



City of Chattanooga

Effective Date: Jul 1, 2021

Network: P / S

Option/Quote: PPO

Benefit Summary

| Benefit Plan Features: | Your Cost In-Network | Your Cost Out-of-Network ¹ |
|---|-------------------------------|---------------------------------------|
| Annual Deductible Individual/Family | \$1,000 / \$2,000 | \$2,000 / \$4,000 |
| Annual Out-of-Pocket Maximum (includes copay, coinsurance and deductibles) Individual/Family | \$3,200 / \$6,400 | \$6,400 / \$12,800 |
| 4th Quarter Carry-over | Excluded | |
| Covered Services | | |
| Preventive Care Services (see page 3 for a list) | Covered at 100% | Not Covered |
| Practitioner Office Services | | |
| Primary Care Office Visits ²¹ | \$30 copay | 40% after deductible |
| Specialist Office Visits | \$40 copay | 40% after deductible |
| Office Surgery ^{3, 4, 6, 21} | \$30 or \$40 copay | 40% after deductible |
| Routine Diagnostic Lab, X-Ray & Injections | No Additional Copay | 40% after deductible |
| Advanced Radiological Imaging ^{2, 4, 7} | 20% after deductible | 40% after deductible |
| Provider-Administered Specialty Drugs ^{3, 4} | \$100 copay | 40% after deductible |
| PhysicianNow[®] Powered by MDLIVE ¹⁸ | \$0 copay | Not Covered |
| Services Received at a Facility (includes professional and facility charges) | | |
| Inpatient Services ^{2, 4} | 20% after deductible | 40% after deductible |
| Outpatient Surgery ^{3, 4, 6} | 20% after deductible | 40% after deductible |
| Routine Diagnostic Services - Outpatient | Covered at 100% | 40% after deductible |
| Advanced Radiological Imaging - Outpatient ^{2, 4, 7} | 20% after deductible | 40% after deductible |
| Other Outpatient Services ⁸ | 20% after deductible | 40% after deductible |
| Emergency Care Services ^{9, 10} | \$250 copay | \$250 copay |
| Emergency Care Advanced Radiological Imaging ^{7, 10} | 20% after deductible | 20% after deductible |
| Medical Equipment Services ^{3, 4} | | |
| Durable Medical Equipment | 20% after deductible | 40% after deductible |
| Prosthetic or Orthotics | 20% after deductible | 40% after deductible |
| Hearing Aids (under age 18) | 20% after deductible | 40% after deductible |
| Behavioral Health Services | | |
| Inpatient: Unlimited days per annual benefit period ^{2, 4} | 20% after deductible | 40% after deductible |
| Outpatient: Unlimited visits per annual benefit period ⁵ | \$30 copay | 40% after deductible |
| Therapeutic Services ¹¹ (limits apply; see footnote) | 20% after deductible | 40% after deductible |
| Skilled Nursing & Rehabilitation Facility Services ^{2, 4} | | |
| Limited to 60 days combined per annual benefit period | 20% after deductible | 40% after deductible |
| Home Health Care Services ^{3, 4, 11} (Limited to 100 visits per annual benefit period) | Covered 100% after deductible | 40% after deductible |
| Hospice Services | | |
| Inpatient ^{2, 4} | 20% no deductible | 40% after deductible |
| Outpatient | Covered at 100% | 40% after deductible |
| Ambulance Services ^{3, 4} | 20% after deductible | 20% after deductible |
| Prescription Drugs ³ | | |
| Prescription Contraceptives ¹⁷ | Covered at 100% | 40% after deductible |
| Retail RX04 Network up to 30 day supply | | |
| Generic ¹⁴ | \$12 copay | 40% after deductible |
| Preferred ^{14, 16} | \$42 copay | 40% after deductible |

| | | |
|--|----------------------|----------------------|
| Non-Preferred ^{14, 16} | \$67 copay | 40% after deductible |
| Plus90 or Home Delivery Network up to 90 day supply | | |
| Generic ¹⁵ | \$30 copay | 40% after deductible |
| Preferred ^{15, 16} | \$105 copay | 40% after deductible |
| Non-Preferred ^{15, 16} | \$167.50 copay | 40% after deductible |
| Self-Administered Specialty Drugs^{3, 12, 13} | \$12/\$42/\$67 copay | Not Covered |

