



## Preferred Blue PPO<sup>SM</sup> Basic \$2000

Plan-Year Deductible: \$2,000/\$4,000

### Summary of Benefits

Effective on anniversary dates on or after October 1, 2009,  
for Individuals and Small Groups

✓ This health plan meets Minimum Creditable Coverage Standards for Massachusetts residents effective January 1, 2009, as part of the Massachusetts Health Care Reform Law.

# Your Choice

## Your Deductible.

Your deductible is calculated on a plan-year basis. Your plan year will differ based on whether you are enrolled as a group member or as an individual. If you are not sure when your plan year begins, contact Blue Cross Blue Shield. The deductible is the amount of money you pay out-of-pocket each plan year before you can receive coverage for most benefits under this plan. Your deductible is the first **\$2,000** of covered charges per member each plan year (or **\$4,000** per family). **This deductible does not apply to certain outpatient services for which you pay a copayment and prescription drug benefits** (see chart on opposite and back pages). For other covered services, this deductible applies to in-network and out-of-network services combined. There is a separate **\$250** per member (or **\$500** per family) plan-year deductible for certain prescription drug benefits, then you pay co-insurance (see chart on back page).

## When You Choose Preferred Providers.

After your deductible has been met, you pay **20 percent** co-insurance for inpatient hospital, physician, and other provider covered services and some outpatient services. And, for other outpatient services you pay a **\$25** copayment for each visit. **The plan-year deductible does not apply to services for which you pay a copayment. Your copayments do not count toward your deductible.**

Please note: If a preferred provider refers you to another provider for covered services (such as a lab or specialist), make sure the provider is a preferred provider in order to receive benefits at the in-network level. If the provider you use is not a preferred provider, you're still covered, but your benefits will be covered at the out-of-network level, even if the preferred provider refers you.

## How to Find a Preferred Provider.

There are several ways to find a preferred provider:

- Look up a provider in the Provider Directory. If you need a copy of your directory, call Member Service at the number on your ID card.
- Visit the Blue Cross Blue Shield of Massachusetts website at [www.bluecrossma.com](http://www.bluecrossma.com) for Massachusetts providers.
- Visit the BlueCard® Provider Finder website at [www.bcbs.com/healthtravel/finder.html](http://www.bcbs.com/healthtravel/finder.html).
- Call the BlueCard Program at **1-800-810-BLUE (2583)**, 24 hours a day, seven days a week.

## When You Choose Non-Preferred Providers.

After your deductible has been met, you pay **40 percent** co-insurance for inpatient hospital, physician, and other provider covered services and some outpatient services. And, for other outpatient services you pay a **\$45** copayment for each visit.

**The plan-year deductible does not apply to services for which you pay a copayment. Your copayments do not count toward your deductible.** In Massachusetts, payments to non-preferred providers are based on the allowed charge. Please be aware that this means you may still be responsible for any difference between the allowed charge and the provider's actual charge.

## Out-of-Pocket Maximum.

The out-of-pocket maximum applies to in-network and out-of-network benefits combined. When the money you pay for the deductible, 20 or 40 percent co-insurance, and copayments equals **\$5,000** for a member in a plan year (or **\$10,000** per family), benefits for that member (or that family) will be provided in full for those covered services, based on the allowed charge, for the rest of that plan year. The money you pay for prescription drug benefits is not included in calculating the out-of-pocket maximum. You will still have to pay any costs that are not included in the out-of-pocket maximum.

## Emergency Room Services.

In an emergency, such as a suspected heart attack, stroke, or poisoning, you should go directly to the nearest medical facility or call **911** (or the local emergency phone number). You pay a **\$250** copayment per visit for in-network or out-of-network emergency room services. This copayment is waived if you are admitted to the hospital or for an observation stay. There is no deductible for these services.

## Utilization Review Requirements.

You must follow the requirements of Utilization Review, which are Pre-Admission Review, Concurrent Review and Discharge Planning, Prior Approval for Home Health Care, and Individual Case Management. If you need non-emergency or non-maternity hospitalization, you or someone on your behalf must call the number on your ID card for pre-approval. Information concerning Utilization Review is detailed in your subscriber certificate and riders. If you do not notify Blue Cross Blue Shield and receive pre-approval, your benefits may be reduced or denied.

