

# BlueCross BlueShield of Tennessee: PPO

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

Coverage Period: 01/01/2016 – 12/31/2016

Coverage for: Single and 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 <http://www.bcbst.com/members/metro-gov/> or by calling 1-800-367-7790.

Important Questions	Answers	Why this Matters:
<b>What is the overall deductible?</b>	Network providers: <b>\$0 single / \$0 family.</b> Non-network providers: <b>\$200 single / \$600 family.</b> Doesn't apply to preventive care. Copays do not apply to deductible.	You must pay all the costs up to the <b>deductible</b> amount before this plan begins to pay for covered services you use. Check your policy or plan document to see when the <b>deductible</b> starts over (usually, but not always, January 1 <sup>st</sup> ). See the chart starting on page 2 for how much you pay for covered service after you meet the non-network <b>deductible</b> .
<b>Are there other deductibles for specific services?</b>	No.	You don't have to meet <b>deductibles</b> for specific services, but see the chart starting on page 2 for other costs for services this plan covers.
<b>Is there an out-of-pocket limit on my expenses?</b>	Yes. Network providers <b>\$1,000 single / \$2,000 family.</b> For non-network providers <b>\$5,000 single / \$10,000 family.</b>	The <b>out-of-pocket limit</b> 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.
<b>What is not included in the out-of-pocket limit?</b>	Premium, copayments, balance-billed charges, and health care this plan doesn't cover.	Even though you pay for these expenses, they don't count toward the <b>out-of-pocket limit</b> .
<b>Is there an overall annual limit on what the plan pays?</b>	No.	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.
<b>Does this plan use a network of providers?</b>	Yes. For a list of Network providers, see <a href="http://www.bcbst.com/members/metro-gov/">www.bcbst.com/members/metro-gov/</a> or call 1-800-367-7790.	If you use a <b>network</b> doctor or other health care <b>provider</b> , this plan will pay some or all of the costs of covered services. Be aware, your <b>network</b> doctor or hospital may use a non-network <b>provider</b> for some services. Plans use the term network, <b>preferred</b> , or participating for providers in their <b>network</b> . See the cart starting on page 2 for how this plan pays different kinds of <b>providers</b> .
<b>Do I need a referral to see a specialist?</b>	No. You don't need a referral to see a specialist.	You can see the <b>specialist</b> you choose without permission from this plan.
<b>Are there services this plan doesn't cover?</b>	Yes.	Some of the services this plan doesn't cover are listed on page 4. See your policy or plan document for additional information about <b>excluded services</b> .

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OMB Control Numbers 1545-2229,  
1210-0147, and 0938-1146

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- **Co-payments** are fixed dollar amounts (for example, \$15) you pay for covered health care, usually when you receive the service.
- **Co-insurance** 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 **co-insurance** 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 **network providers** by charging you lower **deductibles**, **co-payments** and **co-insurance** amounts.

Common Medical Event	Services You May Need	Your cost if you use a		Limitations & Exceptions
		Network Provider	Non-network Provider	
<b>If you visit a health care provider's office or clinic</b>	Primary care visit to treat an injury or illness	\$20 copay/visit and 20% coinsurance	\$20 copay/visit and 40% coinsurance	---None---
	Specialist visit	\$30 copay/visit and 20% coinsurance	\$30 copay/visit and 40% coinsurance	
	Other practitioner office visit	50% of maximum allowable charges	50% of maximum allowable charges	Acupuncture coverage is limited to \$1,000 annual max.
	Preventive care/screening/immunization	Age 7 and older: 100% up to \$750 then 20% coinsurance. Age 6 and younger: 20% coinsurance. Immunizations - all ages: 20% coinsurance	40% coinsurance	Colonoscopies, mammograms, prostate and pap exams are not part of preventive or screening services and your share of the cost of these network services will be 20% coinsurance and copay and 40% coinsurance and copay for non-network services.
<b>If you have a test</b>	Diagnostic test (x-ray, blood work)	20% coinsurance	40% coinsurance	---None---
	Imaging (CT/PET scans, MRIs)	20% coinsurance	40% coinsurance	---None---