1. Out-of-network benefit payment based on BlueCross BlueShield of Tennessee maximum allowable charge. You are responsible for any unpaid billed charges.
2. Prior authorization is required.
3. Certain procedures, services, medication and equipment may require prior authorization.
4. If prior authorization is required but not obtained and services are medically necessary, when using network providers outside Tennessee for physician and outpatient services and all services from out-of-network providers, your liability will be increased to 50% based on out-of-network coinsurance. If services are not medically necessary, no benefits will be provided.
5. Outpatient behavioral health benefits are determined by place of service. Benefits displayed are for services received in an office setting; separate benefits may apply for outpatient services received in an alternate setting.
6. Surgeries include incisions, excisions, biopsies, injection treatments, fracture treatments, applications of casts and splints, sutures and invasive diagnostic services (e.g., colonoscopy, sigmoidoscopy and endoscopy for non-preventive purposes).
7. Includes CT scans, PET scans, MRIs, nuclear medicine and other similar technologies.
8. Includes services such as chemotherapy, infusions, injections, radiation therapy and renal dialysis.
9. Copay, if applicable, waived if admitted to hospital.
10. In true emergency situations, out-of-network emergency services apply to the in-network deductible and/or out-of-pocket maximum.
11. Physical, speech, spinal manipulative, occupational, cardiac and pulmonary rehabilitative therapies are limited to 60 combined visits per annual benefit period.
12. Visit www.bcbst.com/rx for the Preferred Formulary which includes specialty drugs.
13. You have a distinct arrangement for self-administered specialty drugs. To receive benefits, you must use a Specialty Pharmacy Network provider. Visit www.bcbst.com/rx for a list of providers in the Specialty Pharmacy Network. Specialty drugs are limited to a 30-day supply.
14. Copay, if applicable, applied per prescription, up to a 30 day supply.
15. Your plan requires you to receive long-term medications in a 90-day supply from home delivery or at a retail pharmacy in the Plus90 Network. If you choose to use a retail pharmacy that is not part of the Plus90 Network, you are limited to a 30-day supply. Visit www.bcbst.com/rx to find a list of pharmacies in the Plus90 Network.
16. A financial penalty may be applied if you choose a brand name drug when a generic equivalent is available. Please refer to your Evidence of Coverage (EOC) for specific information.
17. Certain prescription drugs are covered at 100% at network pharmacies, in accordance with the Preventive Services provision of the Affordable Care Act, and are identified on the drug formulary with an "ACA" indicator. Visit www.bcbst.com/rx for the Preferred Formulary.
18. Speak to a board-certified doctor for certain non-emergency conditions day or night over the phone or using secure online video. Or schedule a visit for counseling services in advance. Visit www.bcbst.com/physiciannow or call 1-888-283-6691 to register.
21. The lower copay applies to Family Practice, General Practice, Internal Medicine, OB/GYN, Pediatrics, Behavioral Health and Health Department services. The copay for Physician Assistants or Nurse Practitioners may be based on the provider type of the billing provider.

Limitations and Exclusions. These pages summarize the benefits of your health care plan. Your Evidence of Coverage (EOC) and riders define the full terms and conditions in greater detail. Should any questions arise concerning benefits, the EOC will govern. For a complete list of limitations and exclusions, please refer to your EOC.

Summary of Preventive Care Services Covered at 100% In-Network

In-network preventive care services that are covered with no member cost share include, but are not limited to:

- Primary care services with an A or B recommendation by the United States Preventive Services Task Force (USPSTF)
- Immunizations recommended by the Advisory Committee on Immunization Practices that have been adopted by the Centers for Disease Control and Prevention (CDC)
- Bright Futures recommendations for infants, children and adolescents that are supported by the Health Resources and Services Administration (HRSA)
- Preventive care and screening for women as provided in the guidelines supported by HRSA

The following preventive care services are covered (not an all-inclusive list). Coverage of some services may depend on age and/or risk exposure.

All Members:

- One preventive health exam per annual benefit period. More frequent preventive exams are covered for children up to age 3.
- All standard immunizations adopted by the CDC
- Screening for colorectal cancer (age 50 – 75), high cholesterol and lipids (45 and older for women; 35 and older for men), high blood pressure, obesity, diabetes, and depression (12 and older)
- Screening for lung cancer for adults (55 to 80) who have a 30 pack-year smoking history and either currently smoke or have quit within the past 15 years, per annual benefit period
- Screening for HIV and certain sexually transmitted diseases, and counseling for the prevention of sexually transmitted diseases
- Screening and counseling in a primary care setting for alcohol misuse and tobacco use; alcohol misuse and tobacco use limited to 8 visits per annual benefit period
- Dietary counseling for adults with hyperlipidemia, hypertension, type 2 diabetes, obesity, coronary artery disease and congestive heart failure; limited to 12 visits per annual benefit period
- One retinopathy screening for diabetics per annual benefit period
- Hemoglobin A1C testing

Women:

- Well-woman visit, including annual sexually transmitted infection (STI) counseling and annual domestic violence screening & counseling per annual benefit period
- Cervical Cancer Screening per annual benefit period
- Screening of pregnant women for anemia, iron deficiency, bacteriuria, hepatitis B virus, Rh factor incompatibility, gestational diabetes
- Breastfeeding support/counseling & supplies, including lactation support and counseling by a trained provider and one manual breast pump per pregnancy
- Counseling for women at high risk of breast cancer for chemoprevention, including risks and benefits
- Mammography screening at age 40 and over, and genetic counseling and, if indicated after counseling, BRCA testing for BRCA breast cancer gene
- Osteoporosis screening (age 60 or older)
- HPV testing once every 3 years, beginning at age 30
- FDA-approved contraceptive methods and counseling
Medical plan: Injectable or implantable hormonal contraceptives and barrier methods, sterilization for women
Rx plan: Generic oral & injectable contraceptives, vaginal contraceptive, patch, prescription emergency contraception

