

Blue Shield of California

Access+ HMO®

www.blueshieldca.com/federal

Customer service 800-880-8086



2021

A Health Maintenance Organization (High Option)

This plan's health coverage qualifies as a minimum essential coverage and meets the minimum value standard for the benefits it provides. See page 8 for details. This plan is accredited. See page 13.

Serving:

Access+HMO serves Southern California only.

Please see page 14 for more information on our service area.

Enrollment in this plan is limited. You must live or work in our Geographic service area to enroll. See page 14 for requirements.

Enrollment codes for this plan:

SI1 High Option Access+ HMO Self Only

SI3 High Option Access+ HMO Self Plus One

SI2 High Option Access+ HMO Self and Family

IMPORTANT

- Rates: Back Cover
- Changes for 2021: Page 15
- Summary of Benefits: Page 83

Special notice: The Standard Option TRIO HMO will terminate 12/31/2020, and not be offered in 2021. Enrollees in this terminating option will be automatically enrolled into the remaining plan option, unless they enroll in another plan during Open Season.



Authorized for distribution by the:



United States
Office of Personnel Management

Healthcare and Insurance
<http://www.opm.gov/insure>

RI 73-574

**Important Notice from Blue Shield of California About
Our Prescription Drug Coverage and Medicare**

The Office of Personnel Management has determined that the Blue Shield of California's prescription drug coverage is, on average, expected to pay out as much as the standard Medicare prescription drug coverage will pay for all plan participants and is considered Creditable Coverage. This means you do not need to enroll in Medicare Part D and pay extra for prescription drug coverage. If you decide to enroll in Medicare Part D later, you will not have to pay a penalty for late enrollment as long as you keep your FEHB coverage.

However, if you choose to enroll in Medicare Part D, you can keep your FEHB coverage and your FEHB plan will coordinate benefits with Medicare.

Remember: If you are an annuitant and you cancel your FEHB coverage, you may not re-enroll in the FEHB Program.

Please be advised

If you lose or drop your FEHB coverage and go 63 days or longer without prescription drug coverage that's at least as good as Medicare's prescription drug coverage, your monthly Medicare Part D premium will go up at least 1% per month for every month that you did not have that coverage. For example, if you go 19 months without Medicare Part D prescription drug coverage, your premium will always be at least 19 percent higher than what many other people pay. You will have to pay this higher premium as long as you have Medicare prescription drug coverage. In addition, you may have to wait until the next Annual Coordinated Election Period (October 15 through December 7) to enroll in Medicare Part D.

Medicare's Low Income Benefits

For people with limited income and resources, extra help paying for a Medicare prescription drug plan is available. Information regarding this program is available through the Social Security Administration (SSA) online at www.socialsecurity.gov, or call the SSA at 800-772-1213 (TTY: 800-325-0778).

You can get more information about Medicare prescription drug plans and the coverage offered in your area from these places:

- Visit www.medicare.gov for personalized help
- Call 800-MEDICARE (1-800-633-4227), (TTY: 877-486-2048).

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Introduction

This brochure describes the benefits of Blue Shield of California Access+ HMO (High Option) under Blue Shield of California contract (CS 2639) with the United States Office of Personnel Management (OPM), as authorized by the Federal Employees Health Benefits law. This plan is underwritten by Blue Shield of California. Customer service may be reached at 800-880-8086 or through our website: www.blueshieldca.com/federal. The address for Blue Shield of California administrative offices is:

Blue Shield of California
601 12th St
Oakland, CA 94607

This brochure is the official statement of benefits. No verbal statement can modify or otherwise affect the benefits, limitations, and exclusions of this brochure. It is your responsibility to be informed about your health benefits.

If you are enrolled in this Plan, you are entitled to the benefits described in this brochure. If you are enrolled in Self Plus One or Self and Family coverage, each eligible family member is also entitled to these benefits. You do not have a right to benefits that were available before January 1, 2021, unless those benefits are also shown in this brochure.

OPM negotiates benefits and rates with each plan annually. Benefit changes are effective January 1, 2021, and changes are summarized on page 15. Rates are shown at the end of this brochure.

Plain Language

All FEHB brochures are written in plain language to make them easy to understand. Here are some examples,

- Except for necessary technical terms, we use common words. For instance, “you” means the enrollee and each covered family member; “we” means Blue Shield of California.
- We limit acronyms to ones you know. FEHB is the Federal Employees Health Benefits Program. OPM is the United States Office of Personnel Management. If we use others, we tell you what they mean.
- Our brochure and other FEHB plans' brochures have the same format and similar descriptions to help you compare plans.

Stop Health Care Fraud!

Fraud increases the cost of health care for everyone and increases your Federal Employees Health Benefits (FEHB) Program premium.

OPM's Office of the Inspector General investigates all allegations of fraud, waste, and abuse in the FEHB Program regardless of the agency that employs you or from which you retired.

Protect Yourself From Fraud - Here are some things you can do to prevent fraud:

- Do not give your plan identification (ID) number over the phone or to people you do not know, except for your health care providers, authorized health benefits plan, or OPM representative.
- Let only the appropriate medical professionals review your medical record or recommend services.
- Avoid using health care providers who say that an item or service is not usually covered, but they know how to bill us to get it paid.
- Carefully review explanations of benefits (EOBs) statements that you receive from us.
- Periodically review your claim history for accuracy to ensure we have not billed for services you did not receive.
- Please review your claims history periodically for accuracy to ensure services are not being billed to your accounts that were never rendered.
- Do not ask your doctor to make false entries on certificates, bills or records in order to get us to pay for an item or service.

- If you suspect that a provider has charged you for services you did not receive, billed you twice for the same service, or misrepresented any information, do the following:
 - Call the provider and ask for an explanation. There may be an error.
 - If the provider does not resolve the matter, call us at 800-880-8086 and explain the situation.
 - If we do not resolve the issue:

CALL - THE HEALTH CARE FRAUD HOTLINE

887-499-7295

OR go to www.opm.gov/our-inspector-general/hotline-to-report-fraud-waste-or-abuse/complaint-form/

The online reporting form is the desired method of reporting fraud in order to ensure and a quicker response time.

You can also write to:

**United States Office of Personnel Management
Office of the Inspector General Fraud Hotline
1900 E Street NW Room 6400
Washington, DC20415-1100**

- Do not maintain as a family member on your policy:
 - Your former spouse after a divorce decree or annulment is final (even if a court order stipulates otherwise)
 - Your child age 26 or over (unless he/she was disabled and incapable of self-support prior to age 2)

A carrier may request that an enrollee verify the eligibility of any or all family members listed as covered under the enrollee's FEHB enrollment.

- If you have any questions about the eligibility of a dependent, check with your personnel office if you are employed, with your retirement office (such as OPM) if you are retired, or with the National Finance Center if you are enrolled under Temporary Continuation of Coverage (TCC).
- Fraud or intentional misrepresentation of material fact is prohibited under the Plan. You can be prosecuted for fraud and your agency may take action against you. Examples of fraud include, falsifying a claim to obtain FEHB benefits, trying to obtaining service or coverage for yourself or for someone who is not eligible for coverage, or enrolling in the Plan when you are no longer eligible.
- If your enrollment continues after you are no longer eligible for coverage (i.e. you have separated from Federal service) and premiums are not paid, you will be responsible for all benefits paid during the period in which premiums were not paid. You may be billed by your provider for services received. You may be prosecuted for fraud for knowingly using health insurance benefits for which you have not paid premiums. It is your responsibility to know when you or a family member is no longer eligible to use your health insurance coverage.

Discrimination is Against the Law

Blue Shield of California complies with all applicable Federal civil rights laws, including Title VII of the Civil Rights Act of 1964.

You can also file a civil rights complaint with the Office of Personnel Management by mail at: Office of Personnel Management Health Care and Insurance Federal Employee Insurance Operations, Attention: Assistant Director FEIO, 1900 E Street NW, Suite 3400 S, Washington, DC 20415-3610.

Preventing Medical Mistakes

Medical mistakes continue to be a significant cause of preventable death within the United States. While death is the most tragic outcome, medical mistakes cause other problems such as permanent disabilities, extended hospital stays, longer recoveries, and even additional treatments. Medical mistakes and their consequences also add significantly to the overall cost of healthcare. Hospitals and healthcare providers are being held accountable for the quality of care and reduction in medical mistakes by their accrediting bodies. You can also improve the quality and safety of your own healthcare and that of your family members by learning more about and understanding your risks. Take these simple steps:

1. Ask questions if you have doubts or concerns.

- Ask questions and make sure you understand the answers.
- Choose a doctor with whom you feel comfortable talking.
- Take a relative or friend with you to help you take notes, ask questions, and understand answers.

2. Keep and bring a list of all the medications you take.

- Bring the actual medication or give your doctor and pharmacist a list of all the medicines and dosage that you take, including non-prescription (over-the-counter) medications and nutritional supplements.
- Tell your doctor and pharmacist about any drug, food, and other allergies you have such as to latex.
- Ask about any risks or side effects of the medication and what to avoid while taking it. Be sure to write down what your doctor or pharmacist says.
- Make sure your medication is what the doctor ordered. Ask your pharmacist about the medication if it looks different than you expected.
- Read the label and patient package insert when you get your medication, including all warnings and instructions.
- Know how to use your medication. Especially note the times and conditions when your medication should and should not be taken.
- Contact your doctor or pharmacist if you have any questions.
- Understand both the generic and brand names of your medication. This helps ensure you do not receive double dosing from taking both a generic and a brand. It also helps prevent you from taking a medication to which you are allergic.

3. Get the results of any test or procedure.

- Ask when and how you will get the results of test or procedures. Will it be in person, by phone, mail, through the Plan or Provider's portal?
- Don't assume the results are fine if you do not get them when expected. Contact your healthcare provider and ask for your results.
- Ask what the results mean for your care.

4. Talk to your doctor about which hospital or clinic is best for your health needs.

- Ask your doctor about which hospital or clinic has the best care and results for your condition if you have more than one hospital to or clinic choose from to get the health care you need.

- Be sure you understand the instructions you get about follow-up care when you leave the hospital or clinic.

5. Make sure you understand what will happen if you need surgery.

- Make sure you, your doctor, and your surgeon all agree on exactly what will be done during the operation.
- Ask your doctor, “Who will manage my care when I am in the hospital?”
- Ask your surgeon:
 - "Exactly what will you be doing?"
 - "About how long will it take?"
 - "What will happen after surgery?"
 - "How can I expect to feel during recovery?"
- Tell the surgeon, anesthesiologist, and nurses about any allergies, bad reaction to anesthesia, and any medications or nutritional supplements you are taking.

Patient Safety Links

For more information on patient safety, please visit:

- www.jointcommission.org/speakup.aspx The Joint Commission's Speak Up™ patient safety program.
- www.jointcommission.org/topics/patient_safety.aspx The Joint Commission helps healthcare organizations to improve the quality and safety of the care they deliver.
- www.ahrq.gov/patients-consumers/. The Agency for Healthcare Research and Quality makes available a wide-ranging list of topics not only to inform consumers about patient safety but to help choose quality health care providers and improve the quality of care you receive.
- www.bemedwise.org The National Council on Patient Information and Education is dedicated to improving communication about the safe, appropriate use medication.
- www.leapfroggroup.org The Leapfrog Group is active in promoting safe practices in hospital care.
- www.ahqa.org The American Health Quality Association represents organizations and health care professionals working to improve patient safety.

Preventable Healthcare Acquired Conditions ("Never Events")

When you enter the hospital for treatment of one medical problem, you do not expect to leave with additional injuries, infections or other serious conditions that occur during the course of your stay. Although some of these complications may not be avoidable, patients do suffer from injuries or illnesses that could have been prevented if doctors or the hospital had taken proper precautions. Errors in medical care that are clearly identifiable, preventable and serious in their consequences for patients, can indicate a significant problem in the safety and credibility of a health care facility. These conditions and errors are sometimes called "Never Events" or "Serious Reportable Events".

We have a benefit payment policy that encourages hospitals to reduce the likelihood of hospital-acquired conditions such as certain infections, severe bedsores and fractures; and reduce medical errors that should never happen. When a Never Event occurs, neither your FEHB plan nor you will incur cost to correct the medical error.

Blue Shield expects all participating hospitals to take proper precautions to prevent unnecessary and avoidable injuries and or illnesses. As part of Blue Shield's commitment to improving the quality of care available to members, Blue Shield has adopted payment policies that encourage hospitals to reduce the incidence of certain hospital-acquired conditions (HACs) and "Never Events". Blue Shield will not pay or otherwise reimburse participating hospitals for inpatient services related to those HACs and "Never Events" listed on Provider Connection at <https://www.blueshieldca.com/provider/claims/policies-guidelines/payment-rules.sp>.

FEHB Facts

Coverage information

- **No pre-existing condition limitation** We will not refuse to cover the treatment of a condition you had before you enrolled in this Plan solely because you had the condition before you enrolled.
- **Minimum essential coverage (MEC)** Coverage under this plan qualifies as minimum essential coverage. Please visit the Internal Revenue Service (IRS) website at www.irs.gov/uac/Questions-and-Answers-on-the-Individual-Shared-Responsibility-Provision for more information on the individual requirement for MEC.
- **Minimum value standard** Our health coverage meets the minimum value standard of 60% established by the ACA. This means that we provide benefits to cover at least 60% of the total allowed costs of essential health benefits. The 60% standard is an actuarial value; your specific out-of-pocket costs are determined as explained in this brochure.
- **Where you can get information about enrolling in the FEHB Program** See www.opm.gov/healthcare-insurance for enrollment information as well as:
 - Information on the FEHB Program and plans available to you
 - A health plan comparison tool
 - A list of agencies that participate in Employee Express
 - A link to Employee Express
 - Information on and links to other electronic enrollment systems

Also, your employing or retirement office can answer your questions, and give you brochures for other plans and other materials you need to make an informed decision about your FEHB coverage. These materials tell you:

- When you may change your enrollment
- How you can cover your family members
- What happens when you transfer to another Federal agency, go on leave without pay, enter military service, or retire
- What happen when your enrollment ends
- When the next Open Season for enrollment begins

We don't determine who is eligible for coverage and, in most cases, cannot change your enrollment status without information from your employing or retirement office. For information on your premium deductions, you must also contact your employing or retirement office.

- **Types of coverage available for you and your family** Self Only coverage is for you alone. Self Plus One coverage is for you and one eligible family member. Self and Family coverage is for you, and one eligible family member, or your spouse, and your dependent children under age 26, including any foster children authorized for coverage by your employing agency or retirement office. Under certain circumstances, you may also continue coverage for a disabled child 26 years of age or older who is incapable of self-support.

If you have a Self Only enrollment, you may change to a Self Plus One or Self and Family enrollment if you marry, give birth, or add a child to your family. You may change your enrollment 31 days before to 60 days after that event. The Self and Family and Self Plus One enrollment begins on the first day of the pay period in which the child is born or becomes an eligible family member. When you change to Self and Family because you marry, the change is effective on the first day of the pay period that begins after your employing office receives your enrollment form. Benefits will not be available to your spouse until you are married. A carrier may request that an enrollee verify the eligibility of any or all family members listed as covered under the enrollee's FEHB enrollment.

Your employing or retirement office will **not** notify you when a family member is no longer eligible to receive benefits, nor will we. Please tell us immediately of changes in family member status including your marriage, divorce, annulment, or when your child reaches age 26.

If you or one of your family members is enrolled in one FEHB plan, you or they cannot be not be enrolled in or covered as a family member by another enrollee in another FEHB plan.

If you have a qualifying life event (QLE) - such as marriage, divorce, or the birth of a child - outside of the Federal Benefits Open Season, you may be eligible to enroll in the FEHB Program, change your enrollment, or cancel coverage. For a complete list of QLEs, visit the FEHB website at www.opm.gov/healthcare-insurance/life-events. If you need assistance, please contact your employing agency, Tribal Benefits Officer, personnel/payroll office, or retirement office.

• **Family member coverage**

Family members covered under your Self and Family enrollment are your spouse (including a valid common law marriage) and children as described in the chart below. A Self Plus One enrollment covers you and your spouse, or one other eligible family member as described in the chart below.

Children	Coverage
Natural children, adopted children, and stepchildren	Natural, adopted children and stepchildren are covered until their 26 th birthday.
Foster children	Foster children are eligible for coverage until their 26 th birthday if you provide documentation of your regular and substantial support of the child and sign a certification stating that your foster child meets all the requirements. Contact your human resources office or retirement system for additional information.
Children incapable of self-support	Children who are incapable of self-support because of a mental or physical disability that began before age 26 are eligible to continue coverage. Contact your human resources office or retirement system for additional information.
Married children	Married children (but NOT their spouse or their own children) are covered until their 26 th birthday.
Children with or eligible for employer-provided health insurance	Children who are eligible for or have their own employer-provided health insurance are covered until their 26 th birthday.

Newborns of covered children are insured only for routine nursery care during the covered portion of the mother's maternity stay.

You can find additional information at www.opm.gov/healthcare-insurance.

• **Children's Equity Act**

OPM has implemented the Federal Employees Health Benefits Children's Equity Act of 2000. This law mandates that you be enrolled for Self Plus One or Self and Family coverage in the FEHB Program, if you are an employee subject to a court or administrative order requiring you to provide health benefits for your child(ren).

If this law applies to you, you must enroll in Self Plus One or Self and Family coverage in a health plan that provides full benefits in the area where your children live or provide documentation to your employing office that you have obtained other health benefits coverage for your children. If you do not do so, your employing office will enroll you involuntarily as follows:

- If you have no FEHB coverage, your employing office will enroll you for Self Plus One or Self and Family coverage, as appropriate, in the lowest-cost nationwide plan option as determined by OPM.
- If you have a Self Only enrollment in a fee-for-service plan or in an HMO that serves the area where your children live, your employing office will change your enrollment to Self Plus One or Self and Family, as appropriate, in the same option of the same plan; or
- If you are enrolled in an HMO that does not serve the area where the children live, your employing office will change your enrollment to Self Plus One or Self and Family, as appropriate, in the lowest-cost nationwide plan option as determined by OPM.

As long as the court/administrative order is in effect, and you have at least one child identified in the order who is still eligible under the FEHB Program, you cannot cancel your enrollment, change to Self Only, or change to a plan that does not serve the area in which your children live, unless you provide documentation that you have other coverage for the children.

If the court/administrative order is still in effect when you retire, and you have at least one child still eligible for FEHB coverage, you must continue your FEHB coverage into retirement (if eligible) and cannot cancel your coverage, change to Self Only, or change to a plan that does not serve the area in which your children live as long as the court/administrative order is in effect. Similarly, you cannot change to Self Plus One if the court/administrative order identifies more than one child. Contact your employing office for further information.

• **When benefits and premiums start**

The benefits in this brochure are effective January 1. If you joined this Plan during Open Season, your coverage begins on the first day of your first pay period that starts on or after January 1. **If you changed plans or plan options during Open Season and you receive care between January 1 and the effective date of coverage under your new plan or option, your claims will be processed according to the 2021 benefits of your prior plan or option.** If you have met (or pay cost-sharing that results in your meeting) the out-of-pocket maximum under the prior plan or option, you will not pay cost-sharing for services covered between January 1 and the effective date of coverage with your new plan or option. However, if your prior plan left the FEHB Program at the end of the year, you are covered under that plan's 2020 benefits until the effective date of your coverage with your new plan. Annuitants' coverage and premiums begin on January 1. If you joined at any other time during the year, your employing office will tell you the effective date of coverage.

If your enrollment continues after you are no longer eligible for coverage, (i.e. you have separated from Federal service) and premiums are not paid, you will be responsible for all benefits paid during the period in which premiums were not paid. You may be billed for services received directly from the provider. You may be billed for services received directly from your provider. You may be prosecuted for fraud for knowingly using health insurance benefits for which you have not paid premiums. It is your responsibility to know when you or a family member are no longer eligible to use your health insurance coverage.

- **When you retire** When you retire, you can usually stay in the FEHB Program. Generally, you must have been enrolled in the FEHB Program for the last five years of your Federal service. If you do not meet this requirement, you may be eligible for other forms of coverage, such as Temporary Continuation of Coverage (TCC).

When you lose benefits

- **When FEHB coverage ends** You will receive an additional 31 days of coverage, for no additional premium, when:
 - Your enrollment ends, unless you cancel your enrollment; or
 - You are a family member no longer eligible for coverage.

