



Member Handbook for University of Michigan

Community Blue PPO

Including:
Hearing

BLUE CROSS BLUE SHIELD CUSTOMER SERVICE DIRECTORY

We are committed to providing you with excellent customer service. When you have a question or need help, you can call a knowledgeable customer service representative or go to one of the websites listed below.

Where to Call or Write for Customer Service:

When writing or calling, please provide your Enrollee ID from your Blue Cross Blue Shield ID card. We offer translation services for non-English speaking members. Over 140 languages are available. You can obtain language assistance by calling the telephone inquiries phone number listed below.

Telephone Inquiries: 855-669-8040

Note: You can get information about your coverage 24 hours a day through our interactive voice response system by calling the telephone inquiry phone number. See the “General Information” section of this handbook for more information about the IVR system.

Written Inquiries: Blue Cross Blue Shield of Michigan
SASC – Written, Mail Code L04A
600 E. Lafayette Blvd
Detroit, MI 48226-2998

If you suspect fraud, call our fraud hotline: 800-482-3787

Write to the Anti-fraud unit: Anti-Fraud Unit — Mail Code 1825
Blue Cross Blue Shield of Michigan
600 E. Lafayette Blvd.
Detroit, MI 48226

Anti-fraud unit website: www.bcbsm.com/health-care-fraud/index.html

Behavioral Health Services (Mental Health and Substance Use Disorder):

Blue Cross Behavioral Health 800-762-2382
bcbsm.com

Hearing Plan:

Claims address: Blue Cross Blue Shield of Michigan
Member Claims MC 0010
600 E. Lafayette Blvd.
Detroit, MI 48226-2998

Visit the website: **bcbsm.com** (login or register online to access your account)

Network Provider Locator:

800-810-BLUE (2583) **bcbsm.com** (you can access Network Providers online by clicking on "Find a Doctor")

Website Address:

Blue Cross Blue Shield of Michigan: **bcbsm.com** (login or register online to access your account)

Member Self Service:

This feature allows you to check on a claim you sent to us, get up to date information on your deductibles and out of pocket expenses, view or print EOBs or order a BCBS ID card.

Visit my health care benefits **bcbsm.com** (login or register online to access your account)

Blue Cross Coordinated Care:

Call Monday through Friday from 8 a.m. to 5 p.m.: 1-800-775-BLUE (2583) TTY users call 711

This handbook is not a contract. It is intended as a brief description of benefits. Every effort has been made to ensure the accuracy of the information within. However, if statements in this description differ from the applicable coverage documents, then the terms and conditions of those documents will prevail.

*Blue Cross Blue Shield of Michigan administers the benefit plan **for your employer or plan sponsor and provides administrative claims payment services only. Blue Cross Blue Shield of Michigan does not insure your coverage nor do we assume any financial risk or obligation with respect to your claims. Benefits and future changes in benefits are the responsibility of your employer. Information concerning members may be reviewed by **Blue Cross Blue Shield of Michigan, and may also be reviewed by your employer, on a limited basis, for specific purposes permitted by law.*****

This coverage is provided pursuant to a contract entered into in the state of Michigan and must be interpreted under the jurisdiction and according to the laws of the state of Michigan.

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GETTING STARTED

This handbook is filled with useful information on a variety of subjects, but we don't expect you to read it cover to cover! Instead, skim through it so that you will be familiar with the topics and where to find them if you need them. Then, read this section to learn the basics that everyone should know to get started. If you have any questions about your benefits or need help, call customer service at the number on the back of your ID Card.

How you share costs with us

As a BCBS member, you have help paying for your healthcare.

However, some costs you share with us – here's how.

Important Terms to Know



Beginning of your plan year

You pay **copayments or coinsurance** if applicable, for certain covered services, like doctor's office visits and urgent care.

You will continue to pay copayments or coinsurance until the total you have paid for copayments and coinsurance equals your out-of-pocket maximum.

If there's more than one person on your plan, you will have to meet a family out-of-pocket maximum.

Depending on your plan, throughout the year BCBS pays for **certain preventive and wellness care at no cost** to you.

Once you have reached your out-of-pocket maximum

The plan pays for all other covered services.

End of the plan year

Your **deductible** and **out-of-pocket maximum** reset to zero for the next plan year.



Deductible

The amount you owe for covered health care services before your health care plan begins to pay. **The deductible may not apply to all services. This plan does not have a deductible.**

Copayment (or copay)

A fixed amount you pay for a covered health care service, usually when you get the service. **When a copayment is charged, the service may also be subject to coinsurance.**

Coinsurance

Your share of the costs of a covered health care service, usually a percentage (for example, 20 percent) of the allowed amount for the service. **Your coinsurance also counts towards your out-of-pocket maximum.**

Out-of-Pocket Maximum

The most you'll pay in deductible, copayments and coinsurance during the year.

