

# Know Before You Go

## BlueOptions Plan 1410A

 See inside for more ways to save and stay healthy!

Your plan includes all these services at NO COST:

- \$0** Routine physicals, immunizations, well-child visits and more
- \$0** Lab tests and blood work at Quest Diagnostics
- \$0** Generic oral contraceptives and mail order generic drugs for depression, diabetes, asthma, high blood pressure and cholesterol
- \$0** Eye exams, lenses and more for children under age 19





Plus much more:

- \$4 Generic drugs available at your local pharmacy
- A nurseline for health questions 24/7 — call 1-877-789-2583<sup>1</sup>
- Health programs for heart disease, diabetes, asthma and more

**TIP:** Using these benefits won't raise the cost of your health plan. For routine preventive services at \$0, tell the doctor's office to write "wellness exam" on the claim.

## We are here to help!

You can talk to us or go online for questions about health care coverage, answers about the quality and cost of your care, doctors in our networks and more – we can help you save time and money.

-  **Call** your local agent for assistance with your health plan
-  **Call** 1-888-476-2227 about benefits or treatment costs
-  **Click** FloridaBlue.com and log in to your member account
-  **Visit** a Florida Blue Center – find one near you at FloridaBlue.com

## How Your Health Plan Works

What you pay for covered services is based on an "allowed amount." This is a lower cost we have negotiated with in-network providers. An out-of-network provider may charge more than the allowed amount and you may have to pay the difference. This is called "balance billing."

### Copay

For some health care services you'll pay a flat fee, usually at the time you receive the care.



### Deductible

The dollar amount that you must pay each year before insurance begins to pay for certain health care services. In most cases, you pay the plan deductible first, then coinsurance (%) may apply.

In-network	Out-of-network
\$4,000 per person	\$11,500 per person
\$9,000 per family	\$23,000 per family

### Coinsurance (%)

The percentage (%) you may pay for services **after** you meet the deductible.

In-network	Out-of-network
0%	50% of the allowed amount



### Out-of-Pocket Maximum

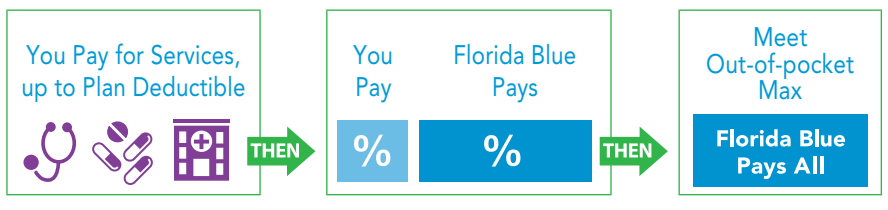
This is the most you pay for covered health care services during your plan's calendar year. All of your covered expenses go toward this maximum. Once you reach the maximum, your plan pays 100% for covered services.

In-network	Out-of-network
\$5,200 per person	\$23,000 per person
\$10,400 per family	\$25,000 per family

**Important:** To ensure quality care and to help you get the most value from your plan benefits, for certain medical services **you need to get an approval** from Florida Blue before your service or you'll have to **pay the entire cost** for the service. **Before an appointment**, visit [FloridaBlue.com/Authorization](https://www.floridablue.com/Authorization) or call the toll-free number on your member ID card to see if a prior approval is needed and your next steps.



## \$ How the Deductible Works for Covered Services



## 👤 What You'll Pay In-network

**Costs shown are for in-network providers.** NetworkBlue is one of our preferred networks made up of independent contracted hospitals, physicians and ancillary providers who are considered in-network for your BlueOptions health plan. You can receive care from providers who are not in this network, but you will pay more.

**TIP:** You can easily find BlueOptions providers by logging in to your account at [FloridaBlue.com](https://www.floridablue.com).

Health Services	Where to go for your services	What you pay in-network
Office Services	Blue Physician Recognition Primary Care Physician	\$50 Copay
	Primary Care Physician	\$50 Copay
	Convenient Care Center	\$50 Copay
	Specialist	\$85 Copay, then Deductible
	Urgent Care Center	\$100 Copay, then Deductible

**TIP:** The Blue Physician Recognition (BPR) designation means the physician has demonstrated a commitment to delivering quality and patient-centered care by participating in one of the following Florida Blue programs: Patient Centered Medical Home (PCMH), Comprehensive Primary Care (CP2) or an Accountable Care arrangement. The BPR designation does not serve as a measure of the quality of care provided by a physician or whether the physician will meet your particular healthcare needs. Absence of a BPR icon does not mean the physician is of low quality. It simply means that the physician does not participate in one of these programs.