Any person covered under the 31 day extension of coverage who is confined in a hospital or other institution for care or treatment on the 31st day of the temporary extension is entitled to continuation of the benefits of the Plan during the continuance of the confinement but not beyond the 60th day after the end of the 31 day temporary extension.

You may be eligible for spouse equity coverage or Temporary Continuation of Coverage (TCC), or a conversion policy (a non-FEHB individual policy).

- **Upon divorce** If you are divorced from a Federal employee, or annuitant, you may not continue to get benefits under your former spouse’s enrollment. This is the case even when the court has ordered your former spouse to provide health coverage for you. However, you may be eligible for your own FEHB coverage under either the spouse equity law or Temporary Continuation of Coverage (TCC). If you are recently divorced or are anticipating a divorce, contact your ex-spouse’s employing or retirement office to get information about your coverage choices. You can also visit OPM’s Web site, www.opm.gov/healthcare-insurance/healthcare/plan-information/guides. A carrier may request that an enrollee verify the eligibility of any or all family members listed as covered under the enrollee's FEHB enrollment.

- **Temporary Continuation of Coverage (TCC)** If you leave Federal service, Tribal employment, or if you lose coverage because you no longer qualify as a family member, you may be eligible for Temporary Continuation of Coverage (TCC). The Affordable Care Act (ACA) did not eliminate TCC or change the TCC rules. For example, you can receive TCC if you are not able to continue your FEHB enrollment after you retire, if you lose your Federal or Tribal job, if you are a covered dependent child and you turn 26, etc.

You may not elect TCC if you are fired from your Federal or Tribal job due to gross misconduct.

Enrolling in TCC. Get the RI 79-27, which describes TCC, from your employing or retirement office or from www.opm.gov/healthcare-insurance . It explains what you have to do to enroll.

Alternatively, you can buy coverage through the Health Insurance Marketplace where, depending on your income, you could be eligible for a new kind of tax credit that lowers your monthly premiums. Visit www.HealthCare.gov to compare plans and see what your premium, deductible, and out-of-pocket costs would be before you make a decision to enroll. Finally, if you qualify for coverage under another group health plan (such as your spouse's plan), you may be able to enroll in that plan, as long as you apply within 30 days of losing FEHB Program coverage.

We also want to inform you that the Patient Protection and Affordable Care Act (ACA) did not eliminate TCC or change TCC rules.

- **Converting to individual coverage** You may convert to a non-FEHB individual policy if:
 - Your coverage under TCC or the spouse equity law ends (If you canceled your coverage or did not pay your premium, you cannot convert);

- You decided not to receive coverage under TCC or the spouse equity law; or
- You are not eligible for coverage under TCC or the spouse equity law.

If you leave Federal or Tribal service, your employing office will notify you of your right to convert. You must contact us in writing within 31 days after you receive this notice. However, if you are a family member who is losing coverage, the employing or retirement office will **not** notify you. You must contact us in writing within 31 days after you are no longer eligible for coverage.

Your benefits and rates will differ from those under the FEHB Program; however, you will not have to answer questions about your health, waiting period will not be imposed, and your coverage will not be limited due to pre-existing conditions.

When you contact us, we will assist you in obtaining information about health benefits coverage inside or outside the ACA's Health Insurance Marketplace in your state. For assistance in finding coverage, please contact us at (800) 880-8086 or visit our website at <http://www.blueshieldca.com/federal>.

- Health Insurance Marketplace

If you would like to purchase health insurance through the ACA's Health Insurance Marketplace, please visit www.HealthCare.gov. This is a website provided by the U.S. Department of Health and Human Services that provides up-to-date information on the Marketplace.

Section 1. How This Plan Works

This Plan is a health maintenance organization (HMO). OPM requires that FEHB plans be accredited to validate that plan operations and/or care management meet nationally recognized standards. Blue Shield of California holds the following accreditations: NCQA and the local plans and vendors that support Blue Shield of California hold accreditation from NCQA. To learn more about this plan's accreditation(s), please visit the following websites: reportcards.ncqa.org. We require you to see specific physicians, hospitals, and other providers that contract with us. These Plan providers coordinate your health care services. We are solely responsible for the selection of these providers in your area. Contact us for a copy of our most recent provider directory.

HMOs emphasize preventive care such as routine office visits, physical exams, well-baby care, and immunizations, in addition to treatment for illness and injury. Our providers follow generally accepted medical practice when prescribing any course of treatment.

This HMO consists of a High Option:

Access+ HMO is our High Option. It is a traditional Health Maintenance Organization (HMO) and offers services through a wide range of medical groups and providers.

When you receive services from Plan providers, you will not have to submit claim forms except for your annual eye exam. You only pay the copayments and coinsurance described in this brochure. When you receive emergency services from non-Plan providers, you may have to submit claim forms.

You should join an HMO because you prefer the plan's benefits, not because a particular provider is available. You cannot change plans because a provider leaves our plan. We cannot guarantee that any one physician, hospital, or other provider will be available and/or remain under contract with us.

How we pay providers

We contract with physicians, medical groups, and hospitals to provide the benefits in this brochure. These Plan providers accept a negotiated payment from us, and you will only be responsible for your cost-sharing (co-payments, coinsurance, deductibles, and non-covered services and supplies).

Your Rights and Responsibilities

OPM requires that all FEHB plans provide certain information to their FEHB members. You may get information about us, our networks, and our providers. OPM's FEHB Web site (www.opm.gov/insure) lists the specific types of information that we must make available to you. Some of the required information is listed below.

- Years in existence
- Profit status

You are entitled to a wide range of consumer protections and have specific responsibilities as a member of this Plan. You can view the complete list of these rights and responsibilities by viewing our website www.blueshieldca.com/federal. You can also contact us to request that we mail a copy to you.

Corporate Form – Blue Shield of California is a not-for-profit corporation that was founded in 1939.

Fiscal Solvency – Blue Shield of California meets or exceeds California Department of Managed Health Care standards for fiscal solvency, confidentiality of medical records and transfer of medical records.

“Gag Clauses” – A “gag clause” is when a physician does not disclose all treatment options based on cost considerations. You have the right to have a clear understanding of the medical condition and any proposed appropriate necessary treatment alternatives, including available success/outcomes information, regardless of cost or benefit coverage, so you can make an informed decision before receiving treatment.

Medical Records – Access+ HMO members have the right, both under state law and Blue Shield of California policy, to review, summarize and copy their own medical records. Members can request and will receive amendments to their medical records as they are made.

State Licensing – Access+ HMO has been licensed by the State of California since 1978.

If you want more information about us, call us at 800-880-8086, or write to Blue Shield of California, P.O. Box 7168, San Francisco, CA 94120-7168. You may also contact us to request that we mail you a copy of that Notice.

Your medical and claims records are confidential

We will keep your medical and claims records confidential. Please note that we may disclose your medical and claims information (including your prescription drug utilization) to any of your treating physicians and dispensing pharmacies.

By law, you have the right to access your protected health information (PHI). For more information regarding access to PHI, visit our website at www.blueshieldca.com/federal to obtain our Notice of Privacy Practices. You can also contact us to request that we mail a copy regarding access to PHI.

Self-referral to specialty services

You will receive care and services within your Medical Group or IPA (Independent Physician Association). Access+ HMO allows you to arrange office visits with plan specialists in the same Medical Group or IPA as your primary care physician without a referral. For more information about Self-referral to specialty services please see page 64.

Service Area

To enroll in the plan, you must live in or work in our service area. This is where our providers practice. Our service areas are:

ACCESS+ HMO

Southern California full counties:

Fresno, Kings, Los Angeles, San Diego, Orange, Riverside, Santa Barbara, Tulare, and Ventura counties, California.

Partial counties: Kern and San Bernardino counties, California. The following ZIP codes are those **excluded** in these partial counties:

KERN:

93527, 93528, 93554, 93555, 93556, 93516

SAN BERNARDINO:

92242, 92280 and 92363

Ordinarily, you must get your care from providers who contract with us. If you receive care outside our service area, we will normally pay only for emergency or urgent care. We will not pay for any other health care service, except those that are specifically listed on page 69 under the heading “Medical Care for Vacations, Business Travel and College Students.”

If you or a covered family member move outside the service area, you can enroll in another plan. If your dependents live out of the area (for example, if your child goes to college in another state), you should consider enrolling in a fee-for-service plan or an HMO like ours that has agreements with affiliates in other states. See page 67 for details about our HMO medical care available for vacations, business travel and college students coverage. If you or a family member move, you do not have to wait until Open Season to change plans. Contact your employing agency or retirement office.

Section 2. Changes for 2021

Do not rely only on these change descriptions; this Section is not an official statement of benefits. For that, go to Section 5 Benefits. Also, we edited and clarified language throughout the brochure; any language change not shown here is a clarification that does not change benefits.

The Standard Option TRIO HMO will terminate 12/31/2020, and not be offered in 2021. Enrollees in this terminating option will be automatically enrolled into the remaining plan option, unless they enroll in another plan during Open Season.

Changes to High Option:

- Your office visit co-payment will increase to \$30 per visit.
- Your specialist co-payment will increase to \$40 per visit.
- Your inpatient hospital co-payment will increase to \$250 per day up to 3 days.
- Your ER visit co-payment will increase to \$150 per visit.
- Your Tier 2 prescription drug co-payments will increase to \$50 for up to a 30-day supply at a retail pharmacy and to \$100 for up to a 90-day supply by mail service.

Section 3. How You Get Care

Identification cards	<p>We will send you an identification (ID) card when you enroll. You should carry your ID card with you at all times. You must show it whenever you receive services from a Plan provider, or fill a prescription at a Plan pharmacy. Until you receive your ID card, use your copy of the Health Benefits Election Form, SF-2809, your health benefits enrollment confirmation (for annuitants), or your electronic enrollment system (such as Employee Express) confirmation letter.</p> <p>If you do not receive your ID card within 30 days after the effective date of your enrollment, or if you need replacement cards, call us at (800) 880-8086. You may also request cards through our website www.blueshieldca.com</p>
Where you get covered care	<p>You get care from “Plan providers” and “Plan facilities.” You will only pay co-payments and/or coinsurance, and you will not have to file claims, except for your annual eye examination.</p>
<ul style="list-style-type: none">• Plan providers	<p>Plan providers are physicians and other health care professionals in our service area that we contract with to provide covered services to our members. All Plan providers are credentialed, according to national standards.</p> <p>We list Plan providers in the provider directory, which we update periodically. The list is also on our website, www.blueshieldca.com/federal.</p>
<ul style="list-style-type: none">• Plan facilities	<p>Plan facilities are hospitals and other facilities in our service area that we contract with to provide covered services to our members. We list these in the provider directory, which we update periodically. The list is also on our website, www.blueshieldca.com/federal.</p>
What you must do to get covered care	<p>It depends on the type of care you need. First, you and each family member must choose a primary care physician. This decision is important since your primary care physician provides or arranges for most of your health care. You must complete a Primary Care Physician Selection Form.</p>
<ul style="list-style-type: none">• Primary care	<p>Your primary care physician can be a general practitioner, family practitioner, internist, pediatrician, or an OB/GYN. Your primary care physician will provide most of your health care, or give you a referral to see a specialist.</p> <p>If you want to change primary care physicians or if your primary care physician or IPA/Medical Group leaves the Plan, call us at (800) 880-8086. We will help you select a new one.</p>
<ul style="list-style-type: none">• Specialty care	<p>Your primary care physician will refer you to a specialist for needed care. When you receive a referral from your primary care physician, you must return to the primary care physician after the consultation, unless your primary care physician authorized a certain number of visits without additional referrals. The primary care physician must provide or authorize all follow-up care. Do not go to the specialist for return visits unless your primary care physician gives you a referral.</p> <p>The exceptions to this are:</p> <ol style="list-style-type: none">1. for true medical emergencies;2. when another physician is on call for your physician;3. when you self-refer to an Access+ HMO participating specialist (not applicable to infertility, emergency and urgent care and allergy services; mental health and substance use Access+ HMO specialist care must be provided by a provider in Blue Shield's Mental Health Services Administrator (MHSA) network. (see page 57 for details.);4. OB/GYN services provided by an obstetrician/gynecologist or family practitioner within the same IPA/Medical Group as your primary care physician.

In all other instances, referral to a specialist is done at the primary care physician's direction; if non-Plan specialists or consultants are required, the primary care physician will arrange appropriate referrals.

Here are other things you should know about specialty care:

- If you need to see a specialist frequently because of a chronic, complex or serious medical condition, your primary care physician will develop a treatment plan with you that allows an adequate number of direct access visits with that specialist. Your primary care physician will use our criteria when creating your treatment plan.
- Your primary care physician will create your treatment plan. The physician may have to get an authorization or approval from us beforehand. If you are seeing a specialist when you enroll in our Plan, talk to your primary care physician. If he or she decides to refer you to a specialist, ask if you can see your current specialist. If your current specialist does not participate with us, you must receive treatment from a specialist who does. We will not pay for you to see a specialist who does not participate with our Plan, unless your primary care physician refers you to a non-Plan specialist for a second opinion.
- If you are seeing a specialist and your specialist leaves the Plan, call your primary care physician, who will arrange for you to see another specialist. You may receive services from your current specialist until we can make arrangements for you to see someone else.
- If you have a chronic or disabling condition and lose access to your specialist because we:
 - terminate our contract with your specialist for other than cause;
 - drop out of the Federal Employees Health Benefits (FEHB) Program and you enroll in another FEHB plan; or
 - reduce our service area and you enroll in another FEHB plan;

You may be able to continue seeing your specialist for up to 90 days or when clinically appropriate after you receive notice of the change. Contact us or, if we drop out of the program, contact your new Plan.

If you are in the second or third trimester of pregnancy and you lose access to your specialist based on the above circumstances, you can continue to see your specialist until the end of your postpartum care, even if it is beyond the 90 days. Contact us to coordinate care for these types of cases.

If you are a new Blue Shield of California Access+ HMO member and are currently receiving treatment for a qualifying medical condition from a provider who is not in our network, you may be eligible to complete treatment of your condition with the provider. Or, if you are an existing member and are currently receiving treatment for a qualifying medical condition from a provider who is leaving our network, you may be eligible to complete treatment of your condition with the provider. In order to receive more information about continuity of care and qualifying medical conditions and situations, please contact us at (800) 880-8086 and we will assist you.

Continuity of care is also available if you are currently receiving services for a serious mental health condition. To obtain further information, please contact our Mental Health Services Administrator (MHSA) directly by calling their Member Services at (877) 263-9952.

• **Second Opinions** If there is a question about your diagnosis or if additional information concerning your condition would be helpful in determining the most appropriate plan of treatment, your primary care physician will, upon request, refer you to another physician for a second medical opinion. If you are requesting a second opinion about care you received from your primary care physician, a physician within the same Medical Group/IPA as your primary care physician will provide the second opinion. If you are requesting a second opinion about care received from a specialist, any Plan specialist of the same equivalent specialty may provide the second opinion. We must authorize all second opinion consultations.

• **Urgent Care** We have made arrangements for an added benefit for you and your family for your urgent care needs when you or your family are temporarily traveling outside of your primary care physician's service area.

When you are traveling outside of California, you can get urgent care services across the country and around the world through the BlueCard® Program. While traveling within the United States, you can locate a BlueCard provider any time by calling 1-800-810-BLUE (2583) or by going to www.blueshieldca.com/federal. If you are traveling outside of the United States you can call (804) 673-1177 collect 24 hours a day to locate BlueCard Worldwide® Network Provider.

If you need urgent care while in your primary care physician's service area, you must first call your primary care physician. If your primary care physician (or your assigned medical group) has provided instructions to seek in-area urgent care at a local urgent care clinic you may do so without calling your primary care physician first.

When you are traveling within California but you are outside of your primary care physician's service area, you should call Blue Shield Member Services at (800) 880-8086 for assistance in receiving Urgent Care through a Blue Shield of California Plan provider. You may also locate a Plan provider by visiting our web site at www.blueshieldca.com/federal. Remember that when you are within your primary care physician's service area, Urgent Care must be provided or authorized by your primary care physician just like all other non-emergency services of the Plan.

• **Hospital Care** Your Plan primary care physician or specialist will make necessary hospital arrangements and supervise your care. This includes admission to a skilled nursing or other type of facility.

• **If you are hospitalized when your enrollment begins** We pay for covered services from the effective date of your enrollment. However, if you are in the hospital when your enrollment in our plan begins, call our member service department immediately at (800) 880-8086. If you are new to the FEHB Program, we will arrange for you to receive care and provide benefits for your covered services while you are in the hospital beginning on the effective date of your coverage.

If you changed from another FEHB Plan to us, your former Plan will pay for the hospital stay until:

- you are discharged, not merely moved to an alternative care center;
- the day your benefits from your former Plan run out; or
- the 92nd day after you become a member of this Plan, whichever happens first.

These provisions apply only to the benefits of the hospitalized person. If your Plan terminates participation in the FEHB Program in whole or in part, or if OPM orders an enrollment change, this continuation of coverage provision does not apply. In such case, the hospitalized family member's benefits under the new benefit Plan begin on the effective date of enrollment.

• **Gender dysphoria** The Plan provides coverage for Medically Necessary services for the treatment of gender dysphoria. This includes medical and mental health benefits, as well as benefits for surgical procedures related to gender reassignment with prior authorization. Travel and lodging expenses may also be covered when necessary to obtain Covered Services and authorized in advance by Blue Shield of California.

You need prior Plan approval for certain services Since your primary care physician arranges most referrals to specialists and inpatient hospitalization, the pre-service claim approval process only applies to care shown under *Other services*.

• **Inpatient hospital admission** **Precertification** is the process by which – prior to your inpatient hospital admission – we evaluate the medical necessity of your proposed stay and the number of days required to treat your condition.

• **Other services** Your primary care physician has authority to refer you for most services. For certain services, however, your physician must obtain prior approval from us. Before giving approval, we consider if the service is covered, medically necessary, and follows generally accepted medical practice.

Your primary care physician must obtain a preauthorization from us for: (1) selected drugs and drug dosages which require prior authorization for medical necessity, including most specialty drugs, (2) growth hormone therapy (GHT) (3) organ transplants (4) bone marrow transplants (5) cancer clinical trials (6) skilled nursing facility care and hospice care and (7) mental health and substance misuse services.

Refer to Section 5(b) for the preauthorization process for organ and bone marrow transplants.

Refer to Section 5(c) for preauthorization process for extended care/skilled nursing care facility and hospice care benefits.

Refer to Section 5(e) for preauthorization process for mental health and substance misuse benefits.

Refer to Section 5(f) for preauthorization process for drugs and drug dosages including home self-administered injectable drugs.

How to request precertification for an admission or get prior authorization for Other services First, your physician, your hospital, you, or your representative, must call us at (800) 880-8086 before admission or services requiring prior authorization are rendered.

Next, provide the following information:

- enrollee’s name and Plan identification number;
- patient’s name, birth date, identification number and phone number;
- reason for hospitalization, proposed treatment, or surgery;
- name and phone number of admitting physician;
- name of hospital or facility; and
- number of days requested for hospital stay

• **Non-urgent care claims** For non-urgent care claims, we will tell the physician and/or hospital the number of approved inpatient days, or the care that we approve for other services that must have prior authorization. We will make our decision within 15 days of receipt of the pre-service claim. If matters beyond our control require an extension of time, we may take up to an additional 15 days for review and we will notify you of the need for an extension of time before the end of the original 15-day period. Our notice will include the circumstances underlying the request for the extension and the date when a decision is expected.

If we need an extension because we have not received necessary information from you, our notice will describe the specific information required and we will allow you up to 60 days from the receipt of the notice to provide the information.

- **Urgent care claims**

If you have an urgent care claim (i.e., when waiting for the regular time limit for your medical care or treatment could seriously jeopardize your life, health, or ability to regain maximum function, or in the opinion of a physician with knowledge of your medical condition, would subject you to severe pain that cannot be adequately managed without this care or treatment), we will expedite our review and notify you of our decision within 72 hours. If you request that we review your claim as an urgent care claim, we will review the documentation you provide and decide whether or not it is an urgent care claim by applying the judgment of a prudent layperson that possesses an average knowledge of health and medicine.

