



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, visit azblue.com/member or call 1-877-475-8445. 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 healthcare.gov/sbc-glossary or by calling 1-877-475-8445 to request a copy.

Important Questions	Answers	Why this Matters:
What is the overall <u>deductible</u> ?	<u>In-network providers</u> : \$600/member and \$1,800/family <u>Out-of-network providers</u> : \$1,200/member and \$3,600/family	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> . Unless a <u>copay</u> , fee, or other percent is shown, the <u>coinsurance</u> percent of the <u>allowed amount</u> that you pay for most services is 20% <u>in-network</u> and 40% <u>out-of-network</u> .
Are there services covered before you meet your <u>deductible</u> ?	Yes. Certain <u>in-network preventive</u> services; <u>in-network primary care</u> and <u>specialist</u> visits; <u>prescription drugs</u> ; <u>in-network urgent care</u> visits.	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> ?	<u>In-network providers</u> : \$4,500/member and \$9,000/family <u>Out-of-network providers</u> : \$8,500/member and \$17,000/family	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 limits</u> 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> ?	<u>Premiums</u> , <u>out-of-network precertification</u> charges, <u>balance-bills</u> , and costs for health care this <u>plan</u> doesn't cover.	Even though you pay these expenses, they don't count toward the <u>out-of-pocket limit</u> .

Important Questions	Answers	Why this Matters:
Will you pay less if you use an <u>in-network provider</u> ?	Yes. See www.azblue.com or call 1-877-475-8445 for a list of <u>in-network providers</u> .	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's network</u> . 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 you need a <u>referral</u> to see a <u>specialist</u> ?	No.	You can see the <u>specialist</u> you choose without a <u>referral</u> .



All copayment and coinsurance costs shown in this chart are after your deductible has been met, if a deductible applies.

Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions & Other Important Information
		In-Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	
If you visit a health care <u>provider's</u> office or clinic	<u>Primary care</u> visit to treat an injury or illness	\$25 <u>copay</u> , <u>deductible</u> does not apply	40% <u>coinsurance</u> & <u>balance bill</u>	Some drugs administered during an office visit may require <u>precertification</u> . <u>Specialist copay</u> for most chiropractic services. \$10 <u>copay</u> for Medical telehealth consultations through BlueCare Anywhere.
	<u>Specialist</u> visit	\$35 <u>copay</u> , <u>deductible</u> does not apply		
	<u>Preventive care/screening/immunization</u>	No charge, <u>deductible</u> does not apply	40% <u>coinsurance</u> & <u>balance bill</u>	
If you have a test	<u>Diagnostic test</u> (x-ray, blood work)	No charge, <u>deductible</u> does not apply or 20% <u>coinsurance</u>	40% <u>coinsurance</u> & <u>balance bill</u>	<u>Cost share</u> waived if lab is only service received during physician office visit. <u>Cost share</u> varies based on place of service and <u>provider's network</u> status and type.
	Imaging (CT/PET scans, MRIs)			

Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions & Other Important Information
		In-Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	
<p>If you need drugs to treat your illness or condition More information about <u>prescription drug coverage</u> is available www.express-scripts.com or 1-800-711-0917</p>	Generic	30 day retail: \$5 <u>copay</u> , <u>deductible</u> does not apply 90 day retail: \$15 <u>copay</u> , <u>deductible</u> does not apply 90 day mail order: \$10 <u>copay</u> , <u>deductible</u> does not apply		Some limitations may apply to <u>specialty medications</u> .
	Preferred brand drugs	20% <u>coinsurance</u> , <u>deductible</u> does not apply 30 day retail: \$45 max 90 day retail: \$135 max 90 day mail order: \$90 max		
	Non-Preferred brand drugs	20% <u>coinsurance</u> , <u>deductible</u> does not apply 30 day retail: \$120 max 90 day retail: \$360 max 90 day mail order: \$240 max		
<p>If you have outpatient surgery</p>	Facility fee (e.g., ambulatory surgery center)	20% <u>coinsurance</u>	40% <u>coinsurance</u> & <u>balance bill</u>	<u>Precertification</u> required for some outpatient services or drugs. \$500 charge if no <u>precertification</u> obtained for some <u>out-of-network</u> services.
	Physician/surgeon fees			
<p>If you need immediate medical attention</p>	<u>Emergency room care</u>	\$175 access fee per member/facility/day, then 20% <u>coinsurance</u>		If admitted as an inpatient to the hospital, <u>copay</u> is waived and you pay inpatient <u>deductible</u> and <u>coinsurance</u> .
	<u>Emergency medical transportation</u>	20% <u>coinsurance</u>		None
	<u>Urgent care</u>	\$35 <u>copay</u> , <u>deductible</u> does not apply	40% <u>coinsurance</u> & <u>balance bill</u>	<u>Copay</u> applies only to facilities specifically contracted for <u>urgent care</u> .

Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions & Other Important Information
		In-Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	
If you have a hospital stay	Facility fee (e.g., hospital room)	20% <u>coinsurance</u>	40% <u>coinsurance</u> & <u>balance bill</u>	<u>Precertification</u> required for some non-emergency services or drugs. \$500 charge if no <u>precertification</u> for <u>out-of-network</u> stay.
	Physician/surgeon fee			
	Long-term acute care (LTAC)	20% <u>coinsurance</u> except 50% <u>coinsurance</u> days after 365	40% <u>coinsurance</u> & <u>balance bill</u> except 50% <u>coinsurance</u> & <u>balance bill</u> days after 365	<u>Precertification</u> required. \$500 charge if no <u>precertification</u> for <u>out-of-network</u> stay.
If you need mental health, behavioral health, or substance abuse services	Outpatient Services	Office visit <u>copay</u> , <u>deductible</u> does not apply	40% <u>coinsurance</u> & <u>balance bill</u>	Limit of 20 visits per member per <u>plan</u> year. \$20 <u>copay</u> for Counseling telehealth consultations and Psychiatric telehealth consultations through BlueCare Anywhere.
	<u>Inpatient</u> Services	20% <u>coinsurance</u>	40% <u>coinsurance</u> & <u>balance bill</u>	<u>Precertification</u> required. \$500 charge if no <u>precertification</u> for <u>out-of-network</u> services. Limit of 30 days per member per <u>plan</u> year.
If you are pregnant	Office visits	Office visit <u>copay</u> , <u>deductible</u> does not apply or 20% <u>coinsurance</u>	40% <u>coinsurance</u> & <u>balance bill</u>	Only one <u>copay</u> is collected for services included in delivering physician's global charge. 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 <u>SBC</u> (i.e. ultrasound). <u>Cost sharing</u> does not apply for <u>in-network preventive services</u> .
	Childbirth/delivery professional services			
	Childbirth/delivery facility services	20% <u>coinsurance</u>		

Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions & Other Important Information
		In-Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	
If you need help recovering or have other special health needs	<u>Home health care</u> /Home infusion therapy	20% <u>coinsurance</u>	40% <u>coinsurance</u> & <u>balance bill</u>	Some drugs require <u>precertification</u> and won't be covered without it. Limit of 60 home health visits per member per <u>plan</u> year.
	<u>Rehabilitation services</u> <ul style="list-style-type: none"> • EAR = Extended Active Rehabilitation Facility • PT/OT/ST = Physical therapy, occupational therapy, speech therapy 	20% <u>coinsurance</u> PT/OT/ST: Office visit <u>copay</u> , <u>deductible</u> does not apply or 20% <u>coinsurance</u>	40% <u>coinsurance</u> & <u>balance bill</u>	<u>Precertification</u> required for inpatient facility admission. \$500 charge if <u>precertification</u> not obtained for <u>out-of-network</u> admission. Limit of 60 days/ <u>plan</u> year for EAR and 90 days/ <u>plan</u> year for SNF. <u>Plan</u> does not cover group physical and occupational therapy.
	<u>Habilitation services</u>	Not covered	Not covered	
	<u>Skilled nursing care</u> in skilled nursing facility (SNF)	20% <u>coinsurance</u>	Not covered	
	<u>Durable medical equipment</u>	Office visit <u>copay</u> , <u>deductible</u> does not apply or 20% <u>coinsurance</u>	40% <u>coinsurance</u> & <u>balance bill</u>	<u>Cost share</u> varies based on place of service and <u>provider's network</u> status and type. Limit of 1 hearing aid per ear/per <u>plan</u> year.
	<u>Hospice services</u>	20% <u>coinsurance</u>	40% <u>coinsurance</u> & <u>balance bill</u>	None
If your child needs dental or eye care	Children's eye exam	Not covered	Not covered	Excluded. <u>Screening</u> for members under age 5 covered under " <u>Preventive care</u> / <u>screening</u> / immunization."
	Children's glasses	Not covered	Not covered	Excluded
	Children's dental check-up	Not covered	Not covered	Excluded

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
- Alternative medicine
- Autism spectrum disorders (ASD) – services related to treatment of ASD except as stated in the benefit plan
- Care that is not medically necessary
- Cosmetic surgery, cosmetic services & supplies
- Custodial care
- Dental care except as stated in plan
- DME rental/repair charges that exceed DME purchase price
- Experimental and investigational treatments except as stated in plan
- Eyewear except as stated in plan
- Fertility and infertility medication and treatment
- Flat feet treatment and services
- Genetic and chromosomal testing, except as stated in plan
- Habilitation services
- Home health care and infusion therapy exceeding 60 visits per plan year
- Inpatient EAR treatment exceeding 60 days per plan year and inpatient SNF treatment exceeding 90 days per plan year
- Inpatient Mental/Behavioral health over 30 days per plan year
- Long-term care, except long-term acute care
- Massage therapy other than allowed under medical coverage guidelines
- Outpatient Mental/Behavioral health over 20 visits per plan year
- Prescription medication except as stated in the benefit plan
- Preventive services not required to be covered by state or federal law
- Private-duty nursing
- Respite care, except as stated in plan
- Routine foot care
- Routine eye care for member over age 5
- Services, tests and procedures that are excluded under medical coverage guidelines
- Sexual dysfunction treatment and services
- Weight loss programs

Other Covered Services (Limitations may apply to these services. This isn't a complete list. Please see your plan document.)