Health Services	Where to go for your services	What you pay in-network
Drugs Administered in the Office <i>Cost applies to the drug only and is in addition to the cost of the office visit</i>	Physician's Office Paid at 100% for the rest of the calendar month once out-of-pocket maximum is paid	\$60 Copay Up to the monthly out-of-pocket maximum: \$240
Lab Services (blood work)	Quest Diagnostics Clinical Lab	\$0
Emergency	Urgent Care Center	\$100 Copay, then Deductible
	Hospital	\$300 Copay, then Deductible
<b>TIP:</b> For non-emergency care, a Convenient Care or Urgent Care Center should be able to provide services at a lower cost.		
Hospital and Surgical Facilities and Providers	Ambulatory Surgical Center	\$300 Copay, then Deductible
	Provider/Surgeon Fee	\$0
	Outpatient Hospital	\$400 Copay, then Deductible
	Provider/Surgeon Fee	\$0
Inpatient Hospital	Provider/Surgeon Fee	\$500 Copay, then Deductible
	Provider/Surgeon Fee	\$0
	Outpatient Hospital	\$400 Copay, then Deductible
	Outpatient Hospital	\$400 Copay, then Deductible
Basic Imaging (X-ray, Ultrasound, etc.)	Primary Care Physician	\$50 Copay
	Specialist	\$85 Copay, then Deductible
	Independent Imaging Facility (IDTC)	\$125 Copay, then Deductible
	Outpatient Hospital	\$400 Copay, then Deductible
Advanced Imaging (MRI, MRA, CT, PET, Nuclear Medicine)	Independent Imaging Facility (IDTC)	\$250 Copay, then Deductible
	Primary Care Physician, Specialist	\$250 Copay, then Deductible
	Outpatient Hospital	\$400 Copay, then Deductible

**TIP:** What you'll pay for imaging can be very different depending on where you go. Call, click or visit us for cost estimates before you go.


## What You'll Pay In-network (continued)

Health Services	Where to go for your services	What you pay in-network
Rehabilitative Services	Outpatient Rehabilitation Facility	\$85 Copay, then Deductible
	Outpatient Hospital	\$400 Copay, then Deductible
Habilitative Services	Outpatient Rehabilitation Facility	\$85 Copay, then Deductible
	Outpatient Hospital	\$400 Copay, then Deductible
Outpatient Therapy and Spinal Manipulation	Primary Care Physician	\$50 Copay
	Specialist	\$85 Copay, then Deductible
	Outpatient Rehabilitation Facility	\$85 Copay, then Deductible
	Outpatient Hospital	\$400 Copay, then Deductible
Your plan offers 35 visits per person per calendar year. This includes any combination of Outpatient Cardiac Rehabilitation, Occupational, Physical, Speech and Massage Therapies, and Spinal Manipulations/Chiropractor visits.		
Mental Health and/or Substance Dependency Services	Outpatient Office Visit	\$85 Copay, then Deductible
	Inpatient Hospital Facility Services	\$500 Copay, then Deductible

**TIP:** Call 1-866-287-9569 for coordination of all behavioral health care.

**Exclusive Provider Services:** If you do not receive care from an Exclusive Provider for the services listed below, you will have to pay the full cost of the service (except in certain situations such as emergencies). Log on to FloridaBlue.com and click on **Find a Doctor and More** to find an Exclusive Provider near you. If your plan includes vision care, select the "routine vision" option. If your plan includes dental care, select the "dentist" option.

Health Services	What you pay when you use an Exclusive Provider
<b>Pediatric Vision Care</b> (under age 19)	<b>Where to go for your services: Only Exclusive Provider</b> optometrists, ophthalmologists and retail providers.
Exam	\$0
Eyeglass Lenses	\$0
Frames	<u>Pediatric Selection:</u> \$0 <u>Non-Selection:</u> Amount over standard \$150 allowance, minus a 20% discount (No discount at Sam's/Walmart)
Contact Lenses (Instead of eyeglasses)	Amount over standard \$150 allowance, minus a 15% discount (No discount at Sam's/Walmart)
Includes contact lenses, evaluation, fitting and follow up care.	
Note: Anything over the allowance will not go toward your out-of-pocket maximum.	