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		Network Provider	Non-network Provider	
<b>If you need drugs to treat your illness or condition</b>  More information about <b>prescription drug coverage</b> is available at <a href="http://www.bcbst.com/members/metro-gov/">www.bcbst.com/members/metro-gov/</a> .	Generic drugs	\$10 copay/prescription (retail and mail order)	\$10 copay/prescription plus difference in billed charge and maximum allowable charge.	Covers up to a 34-day supply (retail prescription); 35 to 102-day supply (mail order prescription).
	Brand drugs	\$30 copay/prescription (retail and mail order)	\$30 copay/prescription plus difference in billed charge and maximum allowable charge.	If a non-network pharmacy is used, the member must pay all expenses up front and file a claim with BCBST to be reimbursed.
<b>If you have outpatient surgery</b>	Facility fee (e.g., ambulatory surgery center)	20% coinsurance	40% coinsurance	---None---
	Physician/surgeon fees	20% coinsurance	40% coinsurance	---None---
<b>If you need immediate medical attention</b>	Emergency room services	\$100 copay/visit and 20% coinsurance	\$100 copay/visit and 40% coinsurance	Copay waived if visit results in admission or is result of an accident.
	Emergency medical transportation	20% coinsurance	40% coinsurance	---None---
	Urgent care	\$20 copay/visit and 20% coinsurance	\$20 copay/visit and 40% coinsurance	---None---
<b>If you have a hospital stay</b>	Facility fee (e.g., hospital room)	20% coinsurance	40% coinsurance	---None---
	Physician/surgeon fee	20% coinsurance	40% coinsurance	---None---

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		Network Provider	Non-network Provider	
<b>If you have mental health, behavioral health, or substance abuse needs</b>	Mental/Behavioral health outpatient services	\$20 copay/visit and 20% coinsurance	\$20 copay/visit and 40% coinsurance	No pre-authorization required.
	Mental/Behavioral health inpatient services	20% coinsurance	40% coinsurance	Pre-authorization required.
	Substance use disorder outpatient services	\$20 copay/visit and 20% coinsurance	\$20 copay/visit and 40% coinsurance	No pre-authorization required.
	Substance use disorder inpatient services	20% coinsurance	40% coinsurance	Pre-authorization required.
<b>If you are pregnant</b>	Prenatal and postnatal care	\$20 copay/initial visit and 20% coinsurance	\$20 copay/initial visit and 40% coinsurance	---None---
	Delivery and all inpatient services	20% coinsurance	40% coinsurance	---None---
<b>If you need help recovering or have other special health needs</b>	Home health care	20% coinsurance	40% coinsurance	---None---
	Rehabilitation services	20% coinsurance	40% coinsurance	---None---
	Habilitation services	20% coinsurance	40% coinsurance	---None---
	Skilled nursing care	20% coinsurance	40% coinsurance	Coverage is limited to 100 days annual max following a 3 day hospital stay.
	Durable medical equipment	20% coinsurance	40% coinsurance	---None---
	Hospice service	20% coinsurance	40% coinsurance	---None---
<b>If your child needs dental or eye care</b>	Eye exam	Not covered	Not covered	---None---
	Glasses			
	Dental check-up			

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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](#).)

- Cosmetic surgery
- Dental care (Adult)
- Dental care (Children)
- Infertility treatment
- Long-term care
- Hearing aids for adults
- Routine foot care for non-diabetics
- 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
- Routine eye care (Adult)
- Chiropractic care
- Hearing aids for children under 18
- Routine eye care (Children)
- Non-emergency care when traveling outside the U.S.
- Private-duty nursing

## 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 [contact number]. 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](http://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](http://www.cciio.cms.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.**

## Does this Coverage Meet the Minimum Value Standard?

The Affordable Care Act establishes a minimum value standard of benefits of a health plan. The minimum value standard is 60% (actuarial value). **This health coverage does meet the minimum value standard for the benefits it provides.**

## 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 BlueCross BlueShield at 1-800-367-7790 or [www.bcbst.com/members/metro-gov/](http://www.bcbst.com/members/metro-gov/).

—————*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** \$6,340
- **Patient pays** \$1,200

#### 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
Co-pays	\$0
Co-insurance	\$1,000
Limits or exclusions	\$200
<b>Total</b>	<b>\$1,200</b>

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

- **Amount owed to providers:** \$5,400
- **Plan pays** \$4,360
- **Patient pays** \$1,040

#### 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
Co-pays	\$800
Co-insurance	\$200
Limits or exclusions	\$40
<b>Total</b>	<b>\$1,040</b>

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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**, **co-payments**, and **co-insurance** 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 **co-payments**, **deductibles**, and **co-insurance**. 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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