For details on your plan's coverage, refer to "Your Benefits at a Glance."

Web or mobile, get the most from your plan

We know that health insurance can be confusing. To help you understand and manage your costs and care, we offer a wide range of tools on our web site, **bcbsm.com**. Once you register your account with a computer, nearly everything you can do on the website you can do on your smartphone or tablet.

Register for your online account

Don't have an account with us yet? It only takes a few minutes to register. To get started, go to **bcbsm.com** and select the login tab in the upper right-hand corner. You'll need your **enrollee ID card** handy to complete the process.

You can also access your online account using our app. To get our app, search BCBSM in the App Store or Google Play.



What can you find online?

You can find provider directories, explanation of benefits statements, and medical, dental and vision claim information. You can also:

- Request additional **identification cards** or get access to mobile device tools including **virtual ID cards**
- Get help **choosing a doctor**, including:
 - Participating providers for your plan
 - Doctor reviews
 - Physician quality measurements
- Find information about your **plan benefits**, including:
 - Eligibility and coverage on the contract
 - Coverage for specific health care services
 - Coverage Advisor tool to help you choose a plan, as well as understand your out-of-pocket costs
- Use tools to help you **manage your costs**:
 - Access explanation of benefits statements online
 - Keep track of deductibles, maximums and copays
 - Obtain treatment cost estimates
- Manage health spending accounts (if applicable):
 - Get information on **wellness and healthy living**
 - Read health tips, articles and prevention information
 - Research a condition
 - Take a health assessment or use our digital health coaching tools

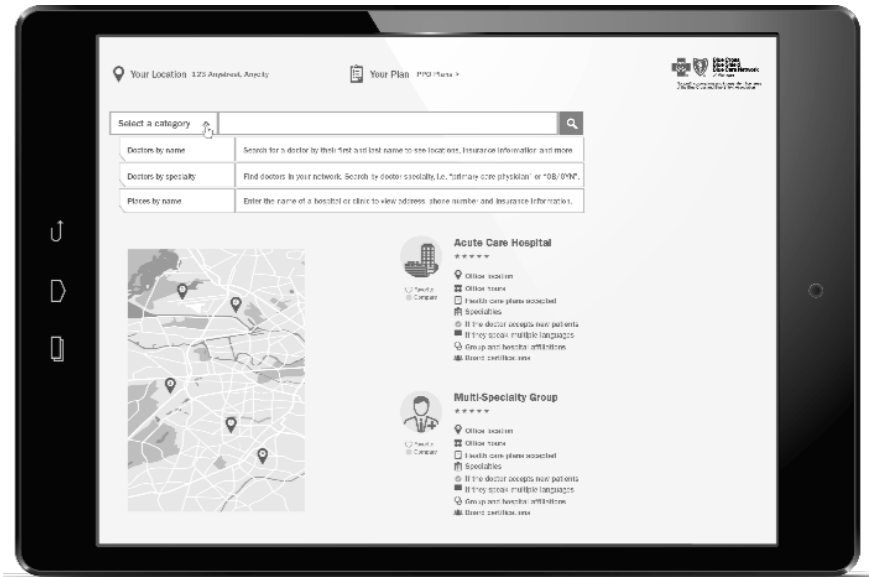
You can also find out about money-saving programs such as *Blue365*[®]. *Blue365*[®] is a national program offering access to discounts and savings from selected companies on products and services for healthy lifestyles. You can also find discounts for *Healthy Roads and Weight Watchers*.

Search for doctors and hospitals

Your account helps you understand your choices about who to see and where to go for care.

Look up a doctor's name or specialty, places for health care services by name or type, or costs for a procedure. Your account will automatically fill in your home address.

If you want a pediatrician near your child's day care center or a primary doctor closer to work, reset the location to get a broader list of in-network doctors.



Selecting the doctor's name shows you:

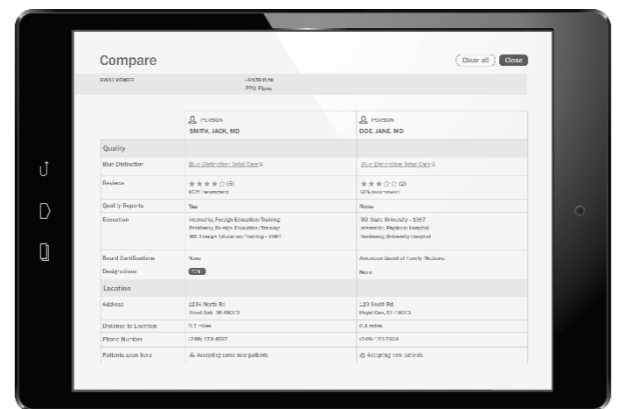
- Office location
- Office hours
- Health care plans accepted
- Specialties
- If new patients are accepted
- If they speak multiple languages
- Group and hospital affiliations
- Board certifications

Check the Compare box to review the profiles of your top choices so you can determine the right doctor for you.