Men:

- Prostate cancer screening at age 50 and older
- One-time abdominal aortic aneurysm screening at age 65 – 75 (for men who have ever smoked)

Children:

- Newborn screening for hearing, phenylketonuria (PKU), thyroid disease, sickle cell anemia, and cystic fibrosis
- Development delays and autism screening
- Iron deficiency screening
- Vision screening

BlueCross BlueShield of Tennessee (BlueCross) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. BlueCross does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

BlueCross:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as: (1) qualified interpreters and (2) written information in other formats, such as large print, audio and accessible electronic formats.
- Provides free language services to people whose primary language is not English, such as: (1) qualified interpreters and (2) written information in other languages.

If you need these services, contact a consumer advisor at the number on the back of your Member ID card or call 1-800-565-9140 (TTY: 1-800-848-0298 or 711).

If you believe that BlueCross 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 ("Nondiscrimination Grievance"). For help with preparing and submitting your Nondiscrimination Grievance, contact a consumer advisor at the number on the back of your Member ID card or call 1-800-565-9140 (TTY: 1-800-848-0298 or 711). They can provide you with the appropriate form to use in submitting a Nondiscrimination Grievance. You can file a Nondiscrimination Grievance in person or by mail, fax or email. Address your Nondiscrimination Grievance to: Nondiscrimination Compliance Coordinator; c/o Manager, Operations, Member Benefits Administration; 1 Cameron Hill Circle, Suite 0019, Chattanooga, TN 37402-0019; (423) 591-9208 (fax); Nondiscrimination_OfficeGM@bcbst.com (email).

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, 800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

BlueCross BlueShield of Tennessee, Inc., an Independent Licensee of the BlueCross BlueShield Association.

BlueCross BlueShield of Tennessee is a Qualified Health Plan Issuer in the Health Insurance Marketplace.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-565-9140 (TTY: 1-800-848-0298).

ملاحظة: إذا كنت تتحدث لغة، فن خدمات المساعدة اللغوية متوفرة لك بالمجان. اتصل برقم 1-800-565-9140-1 (TTY: 1-800-848-0298-1).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-565-9140 (TTY: 1-800-848-0298)。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-565-9140 (TTY: 1-800-848-0298).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-565-9140 (TTY: 1-800-848-0298) 번으로 전화해 주십시오.

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-565-9140 (ATS : 1-800-848-0298).

បំណុល: ប្រសិនបើ អ្នកនិយាយភាសាខ្មែរ, យើងមានសេវាបំណុលភាសាឥតគិតថ្លៃសម្រាប់អ្នក។ ទូរស័ព្ទលេខ 1-800-565-9140 (TTY: 1-800-848-0298) ដើម្បីស្នើសុំសេវា។

အာဂီယို: ဗမာစကားပြောသူများအတွက် အခမဲ့ ဗဟိုဘာသာစကား အကူအညီ ဝန်ဆောင်မှုများကို အခမဲ့ ဖုန်းနံပါတ် 1-800-565-9140 (TTY: 1-800-848-0298) ဖုန်းနံပါတ် နှင့် ဆက်သွယ်နိုင်ပါသည်။

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-565-9140 (TTY: 1-800-848-0298).

ସୂଚନା: ଯଦି ଆପଣ ଇଂରାଜୀ ଭାଷାରେ କଥା କହନ୍ତି, ତେବେ ଆପଣଙ୍କୁ ମୁକ୍ତ ଭାଷା ସହାୟତା ସେବା ପ୍ରଦାନ କରାଯାଇପାରେ। ଫୋନ୍ ନମ୍ବର 1-800-565-9140 (TTY: 1-800-848-0298) କୁ ଯୋଗାଯୋଗ କରନ୍ତୁ।

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-800-565-9140 (TTY: 1-800-848-0298) まで、お電話にてご連絡ください。

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-565-9140 (TTY: 1-800-848-0298).

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-800-565-9140 (TTY: 1-800-848-0298) पर कॉल करें।

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-565-9140 (телетайп: 1-800-848-0298).

توجه: اگر بہ زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد یا تماس بگیرید. 1-800-565-9140 (TTY: 1-800-848-0298)

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-565-9140 (TTY: 1-800-848-0298).

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-800-565-9140 (TTY: 1-800-848-0298).

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-800-565-9140 (TTY: 1-800-848-0298).

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-800-565-9140 (TTY: 1-800-848-0298).

Dii baa akó ninizin: Dii saad bee yánnilti'go Diné Bizaad, saad bee áká'ánida'áwo'déé', t'áá jiik'eh, ei ná hóloq, kojí' hódíilnih 1-800-565-9140 (TTY: 1-800-848-0298).