doo bee a'tah ni'liigoo eí dooda'í, shikáa adoolwol íinízinigo t'áá diné k'éjígoo, t'áá shoodí ba na'alníhí ya sidáhí bich'í naabídíílkíid. Eí doo biigha daago ni ba'nija'go ho'aalagíí bich'í hodiilní. Hai'daa íini'taago eíya, t'áá shoodí diné ya atáh halne'ígú ní béesh bee hane'í wólta' bí'ki si'niilígú bí'kéhgo bich'í hodiilní.

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.

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.

아직 가입하지 않았거나 한국어로 된 도움말이 필요한 경우 영업 관리자나 그룹 관리자에게 문의하시기 바랍니다. 이미 가입한 경우 ID 카드에 있는 번호를 사용하여 고객 서비스에 문의하시기 바랍니다.

Nếu quý vị chưa phải là một hội viên và cần được giúp đỡ bằng Tiếng Việt, xin liên lạc với đại diện thương mại của quý vị hoặc quản trị viên nhóm. Nếu quý vị đã ghi danh, xin liên lạc với dịch vụ khách hàng qua việc dùng số điện thoại ghi trên thẻ ID của quý vị.

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*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 \$7,340
- Patient pays \$200

#### 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
<b>Total</b>	<b>\$7,540</b>

#### Patient pays:

Deductibles	\$0
Copays	\$0
Coinsurance	\$0
Limits or exclusions	\$200
<b>Total</b>	<b>\$200</b>

Note: These numbers assume the patient has given notice of her pregnancy to the plan. If you are pregnant and have not given notice of your pregnancy, your costs may be higher. For more information, please contact: [www.anthem.com/ca](http://www.anthem.com/ca) or (855) 634-3381.

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

- Amount owed to providers: \$5,400
- Plan pays \$1,000
- Patient pays \$4,400

#### 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
<b>Total</b>	<b>\$5,400</b>

#### Patient pays:

Deductibles	\$0
Copays	\$0
Coinsurance	\$0
Limits or exclusions	\$4,400
<b>Total</b>	<b>\$4,400</b>

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: [www.anthem.com/ca](http://www.anthem.com/ca) or (855) 634-3381.

# 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**, **co payments**, 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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