 **Know Before You Go** Before you get health services, we can help you **compare quality and cost** to make sure you're getting the best care at the best price. Log in to your member account, call us, or visit your local Florida Blue Center to know before you go.

Medical Treatment or Surgery	Quality	Cost
In-network Surgical Center	★ ★ ★	
In-network Hospital A	★ ★ ★	
Out-of-network Hospital B	★ ★ ★	


## What You'll Pay for Covered Drugs





**Exclusive Provider Services:** Always use a pharmacy designated as an Exclusive Provider when you need a prescription filled, or you'll have to pay the full cost of the drug (except in certain situations such as emergencies). Log on to your member account at FloridaBlue.com and click on **Find a Doctor and More** to find an Exclusive Provider pharmacy near you.

BlueScript® Pharmacy Program Drug Tiers	What you pay when you use an Exclusive Pharmacy	
	Retail Pharmacy (1 month supply)	Mail Order (3 month supply)
<b>Generic Drugs - Tier 1</b>		
Preventive (e.g., oral contraceptives)	\$0	\$0
Condition Care Rx (high blood pressure, cholesterol, diabetes, depression, asthma)	\$4 Copay	\$0
All other Generics	\$15 Copay	\$38 Copay
<b>Brand Drugs - Tier 2</b>		
Condition Care Rx (high blood pressure, cholesterol, diabetes, depression, asthma)	\$30 Copay	\$75 Copay
All other Preferred Brand Drugs	\$60 Copay	\$150 Copay
<b>Non-Preferred Brand Drugs - Tier 3</b>		
Non-preferred Brand Drugs	\$100 Copay	\$250 Copay
<b>Specialty Drugs - Tier 4</b>		
Specialty Drugs purchased from a Specialty Pharmacy	\$150 Copay	Not covered

*Certain vaccines covered by Wellness Benefits can be given by Pharmacists who are certified.*

**TIP:** Be sure to know before you go fill your prescription. Check the **Medication Guide** at FloridaBlue.com or call us to find out how a drug is covered, and if it requires that your doctor requests an authorization or that you try another drug first.

 **Know Before You Go** Find the lowest drug prices: log in to your member account at FloridaBlue.com to **shop and compare** drug prices at nearby pharmacies. **Generics: Just as Effective and Cost Less**

	Generic	Brand	Non-Preferred Brand
			

## Limitations and Exclusions

The following is a partial list of services that are excluded from coverage under the BlueOptions Contract.

- All services not specifically listed in the Contract or endorsement, unless such services are specifically required by state law
- Any service not Medically Necessary
- Elective cosmetic surgery
- Hearing aids
- Dental care or oral appliances
- Eyeglasses or vision care for adults age 19 and over
- Elective abortions
- Infertility services
- Complementary and Alternative Healing Methods (CAM)
- Routine foot care (except treatment for diabetic foot disease)

The policy has limitations and exclusions. The amount of benefits provided depends on the plan selected and the premium may vary with the amount of benefits selected. This document is only a partial description of the many benefits and services provided or authorized by Florida Blue and it does not constitute a contract. Florida Blue members should look at their BlueOptions contract for a complete description of benefits and exclusions.

**Quality Assurance:** Florida Blue has a quality assurance program in place to assess the services of Exclusive providers. Quality assurance includes formal review of care, problem identification, corrective actions and evaluation of actions taken.

**How to Appeal an Adverse Benefit Determination or a Grievance:** You have the right to appeal an Adverse Benefit Determination or file a Grievance with us. Your appeal or grievance will be reviewed using the review process described in your contract. It must be submitted to us in writing for an internal appeal within 365 days of the adverse benefit determination. But if it's a Concurrent Care Decision, it may require you to file within a shorter period of time from notice of the denial.

<sup>1</sup>As a courtesy, Florida Blue has entered into an arrangement with Health Dialog to provide this service. Florida Blue has not certified or credentialed, and cannot guarantee or be held responsible for, the quality of services provided by this vendor.

*Florida Blue is the trade name of Blue Cross and Blue Shield of Florida, Inc., and is a Qualified Health issuer in the Health Insurance Marketplace. Florida Blue is an Independent Licensee of the Blue Cross and Blue Shield Association.*

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