If you fail to provide sufficient information, we will contact you within 24 hours after we receive the claim to let you know what information we need to complete our review of the claim. You will then have up to 48 hours to provide the required information. We will make our decision on the claim within 48 hours of (1) the time we received the additional information or (2) the end of time frame, whichever is earlier.

We may provide our decision orally within these time frames, but we will follow up with written or electronic notification within three days of oral notification.

You may request that your urgent care claim on appeal be reviewed simultaneously by us and OPM. Please let us know that you would like a simultaneous review of your urgent care claim by OPM either in writing at the time you appeal our initial decision, or by calling us at (800) 880-8086. You may also call OPM's FEHB 2 at (202) 606-3818 between 8 a.m. and 5 p.m. Eastern Time to ask for the simultaneous review. We will cooperate with OPM so they can quickly review your claim on appeal. In addition, if you did not indicate that your claim was a claim for urgent care, call us at (800) 880-8086. If it is determined that your claim is an urgent care claim, we will expedite our review (if we have not yet responded to your claim).

- **Concurrent care claims**

A concurrent care claim involves care provided over a period of time or over a number of treatments. We will treat any reduction or termination of our pre-approved course of treatment before the end of the approved period of time or number of treatments as an appealable decision. This does not include reduction or termination due to benefit changes or if your enrollment ends. If we believe a reduction or termination is warranted, we will allow you sufficient time to appeal and obtain a decision from us before the reduction or termination takes effect.

If you request an extension of an ongoing course of treatment at least 24 hours prior to the expiration of the approved time period and this is also an urgent care claim, then we will make a decision within 24 hours after we receive the claim.

- **The Federal Flexible Spending Account Program - FSAFEDS**

- **Health Care FSA (HCFSA)** – Reimburses you for eligible out-of-pocket health care expenses (such as copayments, deductibles, **physician prescribed** over-the-counter drugs and medications, vision and dental expenses, and much more) for you and your tax dependents, including adult children (through the end of the calendar year in which they turn 26).
- FSAFEDS offers paperless reimbursement for your HCFSA through a number of FEHB and FEDVIP plans. This means that when you or your provider files claims with your FEHB or FEDVIP plan, FSAFEDS will automatically reimburse your eligible out-of-pocket expenses based on the claim information it receives from your plan.

- **Emergency inpatient admission** If you have an emergency admission due to a condition that you reasonably believe puts your life in danger or could cause serious damage to bodily function, you, your representative, the physician, or the hospital must telephone us within two business days following the day of the emergency admission, even if you have been discharged from the hospital.
 - **If your treatment needs to be extended** If you request an extension of an ongoing course of treatment at least 24 hours prior to the expiration of the approved time period and this is also an urgent care claim, we will make a decision within 24 hours after we receive the claim.
- Circumstances beyond our control** Under certain extraordinary circumstances, such as natural disasters, we may have to delay your services or we may be unable to provide them. In that case, we will make all reasonable efforts to provide you with the necessary care.
- If you disagree with our pre-service claim decision** If you have a **pre-service claim** and you do not agree with our decision regarding precertification of an inpatient admission or prior approval of other services, you may request a review in accord with the procedures detailed below.
- If you have already received the service, supply, or treatment, then you have a **post-service claim** and must follow the entire disputed claims process detailed in Section 8.
- **To reconsider a non-urgent care claim** Within 6 months of our initial decision, you may ask us in writing to reconsider our initial decision. Follow Step 1 of the disputed claims process detailed in Section 8 of this brochure.

In the case of a pre-service claim and subject to a request for additional information, we have 30 days from the date we receive your written request for reconsideration to

 1. Pre-certify your hospital stay or, if applicable, arrange for the health care provider to give you the care or grant your request for prior approval for a service, drug, or supply; or
 2. Ask you or your provider for more information.

You or your provider must send the information so that we receive it within 60 days of our request. We will then decide within 30 more days.

If we do not receive the information within 60 days, we will decide within 30 days of the date the information was due. We will base our decision on the information we already have. We will write to you with our decision.

 3. Write to you and maintain our denial.
 - **To reconsider an urgent care claim** In the case of an appeal of a pre-service urgent care claim, within 6 months of our initial decision, you may ask us in writing to reconsider our initial decision. Follow Step 1 of the disputed claims process detailed in Section 8 of this brochure.

Unless we request additional information, we will notify you of our decision within 72 hours after receipt of your reconsideration request. We will expedite the review process, which allows oral or written requests for appeals and the exchange of information by telephone, electronic mail, facsimile, or other expeditious methods.
 - **To file an appeal with OPM** After we reconsider your **pre-service claim**, if you do not agree with our decision, you may ask OPM to review it by following Step 3 of the disputed claims process detailed in Section 8 of this brochure.

Section 4. Your Costs for Covered Services

This is what you will pay out-of-pocket for covered care:

Cost-sharing Cost-sharing is the general term used to refer to your out-of-pocket costs (e.g., deductible, coinsurance, and copayments) for the covered care you receive.

Copayments A copayment is a fixed amount of money you pay to the provider, facility, pharmacy, etc., when you receive certain services.

Example: When you see your primary care physician, you pay a copayment of \$30 per office visit.

Coinsurance Coinsurance is the percentage of our allowable fee that you must pay for your care.

Example: In our Plan, you pay 50% of our allowance for infertility services or durable medical equipment.

Deductible We do not have a calendar year deductible.

Your catastrophic protection out-of-pocket maximum After your (co-payments and your coinsurance) total \$3,000 for Self Only or \$3,000 per person for Self Plus One or \$6,000 per Self and Family enrollment in any calendar year, you do not have to pay any more for covered services. However, the following services do not count toward your catastrophic protection out-of-pocket maximum, and you must continue to pay co-payments and/or coinsurance for these services:

1. infertility services

Be sure to keep accurate records of your co-payments and coinsurance since you are responsible for informing us when you reach the maximum. You must notify Blue Shield Member Services in writing when you feel that your catastrophic protection out-of-pocket maximum has been reached. At that time, you must submit complete and accurate records to us substantiating your copay and/or coinsurance expenditures. Receipts and/or statements must include: name of patient, date of service and amount paid.

Send information to:

Blue Shield of California
Member Services
P.O. Box 272550
Chico, CA 95927

or

Fax: to 916-650-8780

For assistance call us at (800) 880-8086.

Carryover If you changed to this Plan during open season from a Plan with a catastrophic protection benefit and the effective date of the change was after January 1, any expenses that would have applied to that Plan's catastrophic protection benefit during the prior year will be covered by your prior Plan if they are for care you received in January before your effective date of coverage in this Plan. If you have already met your prior Plan's catastrophic protection benefit level in full, it will continue to apply until the effective date of your coverage in this Plan. If you have not met this expense level in full, your prior Plan will first apply your covered out-of-pocket expenses until the prior year's catastrophic level is reached and then apply the catastrophic protection benefit to covered out-of-pocket expenses incurred from that point until the effective date of your coverage in this Plan. Your prior Plan will pay these covered expenses according to this year's benefits; benefit changes are effective January 1.

Note: If you change options in this Plan during the year, we will credit the amount of covered expenses already accumulated towards the catastrophic out-of-pocket limit of your old option to the catastrophic protection limit of your new option.

When Government facilities bill us

Facilities of the Department of Veterans Affairs, the Department of Defense and the Indian Health Services are entitled to seek reimbursement from us for certain services and supplies they provide to you or a family member. They may not seek more than their governing laws allow. You may be responsible to pay for certain services and charges. Contact the government facility directly for more information.

Section 5. High Option Benefits Overview

This Plan offers a High Option. The benefit package is described in Section 5. Make sure that you review the benefits that are available under this option.

The High Option Section 5 is divided into subsections. Please read the important things you should keep in mind at the beginning of each subsection. Also read the General Exclusions in Section 6; they apply to the benefits in the following subsections. To obtain claim forms, claims filing advice, or more information about our benefits, contact us (800) 880-8086 or at our Web site at www.blueshieldca.com/federal.

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**Section 5(a). Medical Services and Supplies
Provided by Physicians and Other Health Care Professionals**

Important things you should keep in mind about these benefits:

- Please remember that all benefits are subject to the definitions, limitations, and exclusions in this brochure and are payable only when we determine they are medically necessary.
- Plan physicians must provide or arrange your care.
- We have no calendar year deductible.
- Be sure to read Section 4, *Your costs for covered services*, for valuable information about how cost-sharing works. Also read Section 9 about coordinating benefits with other coverage, including with Medicare.

Benefit Description	You pay
Diagnostic and treatment services	High Option
Professional services of physicians <ul style="list-style-type: none"> • During a hospital stay • In a skilled nursing facility • Vaccines for pediatric and adult immunizations • Inpatient non-dental treatment of temporomandibular joint (TMJ) syndrome 	Nothing
<ul style="list-style-type: none"> • Office visits, including routine newborn circumcision performed within 31 days of birth unrelated to illness or injury and asthma self-management training. • Office medical consultations • Second opinions 	\$30 per visit
<ul style="list-style-type: none"> • Home visit by physician 	\$25 per visit
<ul style="list-style-type: none"> • Plan specialist 	\$40 per visit
<ul style="list-style-type: none"> • In an urgent care center 	\$20 per visit
<ul style="list-style-type: none"> • Home visit by nurse or health aide 	\$5 per visit
Teladoc	High Option
<p>Teladoc provides access to a national network of board-certified doctors and pediatricians in the U.S. who are available on-demand 24hr a day, 7 days a week, 365 days a year to diagnose, treat, and prescribe medication (when necessary) for many medical issues via phone or online video consultations.</p> <p>Teladoc does not replace your existing primary care physician relationships, but supplements them as a convenient, affordable, alternative for medical care.</p> <p>All covered employees, dependent spouses and dependent children are eligible.</p>	\$20 per consult

Benefit Description	You pay
Lab, X-ray and other diagnostic tests	High Option
Tests, such as: <ul style="list-style-type: none"> • Blood tests • Urinalysis • Pathology • X-rays • Ultrasound • Electrocardiogram and EEG • Genetic testing & diagnostic procedures 	Nothing
Tests, such as: <ul style="list-style-type: none"> • CT Scans • PET Scans • MRI • Nuclear Scans • Angiograms (including heart catheterizations) • Arthrograms • Myelograms • Ultrasounds not associated with maternity care 	\$200 per test
Preventive care, adult	High Option
Routine physical every year which includes: Screenings, such as: <ul style="list-style-type: none"> • Total blood cholesterol • Depression • Diabetes • High blood pressure • HIV • Colorectal cancer screening, including <ul style="list-style-type: none"> -Fecal occult blood test -Sigmoidoscopy screening - every five years starting at age 50 -Colonoscopy screening - every ten years starting at age 50 Individual counseling on prevention and reducing health risks	Nothing
Well woman care: based on current recommendations such as: <ul style="list-style-type: none"> • Cervical cancer screening (Pap smear) • Human papillomavirus (HPV) testing • Chlamydia/gonorrhea screening 	Nothing

Preventive care, adult - continued on next page

Benefit Description	You pay
Preventive care, adult (cont.)	High Option
<ul style="list-style-type: none"> • Gonorrhea prophylactic medication to protect newborns • Osteoporosis screening • Breast cancer screening • Annual counseling for sexually transmitted infections. • Annual counseling and screening for human immune-deficiency virus. • Contraceptive methods and counseling. • Screening and counseling for interpersonal and domestic violence. • Perinatal depression: counseling and interventions 	Nothing
Routine mammogram - covered for women	Nothing
Routine Prostate Specific Antigen (PSA) test – one annually for men age 40 and older	Nothing
Adult immunizations endorsed by the Centers for Disease Control and Prevention (CDC): based on the Advisory Committee on Immunization Practices (ACIP) schedule.	Nothing
<p>Note: Any procedure, injection, diagnostic service, laboratory, or X-ray service done in conjunction with a routine examination and is not included in the preventive recommended listing of services will be subject to the applicable member copayments, coinsurance, and deductible.</p> <p>Note: A complete list of preventive care services recommended under the U.S. Preventive Services Task Force is available (USPSTF) is available online at: www.uspreventiveservicestaskforce.org/Page/Name/uspstf-a-and-b-recommendations/</p> <p>HHS: www.healthcare.gov/preventive-care-benefits/</p> <p>CDC: www.cdc.gov/vaccines/schedules/index.html</p> <p>Women’s preventive services:</p> <p>www.healthcare.gov/preventive-care-women/</p> <p>For additional information: healthfinder.gov/myhealthfinder/default.aspx</p>	
<p>Biometric screenings</p> <p>Biometric screenings gather key health indicators such as total cholesterol, blood pressure, BMI, Triglycerides, and fasting glucose.</p> <p>Your PCP will record your values on the physician fax biometric screening form and submit the form via fax that includes both you and your doctor's signature. The form for the screening can be downloaded at www.blueshieldca.com/federal</p>	Nothing

Preventive care, adult - continued on next page

Benefit Description	You pay
Preventive care, adult (cont.)	High Option
<p>Walkadoo™ is an easy-to-use walking program. As part of the program, you will download either the Walkadoo or Moves app to your smart phone or use your own personal FITbit to count your steps and then connect your device to Walkadoo. Each morning, based on your previous activity, you receive a step goal via e-mail or SMS.</p> <p>On the Walkadoo website, you track your progress and connect with others. If you like a little friendly rivalry, you can compete in Walkadoo Derbies. With Walkadoo, you'll find yourself walking more in no time!</p>	Nothing
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • <i>Physical exams required for obtaining or continuing employment or insurance, attending schools or camp, athletic exams, or travel.</i> • <i>Immunizations, boosters, and medications for travel or work-related exposure.</i> 	<i>All charges</i>
Preventive care, children	High Option
<p>Well-child visits, examinations, and other preventive services as described in the Bright Future Guidelines provided by the American Academy of Pediatrics</p>	Nothing
<p>Well-child care charges for routine examinations, immunizations and care (through age 22)</p> <p>Examinations such as:</p> <ul style="list-style-type: none"> • Eye exams through age 17 to determine the need for vision correction, which include: • Hearing exams through age 17 to determine the need for hearing correction, which include: • Examinations done on the day of immunizations (up to age 22) <p>Note: Any procedure, injection, diagnostic service, laboratory, or x-ray service done in conjunction with a routine examination and is not included in the preventive listing of services will be subject to the applicable member copayments, coinsurance, and deductible.</p> <ul style="list-style-type: none"> • Well-child visits, examinations, and immunizations other preventive services as described in the Bright Future Guidelines provided by the American Academy of Pediatrics. For a complete list of the American Academy of Pediatrics Bright Futures Guidelines go to https://brightfutures.aap.org • Immunizations such as DTaP, Polio, Measles, Mumps, and Rubella (MMR), and Varicella. For a complete list of immunizations go to the Centers for Disease Control (CDC) website at https://www.cdc.gov/vaccines/schedules/index.html 	Nothing

Preventive care, children - continued on next page

Benefit Description	You pay
Preventive care, children (cont.)	High Option
<ul style="list-style-type: none"> You can also find a complete list of preventive care services recommended under the U.S. Preventive Services Task Force (USPSTF) online at https://www.uspreventiveservicestaskforce.org 	Nothing
Maternity care	High Option
<p>Complete maternity (obstetrical) care, such as:</p> <ul style="list-style-type: none"> Prenatal care Screening for gestational diabetes for pregnant women Delivery Postnatal care 	Nothing
<p>Breastfeeding support, supplies and counseling for each birth</p> <ul style="list-style-type: none"> Comprehensive lactation support and counseling, by a trained provider during pregnancy and/or in the postpartum period, and costs for renting breastfeeding equipment. Breast pump rental or purchase is only covered if obtained from a designated Plan provider in accordance with Blue Shield Medical Policy. For further information call Member Services at (800) 880-8086 or go to www.blueshieldca.com 	Nothing
<p>Note: Here are some things to keep in mind:</p> <ul style="list-style-type: none"> You do not need to pre-certify your vaginal delivery; see page 30 for other circumstances, such as extended stays for you or your baby. You may remain in the hospital up to 48 hours after a vaginal delivery and 96 hours after a cesarean delivery. We will extend your inpatient stay if medically necessary. We cover routine nursery care of the newborn child during the covered portion of the mother’s maternity stay. We will cover other care of an infant who requires non-routine treatment only if we cover the infant under a Self Plus One or Self and Family enrollment. Surgical benefits, not maternity benefits, apply to circumcision. We pay hospitalization and surgeon services for non-maternity care the same as for illness and injury. Hospital services are covered under Section 5(c) and surgical benefits Section(b). <p>Note: When a newborn requires definitive treatment during or after the mother’s confinement, the newborn is considered a patient in his or her own right. If the newborn is eligible for coverage, regular medical or surgical benefits apply rather than maternity benefits.</p>	

Benefit Description	You pay
Family planning	High Option
Contraceptive counseling on an annual basis	Nothing
<p>A range of voluntary family planning services, limited to:</p> <ul style="list-style-type: none"> • Voluntary sterilization counseling • Tubal ligation • Surgically implanted contraceptives • Injectable contraceptive drugs (such as Depo Provera) • Intrauterine devices (IUDs) • Diaphragms <p>Note: We cover oral contraceptives under the prescription drug benefit.</p>	Nothing
<p>Voluntary sterilization (See Surgical procedures Section 5 (b))</p> <ul style="list-style-type: none"> • Vasectomy 	\$75
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • <i>Reversal of voluntary surgical sterilization</i> • <i>Genetic testing and counseling</i> 	<i>All charges</i>
Infertility services	High Option
<p>Diagnosis and treatment of infertility such as:</p> <ul style="list-style-type: none"> • Artificial insemination (up to six cycles per pregnancy): <ul style="list-style-type: none"> - Intravaginal insemination (IVI) - Intra-cervical insemination (ICI) - Intrauterine insemination (IUI) <p>Covered injectable fertility drugs</p> <p>Note: We cover Injectable fertility drugs under medical benefits and oral fertility drugs under the prescription drug benefit.</p>	50% of plan allowance
Oral fertility drugs (See <i>Prescription Drug Benefits</i>)	Regular cost sharing
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • <i>Infertility services after voluntary sterilization</i> • <i>Assisted reproductive technology (ART) procedures, such as:</i> <ul style="list-style-type: none"> - <i>Artificial insemination (AI)</i> - <i>in vitro fertilization (IVF)</i> - <i>embryo transfer, gamete intrafallopian transfer (GIFT) and zygote intrafallopian transfer (ZIFT)</i> • <i>Services, supplies and drugs related to excluded ART procedures</i> • <i>Cost of donor sperm, eggs and frozen embryos and their collection and storage</i> 	<i>All charges</i>

Benefit Description	You pay
Allergy care	High Option
<ul style="list-style-type: none"> Allergy serum 	Nothing
<ul style="list-style-type: none"> Testing and treatment Allergy injection 	\$20 per visit
<ul style="list-style-type: none"> Customized antigens 	50% of plan allowance
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <i>Provocative food testing and sublingual allergy desensitization</i> 	<i>All charges</i>
Treatment therapies	High Option
<ul style="list-style-type: none"> Chemotherapy and radiation therapy <p>Note: High dose chemotherapy in association with autologous bone marrow transplants is limited to those transplants listed under Organ/Tissue Transplants on page 40.</p> <ul style="list-style-type: none"> Respiratory and inhalation therapy Cardiac rehabilitation following qualifying event/condition is provided at a Plan facility, if medically necessary with the appropriate treatment plan. Dialysis – hemodialysis and peritoneal dialysis Intravenous (IV)/Infusion Therapy – Home IV and antibiotic therapy Growth hormone therapy (GHT) <p>Note: Growth hormone is covered under the prescription drug benefit.</p> <p>Note: We only cover GHT when we preauthorize the treatment. We will ask you to submit information that establishes that the GHT is medically necessary. Ask us to authorize GHT before you begin treatment. We will only cover GHT services and related services and supplies that we determine are medically necessary. See <i>Other services under You need prior Plan approval for certain services</i> on page 19.</p>	\$20 per visit
Physical and occupational therapies	High Option
<p>These are covered benefits when determined by us to be medically necessary and it is demonstrated that the member’s condition will significantly improve as a result of the rehabilitative and/or habilitative services.</p> <ul style="list-style-type: none"> Qualified physical therapists Occupational therapists. <p>Note: Occupational therapy is limited to services that assist the member to achieve and maintain self-care and improved functioning in other activities of daily living.</p>	\$20 per visit