## Dependent Benefits.

This plan covers dependents up to age 26, or for two years after the end of the calendar year in which they last qualified as a dependent under the Internal Revenue Code, whichever comes first. Additionally, this plan may cover unmarried full-time students or other unmarried dependents who do not otherwise qualify as eligible dependents. Please see your subscriber certificate (and riders, if any) for exact coverage details.

# Your Medical Benefits

Plan Specifics	Your Cost In-Network	Your Cost Out-of-Network
<b>Plan-year deductible</b>	\$2,000 per member/\$4,000 per family for in-network and out-of-network services combined	
<b>Plan-year out-of-pocket maximum</b>	\$5,000 per member/\$10,000 per family for in-network and out-of-network services combined	
<b>Covered Services</b>		
<b>Outpatient Care</b>		
Emergency room visits	\$250 per visit, no deductible (waived if admitted or for observation stay)	\$250 per visit, no deductible (waived if admitted or for observation stay)
Allergy injections	Nothing, no deductible	Nothing, no deductible
Clinic visits; physicians', podiatrists', and chiropractors' office visits	\$25 per visit, no deductible	\$45 per visit, no deductible
Well-child care exams, including related tests, according to age-based schedule as follows: <ul style="list-style-type: none"> <li>• 10 visits during the first year of life</li> <li>• Three visits during the second year of life</li> <li>• One visit per calendar year from age 2 through age 18</li> </ul>	\$25 per visit, no deductible (no cost for immunizations and routine tests)	\$45 per visit, no deductible (no cost for immunizations and routine tests)
Routine adult physical exams, including related tests, for members age 19 or older (one per calendar year)	\$25 per visit, no deductible (no cost for immunizations and routine tests)	\$45 per visit, no deductible (no cost for immunizations and routine tests)
Routine GYN exams, including related lab tests (one per calendar year)	\$25 per visit, no deductible (no cost for routine tests)	\$45 per visit, no deductible (no cost for routine tests)
Routine hearing exams	\$25 per visit, no deductible (no cost for routine tests)	\$45 per visit, no deductible
Routine vision exams (one every 24 months)	\$25 per visit, no deductible	\$45 per visit, no deductible
Family planning services—office visits	\$25 per visit, no deductible	\$45 per visit, no deductible
Short-term rehabilitation therapy—physical and occupational (up to 20 visits per calendar year*)	\$25 per visit, no deductible	\$45 per visit, no deductible
Speech, hearing, and language disorder treatment—speech therapy	\$25 per visit, no deductible	\$45 per visit, no deductible
Diagnostic X-rays, lab tests, and other tests, including CT scans, MRIs, PET scans, and nuclear cardiac imaging tests (excluding routine tests)	20% co-insurance after deductible	40% co-insurance after deductible
Oxygen and equipment for its administration	20% co-insurance after deductible	40% co-insurance after deductible
Prosthetic devices	20% co-insurance after deductible	40% co-insurance after deductible
Home health care and hospice services	20% co-insurance after deductible	40% co-insurance after deductible
Durable medical equipment—such as wheelchairs, crutches, and hospital beds (up to \$750 per calendar year**)	20% co-insurance after deductible and all charges beyond the calendar-year maximum	40% co-insurance after deductible and all charges beyond the calendar-year maximum
Surgery and related anesthesia <ul style="list-style-type: none"> <li>• Office setting</li> <li>• Ambulatory surgical facility, hospital or surgical day care unit</li> </ul>	20% co-insurance after deductible 20% co-insurance after deductible	40% co-insurance after deductible 40% co-insurance after deductible
<b>Inpatient Care (including maternity care)</b>		
General or chronic disease hospital care (as many days as medically necessary)	20% co-insurance after deductible	40% co-insurance after deductible
Rehabilitation hospital care (up to 60 days per calendar year)	20% co-insurance after deductible	40% co-insurance after deductible
Skilled nursing facility care (up to 100 days per calendar year)	20% co-insurance after deductible	40% co-insurance after deductible

\* No visit limit applies when short-term rehabilitation services are furnished as part of covered home health care.