Compare costs for services and procedures

Your member account gives prices for many health care services, based on actual costs. See the average total costs for a service and how they can differ by doctor, location or type of facility.

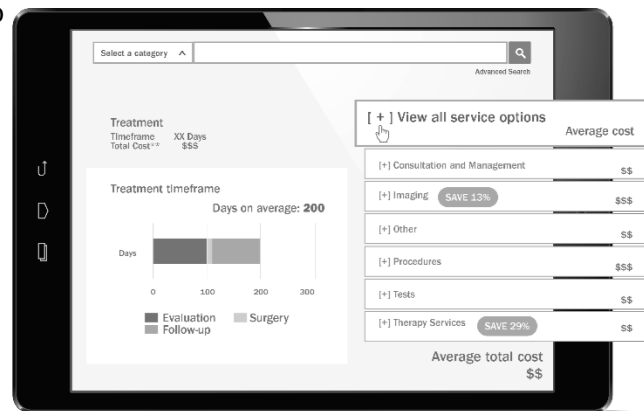
Costs can vary quite a bit. Sometimes you can save money by driving 15 minutes more or having your procedure at an outpatient facility rather than in a hospital.



Plan ahead for surgeries

Get an idea of the costs you can expect if you're having surgery. Let's say your doctor recommends you have knee replacement surgery. Your account sums up the estimated cost for each service involved with your procedure — from your first doctor visit to post-surgery physical therapy. With this information, you can see how long it could take and how much it may cost to have your knee replaced.

You'll also see where you can save money. Using our example, you may find that six weeks of physical therapy costs less at a nearby outpatient clinic than the hospital. Knowing costs ahead of time helps you plan for care and manage your benefits wisely.



You have the power to choose.

Use your account to explore options and costs and talk with your doctor to make informed decisions about your care.

Your Blue Cross member account is your resource for deciding where to go for care.

Choosing the right place for care

Knowing there are smart health care options will help you get the care you need when you need it. Here's where, when, and how to get care for whatever you've got:

You can go here:	To receive care for symptoms, conditions or situations such as:	Advantages	Cost:	Average time for care:	How to find:
24-Hour Nurse Line	<ul style="list-style-type: none"> Deciding if you can self-treat a condition or need to see a doctor, visit an urgent care center or an emergency room Discussing treatment options for nonemergency situations Other general medical questions 	<ul style="list-style-type: none"> No cost Available 24/7 Staffed with registered nurses 	\$0	12 minutes	Talk to a registered nurse for free: Blue Cross members can call: 1-844-811-8460
Primary care doctor	<ul style="list-style-type: none"> Sore throat and cough Painful urination Low-grade fever Earache Colds and flu 	<ul style="list-style-type: none"> Some extended hours Trusted, ongoing relationship Can generally be reached after hours by phone 	\$	60 minutes	Visit your primary care doctor. If you don't have one, find a primary care doctor near you using <i>Find a Doctor</i> at bcbsm.com
Retail health center	<ul style="list-style-type: none"> Mild allergy symptoms Skin rash Eye irritation or redness 	<ul style="list-style-type: none"> In certain drug store chains and storefronts Close to home or work 	\$	45 minutes	To find a retail health clinic or an urgent care center, use <i>Find a Doctor</i> at bcbsm.com
Urgent care center	<ul style="list-style-type: none"> Minor burns, cuts and scrapes Sprains and strains Minor asthma issues 	<ul style="list-style-type: none"> Evening and weekend hours Walk-in appointments available Convenient locations 	\$	60 to 90 minutes	

Check your benefits by logging in to your member account or calling the Customer Service number on the back of your ID card.

Start using your smart choices for care. Learn how at bcbsm.com/findcare.

We want to limit the number of forms you need to fill out. Most doctors file claims electronically after your visits. Many activities, such as updating your plan information, can be done online or with a call to our Customer Service department.

Your explanation of benefits statement

When a claim is filed, you'll receive an explanation of benefits statement, also known as an EOB. It shows medical services we pay for as well as any out-of-pocket costs you owe.

Your EOB can be sent via mail or can be viewed online by logging in to your account through **bcbsm.com**. You can view a history of your doctor visits, services received and how much we paid and more. Your statements are available online for two years.

What you'll find on your statement

Member contract information: This includes your name, address and the group and contract information that's listed on your insurance card. You'll also see the name of your family member who received the medical care.

Customer service contacts: Your EOB has a toll-free phone number and address so you can contact us with questions about your statement. You can also find this info on your member ID card.