Physical and occupational therapies - continued on next page

Benefit Description	You pay
Physical and occupational therapies (cont.)	
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • Long-term rehabilitative therapy • Exercise programs 	<i>All charges</i>
Speech therapy	
<p>Speech therapy by a qualified speech therapist is covered when it is determined by us to be medically necessary and it is demonstrated that the member's condition will significantly improve as a result of the rehabilitative and/or habilitative services.</p>	\$20 per visit
Hearing services (testing, treatment, and supplies)	
<ul style="list-style-type: none"> • For treatment related to illness or injury, including evaluation and diagnostic hearing tests performed by an M.D., D.O., or audiologist • For information regarding hearing aids please see Orthopedic and prosthetic devices <p>Note: For routine hearing screening performed during a child's preventive care visit, see Section 5(a) <i>Preventive care, children.</i></p>	\$20 per visit
<p>Audiological evaluation to measure hearing loss and to determine the most appropriate make and model of hearing aid.</p>	\$20 per visit
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • All other hearing testing • Batteries and other equipment after the initial purchase of your hearing aid. • Charges for a hearing aid that exceeds the requirements prescribed for the correction of your hearing loss. • Replacement parts and repair after one year • Replacement of hearing aid more than once in any period of 24 months. 	<i>All charges</i>
Vision services (testing, treatment, and supplies)	
<p>Contact lenses, if medically necessary to treat eye conditions such as keratoconus, keratitis sicca and aphakia or when required as a result of cataract surgery when no intraocular lens has been implanted, are covered.</p>	\$20 per visit
<p>Annual eye refraction; in addition to the medical and surgical benefits provided for diagnosis and treatment of disease of the eye, an annual eye refraction (to provide a written lens prescription) may be obtained from Vision Plan Administration (VPA) providers. VPA provider directories can be accessed through www.blueshieldca.com/federal or by calling Blue Shield Member Service at (800) 880-8086.</p>	\$20 per visit

Vision services (testing, treatment, and supplies) - continued on next page

Benefit Description	You pay
Vision services (testing, treatment, and supplies) (cont.)	High Option
Note: See <i>Preventive care, children</i> for eye screenings for children.	\$20 per visit
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • <i>Eyeglasses or contact lenses (See page 67 for details about eyewear discounts)</i> • <i>Eye exercises and orthoptics</i> • <i>Radial keratotomy, refractive keratoplasty and other refractive surgery</i> • <i>Video assisted visual aids or video magnification equipment</i> 	<i>All charges</i>
Foot care	High Option
<p>Routine foot care when you are under active treatment for a metabolic or peripheral vascular disease, such as diabetes.</p> <p>Note: See Orthopedic and prosthetic devices for information on podiatric shoe inserts.</p>	\$20 per visit
<i>Not covered: Routine foot care</i>	<i>All charges</i>
Orthopedic and prosthetic devices	High Option
<ul style="list-style-type: none"> • Surgically implanted breast implant following mastectomy • Externally worn breast prostheses and surgical bras, including necessary replacements, following a mastectomy • Blom-Singer and artificial larynx prostheses following a laryngectomy • Prosthetic sleeve or sock 	Nothing
<ul style="list-style-type: none"> • Internal prosthetic devices, such as artificial joints, pacemakers, and surgically implanted breast implant following mastectomy. <ul style="list-style-type: none"> - Inpatient Hospital - Outpatient Hospital <p>Note: For information on the professional charges for the surgery to insert an implant, see Section 5(b) Surgical procedures. For information on the hospital and/or ambulatory surgery center benefits, see Section 5(c) Services provided by a hospital or other facility, and ambulance services.</p>	Nothing for the device
<ul style="list-style-type: none"> • Orthopedic devices (and their repair) such as braces; or foot orthoses that are custom-made and demonstrated to have therapeutic effect. • Prosthetic devices (and their repair) such as artificial limbs and contact lenses necessary to treat certain medical eye conditions. Contact us for details. 	50% of plan allowance

Orthopedic and prosthetic devices - continued on next page

Benefit Description	You pay
Orthopedic and prosthetic devices (cont.)	High Option
<ul style="list-style-type: none"> • External hearing aids • Implanted hearing-related devices, such as bone anchored hearing aids (BAHA) and cochlear implants • Includes supplies such as the initial battery, cords and other hearing aid equipment. Includes visits for fitting, counseling, adjustments, and repairs for one year after you receive your hearing aid(s). We will pay up to a maximum of \$1,000 per member every 24 months for both ears for the hearing aid instrument, supplies and equipment. 	<p>Charges above the maximum payment of \$1,000 per member every 24 months</p>
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • <i>Orthopedic and corrective shoes, arch supports, foot orthotics, heel pads, and heel cups</i> • <i>Lumbosacral supports</i> • <i>Corsets, trusses, elastic stockings, support hose, and other supportive devices</i> • <i>Penile prostheses</i> • <i>Backup or alternate items</i> 	<p><i>All charges</i></p>
Durable medical equipment (DME)	High Option
<p>Purchase or rental up to the purchase price, including repair and adjustment, of durable medical equipment prescribed by your Plan physician. Replacement of DME is covered only when it no longer meets the clinical needs of the patient or has exceeded the expected lifetime of the item. Under this benefit, we cover:</p> <ul style="list-style-type: none"> • Oxygen • Dialysis equipment • Colostomy/ostomy supplies • Hospital beds • Wheelchairs • Crutches • Walkers • Canes • Traction equipment • Blood glucose monitors • Apnea monitor for management of newborns • Nebulizers, including face masks and tubing, and peak flow monitors for the management and treatment of asthma. See section 5(f) Prescription Drug Benefits for asthma inhalers and inhaler spacers. 	<p>50% of plan allowance with no annual maximum</p>

Durable medical equipment (DME) - continued on next page

Benefit Description	You pay
Durable medical equipment (DME) (cont.)	High Option
<p>Note: Call us at (800) 880-8086 as soon as your Plan physician prescribes this equipment. We have contracted with health care providers to rent or sell you durable medical equipment at discounted rates and we will tell you more about this service when you call.</p>	50% of plan allowance with no annual maximum
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • <i>Exercise equipment</i> • <i>Disposable medical supplies for home use, except colostomy/ostomy supplies</i> • <i>Speech/language assistance devices except as listed under prosthetic devices</i> • <i>Self-monitoring equipment and home testing devices, except as listed in the covered section</i> • <i>Wigs</i> • <i>Generators</i> • <i>Backup or alternate items</i> 	<i>All charges</i>
Home health services	High Option
<ul style="list-style-type: none"> • Home health care ordered by a Plan physician and provided by a registered nurse (R.N.), Physical Therapist (PT), Occupational Therapist (OT), Speech Therapist (ST), Respiratory Therapist (RT), licensed vocational nurse (L.V.N.), or home health aide • Services include oxygen therapy, intravenous therapy and medications, except for home self-administered injectable drugs <p>Note: See Section 5(f) Prescription Drug Benefits for home self-injectable therapy obtained from a Plan pharmacy.</p>	\$5 per visit
<ul style="list-style-type: none"> • Home visit by physician 	\$25 per visit
<p>Heal</p> <p>The Heal physician home visit program lets you see a licensed physician at a time and place most convenient for you. You can see a Heal doctor in the convenience of your own home, office or hotel. Home visits are available 8 a.m. to 8 p.m. seven days a week, 365 days a year.</p> <p>Heal home visit services are provided by a licensed physician who brings a Medical Assistant with him/her to each visit. Heal doctors can provide services such as preventive care and annual physicals, flu shots and screenings, efficient urgent care, blood tests, prescribe medication, and high-quality primary care.</p> <p>You can check to see if Heal is available in your area or schedule your first Heal visit by downloading the Heal app, calling Heal at (844) 644-4325, or going to www.heal.com.</p>	Not Covered

Benefit Description	You pay
Home health services (cont.)	
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • <i>Nursing care requested by, or for the convenience of, the patient or the patient’s family</i> • <i>Services primarily for hygiene, feeding, exercising, moving the patient, homemaking, companionship or giving oral medication</i> • <i>Drugs or supplies that do not require a physician's prescription, even if a physician prescribes them, unless they are listed as covered</i> 	<p><i>All charges</i></p>
Chiropractic/Alternative treatments	
<p>Chiropractic services (up to 20 medically necessary visits per year); members may self-refer to American Specialty Health Plans of California, Inc. (ASH Plans) Providers by calling 800-678-9133 or visiting our website for participating practitioners</p>	<p>\$10 per visit</p>
<p>Each member is allowed a pre-authorized appliance benefit of up to \$50 per year. Appliance benefits that are pre-authorized such as:</p> <ul style="list-style-type: none"> • Elbow supports • Back supports (Thoracic) • Cervical collars 	<p>All charges above \$50 per year</p>
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • <i>All charges after the 20 visit annual maximum</i> • <i>Naturopathic services</i> • <i>Hypnotherapy</i> • <i>Services for or related to acupuncture</i> <p><i>Note: See page 67 for Non-FEHB benefits available to plan members. Discount programs are available through the mylifepath Alternative Health Services Discount Program for acupuncture, chiropractic and massage therapy.</i></p>	<p><i>All charges</i></p>
Educational classes and programs	
<p>Coverage is provided for:</p> <ul style="list-style-type: none"> • Preventive health reminders and educational publications available online at www.blueshieldca.com/federal <p>Health Risk Assessment and online wellness tools</p> <p>The Health Risk Assessment is an online tool that helps members discover potential health risks and recommends positive steps to control those risks. There are multiple wellness online tools and content available for members to learn more about becoming healthy and assist with making small behavior changes and help members create healthy changes.</p>	<p>Nothing</p>

Educational classes and programs - continued on next page

Benefit Description	You pay
Educational classes and programs (cont.)	High Option
<p>You can access the Health Risk Assessment by logging into your account at www.blueshieldca.com.</p> <p>SmokeFree</p> <p>SmokeFree is a smoking cessation digital therapeutic app to help members with the cessation of cigarettes and e-cigarettes.</p> <p>The app provides proven techniques to help participants stop smoking with evidence based and established techniques that are scientifically proven to double a participant’s chances of quitting. There are no limits on attempts to quit.</p> <p>The program includes:</p> <ul style="list-style-type: none"> • A calculator that tells how much money you have saved and how many cigarettes you have not smoked • A calendar which tells you how long you have been smoke free and how much life has been regained, • Biometric measures which show how giving up smoking is improving your health, • A diary that shows how your cravings for cigarettes are decreasing over time. Also available: <p>California Smokers' Helpline</p> <p>The California Smokers' Helpline offers free telephone counseling and materials to quit smoking, as well as free nicotine patches to eligible callers. Telephone counseling - 1-800-NO-BUTTS, Self Help materials and online help & referral to local programs.</p> <p>Online help is available in six languages (English, Spanish, Vietnamese, Cantonese, Korean, Mandarin). Refer to www.nobutts.org for phone numbers in each language.</p> <p>To enroll in SmokeFree and California Smoker’s Healthline, visit www.wellvolution.com and choose Smoking Cessation as a goal.</p> <p>Note: No copay for generic, brand name and over-the-counter tobacco cessation medications when prescribed by a physician. If you request a brand name prescription medication over an available generic version, then you will be responsible for the generic copayment plus the difference in price of brand name and generic drugs.</p> <p><i>See also: Section 5(f) - Prescription drug benefits, page 53.</i></p>	Nothing
<p>Prenatal Program – offering a wide range of educational materials to support health during pregnancy (preparation and staying healthy) and post-delivery (postpartum care, caring for an infant and toddler), including:</p>	Nothing

Educational classes and programs - continued on next page

Benefit Description	You pay
Educational classes and programs (cont.)	
<ul style="list-style-type: none"> • <i>Prenatal Guide</i> filled with information on fitness, nutrition, emotions, body changes, doctor visits, prenatal tests, postpartum depression, and a home safety checklist to prepare for the baby’s arrival • Text4Babysm enrollment information • Personal pregnancy calendar • First-aid chart • Vaccination information • Information about postnatal care <p>For more information, or to enroll, visit www.blueshieldca.com/hw</p>	Nothing
<p>Programs for members 65 and older</p> <p>Preventive care visits to discuss exercise or physical therapy and vitamin D supplementation to prevent falls is a covered service for patients who meet all of the following criteria (OTC medications are not a covered benefit): community-dwelling adults (excluding institutionalized, facility-based adults, such as those in Skilled Nursing Facilities) aged 65 years or older at increased risk for fall.</p>	Nothing
<p>Behavioral counseling to prevent skin cancer for children and young adults age 10 - 24</p> <p>Behavioral counseling about minimizing exposure to ultraviolet radiation to reduce risk for skin cancer is a covered service for patients with fair skin who meet any of the following criteria: Children age 10 and older to young adults to age 24. These services are considered inclusive in the preventive care visit, and therefore not separately reimbursable</p>	Nothing
Clinical trials	
<p>Benefits are provided for routine patient care for a member whose personal physician has obtained prior authorization from the Plan and who has been accepted into an approved clinical trial provided that:</p> <ol style="list-style-type: none"> 1. The clinical trial has a therapeutic intent and the member’s treating physician determines that participation in the clinical trial has a meaningful potential to benefit the member with a therapeutic intent; and 2. The member’s treating physician recommends participation in the clinical trial; and 3. The hospital and/or physician conducting the clinical trial is a Plan provider, unless the protocol for the trial is not available through a Plan provider. <p>Charges for routine patient care will be paid on the same basis and at the same benefit levels as any other similar covered service or supply.</p>	Please see Section 9 for additional information for costs related to clinical trials

Clinical trials - continued on next page
Section 5(a)

Benefit Description	You pay
Clinical trials (cont.)	High Option
<p>Routine patient care consists of those services that would otherwise be covered by the Plan if those services were not provided in connection with an approved clinical trial, but does not include:</p> <ol style="list-style-type: none"> 1. Drugs or devices that have not been approved by the federal Food and Drug Administration (FDA); 2. Services other than health care services, such as travel, housing, companion expenses and other non-clinical expenses; 3. Any item or service that is provided solely to satisfy data collection and analysis needs and that is not used in the clinical management of the patient; 4. Services that, except for the fact that they are being provided in a clinical trial, are specifically excluded under the Plan; 5. Services customarily provided by the research sponsor free of charge for any enrollee in the trial. <p>An approved clinical trial is limited to a trial that is:</p> <ol style="list-style-type: none"> 1. Approved by one of the following: <ul style="list-style-type: none"> • one of the National Institutes of Health; • the US Food and Drug Administration, in the form of an investigational new drug application; • the United States Department of Defense; • the United States Veteran's Administration; or • involves a drug that is exempt under federal regulations from a new drug application. 	<p>Please see Section 9 for additional information for costs related to clinical trials</p>

Section 5(b). Surgical and Anesthesia Services Provided by Physicians and Other Health Care Professionals

Important things you should keep in mind about these benefits:

- Please remember that all benefits are subject to the definitions, limitations, and exclusions in this brochure and are payable only when we determine they are medically necessary.
- Plan physicians must provide or arrange your care.
- We have no calendar year deductible.
- Be sure to read Section 4, Your costs for covered services, for valuable information about how cost-sharing works. Also read Section 9 about coordinating benefits with other coverage, including with Medicare.
- The services listed below are for the charges billed by a physician or other health care professional for your surgical care. See Section 5(c) for charges associated with the facility charge (i.e. hospital, surgical center, etc.).
- **YOUR PHYSICIAN MUST GET PRECERTIFICATION FOR SOME SURGICAL PROCEDURES.** Please refer to the precertification information shown in Section 3 to be sure which services require precertification and identify which surgeries require precertification.

Benefit Description	You pay
Surgical procedures	High Option
<p>A comprehensive range of services, such as:</p> <ul style="list-style-type: none"> • Operative procedures • Treatment of fractures, including casting • Normal pre- and post-operative care by the surgeon • Correction of amblyopia and strabismus, when medically necessary • Endoscopy procedures • Biopsy procedures • Removal of tumors and cysts • Correction of congenital anomalies (see reconstructive surgery) • Treatment of burns • Circumcisions performed during newborn’s post delivery stay in hospital • Surgical treatment of morbid obesity (bariatric surgery) – for members who meet Blue Shield Medical Policy and clinical criteria for covered procedures and services that have been approved by their primary care physicians. <p>Covered procedures:</p> <ul style="list-style-type: none"> • Roux-en-Y Gastric Bypass • Vertical Banded Gastroplasty • Duodenal Switch, Distal Gastric Bypass limited to Body Mass Index (BMI) of 50 or greater • Laparoscopic Adjustable Gastric Band 	<p>\$30 per office visit when service provided in the office</p> <p>For inpatient hospital co-pay, please see section 5(c).</p>

Surgical procedures - continued on next page

Benefit Description	You pay
Surgical procedures (cont.)	High Option
<p>Clinical criteria includes, but is not limited to:</p> <ul style="list-style-type: none"> • The patient has a BMI greater than 40 or between 35 and 40 with a co-morbid condition such as a life-threatening cardiopulmonary condition, severe or uncontrolled diabetes, or sleep apnea. • It is the first surgery for obesity. • There is documentation showing a comprehensive history and physical evaluation, done within the last three months • The patient has actively participated in physician-directed non-surgical methods of weight reduction • There is documentation for a recent psychological evaluation <p>For more information regarding clinical criteria for covered procedures, please contact us at (800) 880-8086 and we will assist you.</p>	<p>\$30 per office visit when service provided in the office</p> <p>For inpatient hospital co-pay, please see section 5(c).</p>
<p>Insertion of internal prosthetic devices. See Section 5(a) Orthopedic and prosthetic devices for device coverage information.</p>	<p>\$10 per procedure</p>
<p>Outpatient hospital surgery and supplies including routine newborn circumcision performed within 31 days of birth unrelated to illness or injury</p>	<p>\$250 per surgery</p>
<p>Voluntary Sterilization</p> <ul style="list-style-type: none"> • Vasectomy • Tubal ligation 	<p>\$75</p> <p>Nothing</p>
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • <i>Surgical treatment of morbid obesity (bariatric surgery) procedures not listed as covered and repeat surgery due to behavioral failure</i> • <i>Reversal of voluntary sterilization</i> • <i>Routine treatment of conditions of the foot; (see Foot care)</i> 	<p><i>All Charges</i></p>
Reconstructive surgery	High Option
<ul style="list-style-type: none"> • Surgery to correct a functional defect • Surgery to correct a condition caused by injury or illness if: <ul style="list-style-type: none"> - the condition produced a major effect on the member's appearance and - the condition can reasonably be expected to be corrected by such surgery 	<p>Outpatient hospital copay applies - \$250 per treatment or surgery</p> <p>For inpatient hospital co-pay, please see section 5(c).</p>

Reconstructive surgery - continued on next page

Benefit Description	You pay
Reconstructive surgery (cont.)	
<ul style="list-style-type: none"> • Surgery to correct a condition that existed at or from birth and is a significant deviation from the common form or norm. Examples of congenital anomalies are: protruding ear deformities, cleft lip, cleft palate, birth marks, webbed fingers, and webbed toes • Surgery to correct cleft lip and cleft palate include dental or orthodontic services that are an integral part of the reconstructive surgery. • Gender reassignment surgery for the treatment of gender dysphoria. Requires prior authorization. (see page 19, Section 3) 	<p style="text-align: center;">High Option</p> <p>Outpatient hospital copay applies - \$250 per treatment or surgery</p> <p>For inpatient hospital co-pay, please see section 5(c).</p>
<ul style="list-style-type: none"> • All stages of breast reconstruction surgery following a mastectomy, such as: <ul style="list-style-type: none"> - Surgery to produce a symmetrical appearance of breasts; - Treatment of any physical complications, such as lymphedemas; - Breast prostheses and surgical bras and replacements (see <i>Prosthetic devices</i>) <p>Note: If you need a mastectomy, you may choose to have this procedure performed on an inpatient basis and remain in the hospital up to 48 hours after the procedure.</p>	<p>Outpatient hospital copay applies - \$250 per treatment or surgery</p> <p>For inpatient hospital co-pay, please see section 5(c).</p>
<p><i>Not Covered</i></p> <ul style="list-style-type: none"> • <i>Cosmetic Surgeries that are not medically necessary.</i> • <i>Reversal of gender reassignment surgery.</i> 	<p><i>All Charges</i></p>
Oral and maxillofacial surgery	
<p>Oral surgical procedures, limited to:</p> <ul style="list-style-type: none"> • Reduction of fractures of the jaws or facial bones • Surgical correction of cleft lip, cleft palate or severe functional malocclusion • Removal of stones from salivary ducts • Excision of leukoplakia or malignancies • Excision of cysts and incision of abscesses when done as independent procedures • Surgical and arthroscopic treatment of TMJ is covered if prior history shows conservative medical treatment has failed. Splint therapy and physical therapy is covered, see Section 5(a) • Other surgical procedures that do not involve the teeth or their supporting structures 	<p>Outpatient hospital copay applies - \$250 per treatment or surgery</p> <p>Inpatient hospital copay applies. Please see section 5(c).</p>
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • <i>Oral implants and transplants</i> 	<p><i>All charges</i></p>

