Summary of Benefits and Coverage: What this Plan Covers & What You Pay For Covered Services Highmark Blue Cross Blue Shield: BlueCare Custom PPO

Coverage for: Individual/Family

Plan Type: PPO

The Summary of Benefits and Coverage (SBC) document will help you choose a health plan. The SBC shows you how you and the plan would share the cost for covered health care services. NOTE: Information about the cost of this plan (called the premium) will be provided separately. This is only a summary. For more information about your coverage, or to get a copy of the complete terms of coverage, please visit www.highmarkbcbs.com or call 1-800-241-5704. For general definitions of common terms, such as allowed amount, balance billing, coinsurance, copayment, deductible, provider, or other underlined terms see the Glossary. You can view the Glossary at www.HealthCare.gov/sbc-glossary/ or call 1-800-241-5704 to request a copy.

Important Questions	Answers	Why this Matters:
What is the overall <u>deductible</u> ?	\$500 individual/\$1,500 family network. \$5,000 individual/\$15,000 family out-of- network.	Generally, you must pay all of the costs from <u>providers</u> up to the <u>deductible</u> amount before this <u>plan</u> begins to pay. If you have other family members on the <u>plan</u> , each family member must meet their own individual <u>deductible</u> until the total amount of <u>deductible</u> expenses paid by all family members meets the overall family <u>deductible</u> .
Are there services covered before you meet your <u>deductible</u> ?	Network deductible does not apply to office visits, preventive care services, emergency room care, urgent care, emergency medical transportation, and prescription drug benefits. Copayments and coinsurance amounts don't count toward the network deductible.	This <u>plan</u> covers some items and services even if you haven't yet met the <u>deductible</u> amount. But a <u>copayment</u> or <u>coinsurance</u> may apply. For example, this <u>plan</u> covers certain <u>preventive services</u> without <u>cost-sharing</u> and before you meet your <u>deductible</u> . See a list of covered <u>preventive services</u> at https://www.healthcare.gov/coverage/preventive-care-benefits/.
Are there other <u>deductibles</u> for specific services?	No.	You don't have to meet <u>deductibles</u> for specific services.
What is the <u>out-of-pocket limit</u> for this <u>plan</u> ?	 \$0 individual/\$0 family network <u>out-of-pocket limit</u>, up to a total maximum out-of-pocket of \$7,900 individual/\$15,800 family. \$10,000 individual/\$30,000 family out-of-network. 	The <u>out-of-pocket limit</u> is the most you could pay in a year for covered services. If you have other family members in this <u>plan</u> , they have to meet their own <u>out-of-pocket</u> <u>limit</u> s until the overall family <u>out-of-pocket limit</u> has been met.

What is not included in the <u>out–of–pocket limit</u> ?	Network: Premiums, balance-billed charges, and health care this <u>plan</u> doesn't cover do not apply to your total maximum out-of-pocket. Out-of-network: <u>Copayments</u> , <u>deductibles</u> , premiums, balance-billed charges, prescription drug expenses,	Even though you pay these expenses, they don't count toward the <u>out-of-pocket limit</u> .
	and health care this <u>plan</u> doesn't cover.	
Will you pay less if you use a <u>network provider</u> ?	Yes. For a list of <u>network providers</u> , see www.highmarkbcbs.com or call 1-800-241-5704.	This <u>plan</u> uses a <u>provider network</u> . You will pay less if you use a <u>provider</u> in the <u>plan</u> 's network. You will pay the most if you use an <u>out-of-network provider</u> , and you might receive a bill from a <u>provider</u> for the difference between the <u>provider's</u> charge and what your <u>plan</u> pays (<u>balance billing</u>). Be aware your <u>network provider</u> might use an <u>out-of-network provider</u> for some services (such as lab work). Check with your <u>provider</u> before you get services.
Do I need a <u>referral</u> to see a <u>specialist</u> ?	No.	You can see the specialist you choose without a referral.

All **<u>copayment</u>** and **<u>coinsurance</u>** costs shown in this chart are after your overall **<u>deductible</u>** has been met, if a <u>deductible</u> applies.

