



MASSACHUSETTS



# HMO Blue<sup>®</sup> Basic Value

## Summary of Benefits

Effective on anniversary dates on or after January 1, 2010

 This health plan meets Minimum Creditable Coverage Standards for Massachusetts residents effective January 1, 2010, as part of the Massachusetts Health Care Reform Law.

# Your Care

## Your Primary Care Provider.

When you enroll in HMO Blue, you must choose a primary care provider (PCP) for you and each member of your family. There are several ways to find a PCP: visit the Blue Cross Blue Shield of Massachusetts website at [www.bluecrossma.com](http://www.bluecrossma.com); consult the Provider Directory; or call our Physician Selection Service at 1-800-821-1388. If you have trouble choosing a doctor, the Physician Selection Service can help. We can tell you whether a doctor is male or female, the medical school(s) he or she attended, and if any languages other than English are spoken in the office.

## Referrals You Can Feel Better About.

Your PCP is the first person you call when you need routine or sick care (see *Emergency Care—Wherever You Are* for emergency care services). Your HMO Blue PCP cares about your health, which is why, should you and your PCP decide you need a specialist, you'll be referred to the one your PCP determines is appropriate for treating your specific condition. Of course, if you have a specialist to whom you would like to be referred, discuss this with your doctor. Your provider may also work with Blue Cross Blue Shield concerning the Utilization Review Requirements, which are Pre-Admission Review, Concurrent Review and Discharge Planning, Prior Approval for Certain Outpatient Services, and Individual Case Management. Information concerning Utilization Review is detailed in your subscriber certificate.

## Your Deductible.

Your deductible is calculated on a plan-year basis. For some services, you must meet the plan-year deductible before benefits are provided. If you are not sure when your plan year begins, contact Blue Cross Blue Shield. The plan-year deductible amount is **\$250** for each member (or **\$500** per family). The following services are not subject to the deductible: office visits, preventive health services, emergency room visits, and outpatient mental health services. There is a separate **\$250** plan-year deductible for each member (or **\$500** per family) for prescription drug benefits. This prescription drug deductible applies to Tier 2 and Tier 3 only (see chart on opposite page).

## Out-of-Pocket Maximum.

When the money you pay for the medical deductible, 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 that count towards the out-of-pocket maximum. 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 Care—Wherever You Are.

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 **\$150** copayment per visit for emergency room services. This copayment is waived if you are admitted to the hospital or for an observation stay.

## Service Area.

The plan's service area includes all cities and towns in the Commonwealth of Massachusetts.

## When Outside the Service Area.

If you're traveling outside the plan service area and you need urgent or emergency care, go to the nearest appropriate health care facility. You are covered for the urgent or emergency care visit and one follow-up visit while outside the service area. Any additional follow-up care must be arranged by your PCP. Please see your subscriber certificate for more information.

## 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

| Covered Services  | Your Cost  |
|---|--|
| <b>Outpatient Care</b><br>Emergency room visits   | \$150 per visit, no deductible<br>(waived if admitted or for observation stay)   |
| Well-child care visits  | \$15 per visit, no deductible<br>(no cost for immunizations and routine tests)   |
| Routine adult physical exams, including related tests   | \$15 per visit, no deductible<br>(no cost for immunizations and routine tests)   |
| Routine GYN exams, including related lab tests (one per calendar year)  | \$15 per visit, no deductible<br>(no cost for routine tests)   |
| Routine hearing exams   | \$15 per visit, no deductible<br>(no cost for routine tests)   |
| Routine vision exams (one every 24 months)  | \$15 per visit, no deductible  |
| Family planning services—office visits  | \$15 per visit, no deductible  |
| Mental health and substance abuse treatment   | \$25 per visit, no deductible  |
| <b>Office visits (including podiatry services)</b><br>• When performed by your PCP, OB-GYN physician, nurse practitioner, or nurse midwife<br>• When performed by other network providers | \$25 per visit, no deductible<br>\$40 per visit, no deductible   |
| Short-term rehabilitation therapy—physical and occupational<br>(up to 20 visits per calendar year*)   | \$40 per visit, no deductible  |
| Speech, hearing, and language disorder treatment—speech therapy   | \$40 per visit, no deductible  |
| Allergy injections only   | Nothing  |
| Diagnostic X-rays, lab tests, and other tests, including CT scans, MRIs, PET scans, and nuclear cardiac imaging tests   | 35% co-insurance after deductible  |
| Home health care and hospice services   | 35% co-insurance after deductible  |
| Oxygen and equipment for its administration   | 35% co-insurance after deductible  |
| Prosthetic devices  | 35% co-insurance after deductible  |
| Durable medical equipment—such as wheelchairs, crutches, hospital beds<br>(up to \$750 per calendar year**)   | 35% co-insurance after deductible, then<br>all charges beyond the calendar-year<br>benefit maximum   |
| Surgery and related anesthesia in an office, ambulatory surgical facility, hospital,<br>or surgical day care unit   | 35% co-insurance after deductible  |
| <b>Inpatient Care (including maternity care)</b><br>General or chronic disease hospital care (as many days as medically necessary)  | 35% co-insurance after deductible  |
| Mental hospital or substance abuse facility care (as many days as medically necessary)  | 35% co-insurance after deductible  |
| Rehabilitation hospital care (up to 60 days per calendar year)  | 35% co-insurance after deductible  |
| Skilled nursing facility care (up to 100 days per calendar year)  | 35% co-insurance after deductible  |
| <b>Prescription Drug Benefits with BlueValue Rx<sup>SM</sup> Formulary</b><br>At designated retail pharmacies<br>(up to a 30-day formulary supply for each prescription or refill)        | \$15 copayment for Tier 1<br>After a \$250 plan-year deductible per member<br>(or \$500 per family) you pay:<br>50% co-insurance after deductible for Tier 2<br>50% co-insurance after deductible for Tier 3 |
| Through the designated mail service pharmacy<br>(up to a 90-day formulary supply for each prescription or refill)   | \$30 copayment for Tier 1<br>After a \$250 plan-year deductible per member<br>(or \$500 per family) you pay:<br>50% co-insurance after deductible for Tier 2<br>50% co-insurance after deductible for Tier 3 |

\* No limit applies when short-term rehabilitation therapy is 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.

# 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 HealthyVision <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: chiropractor services; 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.