Oral and maxillofacial surgery - continued on next page

Benefit Description	You pay
<p>Oral and maxillofacial surgery (cont.)</p>	<p>High Option</p>
<ul style="list-style-type: none"> • <i>Procedures that involve the teeth or their supporting structures (such as the periodontal membrane, gingiva, and alveolar bone)</i> 	<p><i>All charges</i></p>
<p>Organ/tissue transplants</p>	<p>High Option</p>
<p>These solid organ transplants are covered. Solid organ transplants are limited to:</p> <ul style="list-style-type: none"> • Autologous pancreas islet cell transplant (as an adjunct to total or near total pancreatectomy) only for patients with chronic pancreatitis • Cornea • Heart • Heart/lung • Intestinal transplants <ul style="list-style-type: none"> - Isolated small intestine - Small intestine with the liver - Small intestine with multiple organs, such as the liver, stomach, and pancreas • Kidney • Kidney-pancreas • Liver • Lung: single/bilateral/lobar • Pancreas <p>These tandem blood or marrow stem cell transplants for covered transplants are subject to medical necessity review by the Plan. Refer to <i>Other services</i> in Section 3 for prior authorization procedures.</p> <ul style="list-style-type: none"> • Autologous tandem transplants for <ul style="list-style-type: none"> - AL Amyloidosis - Multiple myeloma (de novo and treated) - Recurrent germ cell tumors (including testicular cancer) 	<p>Nothing</p>
<p>Blood or marrow stem cell transplants. The Plan extends coverage for the diagnoses as indicated below.</p> <ul style="list-style-type: none"> • Allogeneic transplants for <ul style="list-style-type: none"> - Acute lymphocytic or non-lymphocytic (i.e., myelogenous) leukemia - Advanced Hodgkin’s lymphoma with recurrence (relapsed) - Advanced non-Hodgkin’s lymphoma with recurrence (relapsed) - Acute myeloid leukemia - Advanced Myeloproliferative Disorders (MPDs) 	<p>Nothing</p>

Benefit Description	You pay
Organ/tissue transplants (cont.)	High Option
<ul style="list-style-type: none"> - Advanced neuroblastoma - Amyloidosis - Chronic lymphocytic leukemia/small lymphocytic lymphoma (CLL/SLL) - Hemoglobinopathy - Infantile malignant osteopetrosis - Kostmann's syndrome - Leukocyte adhesion deficiencies - Marrow failure and related disorders (i.e., Fanconi's, Paroxysmal Nocturnal Hemoglobinuria, Pure Red Cell Aplasia) - Mucopolysaccharidosis (e.g. Gaucher's disease, metchromatic leukodystrophy, adrenoleukodystrophy) - Mucopolysaccharidosis (e.g. Hurler's syndrome, Maroteaux-Lamy syndrome variants) - Myelodysplasia/Myelodysplastic syndromes - Paroxysmal Nocturnal Hemoglobinuria - Phagocytic/Hemophagocytic deficiency diseases (e.g. Wiskott-Aldrich syndrome) - Severe combined immunodeficiency - Severe or very severe aplastic anemia - Sickle cell anemia - X-linked lymphoproliferative syndrome • Autologous transplants for: <ul style="list-style-type: none"> - Acute lymphocytic or nonlymphocytic (i.e., myelogenous) leukemia - Advanced Hodgkin's lymphoma with recurrence (relapsed) - Advanced non-Hodgkin's lymphoma with recurrence (relapsed) - Amyloidosis - Ependymoblastoma - Ewing's sarcoma - Multiple myeloma - Medullablastoma - Pineoblastoma - Neuroblastoma - Testicular, mediastinal, Retroperitoneal, and Ovarian germ cell tumors 	Nothing

Organ/tissue transplants - continued on next page

Benefit Description	You pay
Organ/tissue transplants (cont.)	High Option
<p>Mini-transplants performed in a clinical trial setting (non-myeloblastic, reduced intensity conditioning or RIC) for members with a diagnosis listed below are subject to a medical necessity review by the Plan.</p> <p>Refer to <i>Services requiring our prior approval</i> in Section 3 for prior authorization procedures.</p> <ul style="list-style-type: none"> • Allogenic transplants for <ul style="list-style-type: none"> - Acute lymphocytic or non-lymphocytic (i.e. myelogenous) leukemia - Advanced Hodgkin's lymphoma with recurrence (relapsed) - Advanced non-Hodgkin's lymphoma with recurrence (relapsed) - Acute myeloid leukemia - Advanced Myeloproliferative Disorders (MPDs) - Amyloidosis - Chronic lymphocytic leukemia/small lymphocytic lymphoma (CLL/SLL) - Hemoglobinopathy - Marrow failure and related disorders (i.e. Fanconi's, PNH, Pure Red Cell Aplasia) - Myelodysplasia/Myelodysplastic syndromes - Paroxysmal Nocturnal Hemoglobinuria - Severe combined immunodeficiency - Severe or very severe aplastic anemia • Autologous transplants for <ul style="list-style-type: none"> - Acute lymphocytic or nonlymphocytic (i.e. myelogenous) leukemia - Advanced Hodgkin's lymphoma with recurrence (relapsed) - Advanced non-Hodgkin's lymphoma with recurrence (relapsed) - Amyloidosis - Neuroblastoma 	<p>Nothing</p>
<p>These blood or marrow stem cell transplants covered only in a National Cancer Institute or National Institutes of Health approved clinical trial or a Plan-designated center of excellence and if approved by the Plan's medical director in accordance with the Plan's protocols.</p>	<p>Please see Section 9 for additional information for costs related to clinical trials.</p>

Organ/tissue transplants - continued on next page

Benefit Description	You pay
<p>Organ/tissue transplants (cont.)</p>	<p>High Option</p>
<p>If you are a participant in a clinical trial, the Plan will provide benefits for related routine care that is medically necessary (such as doctor visits, lab tests, x-rays and scans, and hospitalization related to treating the patient's condition) if it not provided by the clinical trial. Section 9 has additional information on costs related to clinical trials. We encourage you to contact the Plan to discuss specific services if you participate in a clinical trial.</p> <ul style="list-style-type: none"> • Allogenic transplants for <ul style="list-style-type: none"> - Advanced Hodgkin's lymphoma - Advanced non-Hodgkin's lymphoma - Beta Thalassemia Major - Chronic inflammatory demyelination polyneuropathy (CIDP) - Early stage (indolent or non-advanced) small cell lymphocytic lymphoma - Multiple myeloma - Multiple sclerosis - Sickle cell anemia • Mini-transplants (non-myeloblastic allogenic, reduced intensity conditioning or RIC) for <ul style="list-style-type: none"> - Acute lymphocytic or non-lymphocytic (i.e. myelogenous) leukemia - Advanced Hodgkin's lymphoma - Advanced non-Hodgkin's lymphoma - Breast cancer - Chronic lymphocytic leukemia - Chronic lymphocytic lymphoma/small lymphocytic lymphoma (CLL/SLL) - Chronic myelogenous leukemia - Early stage (indolent or non-advanced) small cell lymphocytic lymphoma - Multiple myeloma - Myeloproliferative disorders (MPDs) - Renal cell carcinoma - Sickle cell anemia • Autologous Transplants for <ul style="list-style-type: none"> - Advanced childhood kidney cancers - Advanced Ewing sarcoma - Advanced Hodgkin's Lymphoma - Advanced non-Hodgkin's lymphoma - Aggressive non-Hodgkin's lymphoma - Breast Cancer 	<p>Please see Section 9 for additional information for costs related to clinical trials.</p>

Benefit Description	You pay
Organ/tissue transplants (cont.)	High Option
<ul style="list-style-type: none"> - Childhood rhabdomyosarcoma - Chronic myelogenous leukemia - Chronic lymphocytic lymphoma/small lymphocytic lymphoma (CLL/SLL) - Epithelial Ovarian Cancer - Mantle Cell (Non-Hodgkin Lymphoma) - Multiple sclerosis <p>Note: We cover related medical and hospital expenses of the donor when we cover the recipient.</p>	<p>Please see Section 9 for additional information for costs related to clinical trials.</p>
<p>Travel benefits:</p> <p>Members who receive covered care, properly authorized, at a designated facility for medically necessary services can be reimbursed for incurred travel costs related to the said services, subject to the criteria and limitations described here:</p> <p>We reimburse costs for transportation (air, rail, bus, and/or taxi) and lodging if you live 50 miles or more from the facility, up to a maximum of \$5,000 per authorized service for the member and one companion. If the recipient is age 21 or younger, we pay up to \$10,000 for eligible travel costs for the member and two caregivers. Reimbursement is subject to IRS regulations.</p>	<p>Nothing</p>
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • <i>Donor screening tests and donor search expenses, except those performed for the actual donor</i> • <i>Implants of artificial organs</i> • <i>Transplants not listed as covered</i> • <i>Travel expenses, unless authorized and part of the care management and prior authorization process through the Medical Group.</i> 	<p><i>All Charges</i></p>
Anesthesia	High Option
<p>Professional services provided in:</p> <ul style="list-style-type: none"> • Hospital (inpatient) • Skilled Nursing Facility 	<p>Nothing</p>
<p>Professional services provided in:</p> <ul style="list-style-type: none"> • Hospital outpatient department • Ambulatory surgical center • Office 	<p>Outpatient hospital copay applies - \$250 per treatment or surgery</p>

Section 5(c). Services Provided by a Hospital or Other Facility, and Ambulance Services

Important things you should keep in mind about these benefits:

- Please remember that all benefits are subject to the definitions, limitations, and exclusions in this brochure and are payable only when we determine they are medically necessary.
- Plan physicians must provide or arrange your care and you must be hospitalized in a Plan facility.
- We have no calendar year deductible.
- Be sure to read Section 4, *Your costs for covered services*, for valuable information about how cost-sharing works. Also read Section 9 about coordinating benefits with other coverage, including with Medicare.
- The amounts listed below are for the charges billed by the facility (i.e., hospital or surgical center) or ambulance service for your surgery or care. Any costs associated with the professional charge (i.e., physicians, etc.) are covered in Sections 5(a) or (b).
- **YOUR PHYSICIAN MUST GET PRECERTIFICATION FOR HOSPITAL STAYS.** Please refer to Section 3 to be sure which services require precertification.

Benefit Description	You pay
Inpatient hospital	High Option
Room and board, such as: <ul style="list-style-type: none"> • Semiprivate or intensive care accommodations • General nursing care • Meals and special diets when medically necessary • Special duty nursing when medically necessary • Private rooms when medically necessary NOTE: If you want a private room when it is not medically necessary, you pay the additional charge above the semiprivate room rate.	\$250 per day up to 3 days
Other hospital services and supplies, such as: <ul style="list-style-type: none"> • Operating, recovery, delivery room, newborn nursery, and other treatment rooms • Prescribed drugs and medications • Diagnostic laboratory tests and x-rays • Administration of blood and blood products • Blood or blood plasma, if not donated or replaced • Dressings, splints, casts, and sterile tray services • Medical supplies and equipment, including oxygen • Anesthetics, including nurse anesthetist services • Take-home items • Medical supplies, appliances, medical equipment, and any covered items billed by a hospital for use at home • Radiation therapy, chemotherapy, and renal dialysis 	Nothing
Not covered: <ul style="list-style-type: none"> • Custodial care 	All Charges

Inpatient hospital - continued on next page

Benefit Description	You pay
Inpatient hospital (cont.)	High Option
<ul style="list-style-type: none"> • <i>Non-covered facilities, such as nursing homes, convalescent care facilities and schools</i> • <i>Personal comfort items, such as telephone, television, barber services, guest meals and beds</i> • <i>Private nursing care</i> 	<i>All Charges</i>
Outpatient hospital or ambulatory surgical center	High Option
<ul style="list-style-type: none"> • Operating, recovery, and other treatment rooms • Prescribed drugs and medications • Diagnostic laboratory tests, x-rays, and pathology services • Administration of blood, blood plasma, and other biologicals • Blood and blood plasma, if not donated or replaced • Pre-surgical testing • Dressings, casts, and sterile tray services • Medical supplies, including oxygen • Anesthetics and anesthesia service <p>NOTE: – We cover hospital services and supplies related to dental procedures when necessitated by a non-dental physical impairment. We do not cover dental procedures for non-accidental injury to natural teeth. See page 63.</p>	\$250 per treatment or surgery including necessary supplies
<i>Not covered: Blood and blood derivatives not replaced by the member</i>	<i>All charges</i>
Extended care benefits/Skilled nursing care facility benefits	High Option
<p>We provide benefits up to 100 days each calendar year when full time skilled nursing care is necessary and confinement in a skilled nursing facility is medically appropriate as determined by your Plan physician and approved by us. Admissions to a sub-acute care setting require prior approval and are limited to 100 days each calendar year. All necessary services are covered, including:</p> <ul style="list-style-type: none"> • Bed, board and general nursing care • Drugs, biologicals, supplies, and equipment ordinarily provided or arranged by the skilled nursing facility when prescribed by a Plan physician 	Nothing
<i>Not covered: Custodial care, rest cures, domiciliary or convalescent care and comfort items such as a telephone and television. All charges after the 100 day annual maximum.</i>	<i>All Charges</i>

Benefit Description	You pay
<p>Hospice care</p> <p>We cover the following services through a participating hospice agency when the member has a terminal illness with a prognosis of life of one year or less as determined by the member's Plan provider's certification. Admission to the hospice program must be prior approved by Blue Shield and the delegated IPA/MG. If the member lives longer than one year, hospice coverage can continue for a period of care if the Plan provider recertifies that the member still needs and remains eligible for hospice care. Upon recertification a member can receive care for two 90-day periods followed by an unlimited number of 60-day periods.</p> <p>Members can continue to receive covered services that are not related to the palliation and management of the terminal illness from the appropriate Plan provider. Subject to appropriate Plan copays for the type of covered services.</p> <p>Hospice coverage includes:</p> <ul style="list-style-type: none"> • Pre-hospice consultative visit regarding pain and symptom management, hospice and other care options including care planning (You do not have to be enrolled in the hospice program to receive this benefit). • Interdisciplinary team care to develop and maintain an appropriate plan of care. • Nursing care services are covered on a continuous basis for as much as 24 hours a day during periods of crisis as necessary to maintain a member at home. Hospitalization is covered when the interdisciplinary team makes the determination that skilled nursing care is required at a level that can't be provided in the home. • Skilled nursing services, certified health aide services and homemaker services under the supervision of a qualified registered nurse. • Drugs and medicine, medical equipment and supplies that are reasonable and necessary for the palliation and management of terminal illness and related conditions. • Physical therapy, occupational therapy, and speech-language pathology services for purposes of symptom control, or to enable the enrollee to maintain activities of daily living and basic functional skills. • Social services/counseling services with medical social services provided by a qualified social worker. Dietary counseling, by a qualified provider, will also be provided when needed. • Short-term inpatient care necessary to relieve family members or other persons caring for the member. Such respite care is limited to an occasional basis and to no more than five consecutive days at a time. • Volunteer services. • Bereavement services. 	<p>High Option</p> <p>Nothing in a hospice facility, for home physician visit, and for visit of other health care providers</p>

Hospice care - continued on next page

Benefit Description	You pay
Hospice care (cont.)	High Option
<i>Not covered: Independent nursing, homemaker services</i>	<i>All Charges</i>
Ambulance	High Option
Local professional ambulance service when ordered or authorized by a Plan physician.	Nothing

Section 5(d). Emergency Services/Accidents

Important things you should keep in mind about these benefits:

- Please remember that all benefits are subject to the definitions, limitations, and exclusions in this brochure and are payable only when we determine they are medically necessary.
- We have no calendar year deductible.
- Be sure to read Section 4, Your costs for covered services, for valuable information about how cost-sharing works. Also read Section 9 about coordinating benefits with other coverage, including with Medicare.
- No prior authorization is required.

What is a medical emergency?

A medical emergency is the sudden and unexpected onset of a condition or an injury that you believe endangers your life or could result in serious injury or disability, and requires immediate medical or surgical care, including active labor, and a psychiatric medical condition. Some problems are emergencies because, if not treated promptly, they might become more serious; examples include deep cuts and broken bones. Others are emergencies because they are potentially life-threatening, such as heart attacks, strokes, poisonings, gunshot wounds, or sudden inability to breathe. There are many other acute conditions that we may determine are medical emergencies – what they all have in common is the need for quick action.

What to do in case of emergency:

Emergencies within our service area

If you are in an emergency situation, please call your local emergency system (e.g., the 911 telephone system), where available, or go to the nearest hospital emergency room. Please call your primary care physician as soon as it is reasonably possible. Be sure to tell the emergency room personnel that you are a Plan member so they can notify us. You or a family member should notify us. It is your responsibility to ensure that we have been notified.

If you need to be hospitalized, we must be notified immediately following your admission, unless it was not reasonably possible to notify us within that time. If you are hospitalized in a non-Plan facility and a Plan physician believes care can be better provided in a Plan hospital, you will be transferred when medically feasible with any ambulance charges covered in full.

Benefits are available for care from non-Plan providers in a medical emergency only if delay in reaching a Plan provider would result in death, disability or significant jeopardy to your condition. Any follow-up care recommended by non-Plan providers must be approved by us or provided by Plan providers.

We pay reasonable charges for emergency services to the extent the services would have been covered if received from Plan providers. If the emergency results in admission to a hospital, any applicable copayment is waived.

Emergencies outside our service area

Benefits are available for any medically necessary health service that is immediately required because of injury or unforeseen illness.

If you need to be hospitalized, we must be notified immediately following your admissions, unless it was not reasonably possible to notify us within that time. If you are hospitalized in a non-Plan facility and a Plan physician believes care can be better provided in a Plan hospital, you will be transferred when medically feasible with any ambulance charges covered in full.

Reasonable charges for emergency care services to the extent the services would have been covered if received from Plan providers.

Note: If the emergency results in admission to a hospital, the copayment is waived.

Benefit Description	You pay
Emergency within our service area	
Emergency care at a doctor's office <ul style="list-style-type: none"> • Emergency care at an urgent care center • Emergency care as an outpatient at a hospital, including doctors' services Note: If the emergency results in admission to a hospital, the copayment is waived.	\$20 per visit \$20 per visit \$150 per visit
<i>Not covered: Elective care or non-emergency care</i>	<i>All Charges</i>
Emergency outside our service area	
Emergency care at a doctor's office <ul style="list-style-type: none"> • Emergency care at an urgent care center • Emergency care as an outpatient at a hospital, including doctors' services Note: If the emergency results in admission to a hospital, the copayment is waived.	\$20 per visit \$20 per visit \$150 per visit
<i>Not covered: Elective care or non-emergency care</i>	<i>All Charges</i>
Ambulance	
Professional ambulance service when medically appropriate. Note: See Section 5(c) for non-emergency service.	Nothing
<i>Not covered: Taxi, wheelchair van, other non-ambulance assisted transportation</i>	<i>All Charges</i>

Section 5(e). Mental Health and Substance Use Disorder Benefits

Important things you should keep in mind about these benefits:

- Please remember that benefits are subject to the definitions, limitations, and exclusions in this brochure and are payable only when we determine they are medically necessary.
- We have no calendar year deductible.
- Be sure to read Section 4, *Your costs for covered services*, for valuable information about how cost-sharing works. Also read Section 9 about coordinating benefits with other coverage, including Medicare.
- We will provide medical review criteria or reasons for treatment plan denials to enrollees, members or providers upon request or as otherwise required.
- OPM will base its review of disputes about treatment plans on the treatment plan's clinical appropriateness. OPM will generally not order us to pay or provide one clinically appropriate treatment plan in favor of another.