		What You Will Pay		
Common Medical Event	Services You May Need	Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	Limitations, Exceptions, and Other Important Information
If you visit a health care <u>provider's</u> office or clinic	Primary care visit to treat an injury or illness Specialist visit Preventive care/Screening/Immunization	\$15 <u>copay</u> /visit \$30 <u>copay</u> /visit No charge for <u>preventive care</u> <u>services</u>	50% coinsurance 50% coinsurance 50% coinsurance for preventive care services	You may have to pay for services that aren't preventive. Ask your <u>provider</u> if the services needed are preventive. Then check what your <u>plan</u> will pay for. Please refer to your preventive schedule for additional information.
If you have a test	Diagnostic test (x-ray, blood work) Imaging (CT/PET scans, MRIs)	No charge \$75 <u>copay</u> /visit	50% <u>coinsurance</u> 50% <u>coinsurance</u>	Precertification may be required. Precertification may be required.

		What Yo	u Will Pay	
Common Medical Event	Services You May Need	Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	Limitations, Exceptions, and Other Important Information
If you need drugs to treat your illness or condition More information	Low Cost Generic drugs	\$3/\$6/\$9 <u>copay</u> (retail) \$6 <u>copay</u> (mail order)	Not covered	Up to 31/60/90-day supply retail pharmacy. Up to 90-day supply maintenance prescription drugs through mail order.
about <u>prescription</u> <u>drug coverage</u> is available at 1-800-241-5704.	Generic drugs	\$15/\$30/\$45 <u>copay</u> (retail) \$30 <u>copay</u> (mail order)	Not covered	
	Formulary Brand drugs	\$30/\$60/\$90 <u>copay</u> (retail) \$60 <u>copay</u> (mail order)	Not covered	
	Non-Formulary Brand drugs	\$50/\$100/\$150 <u>copay</u> (retail) \$100 <u>copay</u> (mail order)	Not covered	
lf you have	Facility fee (e.g., ambulatory surgery center)	No charge	50% <u>coinsurance</u>	Precertification may be required.
outpatient surgery	Physician/surgeon fees	No charge	50% coinsurance	Precertification may be required.
If you need immediate medical attention	Emergency room care	\$200 <u>copay</u> /visit	\$200 <u>copay</u> /visit	<u>Copay</u> waived if admitted as an inpatient. Out-of-network: Not subject to <u>deductible</u> .
	Emergency medical transportation	No charge	No charge	Out-of-network: Not subject to <u>deductible</u> .
	Urgent care	\$30 <u>copay</u> /visit	50% coinsurance	none
If you have a	Facility fee (e.g., hospital room)	No charge	50% coinsurance	Precertification may be required.
hospital stay	Physician/surgeon fee	No charge	50% coinsurance	Precertification may be required.

		What You Will Pay		
Common Medical Event	Services You May Need	Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	Limitations, Exceptions, and Other Important Information
If you have mental	Outpatient services	No charge	50% <u>coinsurance</u>	Precertification may be required.
health, behavioral health, or substance abuse needs	Inpatient services	No charge	50% <u>coinsurance</u>	Precertification may be required.
If you are pregnant	Office visits	No charge	50% <u>coinsurance</u>	Cost sharing does not apply for
	Childbirth/delivery professional services	No charge	50% <u>coinsurance</u>	preventive services.
	Childbirth/delivery facility services	No charge	50% <u>coinsurance</u>	Depending on the type of services, a <u>copayment</u> , <u>coinsurance</u> , or <u>deductible</u> may apply. Maternity care may include tests and services described elsewhere in the SBC (i.e. ultrasound.) Network: The first visit to determine pregnancy is covered at no charge. Precertification may be required.

		What You Will Pay		
Common Medical Event	Services You May Need	Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	Limitations, Exceptions, and Other Important Information
If you need help	Home health care	\$30 <u>copay</u> /visit	50% coinsurance	Precertification may be required.
recovering or have other special health needs	Rehabilitation services	\$30 <u>copay</u> /visit	50% <u>coinsurance</u>	Combined network and out-of-network: 20 physical medicine visits, 12 speech therapy visits, and 12 occupational therapy visits per benefit period. Precertification may be required.
	Habilitation services	Not covered	Not covered	none
	Skilled nursing care	No charge	50% coinsurance	Combined network and out-of-network: 60 days per benefit period. Precertification may be required.
	Durable medical equipment	No charge	50% <u>coinsurance</u>	Precertification may be required.
	Hospice service	No charge	50% coinsurance	Combined network and out-of-network: 180 days per lifetime. Precertification may be required.
If your child needs	Children's Eye exam	Not covered	Not covered	none
dental or eye care	Children's Glasses	Not covered	Not covered	none
	Children's Dental check-up	Not covered	Not covered	none

Excluded Services & Other Covered Services:

Services Your Plan Generally Does NOT Cover (Check your policy or plan document for more information and a list of any other excluded services.)				
Acupuncture	Hearing aids	Routine eye care (Adult)		
Cosmetic surgery	Long-term care	Routine foot care		
Dental care (Adult)	Private-duty nursing	Weight loss programs		
Habilitation service				
Other Covered Services (Limitations may apply to these services. This isn't a complete list. Please see your <u>plan</u> document.)				
Bariatric surgery	 Coverage provided outside the United States. See http://www.bcbsa.com 	 Non-emergency care when traveling outside the U.S. 		
Chiropractic care	Infertility treatment			

Your Rights to Continue Coverage: There are agencies that can help if you want to continue your coverage after it ends. The contact information for those agencies is: Department of Labor's Employee Benefits Security Administration at 1-866-444-EBSA (3272) or www.dol.gov/ebsa/healthreform, or the Department of Health and Human Services, Center for Consumer Information and Insurance Oversight, at 1-877-267-2323 x61565 or www.cciio.cms.gov. The Pennsylvania Department of Consumer Services at 1-877-881-6388. Other options to continue coverage are available to you too, including buying individual insurance coverage through the Health Insurance Marketplace. For more information about the Marketplace, visit https://www.HealthCare.gov or call 1-800-318-2596.

Your <u>Grievance</u> and <u>Appeals Rights</u>: There are agencies that can help if you have a complaint against your <u>plan</u> for a denial of a <u>claim</u>. This complaint is called a <u>grievance</u> or <u>appeal</u>. For more information about your rights, look at the <u>explanation of benefits</u> you will receive for that medical <u>claim</u>. Your <u>plan</u> documents also provide complete information to submit a <u>claim appeal</u> or a <u>grievance</u> for any reason to your <u>plan</u>. For more information about your rights, this notice, or assistance, contact:

- Highmark Inc. at 1-800-241-5704.
- The Department of Labor's Employee Benefits Security Administration at 1-866-444-EBSA (3272) or www.dol.gov/ebsa/healthreform.
- Additionally, a consumer assistance program can help you file your appeal. Contact the Pennsylvania Department of Consumer Services at 1-877-881-6388.

Does this plan provide Minimum Essential Coverage? Yes

If you don't have <u>Minimum Essential Coverage</u> for a month, you'll have to make a payment when you file your tax return unless you qualify for an exemption from the requirement that you have health coverage for that month.

Does this plan meet the Minimum Value Standards? Yes

If your plan doesn't meet the Minimum Value Standards, you may be eligible for a premium tax credit to help you pay for a plan through the Marketplace.

—To see examples of how this <u>plan</u> might cover costs for a sample medical situation, see the next page.

About these Coverage Examples:



This is not a cost estimator. Treatments shown are just examples of how this plan might cover medical care. Your actual costs will be different depending on the actual care you receive, the prices your providers charge, and many other factors. Focus on the cost sharing amounts (deductibles, copayments and coinsurance) and excluded services under the plan. Use this information to compare the portion of costs you might pay under different health plans. Please note these coverage examples are based on self-only coverage.

Peg is Having a Baby
(9 months of in-network pre-natal care and a
hospital delivery)

The plan's overall deductible	\$500
Specialist copayment	\$30
Hospital (facility) coinsurance	0%
Other coinsurance	0%

This EXAMPLE event includes services like:

Specialist office visits (prenatal care) Childbirth/Delivery Professional Services Childbirth/Delivery Facility Services Diagnostic tests (ultrasounds and blood work) Specialist visit (anesthesia)

Total Example Cost	\$12,800		
In this example, Peg would pay:			
Cost Sharing			
Deductibles	\$500		
Copayments	\$20		
Coinsurance	\$0		
What isn't covered			
Limits or exclusions	\$0		
The total Peg would pay is	\$520		

Managing Joe's type 2 Diabetes (a year of routine in-network care of a wellcontrolled condition)

The plan's overall deductible	\$500
Specialist copayment	\$30
Hospital (facility) coinsurance	0%
Other coinsurance	0%

This EXAMPLE event includes services like:

Primary care physician office visits (including disease education) Diagnostic tests (blood work) Prescription drugs Durable medical equipment (glucose meter)

Total Example Cost	\$7,400

In this example, Joe would pay:		
Cost Sharing		
Deductibles	\$500	
Copayments	\$600	
Coinsurance	\$0	
What isn't covered		
Limits or exclusions	\$0	
The total Joe would pay is	\$1,100	

Mia's Simple Fracture

(in-network emergency room visit and follow up care)

The plan's overall deductible	\$500
Specialist copayment	\$30
Hospital (facility) coinsurance	0%
Other coinsurance	0%

This EXAMPLE event includes services like:

Emergency room care (including medical supplies) Diagnostic test (x-ray) Durable medical equipment (crutches) Rehabilitation services (physical therapy)

	\$4,000
Total Example Cost	\$1,900

In this example, Mia would pay:

Cost Sharing		
Deductibles	\$500	
Copayments	\$100	
Coinsurance	\$0	
What isn't covered		
Limits or exclusions	\$0	
The total Mia would pay is	\$600	

Note: These numbers assume the patient does not participate in the plan's wellness program. If you participate in the plan's wellness program, you may be able to reduce your costs. For more information about the wellness program, please contact: 1-800-241-5704.