\*\* No dollar limit applies when durable medical equipment is furnished as part of covered home dialysis, home health care, or hospice services.

# Your Medical Benefits (continued)

Covered Services	Your Cost In-Network	Your Cost Out-of-Network
<b>Mental Health and Substance Abuse Treatment</b> Biologically based conditions* <ul style="list-style-type: none"> <li>Inpatient admissions in a general hospital, mental hospital, or substance abuse facility</li> <li>Outpatient visits</li> </ul>	20% co-insurance after deductible \$25 per visit, no deductible	40% co-insurance after deductible \$45 per visit, no deductible
Non-biologically based mental conditions <ul style="list-style-type: none"> <li>Inpatient admissions in a general hospital</li> <li>Inpatient admissions in a mental hospital (up to 60 days per calendar year)</li> <li>Outpatient visits (up to 24 visits per calendar year)</li> </ul>	20% co-insurance after deductible 20% co-insurance after deductible \$25 per visit, no deductible	40% co-insurance after deductible 40% co-insurance after deductible \$45 per visit, no deductible
<b>Prescription Drug Benefits with BlueValue Rx<sup>SM</sup> Formulary</b>	After a \$250 per member/\$500 per family plan-year deductible (Tier 2 and Tier 3 only) you pay the following for retail and mail-service prescriptions:	
At retail pharmacies (up to a 30-day formulary supply for each prescription or refill)	\$15 copay Tier 1 (No deductible) 50% co-insurance for Tier 2 50% co-insurance for Tier 3	\$30 copay for Tier 1 (No deductible) 50% co-insurance for Tier 2 50% co-insurance for Tier 3
Through the designated mail service pharmacy (up to a 90-day formulary supply for each prescription or refill)	\$30 copay for Tier 1 (No deductible) 50% co-insurance for Tier 2 50% co-insurance for Tier 3	Not covered

\* Treatment of rape-related mental or emotional disorders for victims of a rape or victims of an assault with intent to rape and treatment for children under age 19, are covered to the same extent as biologically based conditions.

## Healthy Blue Programs

At Blue Cross Blue Shield of Massachusetts we offer you a group of programs, discounts and savings, resources, and tools to help you get the most you can from your health care plan. Call us at **1-800-262-BLUE (2583)** to receive information that outlines these special programs.

<a href="http://www.livinghealthybabies.com">www.livinghealthybabies.com</a>	No additional charge
A Fitness Benefit toward membership at a health club (see your subscriber certificate for details)	\$150 per year, per individual/family
Reimbursement for a Blue Cross Blue Shield of Massachusetts designated weight loss program	\$150 per year, per individual/family
Living Healthy Vision <sup>SM</sup> —discounts on eyewear (frames, lenses, supplies, and laser vision correction surgery)	Discount varies
Safe Beginnings—discounts on home safety items	Discount varies
Blue Care Line <sup>SM</sup> to answer your health care questions 24 hours a day—call <b>1-888-247-BLUE (2583)</b>	No additional charge
Living Healthy Naturally <sup>SM</sup> —discounts on different types of complementary and alternative medicine services such as acupuncture, massage therapy, nutritional counseling, personal training, Pilates, tai chi, and yoga	Up to a 30% discount
Visit <a href="http://www.AHealthyMe.com">www.AHealthyMe.com</a> for an around-the-clock healthy approach to fitness, family, and fun	No additional charge

## Questions? Call 1-800-262-BLUE (2583).

For questions about Blue Cross Blue Shield of Massachusetts, visit the website at [www.bluecrossma.com](http://www.bluecrossma.com).

Interested in receiving information from Blue Cross Blue Shield of Massachusetts via e-mail?

Go to [www.bluecrossma.com/email](http://www.bluecrossma.com/email) to sign up.

**Limitations and Exclusions.** These pages summarize the benefits of your health care plan. Your subscriber certificate and riders define the full terms and conditions in greater detail. Should any questions arise concerning benefits, the subscriber certificate and riders will govern. Some of the services not covered are: cosmetic surgery; custodial care; hearing aids; most dental care; and any services covered by workers' compensation. For a complete list of limitations and exclusions, refer to your subscriber certificate and riders.