Benefit Description	You pay
Routine outpatient mental health and substance misuse disorder benefits	High Option
<p>All diagnostic and treatment services recommended by Plan providers and contained in a treatment plan that we approve. The treatment plan may include services, drugs, and supplies described elsewhere in this brochure.</p> <p>Note: Plan benefits are payable only when we determine the care is clinically appropriate to treat your condition and only when you receive the care as part of a treatment plan that we approve.</p>	<p>Your cost-sharing responsibilities are no greater than for other illnesses or conditions.</p>
<p>Benefits are provided for professional (Physician) office visits for the diagnosis and treatment of Mental Health and Substance Misuse Disorder Conditions in the individual, family or group setting.</p>	<p>\$30 per visit</p>
Non-routine outpatient mental health and substance misuse disorder benefits	High Option
<p>Benefits are provided for outpatient facility and professional services for the diagnosis and treatment of Mental Health and Substance Misuse Disorder Conditions. These services may also be provided in the office, home or other non-institutional setting.</p> <p>Non-routine outpatient mental health and substance misuse disorder services must be prior authorized by the MHSA.</p> <p>Non-routine outpatient mental health and substance misuse disorder services include, but may not be limited to, the following:</p> <p>Intensive Outpatient Program (IOP) - an outpatient mental health or substance misuse disorder treatment program utilized when a patient's condition requires structure, monitoring, and medical/psychological intervention at least three hours per day, three days per week.</p>	<p>Nothing</p>

Non-routine outpatient mental health and substance misuse disorder benefits - continued on next page

Benefit Description	You pay
Non-routine outpatient mental health and substance misuse disorder benefits (cont.)	High Option
Office-based opioid treatment – outpatient opioid detoxification and/or maintenance therapy.	Nothing
Psychological Testing - testing to diagnose a Mental Health Condition when referred by an MHSMD Participating Provider.	Nothing
Transcranial Magnetic Stimulation - a non-invasive method of delivering electrical stimulation to the brain for the treatment of severe depression.	Nothing
Electroconvulsive Therapy (ECT) – the passing of a small electric current through the brain to induce a seizure, used in the treatment of severe mental health conditions.	Nothing
<p>Partial Hospitalization Program (PHP) (also referred to as day care) – an outpatient treatment program that may be freestanding or Hospital-based and provides services at least five hours per day, four days per week. Members may be admitted directly to this level of care, or transferred from inpatient care following acute stabilization.</p> <p>*An episode of care is the date from which you are admitted to the partial hospitalization program in a facility to the date you are discharged or voluntarily leave treatment. Any services received between these two dates constitute an episode of care. If you need to be readmitted at a later date, this would constitute another episode of care.</p>	Nothing
<p>Applied Behavior Analysis (ABA) Therapy / Behavioral Health Treatment (BHT) – Professional services and treatment programs, including applied behavior analysis and evidence-based intervention programs that develop or restore, to the maximum extent practicable, the functioning of an individual with pervasive developmental disorder or autism.</p> <p>ABA/BHT is covered when prescribed by a Physician or licensed psychologist who is a Plan Provider and the treatment is provided under a treatment plan prescribed by an MHSMD Participating Provider. ABA/BHT must be prior authorized by the MHSA and obtained from MHSMD Participating Providers. ABA/BHT used for the purposes of providing respite, day care, or educational services, or to reimburse a parent for participation in the treatment is not covered.</p>	Nothing
Inpatient services	High Option
<p>Benefits are provided for inpatient hospital and professional services in connection with acute hospitalization and residential care admission for treatment of Mental Health Conditions or Misuse Disorder Conditions.</p> <p>Inpatient services for the treatment of mental health and substance misuse must be prior authorized by the MHSA.</p>	\$250 per day up to 3 days

<p>Preauthorization</p>	<p>Prior authorization is required for all non-emergency mental health and substance misuse hospital admissions including acute inpatient care and residential care.</p> <p>Non-routine outpatient mental health services, including, but not limited to, Behavioral Health Treatment, Partial Hospitalization Program (PHP), Intensive Outpatient Program (IOP), Electroconvulsive Therapy (ECT), Psychological Testing and Transcranial Magnetic Stimulation (TMS) must also be prior authorized by the MHSA.</p> <p>To be eligible to receive these benefits you must follow your approved treatment plan and all the following authorization processes:</p> <p>To obtain an authorization, call Blue Shield’s Mental Health Services Administrator (MHSA) at 877-263-9952. You should continue to identify yourself as a Blue Shield member and use your Blue Shield identification card and identification numbers when contacting the MHSA or its participating providers.</p> <p>Your health care provider should contact Blue Shield’s Mental Health Services Administrator (MHSA) at 877-263-9952 to obtain information about joining the MHSA network, obtaining an authorization for your treatment, or to speak with a member of MHSA’s clinical staff about issues related to this benefit or your care.</p> <p>If you would like a copy of a provider directory, you can contact the Blue Shield Member Services Department at (800) 880-8086.</p> <p>OPM will base its review of disputes about treatment plans on the treatment plan's clinical appropriateness. OPM will generally not order us to pay or provide one clinically appropriate treatment plan in favor of another.</p>
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Benefit Description	You Pay
Out-of-Network mental health and substance misuse disorder benefits	High Option
<i>Not covered out-of-network care</i>	<i>All Charges</i>

Section 5(f). Prescription Drug Benefits

Important things you should keep in mind about these benefits:

- We cover prescribed drugs and medications, including most specialty drugs, as described in the chart beginning on the next page.
- Please remember that all benefits are subject to the definitions, limitations, and exclusions in this brochure and are payable only when we determine they are medically necessary.
- Members must make sure their prescribers obtain prior approval/authorizations for certain prescription drugs and supplies before coverage applies. Prior approval/authorizations must be renewed periodically.
- Federal law prevents the pharmacy from accepting unused medications.
- We have no calendar year deductible.
- Be sure to read Section 4, *Your costs for covered services*, for valuable information about how cost-sharing works. Also read section 9 about coordinating benefits with other coverage, including with Medicare.

There are important features you should know about your prescription drug benefit. These include:

- **Who can write your prescription?** A licensed physician or dentist, and in states allowing it, licensed/certified providers with prescriptive authority prescribing within their scope of practice must prescribe your medication.
- **Where can you obtain your prescriptions?** You must fill the prescription at a network retail pharmacy, or network mail service pharmacy for a maintenance medication; however, specialty drugs must be filled by a Network Specialty pharmacy. To select a Network Specialty pharmacy you may go to www.blueshieldca.com/federal, click on Blue Shield Plans and Benefits>Pharmacy Benefits, or call toll-free Member Services at (800) 880-8086. Blue Shield Pharmacy Services serves as its own pharmacy benefits manager (PBM). In this role, we provide the following PBM services internally: drug formulary management; development and maintenance of drug coverage policies; pharmacy utilization management programs; clinical pharmacy programs; specialty drug management including utilization and site of service management programs; member service; and provider and member education programs.
- **Specialty Drugs** are specific Drugs used to treat complex or chronic conditions which usually require close monitoring such as multiple sclerosis, hepatitis, rheumatoid arthritis, cancer, and other conditions that are difficult to treat with traditional therapies. Specialty Drugs are listed in the Blue Shield Outpatient Drug Formulary. Specialty Drugs may be self-administered in the home by injection by the patient or family member (subcutaneously or intramuscularly), by inhalation, orally or topically. Infused or Intravenous (IV) medications are not included as Specialty Drugs. These Drugs may also require special handling, special manufacturing processes, and may have limited prescribing or limited pharmacy availability. Specialty Drugs must be considered safe for self-administration by Blue Shield's Pharmacy's specialty pharmacy, CVS Specialty Pharmacy, provides convenient mail delivery of specialty medications as well as access to personalized, supportive, and clinically-effective pharmaceutical care. In addition, CVS Specialty Pharmacy's team of dedicated pharmacists and nurses are available to answer member questions, and all supplies required for administration of specialty medications that are injectable (such as needles/syringes, alcohol swabs, sharps containers, etc.) are included at no additional charge. Members also have the option of picking up their specialty drugs at select retail CVS pharmacy locations.
- **We use a formulary.** Prescription drug coverage is based on the use of the prescription drug formulary, a copy of which is available to you. Medications are selected for inclusion in Blue Shield's Outpatient Prescription Drug Formulary based on safety, efficacy, and FDA bio-equivalency data. The Blue Shield Pharmacy and Therapeutics Committee reviews new drugs and clinical data four times a year. Members may call Blue Shield Member Services at 800-880-8086 to find out if a specific drug is included in the formulary. Formulary information is available on Blue Shield's website at www.blueshieldca.com/federal.

Selected drugs and drug dosages and most specialty drugs require prior authorization for medical necessity. You should not become directly involved with us for this pre-authorization process. Your physician is responsible for obtaining prior authorization and documenting medical necessity. If all necessary documentation is available from your physician, prior authorization approval or denial will be provided to your physician within five working days of the request.

- **In lieu of brand name drugs, generic drugs will be dispensed** when substitution is permissible by the physician. If you request a brand name drug when a generic drug is available, you pay the difference between the cost of the brand name drug and its equivalent generic drug, plus the Tier 1 copayment.
- **Prescription Days Supply Covered:** A retail Plan pharmacy may dispense up to a 30-day supply for the appropriate copayment. Some prescriptions have specific limits on how much of the medication you can get with each prescription or refill. This is to ensure that you receive the recommended and proper dose and length of drug therapy for your condition. Quantity limits are based on medical necessity and appropriateness of therapy as determined by Blue Shield’s Pharmacy and Therapeutics Committee. You will pay the appropriate copayment per prescription for out-of-state emergencies. Only maintenance drugs are available for up to a 90-day supply at the appropriate copayment per prescription through the Plan mail service pharmacy. Maintenance drugs are drugs commonly prescribed for six months or longer to treat a chronic condition and are administered continuously rather than intermittently. Call Member Services at (800) 880-8086 to receive a packet for ordering prescriptions through the mail.

If a member requires an interim supply of medication due to an active military duty assignment or if there is a national emergency, up to a 90-day supply will be approved for covered medications. Contact Member Services at (800) 880-8086 for immediate assistance.

- **Why use generic drugs?** Generic drugs offer a safe and economic way to meet your prescription drug needs. The generic name of a drug is its chemical name; the brand name is the name under which the manufacturer advertises and sells a drug. Under federal law, generic and brand name drugs must meet the same standards for safety, purity, strength, and effectiveness. A generic prescription costs you -- and us -- less than a brand name prescription.
- **Step Therapy** Step therapy is a component of prior authorization. This program requires that members must try one or more "pre-requisite“ drug(s) first before the "step-therapy“ product will be covered. If a “prerequisite” drug is not effective in treating the member’s condition or if it is documented that the member has previously attempted the use of one or more step therapy prerequisite medications, then the member’s physician may apply for an exception.

Benefit Description	You pay
<p>Preventative Care medications to promote better health as recommended by ACA</p>	<p>High Option</p>
<p>The following drugs and supplements are covered without cost-share, even if over-the-counter, when prescribed by a health care professional and filled at a network pharmacy.</p> <ul style="list-style-type: none"> • Aspirin (81mg) for adults age 50-59 and women age 55-79 and women of childbearing age • Folic acid supplements for women of childbearing age 400 & 800 mcg • Liquid iron supplements for children age 6 months to 12 months • Vitamin D supplements (prescription strength) (400 units) for members 65 or older • Pre-natal vitamins for pregnant women • Fluoride tablets, solution (not toothpaste, rinses) for children. <p>Note: To receive this benefit a prescription from a doctor must be presented to pharmacy</p>	

Preventative Care medications to promote better health as recommended by ACA - continued on next page

Benefit Description	You pay
<p>Preventative Care medications to promote better health as recommended by ACA (cont.)</p>	<p>High Option</p>
<p>Preventive Medications with a USPSTF recommendation of A or B are covered without cost-share when prescribed by a health care professional and filled by a network pharmacy. These may include some over-the-counter vitamins, nicotine replacement medications, and low dose aspirin for certain patients. For current recommendations go to www.uspreventiveservicestaskforce.org/BrowseRec/Index/browse-recommendations</p>	
<p>We cover the following medications and supplies prescribed by a Plan physician and obtained from a retail Plan pharmacy or through our mail service pharmacy:</p> <ul style="list-style-type: none"> • Diabetic supplies limited to disposable insulin syringes, needles, pen delivery systems for the administration of insulin as determined by Blue Shield to be medically necessary and glucose testing tablet strips. • Formulary and non-formulary drugs for sexual dysfunction or sexual inadequacies will be covered when the dysfunction is caused by medically documented organic disease. Prior Plan approval is required and the maximum dosage dispensed will be limited by the protocols established by us. Certain drugs for these conditions are not available through the Mail Service option. • Drugs and medicines that by Federal law of the United States require a physician's prescription for their purchase except those listed as <i>Not Covered</i>. • Insulin • Diabetic supplies limited to: <ul style="list-style-type: none"> - Disposable needles and syringes for the administration of covered medications • Drugs for sexual dysfunction • Inhalers and inhaler spacers for the management and treatment of asthma • Formulary and non-formulary oral contraceptive drugs and diaphragms <p>Note: If the Plan allowance for the prescription at Plan pharmacies is less than the copay, you will pay the lesser amount.</p>	<p>Retail (30-day supply)</p> <ul style="list-style-type: none"> • \$10 per Tier 1 retail Plan pharmacy prescription • \$50 per Tier 2 retail Plan pharmacy prescription • 50% per Tier 3 retail Plan pharmacy prescription, \$50 minimum/\$200 maximum • 30% per Tier 4 retail Plan pharmacy prescription, up to \$150 maximum (excluding specialty drugs) <p>Mail Service (up to 90-day supply)</p> <ul style="list-style-type: none"> • \$20 per Tier 1 mail service prescription • \$100 per Tier 2 mail service prescription • 50% per Tier 3 mail service prescription, \$100 minimum/\$400 maximum • 30% per Tier 4 mail service prescription, up to \$300 maximum (excluding specialty drugs) <p>Network Specialty Pharmacy (up to 30 day supply)</p> <ul style="list-style-type: none"> • 30% per Tier 4 prescription, up to \$150 maximum (includes home self-injectable and specialty drugs)
<p>Women's contraceptive drugs and devices</p> <p>Note: Over-the-counter female contraceptive drugs and devices approved by the FDA require a written prescription by an approved provider.</p>	<p>No Copayment</p>

Preventative Care medications to promote better health as recommended by ACA - continued on next page

Benefit Description	You pay
Preventative Care medications to promote better health as recommended by ACA (cont.)	High Option
<p>Note: If you request a brand name prescription medication over an available generic version then you will be responsible for the Tier 1 copayment plus the difference in price of brand name and generic drugs.</p>	No Copayment
<p>Smoking Cessation Medication</p> <p>Note: Over-the-counter and prescription drugs approved by the FDA to treat tobacco dependence are covered under the Smoking cessation benefit. (See page 38)</p> <p>If you request a brand name prescription medication over an available generic version then you will be responsible for the Tier 1 copayment plus the difference in price of brand name and generic drugs.</p>	No copay for generic, brand name and over-the-counter tobacco cessation medications when prescribed by a physician.
<p>Here are some things to keep in mind about our prescription drug program:</p> <ul style="list-style-type: none"> • A generic equivalent will be dispensed if it is available, unless your physician specifically requires a brand name. • If you request a brand name prescription medication over an available generic version then you will be responsible for the Tier 1 copayment plus the difference in price of brand name and generic drugs. 	
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • <i>Drugs available without a prescription or for which there is a nonprescription equivalent available</i> • <i>Drugs obtained at a non-Plan pharmacy; except for out-of-area emergencies</i> • <i>Compounded medication with formulary alternatives or those with no FDA approved indications</i> • <i>Medical supplies such as dressings and antiseptics</i> • <i>Drugs and supplies for cosmetic purposes except for Medically Necessary treatment of resulting complications</i> • <i>Drugs to enhance athletic performance</i> • <i>Drugs for weight loss except when Medically Necessary for the treatment of morbid obesity, subject to prior authorization by us.</i> • <i>Vitamins, nutrients, and food supplements not listed as a covered benefit even if a physician prescribes or administers them.</i> • <i>Drugs prescribed for the treatment of dental conditions. This exclusion does not apply to antibiotics prescribed to treat infection and medications prescribed to treat pain.</i> <p><i>Note:</i></p> <ul style="list-style-type: none"> • <i>Intravenous fluids and medications for home use and some injectable drugs including office injectables and injectables for the treatment of infertility are not covered under the prescription drug benefit. Please refer to Section 5(a), 5(b) and 5(c) for coverage information.</i> 	<i>All Charges</i>

Preventative Care medications to promote better health as recommended by ACA - continued on next page

Benefit Description	You pay
<p>Preventative Care medications to promote better health as recommended by ACA (cont.)</p>	<p>High Option</p>
<ul style="list-style-type: none"> • <i>IUDs and implanted contraceptives dispensed by your physician are covered under Section 5(a), not the Prescription Drug Benefit.</i> • <i>Over-the-counter and appropriate prescription drugs approved by the FDA to treat tobacco dependence are covered under the Tobacco cessation/E-cigarettes benefit. (See page 38)</i> 	<p><i>All Charges</i></p>

Section 5(g). Dental Benefits

Important things you should keep in mind about these benefits:

- Please remember that all benefits are subject to the definitions, limitations, and exclusions in this brochure and are payable only when we determine they are medically necessary.
- If you are enrolled in a Federal Employees Dental/Vision Insurance Program (FEDVIP) Dental Plan, your FEHB Plan will be First/Primary payer of any Benefit payments and your FEDVIP Plan is secondary to your FEHB Plan. See Section 9 Coordinating benefits with other coverage.
- Plan providers must provide or arrange your care.
- We have no calendar year deductible.
- We cover hospitalization for dental procedures only when a non-dental physical impairment exists which makes hospitalization necessary to safeguard the health of the patient; we do not cover the dental procedure unless it is described below.
- Be sure to read Section 4, *Your costs for covered services*, for valuable information about how cost-sharing works. Also read Section 9 about coordinating benefits with other coverage, including with Medicare.

Benefit Description	You Pay
Accidental injury benefit	High Option
<p>The treatment of damage to natural teeth caused solely by an accidental injury is limited to medically necessary services until the services result in initial, palliative stabilization of the member as determined by the Plan.</p> <p>Note: Dental services provided after initial stabilization, prosthodontics, orthodontia and cosmetic services are not covered. The benefit does not include damage to the natural teeth that is not accidental, e.g. resulting from chewing or biting.</p>	<p>\$30 per office visit</p> <p>\$50 one time copay for initial stabilization</p>

Dental benefits

We have no other FEHB dental benefits.