- Bariatric surgery
- Chiropractic care
- Hearing aids, limit of 1 hearing aid per ear/per plan year
- Non-emergency care when traveling outside the U.S.

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:

- For group health coverage subject to ERISA, contact the Department of Labor's Employee Benefits Security Administration at 1-866-444-EBSA (3272) or www.dol.gov/ebsa/healthreform.
- For non-federal governmental group health plans, contact 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.
- Church plans are not covered by the Federal COBRA continuation coverage rules. If the coverage is insured, individuals should contact the Arizona Department of Insurance (602-364-2499, or 1-800-325-2548 in Arizona but outside the Phoenix area) regarding their possible rights to continuation coverage under State law.

Other coverage options may be available to you too, including buying individual insurance coverage through the Health Insurance Marketplace. For more information about the Marketplace, visit www.HealthCare.gov or call 1-800-318-2596.

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

- For group health coverage subject to ERISA, contact Blue Cross Blue Shield of Arizona at 1-877-475-8445. You may also contact the Department of Labor's Employee Benefits Security Administration at 1-866-444-EBSA (3272) or www.dol.gov/ebsa/healthreform. If your coverage is insured, you may also contact the Arizona Department of Insurance at 602-364-2499, or 1-800-325-2548 in Arizona but outside the Phoenix area.
- For non-federal governmental group health plans and church plans that are group health plans, contact Blue Cross Blue Shield of Arizona at 1-877-475-8445. If your coverage is insured, you may also contact the Arizona Department of Insurance at 602-364-2499, or 1-800-325-2548 in Arizona but outside the Phoenix area.

Does this plan provide Minimum Essential Coverage? Yes

If you don't have Minimum Essential Coverage 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 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 plan might cover costs for a sample medical situation, see the next section.*-----

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 \$600
- Specialist copayment \$35
- Hospital (facility) coinsurance 20%
- Other coinsurance 20%

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	\$12,700
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In this example, Peg would pay:

<u>Cost Sharing</u>	
<u>Deductibles</u>	\$600
<u>Copayments</u>	\$90
<u>Coinsurance</u>	\$1,740
<i>What isn't covered</i>	
Limits or <u>exclusions</u>	\$60
The total Peg would pay is	\$2,490

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

- The plan's overall deductible \$600
- Specialist copayment \$35
- Hospital (facility) coinsurance 20%
- Other coinsurance 20%

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
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In this example, Joe would pay:

<u>Cost Sharing</u>	
<u>Deductibles</u>	\$80
<u>Copayments</u>	\$250
<u>Coinsurance</u>	\$4,170
<i>What isn't covered</i>	
Limits or <u>exclusions</u>	\$60
The total Joe would pay is	\$4,560

Mia's Simple Fracture
(in-network emergency room visit and follow up care)

- The plan's overall deductible \$600
- Specialist copayment \$35
- Hospital (facility) coinsurance 20%
- Other coinsurance 20%

This EXAMPLE event includes services like:

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

Total Example Cost	\$1,900
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In this example, Mia would pay:

<u>Cost Sharing</u>	
<u>Deductibles</u>	\$600
<u>Copayments</u>	\$390
<u>Coinsurance</u>	\$120
<i>What isn't covered</i>	
Limits or <u>exclusions</u>	\$0
The total Mia would pay is	\$1,110

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

Blue Cross Blue Shield of Arizona (BCBSAZ) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. BCBSAZ provides appropriate free aids and services, such as qualified interpreters and written information in other formats, to people with disabilities to communicate effectively with us. BCBSAZ also provides free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages. If you need these services, call (602) 864-4884 for Spanish and 1 (877) 475-4799 for all other languages and other aids and services.

If you believe that BCBSAZ has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a [grievance](#) with: BCBSAZ's Civil Rights Coordinator, Attn: Civil Rights Coordinator, Blue Cross Blue Shield of Arizona, P.O. Box 13466, Phoenix, AZ 85002-3466, (602) 864-2288, TTY/TDD (602) 864-4823, crc@azblue.com. You can file a [grievance](#) in person or by mail or email. If you need help filing a [grievance](#), BCBSAZ's 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, DC 20201, 1 (800) 368-1019, 1 (800) 537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

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