The plan would be responsible for the other costs of these EXAMPLE covered services.

Insurance or benefit administration may be provided by Highmark Blue Cross Blue Shield, First Priority Life Insurance Company or First Priority Health, all of which are independent licensees of the Blue Cross and Blue Shield Association. Health care <u>plans</u> are subject to terms of the benefit agreement.

To find more information about Highmark's benefits and operating procedures, such as accessing the drug formulary or using <u>network providers</u>, please go to DiscoverHighmark.com/QualityAssurance; or for a paper copy, call 1-855-873-4106.

Discrimination is Against the Law

The Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex, including sex stereotypes and gender identity. The Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex assigned at birth, gender identity or recorded gender. Furthermore, the Plan will not deny or limit coverage to any health service based on the fact that an individual's sex assigned at birth, gender identity, or recorded gender is different from the one to which such health service is ordinarily available. The Plan will not deny or limit coverage for a specific health service related to gender transition if such denial or limitation results in discriminating against a transgender individual. The Plan:

• Provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
- Qualified interpreters
- Information written in other languages

If you need these services, contact the Civil Rights Coordinator.

If you believe that the Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, including sex stereotypes and gender identity, you can file a grievance with: Civil Rights Coordinator, P.O. Box 22492, Pittsburgh, PA 15222, Phone: 1-866-286-8295, TTY: 711, Fax: 412-544-2475, email: CivilRightsCoordinator@highmarkhealth.org. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Civil Rights Coordinator is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at:

U.S. Department of Health and Human Services 200 Independence Avenue, SW Room 509F, HHH Building Washington, D.C. 20201 1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at http://www.hhs.gov/ocr/office/file/index.html. If you speak English, language assistance services, free of charge, are available to you. Call 1-800-876-7639.

Si usted habla español, servicios de asistencia lingüística, de forma gratuita, están disponibles para usted. Llame al 1-800-876-7639.

如果您说中文,可向您提供免费语言协助服务。 請致電 1-800-876-7639.

Nếu quý vị nói tiếng Việt, chúng tôi cung cấp dịch vụ hỗ trợ ngôn ngữ miễn phí cho quý vị. Xin gọi số 1-800-876-7639. 한국어를 사용하시는 분들을 위해 무료 통역이 제공됩니다. 1-800-876-7639 로 전화.

Kung nagsasalita ka ng Tagalog, may makukuha kang mga libreng serbisyong tulong sa wika. Tumawag sa 1-800-876-7639.

Если вы говорите по-русски, вы можете воспользоваться бесплатными услугами языковой поддержки. Звоните 1-800-876-7639.

إذا كنت تتحدث اللغة العربية، فهناك خدمات المعاونة في اللغة المجانية متاحة لك. اتصل على الرقم 7639-876-1.

Si se Kreyòl Ayisyen ou pale, gen sèvis entèprèt, gratis-ticheri, ki la pou ede w. Rele nan 1-800-876-7639.

Si vous parlez français, les services d'assistance linguistique, gratuitement, sont à votre disposition. Appelez au 1-800-876-7639.

Dla osób mówiących po polsku dostępna jest bezpłatna pomoc językowa. Zadzwoń 1-800-876-7639.

Se a sua língua é o português, temos atendimento gratuito para você no seu idioma. Ligue para 1-800-876-7639.

Se parla italiano, per lei sono disponibili servizi di assistenza linguistica a titolo gratuito. Chiamare l'1-800-876-7639.

Wenn Sie Deutsch sprechen, steht Ihnen unsere fremdsprachliche Unterstützung kostenlos zur Verfügung. Rufen Sie 1-800-876-7639.

日本語が母国語の方は言語アシスタンス・ サービスを無料でご利用いただけます。 1-800-876-7639 を呼び出します。

اگر شما به زبان فارسی صحبت می کنید، خدمات کمک زبان رایگان با تماس با شماره 7639-876-1.