Section 5(h). Wellness and Other Special Features

Feature	Description
Feature	High Option
<p>Flexible Benefits Option</p>	<p>Under the flexible benefits option, we determine the most effective way to provide services.</p> <ul style="list-style-type: none"> • We may identify medically appropriate alternatives to regular contract benefits as a less costly alternative. If we identify a less costly alternative, we will ask you to sign an alternative benefits agreement that will include all of the following terms in addition to other terms as necessary. Until you sign and return the agreement, regular contract benefits will continue. • Alternative benefits will be made available for a limited time period and are subject to our ongoing review. You must cooperate with the review process. • By approving an alternative benefit, we do not guarantee you will get it in the future. • The decision to offer an alternative benefit is solely ours, and except as expressly provided in the agreement, we may withdraw it at any time and resume regular contract benefits. • If you sign the agreement, we will provide the agreed-upon alternative benefits for the stated time period (unless circumstances change). You may request an extension of the time period, but regular contract benefits will resume if we do not approve your request. • Our decision to offer or withdraw alternative benefits is not subject to OPM review under the disputed claims process. However, if at the time we make a decision regarding alternative benefits, we also decide that regular contract benefits, we also decide that regular contract benefits are not payable, then you may dispute our regular contract benefits decision under the OPM disputed claim process (see Section 8).
<p>High risk pregnancies</p>	<p>We cover the prenatal diagnosis of genetic disorders of the fetus in high-risk pregnancy cases.</p>
<p>Self-referral to specialty services</p>	<p>Access+ HMO allows you to arrange office visits with Plan specialists in the same Medical Group or IPA as your primary care physician without a referral. A few physicians are not Access+ HMO providers. You are advised to refer to the <i>Access+ HMO 2020 Provider Directory for Federal Employees</i> to determine if your physician participates in the Access+ HMO self-referral option. Members who use this convenient feature are subject to a \$40 copayment per specialty office visit. If the medical condition requires follow-up care to the same specialist, you are encouraged to request that the specialist receive prior authorization from your primary care physicians for additional visits at the regular office copayment of \$30 per visit.</p> <p>The Access+ HMO specialist includes:</p> <ul style="list-style-type: none"> • Examinations and consultations; • Conventional x-rays of the chest and abdomen; • X-rays of bones to diagnose suspected fractures; • Laboratory services; • Diagnostic or treatment procedures that would normally be provided with a referral; and • Vaccines and antibiotics. <p>The Access+ HMO specialist visit do not include:</p>

Feature - continued on next page

Feature	Description
Feature (cont.)	High Option
	<ul style="list-style-type: none"> • Diagnostic imaging such as CAT Scans, MRI or bone density measurements; • Services that are not covered benefits or that are not medically necessary; • Services of a provider not in the Access+ HMO or MHSA network (see section 5 (e)); • Allergy testing; • Endoscopic procedures; • Injectables, chemotherapy or other infusion drugs (not listed above); • Infertility services; • Emergency services; • Urgent care services; • Inpatient services or facility charges; • Services for which the Medical Group or IPA routinely allows the Member to self-refer without authorization from the Personal Physician; • OB/GYN services by an obstetrician/gynecologist or family practice physician within the same Medical Group/IPA as the Personal Physician; and • Internet-based consultations.
<p>NurseHelp 24/7</p>	<p>Blue Shield of California’s NurseHelp 24/7 provides members with no charge, confidential, unlimited telephone support for information, consultations, and referrals for health and psychosocial issues. Members may obtain these services by calling 1-877-304-0504, a 24-hour, toll-free telephone number. There is no charge for these services.</p>
<p>Obesity program and educational resources</p>	<p>For members and dependants 18 years and older:</p> <ul style="list-style-type: none"> • Weight Management program available through MyWellvolution. Visit www.blueshieldca.com/mywellvolution for details.
<p>Health support programs</p>	<p>Blue Shield of California offers patient education and support programs for certain diagnoses. Programs include:</p> <ul style="list-style-type: none"> • Asthma Program • Coronary Artery Disease Program • Heart Failure Program • Diabetes Program (including Pediatric Diabetes) • Transplant Care Coordination • COPD Program • Blue Shield Generic Promotion Program • MyWellvolution • Antidepressant Medication Management (AMM) Program • Catastrophic Injury Case Management Program • Complex Case Management Program • Neonatal Intensive Care Unit (NICU) Case Management Program • Additional online resources available through Health Library (visit www.blueshieldca.com/federal for details) <ul style="list-style-type: none"> - interactive tools - actionsets

Feature - continued on next page

Feature	Description
Feature (cont.)	High Option
	<ul style="list-style-type: none"> - decision points • Weight Watchers discount also available. See page 67, "Non-FEHB benefits available to Plan members." • For dependent members under age 18: <ul style="list-style-type: none"> - "What is Your Child's BMI?" Interactive Online Tool - Online Health Library- Video's and Articles detailing causes and risks of childhood obesity and the importance of exercise, nutrition and annual preventive health screenings. <p>Visit www.blueshieldca.com/federal for details</p>

Non-FEHB benefits available to Plan members

The benefits described on this page are neither offered nor guaranteed under the contract with FEHB, but are made available to all enrollees and family members who are members of this Plan. The cost of the benefits described on this page is not included in the FEHB premium and any charges for these services do not count toward any FEHB deductibles or out-of-pocket maximums. These benefits are not subject to the FEHB disputed claims procedure.

Receive Discounts through the Vision Plan Administrator (VPA) on Frames and Lenses. As a Blue Shield of California member, you can enjoy discounts of up to 20% on the following products and services through the VPA discount program: frames and eye glass lenses; contact lenses; photochromatic lenses; and tints and coatings.

For coverage of eye refractions through the VPA see page 33. Most of the providers in the network also agree under their ECN agreement to offer this discount. Vision Plan Administrator provider directories can be accessed through www.blueshieldca.com/federal or ordered by calling Blue Shield Member Service at (800) 880-8086.

To receive discounts from VPA providers you simply present your Blue Shield ID card when purchasing the products or services listed here. You pay the participating provider's published fees - less the 20% discount. There is no need to file a claim - you are responsible for all incurred charges.

Receive Discounts through the *mylifepath* Alternative Health Services Discount Program - Acupuncture, Chiropractic and Massage Therapy. We offer the types of non-traditional medical services that our members want, at a generous reduction in cost. They are available nationwide to members with a Blue Shield of California member identification card. Members can get 25 percent off or more from the practitioner's published fees on these alternative care services. You will be responsible for all charges remaining after the discounts are applied. For more details on all features, please call 888-999-9452 or visit our website at www.blueshieldca.com/wellnessdiscounts for health information and news about value-added features, including discounts on memberships at Weight Watchers and 24-Hour Fitness.

Medical Care for Vacations, Business Travel and College Students. You and your eligible family members are covered for urgent and emergency care in all 50 states while you are on vacation or business travel. There are no additional premiums for this coverage. Away from Home Care is also available on a temporary basis for members and dependents who will be living away from home and who need a local primary care provider. You pay office copayments, which vary from state to state (\$5 to \$25) for guest visits and \$15 for urgent care visits. For additional information on these coverages, call 800-622-9402.

Blue Shield offers a variety of health plans for individuals and families. Or, if you are losing this Plan's coverage, you **may** be eligible to apply for one of Blue Shield's individual plans if you meet the eligibility requirements. For more information on all these health plans or to submit an online application, please visit our website at blueshieldca.com.

Benefits on this page are not part of the FEHB Contract

Section 6. General Exclusions – Services, Drugs, and Supplies We Do not Cover

The exclusions in this section apply to all benefits. There may be other exclusions and limitations listed in Section 5 of this brochure. **Although we may list a specific service as a benefit, we will not cover it unless it is medically necessary to prevent, diagnose, or treat your illness, disease, injury, or condition. For information on obtaining prior approval for specific services, such as transplants, see Section 3 *When you need prior Plan approval for certain services***

We do not cover the following:

- Care by non-Plan providers except for authorized referrals or emergencies (see Emergency services/accidents)
- Services, drugs, or supplies you receive while you are not enrolled in this Plan
- Services, drugs, or supplies that are not medically necessary
- Services, drugs, or supplies not required according to accepted standards of medical, dental, or mental health practice
- Experimental or investigational services except for services for members who have been accepted into an approved clinical trial for cancer as provided under covered services (Section 5(a)). (Also, see specifics regarding transplants in Section 5(b))
- Services, drugs, or supplies related to abortions, except when the life of the mother would be endangered if the fetus were carried to term or when the pregnancy is the result of an act of rape or incest
- Services, drugs, or supplies you receive from a provider or facility barred from the FEHB Program
- Services, drugs, or supplies related to sexual dysfunction or sexual inadequacies (including penile prostheses) except as provided for medically documented treatment of organically based conditions
- Services performed by a close relative (the spouse, child, brother, sister, or parent of a member) or a person who ordinarily resides in the member's home
- Services, drugs, or supplies you receive without charge while in active military service

Section 7. Filing a Claim for Covered Services

This Section primarily deals with post-service claims (claims for services, drugs or supplies you have already received). See Section 3 for information on pre-service claims procedures (services, drugs or supplies requiring prior Plan approval), including urgent care claims procedures. When you see Plan providers, receive services at Plan hospitals and facilities, or obtain your prescription drugs at Plan pharmacies, you will not have to file claims except for your annual eye examination. Just present your Blue Shield identification card and pay your copayment or coinsurance.

There are four types of claims. Three of the four types - Urgent care claims, Pre-service claims, and Concurrent review claims - usually involve access to care where you need to request and receive our advance approval to receive coverage for a particular service or supply covered under this Brochure. See Section 3 for more information on these claims/requests and Section 10 for the definitions of these three types of claims.

The fourth type - Post-service claims - is the claim for payment of benefits after services or supplies have been received.

You will also need to file a claim when you receive emergency services from non-Plan providers. Sometimes these providers bill us directly. Check with the provider. If you need to file the claim, here is the process:

Medical and hospital benefits

In most cases, providers and facilities file claims for you. Providers must file on the form CMS-1500, Health Insurance Claim Form. Facilities will file on the UB-04 form. For claims questions and assistance, contact us at (800) 880-8086 or see our website at www.blueshieldca.com/federal.

When you must file a claim -- such as for out-of-area care -- submit it on the CMS-1500 or a claim form that includes the information shown below. Bills and receipts should be itemized and show:

- Covered member's name date of birth, address, phone number and ID number
- Name and address of the provider or facility that provided the service or supply
- Dates you received the services or supplies
- Diagnosis
- Type of each service or supply
- The charge for each service or supply
- A copy of the explanation of benefits, payments, or denial from any primary payer -- such as the Medicare Summary Notice (MSN)
- Receipts, if you paid for your services

Note: Canceled checks, cash register receipts, or balance due statements are not acceptable substitutes for itemized bills.

Submit your claims to:

**Blue Shield of California
Member Services
P.O. Box 272550
Chico, CA 95927**

Deadline for filing your claim

Send us all of the documents for your claim as soon as possible. You must submit the claim by December 31 of the year after the year you received the service, unless timely filing was prevented by administrative operations of Government or legal incapacity, provided the claim was submitted as soon as reasonably possible.

Post-service claims procedures

We will notify you of our decision within 30 days after we receive the claim. If matters beyond our control require an extension of time, we may take up to an additional 15 days for review as long as we notify you before the expiration of the original 30-day period. Our notice will include the circumstances underlying the request for the extension and the date when a decision is expected.

If we need an extension because we have not received necessary information from you, our notice will describe the specific information required and we will allow you up to 60 days from the receipt of the notice to provide the information.

If you do not agree with our initial decision, you may ask us to review it by following the disputed claims process detailed in Section 8 of this brochure.

**Authorized
Representative**

You may designate an authorized representative to act on your behalf for filing a claim or to appeal claims decisions to us. For urgent care claims, we will permit a health care professional with knowledge of your medical condition to act as your authorized representative without your express consent. For the purposes of this section, we are also referring to your authorized representative when we refer to you.

Notice Requirements

If you live in a county where at least 10 percent of the population is literate only in a non-English language (as determined by the Secretary of Health and Human Services), we will provide language assistance in that non-English language. You can request a copy of your Explanation of Benefits (EOB) statement, related correspondence, oral language services (such as telephone customer assistance), and help with filing claims and appeals (including external reviews) in the applicable non-English language. The English versions of your EOBs and related correspondence will include information in the non-English language about how to access language services in that non-English language.

Any notice of an adverse benefit determination or correspondence from us confirming an adverse benefit determination will include information sufficient to identify the claim involved (including the date of service, the health care provider, and the claim amount, if applicable), and a statement describing the availability, upon request, of the diagnosis and procedure codes

Section 8. The Disputed Claims Process

You may appeal directly to the Office of Personnel Management (OPM) if we do not follow required claims processes. For more information about situations in which you are entitled to immediately appeal to OPM, including additional requirements not listed in Sections 3, 7 and 8 of this brochure, please call your plan's customer service representative at the phone number found on your enrollment card, plan brochure, or plan website.

Please follow this Federal Employees Health Benefits Program disputed claims process if you disagree with our decision on your post-service claim (a claim where services, drugs or supplies have already been provided). In Section 3 *If you disagree with our pre-service claim decision*, we describe the process you need to follow if you have a claim for services, referrals, drugs or supplies that must have prior Plan approval, such as inpatient hospital admissions.

To help you prepare your appeal, you may arrange with us to review and copy, free of charge, all relevant materials and Plan documents under our control relating to your claim, including those that involve any expert review(s) of your claim. To make your request, please contact our Customer Service Department by calling (800) 880-8086.

Our reconsideration will take into account all comments, documents, records, and other information submitted by you relating to the claim, without regard to whether such information was submitted or considered in the initial benefit determination.

When our initial decision is based (in whole or in part) on medical judgment (i.e. medical necessity, experimental/investigational), we will consult with a health care professional who has appropriate training and experience in the field of medicine involved in the medical judgment and who was not involved in making the initial decision.

Our reconsideration will not take into account the initial decision. The review will not be conducted by the same person, or his/hers subordinate, who made the initial decision.

We will not make our decisions regarding hiring, compensation, termination, promotion, or other similar matters with respect to any individual (such as a claims adjudicator or medical expert) based upon the likelihood that the individual will support the denial of benefits.

Step	Description
1	<p>Ask us in writing to reconsider our initial decision. You must:</p> <ul style="list-style-type: none">a) Write to us within 6 months from the date of our decision; andb) Send your request to us at: Blue Shield of California, Member Services Department, P.O. Box 272550, Chico, Ca 95927. You may call our member service department at (800) 880-8086; andc) Include a statement about why you believe our initial decision was wrong, based on specific benefit provisions in this brochure; andd) Include copies of documents that support your claim, such as physicians' letters, operative reports, bills, medical records, and explanation of benefits (EOB) forms.e) Include your email address (optional for member), if you would like to receive our decision via email. Please note that by giving us your email, we may be able to provide our decision more quickly. <p>We will provide you, free of charge and in a timely manner, with any new or additional evidence considered, relied upon, or generated by us or at our direction in connection with your claim and any new rationale for our claim decision. We will provide you with this information sufficiently in advance of the date that we are required to provide you with our reconsideration decision to allow you a reasonable opportunity to respond to us before that date. However, our failure to provide you with new evidence or rationale in sufficient time to allow you to timely respond shall not invalidate our decision on reconsideration. You may respond to that new evidence or rationale at the OPM review stage described in step 4.</p>
2	<p>In the case of a post-service claim, we have 30 days from the date we receive your request to:</p> <ul style="list-style-type: none">a) Pay the claim orb) Write to you and maintain our denial or.

c) Ask you or your provider for more information

You or your provider must send the information so that we receive it within 60 days of our request. We will then decide within 30 more days.

If we do not receive the information within 60 days we will decide within 30 days of the date the information was due. We will base our decision on the information we already have. We will write to you with our decision

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If you do not agree with our decision, you may ask OPM to review it.

You must write to OPM within:

- 90 days after the date of our letter upholding our initial decision; or
- 120 days after you first wrote to us -- if we did not answer that request in some way within 30 days; or
- 120 days after we asked for additional information.

Write to OPM at: United States Office of Personnel Management, Healthcare and Insurance, Federal Employee Insurance Operations, FEHB 2, 1900 E Street, NW, Washington, DC 20415-3620.

Send OPM the following information:

- A statement about why you believe our decision was wrong, based on specific benefit provisions in this brochure;
- Copies of documents that support your claim, such as physicians' letters, operative reports, bills, medical records, and explanation of benefits (EOB) forms;
- Copies of all letters you sent to us about the claim;
- Copies of all letters we sent to you about the claim; and
- Your daytime phone number and the best time to call.
- Your email address, if you would like to receive OPM's decision via email. Please note that by providing your email address, you may receive OPM's decision more quickly.

Note: If you want OPM to review more than one claim, you must clearly identify which documents apply to which claim.

Note: You are the only person who has a right to file a disputed claim with OPM. Parties acting as your representative, such as medical providers, must include a copy of your specific written consent with the review request. However, for urgent care claims, a health care professional with knowledge of your medical condition may act as your authorized representative without your express consent.

Note: The above deadlines may be extended if you show that you were unable to meet the deadline because of reasons beyond your control.

4

OPM will review your disputed claim request and will use the information it collects from you and us to decide whether our decision is correct. OPM will send you a final decision within 60 days. There are no other administrative appeals.

If you do not agree with OPM's decision, your only recourse is to sue. If you decide to file a lawsuit, you must file the suit against OPM in Federal court by December 31 of the third year after the year in which you received the disputed services, drugs, or supplies or from the year in which you were denied precertification or prior approval. This is the only deadline that may not be extended.

OPM may disclose the information it collects during the review process to support their disputed claim decision. This information will become part of the court record.

You may not file a lawsuit until you have completed the disputed claims process. Further, Federal law governs your lawsuit, benefits, and payment of benefits. The Federal court will base its review on the record that was before OPM when OPM decided to uphold or overturn our decision. You may recover only the amount of benefits in dispute.

NOTE: If you have a serious or life threatening condition (one that may cause permanent loss of bodily functions or death if not treated as soon as possible), and you did not indicate that your claim was a claim for urgent care, then call us at (800) 880-8086. We will expedite our review (if we have not yet responded to your claim); or we will inform OPM so they can quickly review your claim on appeal. You may call OPM's FEHB 2 at (202) 606-3818 between 8 a.m. and 5 p.m. Eastern Time.

Please remember that we do not make decisions about plan eligibility issues. For example, we do not determine whether you or a dependent is covered under this plan. You must raise eligibility issues with your Agency personnel/payroll office if you are an employee, your retirement system if you are an annuitant or the Office of Workers' Compensation Programs if you are receiving Workers' Compensation benefits.

Section 9. Coordinating Benefits with Medicare and Other Coverage

When you have other health coverage

You must tell us if you or a covered family member has coverage under any other health plan or has automobile insurance that pays health care expenses without regard to fault. This is called “double coverage.”

When you have double coverage, one plan normally pays its benefits in full as the primary payer and the other plan pays a reduced benefit as the secondary payer. We, like other insurers, determine which coverage is primary according to the National Association of Insurance Commissioners’ (NAIC) guidelines. For more information on NAIC rules regarding the coordinating of benefits, visit our web site at www.blueshieldca.com/federal

When we are the primary payer, we will pay the benefits described in this brochure.

When we are the secondary payer, we will determine our allowance. After the primary plan pays, we will pay what is left of our allowance, up to our regular benefit. We will not pay more than our allowance.

• TRICARE and CHAMPVA

TRICARE is the health care program for eligible dependents of military persons, and retirees of the military. TRICARE includes the CHAMPUS program. CHAMPVA provides health coverage to disabled Veterans and their eligible dependents. IF TRICARE or CHAMPVA and this Plan cover you, we pay first. See your TRICARE or CHAMPVA Health Benefits Advisor if you have questions about these programs.

Suspended FEHB coverage to enroll in TRICARE or CHAMPVA: If you are an annuitant or former spouse, you can suspend your FEHB coverage to enroll in one of these programs, eliminating your FEHB premium. (OPM does not contribute to any applicable plan premiums.) For information on suspending your FEHB enrollment, contact your retirement office. If you later want to re-enroll in the FEHB Program, generally you may do so only at the next Open Season unless you involuntarily lose coverage under TRICARE or CHAMPVA.

• Workers’ Compensation

We do not cover services that:

- You (or a covered family member) need because of a workplace-related illness or injury that the Office of Workers’ Compensation Programs (OWCP) or a similar federal or state agency determines they must provide; or
- OWCP or a similar agency pays for through a third-party injury settlement or other similar proceeding that is based on a claim you filed under OWCP or similar laws.

Once OWCP or similar agency pays its maximum benefits for your treatment, we will cover your care.

• Medicaid

When you have this Plan and Medicaid, we pay first.

Suspended FEHB coverage to enroll in Medicaid or a similar state-sponsored program of medical assistance: If you are an annuitant or former spouse, you can suspend your FEHB coverage to enroll in one of these state programs, eliminating your FEHB premium. For information on suspending your FEHB enrollment, contact your retirement office. If you later want to re-enroll in the FEHB Program, generally you may do so only at the next Open Season unless you involuntarily lose coverage under the state program.

When other Government agencies are responsible for your care

We do not cover services and supplies when a local, state, or federal government agency directly or indirectly pays for them.

When others are responsible for injuries

Our right to pursue and receive subrogation and reimbursement recoveries is a condition of, and a limitation on, the nature of the benefits under our coverage.

If you have received benefits or benefit payments as a result of injury or illness and you or your representatives, heirs, administrators, successors, or assignees receive payment from any party that may be liable, a third party's insurance policies, your own insurance policies, or a workers' compensation program or policy, you must reimburse us out of that payment. Our right to reimbursement extends to any payment received by settlement, judgment, or otherwise.

We are entitled to reimbursement to the extent of the benefits we have paid or provided in connection with your injury or illness. However, we will cover the cost of treatment that exceeds the amount of the payment you received.

Reimbursement to us out of the payment shall take first priority (before any of the rights of any other party are honored) and is not impacted by how the judgment, settlement, or other recovery is characterized, designated, or apportioned. Our right of reimbursement is not subject to attorney fee or costs under the "common fund" doctrine and is fully enforceable regardless of whether you are "made whole" or fully compensated for the full amount of damages claimed.

We may, at our option, choose to exercise our right of subrogation and pursue a recovery from any liable party as a successor to your rights.

If you do pursue a claim or case related to your injury or illness, you must promptly notify us and cooperate with our reimbursement or subrogation efforts.

When you have Federal Employees Dental and Vision Insurance Plan (FEDVIP) coverage

Some FEHB plans already cover some dental and vision services. When you are covered by more than one vision/dental plan, coverage provided under your FEHB plan remains as your primary coverage. FEDVIP coverage pays secondary to that coverage. When you enroll in a dental and/or vision plan on BENEFEDS.com or by phone at 1-877-888-3337, (TTY 1-877-889-5680), you will be asked to provide information on your FEHB plan so that your plans can coordinate benefits. Providing your FEHB information may reduce your out-of-pocket cost.

Clinical trials

An approved clinical trial includes a phase I, phase II, phase III, or phase IV clinical trial that is conducted in relation to the prevention, detection, or treatment of cancer or other life-threatening disease or condition and is either Federally funded; conducted under an investigational new drug application reviewed by the Food and Drug Administration; or is a drug trial that is exempt from the requirement of an investigational new drug application.

If you are a participant in a clinical trial, this health plan will provide related care as follows, if it is not provided by the clinical trial:

- Routine care costs – costs for routine services such as doctor visits, lab tests, X-rays and scans, and hospitalizations related to treating the patient's condition, whether the patient is in a clinical trial or is receiving standard therapy.
- Extra care costs – costs related to taking part in a clinical trial such as additional tests that a patient may need as part of the trial, but not as part of the patient's routine care.
- Research costs – costs related to conducting the clinical trial such as research physician and nurse time, analysis of results, and clinical tests performed only for research purposes. These costs are generally covered by the clinical trials. This plan does not cover these costs.

When you have Medicare

For more information on "What is Medicare?" and "Should I Enroll in Medicare?" please contact Medicare at 1-800-MEDICARE (1-800-633-4227), (TTY 1-877-486-2048) or at www.medicare.gov.

- **The Original Medicare Plan (Part A or Part B)**

The Original Medicare Plan (Original Medicare) is available everywhere in the United States. It is the way everyone used to get Medicare benefits and is the way most people get their Medicare Part A and Part B benefits now. You may go to any doctor, specialist, or hospital that accepts Medicare. The Original Medicare Plan pays its share and you pay your share.

All physicians and other providers are required by law to file claims directly to Medicare for members with Medicare Part B, when Medicare is primary. This is true whether or not they accept Medicare.

When you are enrolled in Original Medicare along with this Plan, you still need to follow the rules in this brochure for us to cover your care. Your care must continue to be authorized by your Plan primary care physician.

Claims process when you have the Original Medicare Plan – You will probably not need to file a claim form when you have both our Plan and the Original Medicare Plan.

When we are the primary payer, we process the claim first.

When Original Medicare is the primary payer, Medicare processes your claim first. In most cases, your claim will be coordinated automatically and we will then provide secondary benefits for covered charges. You will not need to do anything. To find out if you need to do something to file your claim, call us at (800) 880-8066.

We do not waive any costs if the Original Medicare Plan is your primary payer.

Please review the following table. The table illustrates your cost share if you are enrolled in Medicare Part B. Medicare will be primary for all Medicare eligible services. Members must use providers who accept Medicare's assignment.

Benefit Description	You pay (without Medicare Part B)	You pay (with Medicare Part B)
Deductible	No Deductible	No Deductible
Out of Pocket Maximum	Nothing after \$3,000/Self Only or \$6,000/Self Plus One or Self and Family enrollment per year	Nothing after \$3,000/Self Only or \$6,000/Self Plus One or Self and Family enrollment per year
Primary Care Physician	\$30 for Office Visit	\$30 for Office Visit
Specialist	\$40 copay, \$40 Access+ HMO Self-Referral	\$40 copay, \$40 Access+ HMO Self-Referral
Inpatient Hospital	\$250 per day up to 3 days	\$250 per day up to 3 days
Outpatient Surgery -Hospital	\$250 per treatment or surgery	\$250 per treatment or surgery
Incentives Offered	N/A	N/A
Part B Premium Reimbursement Offered	N/A	N/A

You can find more information about how our plan coordinates benefits with Medicare in "Understanding Your Federal Options" at www.blueshieldca.com/federal.

- **Tell us about your Medicare coverage**

You must tell us if you or a covered family member has Medicare coverage, and let us obtain information about services denied or paid under Medicare if we ask. You must also tell us about other coverage you or your covered family members may have, as this coverage may affect the primary/secondary status of this Plan and Medicare.

- **Medicare Advantage (Part C)**

If you are eligible for Medicare, you may choose to enroll in and get your Medicare benefits from a Medicare Advantage plan. These are private health care choices (like HMOs and regional PPOs) in some areas of the country. To learn more about Medicare Advantage plans, contact Medicare at 800-MEDICARE (800-633-4227), (TTY: 800-486-2048) or at www.medicare.gov.

If you enroll in a Medicare Advantage plan, the following options are available to you:

This Plan and our Medicare Advantage plan: You may enroll in our Medicare Advantage plan and also remain enrolled in our FEHB Plan. In this case, we do not waive cost-sharing for your FEHB coverage.

This Plan and another plan's Medicare Advantage plan: You may enroll in another plan's Medicare Advantage plan and also remain enrolled in our FEHB Plan. We will still provide benefits when your Medicare Advantage plan is primary, even out of the Medicare Advantage plan's network and/or service area (if you use our Plan providers). However we will not waive any of our copayments, coinsurance, or deductibles. If you enroll in a Medicare Advantage plan, tell us. We will need to know whether you are in the Original Medicare Plan or in a Medicare Advantage plan so we can correctly coordinate benefits with Medicare.

Suspended FEHB coverage to enroll in a Medicare Advantage plan: If you are an annuitant or former spouse, you can suspend your FEHB coverage to enroll in a Medicare Advantage plan, eliminating your FEHB premium. (OPM does not contribute to your Medicare Advantage plan premium.) For information on suspending your FEHB enrollment, contact your retirement office. If you later want to re-enroll in the FEHB Program, generally you may do so only at the next Open Season unless you involuntarily lose coverage or move out of the Medicare Advantage plan's service area.

- **Medicare prescription drug coverage (Part D)**

When we are the primary payer, we process the claim first. If you enroll in Medicare Part D and we are the secondary payer, we will review claims for your prescription drug costs that are not covered by Medicare Part D and consider them for payment under the FEHB plan.

Medicare always makes the final determination as to whether they are the primary payor. The following chart illustrates whether Medicare or this Plan should be the primary payor for you according to your employment status and other factors determined by Medicare. It is critical that you tell us if you or a covered family member has Medicare coverage so we can administer these requirements correctly. **(Having coverage under more than two health plans may change the order of benefits determined on this chart.)**

Primary Payor Chart		
A. When you - or your covered spouse - are age 65 or over and have Medicare and you...	The primary payor for the individual with Medicare is...	
	Medicare	This Plan
1) Have FEHB coverage on your own as an active employee		✓
2) Have FEHB coverage on your own as an annuitant or through your spouse who is an annuitant	✓	
3) Have FEHB through your spouse who is an active employee		✓
4) Are a reemployed annuitant with the Federal government and your position is excluded from the FEHB (your employing office will know if this is the case) and you are not covered under FEHB through your spouse under #3 above	✓	
5) Are a reemployed annuitant with the Federal government and your position is not excluded from the FEHB (your employing office will know if this is the case) and...		
• You have FEHB coverage on your own or through your spouse who is also an active employee		✓
• You have FEHB coverage through your spouse who is an annuitant	✓	
6) Are a Federal judge who retired under title 28, U.S.C., or a Tax Court judge who retired under Section 7447 of title 26, U.S.C. (or if your covered spouse is this type of judge) and you are not covered under FEHB through your spouse under #3 above	✓	
7) Are enrolled in Part B only, regardless of your employment status	✓ for Part B services	✓ for other services
8) Are a Federal employee receiving Workers' Compensation disability benefits for six months or more	✓ *	
B. When you or a covered family member...		
1) Have Medicare solely based on end stage renal disease (ESRD) and...		
• It is within the first 30 months of eligibility for or entitlement to Medicare due to ESRD (30-month coordination period)		✓
• It is beyond the 30-month coordination period and you or a family member are still entitled to Medicare due to ESRD	✓	
2) Become eligible for Medicare due to ESRD while already a Medicare beneficiary and...		
• This Plan was the primary payor before eligibility due to ESRD (for 30 month coordination period)		✓
• Medicare was the primary payor before eligibility due to ESRD	✓	
3) Have Temporary Continuation of Coverage (TCC) and...		
• Medicare based on age and disability	✓	
• Medicare based on ESRD (for the 30 month coordination period)		✓
• Medicare based on ESRD (after the 30 month coordination period)	✓	
C. When either you or a covered family member are eligible for Medicare solely due to disability and you...		
1) Have FEHB coverage on your own as an active employee or through a family member who is an active employee		✓
2) Have FEHB coverage on your own as an annuitant or through a family member who is an annuitant	✓	
D. When you are covered under the FEHB Spouse Equity provision as a former spouse		
	✓	

*Workers' Compensation is primary for claims related to your condition under Workers' Compensation.

Section 10. Definitions of Terms We Use in This Brochure

Calendar year	January 1 through December 31 of the same year. For new enrollees, the calendar year begins on the effective date of their enrollment and ends on December 31 of the same year.
Clinical Trials Cost Categories	<p>An approved clinical trial includes a phase I, phase II, phase III, or phase IV clinical trial that is conducted in relation to the prevention, detection, or treatment of cancer or other life-threatening disease or condition and is either Federally funded; conducted under an investigational new drug application reviewed by the Food and Drug Administration; or is a drug trial that is exempt from the requirement of an investigational new drug application.</p> <ul style="list-style-type: none">• Routine Care Costs - costs for routine services such as doctor visits, lab tests, x-rays and scans, and hospitalizations related to treating the patient's cancer, whether the patient is in a clinical trial or is receiving standard therapy• Extra Care Costs - costs related to taking part in a clinical trial such as additional tests that a patient may need as part of the trial, but not as part of the patient's routine care• Research Costs - costs related to conducting the clinical trial such as research physician and nurse time, analysis of results, and clinical tests performed only for research purposes. These costs are generally covered by the clinical trials. This plan does not cover these costs.
Coinsurance	See Section 4, page 22
Copayment	See Section 4, page 22
Cost-sharing	See Section 4, page 22
Covered services	Care we provide benefits for, as described in this brochure.
Experimental or investigational service	Access+ HMO covers drugs, devices that are medically indicated and biological products no longer considered to be investigational by the Food and Drug Administration. Coverage for other procedures are reviewed by and decided by the Blue Shield of California Medical Policy Committee. The primary criteria are that the proposed new procedures are safe and effective.
Health care professional	A physician or other health care professional licensed, accredited, or certified to perform specified health services consistent with state law.
Infertility	<p>For the purpose of this benefit, Infertility means the Member must actively be trying to conceive and has, with respect to a Subscriber or spouse covered here under:</p> <ol style="list-style-type: none">1. the presence of a demonstrated bodily malfunction recognized by a licensed Doctor of Medicine as a cause of not being able to conceive or2. for women age 35 and less, failure to achieve a successful pregnancy (live birth) after 12 months or more of regular unprotected vaginal intercourse; or3. for women over age 35, failure to achieve a successful pregnancy (live birth) after 6 months or more of regular unprotected vaginal intercourse; or4. failure to achieve a successful pregnancy (live birth) after six cycles of artificial insemination supervised by the Physician; or5. three or more pregnancy losses.

Medical necessity	<p>Services, drugs, supplies or equipment which are medically necessary include only those which have been established as safe and effective, are furnished under generally accepted professional standards to treat illness, injury or medical condition, and which, as determined by us, are:</p> <ul style="list-style-type: none"> a. consistent with standards of good medical practices in the U.S.; b. consistent with the symptoms or diagnosis; c. not furnished primarily for the convenience of the patient, the attending physician or other provider; and d. furnished at the most appropriate level, which can be provided safely and effectively to the patient. As an inpatient, this means that your medical symptoms or conditions require that the diagnosis, treatment or service cannot be safely provided to you as an outpatient. <p>Hospital Inpatient Services which are medically necessary include only those services which satisfy the above requirements, require the acute bed-patient (overnight) setting, and which could not have been provided in the physician's office, the outpatient department of a hospital, or in another lesser facility without adversely affecting the patient's condition or the quality of medical care rendered.</p> <p>We reserve the right to review all claims to determine whether services are medically necessary, and may use the services of physician consultants, peer review committees of professional societies or hospitals, and other consultants.</p>
Plan allowance	<p>Plan allowance is the amount we use to determine our payment and your coinsurance for covered services. These are negotiated lower provider rates and savings are passed on to you. The plan allowance is the total dollar amount allowed by the Plan for Covered Services, including the amounts payable by the Plan and payable by you.</p> <p>With respect to Plan Provider and Facilities, the plan allowance is the amount that the Provider and Blue Shield have agreed by contract will be accepted as payment in full for the Services rendered.</p>
Post-service claims	<p>Any claims that are not pre-service claims. In other words, post-service claims are those claims where treatment has been performed and the claims have been sent to us in order to apply for benefits.</p>
Pre-service claims	<p>Those claims (1) that require precertification, prior approval, or a referral and (2) where failure to obtain precertification, prior approval, or a referral results in a reduction of benefits.</p>
Reimbursement	<p>A carrier's pursuit of a recovery if a covered individual has suffered an illness or injury and has received, in connection with that illness or injury, a payment from any party that may be liable, any applicable insurance policy, or a workers' compensation program or insurance policy, and the terms of the carrier's health benefits plan require the covered individual, as a result of such payment, to reimburse the carrier out of the payment to the extent of the benefits initially paid or provided. The right of reimbursement is cumulative with and not exclusive of the right of subrogation.</p>
Subrogation	<p>A carrier's pursuit of a recovery from any party that may be liable, any applicable insurance policy, or a workers' compensation program or insurance policy, as successor to the rights of a covered individual who suffered an illness or injury and has obtained benefits from that carrier's health benefits plan.</p>
Us/We	<p>Us and we refer to Blue Shield of California Access+ HMO, or Blue Shield's Mental Health Services Administrator (MHSA) for mental health and substance misuse coverage.</p>
You	<p>You refers to the enrollee and each covered family member.</p>

Urgent care claims

A claim for medical care or treatment is an urgent care claim if waiting for the regular time limit for non-urgent care claims could have one of the following impacts:

- Waiting could seriously jeopardize your life or health;
- Waiting could seriously jeopardize your ability to regain maximum function; or
- In the opinion of a physician with knowledge of your medical condition, waiting would subject you to severe pain that cannot be adequately managed without the care or treatment that is the subject of the claim.

Urgent care claims usually involve Pre-service claims and not Post-service claims. We will determine whether or not a claim is an urgent care claim by applying the judgment of a prudent layperson who possesses an average knowledge of health and medicine.

If you believe your claim qualifies as an urgent care claim, please contact our Customer Service Department at (800) 880-8086. You may also prove that your claim is an urgent care claim by providing evidence that a physician with knowledge of your medical condition has determined that your claim involves urgent care.

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Summary of Benefits for the High Option of the Year - 2021

- **Do not rely on this chart alone.** This is a summary. All benefits are subject to the definitions, limitations, and exclusions in this brochure. Before making a final decision, please read the FEHB Brochure. You can also obtain a copy of our Summary of Benefits and Coverage as required by the Affordable Care Act at www.coveredca.com.
- If you want to enroll or change your enrollment in these Plans, be sure to put the correct enrollment code from the cover on your enrollment form.
- We only cover services provided or arranged by Plan physicians, except in emergencies.

High Option Benefits	You pay	Page
Medical services provided by physicians:		
Diagnostic and treatment services provided in the office	Office visit copayment: \$30 primary care; \$40 specialist self-referral	
Services provided by a hospital:		
• Inpatient	\$250 per day up to 3 days	
• Outpatient	\$250 per treatment or surgery	49
Emergency benefits:		
• In-area or out-of-area	\$150 copayment per visit	
Mental health and substance misuse treatment:		
• In-network	Regular cost-sharing	53
• Out-of-Network	No Benefit	55
Prescription drugs:		
• Retail pharmacy (30-day supply)	\$10 per Tier 1 prescription \$50 per Tier 2 prescription 50% per Tier 3 prescription. \$50 minimum / \$200 maximum 30% per Tier 4 prescription, up to \$150 maximum (excluding specialty drugs) Network Specialty Pharmacy - 30% per Tier 4 prescription, up to \$150 maximum (includes home self-injectable and specialty drugs)	
• Mail service (90 day supply)	\$20 per Tier 1 prescription \$100 per Tier 2 prescription 50% per Tier 3 prescription. \$100 minimum / \$400 maximum 30% per Tier 4 prescription, up to \$300 maximum (excluding specialty drugs)	
Dental care:		

High Option Benefits	You pay	Page
<ul style="list-style-type: none"> Accidental injury benefit 	\$30 per office visit; \$50 one time copay for initial stabilization	
<ul style="list-style-type: none"> Optional Non-FEHB Dental Plan 	You pay total premiums plus various copayments	61
Vision care:	\$30 per office visit	
Special features: Flexible benefits option, High risk pregnancy program, Access+ HMO self-referral, NurseHelp 24/7, Health support programs	Nothing	62
Protection against catastrophic costs (your catastrophic protection out-of-pocket maximum):		
<ul style="list-style-type: none"> Surgical and medical 	Nothing after \$3,000/Self Only or \$6,000/Self Plus One or Self and Family enrollment per year Some costs do not count toward this protection.	23
<ul style="list-style-type: none"> Mental health and substance misuse 	Nothing after \$3,000/Self Only or \$6,000/Self Plus One or Self and Family enrollment per year Some costs do not count toward this protection.	23

Notes

2021 Rate Information for Blue Shield of California Access+ HMO

To compare your FEHB health plan options please go to www.opm.gov/fehbcompare.

To review premium rates for all FEHB health plan options please go to www.opm.gov/FEHBpremiums or www.opm.gov/Tribalpremium.

Non-Postal rates apply to most non-Postal employees. If you are in a special enrollment category, contact the agency that maintains your health benefits enrollment.

Postal rates apply to certain United States Postal Service employees as follows:

- **Postal Category 1** rates apply to career bargaining unit employees who are represented by the following agreements: APWU, IT/AS, NALC, and NPMHU.
- If you are a career bargaining unit employee represented by the agreement with NPPN, you will find your premium rates on <https://liteblue.usps.gov/fehb>.
- **Postal Category 2** rates apply to career bargaining unit employees who are represented by the following agreement: PPOA.

Non-Postal rates apply to all career non-bargaining unit Postal Service employees and career employees represented by the NRLCA agreement. Postal rates do not apply to non-career Postal employees, Postal retirees, and associate members of any Postal employee organization who are not career Postal employees.

If you are a Postal Service employee and have questions or require assistance, please contact:

USPS Human Resources Shared Service Center: 877-477-3273, option 5, Federal Relay Service 800-877-8339

Premiums for Tribal employees are shown under the monthly non-Postal column. The amount shown under employee contribution is the maximum you will pay. Your Tribal employer may choose to contribute a higher portion of your premium. Please contact your Tribal Benefits Officer for exact rates.

Type of Enrollment	Enrollment Code	Non-Postal Premium				Postal Premium	
		Biweekly		Monthly		Biweekly	
		Gov't Share	Your Share	Gov't Share	Your Share	Category 1 Your Share	Category 2 Your Share
Access + HMO Option Self Only	SI1	\$241.58	\$154.82	\$523.42	\$335.45	\$151.46	\$141.40
Access + HMO Option Self Plus One	SI3	\$517.46	\$354.61	\$1,121.16	\$768.33	\$347.42	\$325.86
Access + HMO Option Self and Family	SI2	\$562.25	\$349.47	\$1,218.21	\$757.18	\$341.66	\$318.24