Summary of services: The summary lists the medical services that you or a family member received since your last statement. You'll see any savings you received because of your

Blue Cross member discounts and any charges that you pay. Match this information with your bills to make sure it's accurate.

Summary of deductibles, coinsurance and out-of-pocket maximums: This shows how much of your copayments or coinsurances and deductibles you've paid to date.

Claim detail: This shows what type of care you received, the date of your appointment and your doctor's name. Compare this with the information on your health care bills.

Amount you pay: This is your share of the cost for health services, based on your Blue Cross health care plan.


Get even more information by logging in to your account online. If you still have questions, please call the Customer Service number on the back of your member ID card or your EOB.

How to read your EOB

EOB statement details

- 1 Identifies who this EOB statement is for.
- 2 Summarizes claims by doctor, hospital or other health care provider as follows:
 - A The amount submitted to Blue Cross for the claim.
 - B What you saved by being a Blue Cross member.
 - C What Blue Cross paid.
 - D Amounts any other insurance paid.
 - E What you pay. You may have already paid or may still owe this amount. You should never be asked to pay more than this amount.
- 3 Shows the balances to date for your coinsurance maximum and deductible for the current calendar year.
- 4 Important information about your coverage, tips to lower health care costs and ways to improve overall health.

EXPLANATION OF BENEFIT PAYMENTS
THIS IS NOT A BILL



**Blue Cross
Blue Shield
of Michigan**
A nonprofit corporation and independent licensee
of the Blue Cross and Blue Shield Association

Statement Date : MM/DD/YY

009999999-9999
FIRSTNAME M LASTNAME
12345 Main Street
ANYTOWN MI 99999-9999

1 Patient Name: FIRSTNAME M LASTNAME
Patient Born In: OCTOBER 1953
Enrollee Name: FIRSTNAME M LASTNAME
Enrollee ID: *****1234
Group Name: COMPANY NAME
Group Number: 1234567-0000
Coverage: MEDICAL

Customer Service
Web: View your benefits and manage your plan online at bcbsm.com.
Call: 1-800-999-9999 (toll free)
Mail: BLUE CROSS BLUE SHIELD OF MICHIGAN
232 S. CAPITOL AVE
LANSING MI 48933-1504

To report suspected fraud, call 1-800-482-3787.

2 Claim Summary (for Claim Detail, see below)

	A	B	C	D	E
Hospital, Doctor or Other Health Care Provider	Total Charges	minus Discount*	minus Blue Cross Paid	minus Other Insurance Paid	equals Amount You Pay
MI HEALTH CENTER	\$ 251.00	\$ 110.70	\$ 112.24	\$ 0.00	\$ 28.06
	\$ 251.00	\$ 110.70	\$ 112.24	\$ 0.00	\$ 28.06

* Blue Cross discounts are negotiated with hospitals, doctors and other health care providers which saves you money.

3 Summary of Deductibles and Coinsurance Maximum
(These totals are based on our information to date and may not reflect all outstanding claims.)

BENEFIT PERIOD: MM/DD/YYYY through MM/DD/YYYY
Totals for FIRSTNAME M LASTNAME

In-network deductible:	\$ 800.00
Amount applied to date:	\$ 800.00
Patient deductible is met.	

In-network co-insurance maximum:	\$ 900.00
Amount applied to date:	\$ 106.01

4 Helpful Information

Your Explanation of Benefits statement, or EOB, has a new look. We've changed the format to make it easier to read and understand. The new EOB shows your claim information in a cleaner, more logical layout. It includes more detail, such as procedure description and code, to help you understand the service you received. If you have questions about the new EOB, please call the number on the front of this statement. Visit bcbsm.com/guide for more information about how to read your EOB statements.

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Understanding Your ID card

Your ID card tells doctors and other health care providers that you are eligible for services covered under your health care plan with Blue Cross Blue Shield of Michigan. You should always carry it with you, and make sure you have the latest card. Using outdated cards may delay payment of claims.

Note: All cards will show the contract holder's name, even those issued to dependents. If you are not the contract holder, your card will not have your name on it.

Below is a *sample* ID card that highlights information you may need.

- 1 **Enrollee name:** The contract holder's name.
- 2 **Enrollee ID:** The contract holder's assigned contract number, which allows health care providers to identify you and your benefits.
- 3 **Issuer:** Identifies you as a Michigan Blue Cross member to out-of-state providers.
- 4 **Group number:** Identifies your employer group.
- 5 & 6 These icons are present if your coverage includes dental or prescription drugs.

Customer service phone numbers for you and your providers are located on the back of your ID card.

Card front

Card back



Lost or stolen cards

You can replace lost or stolen cards by calling a customer service representative at the toll-free phone number listed on the inside front cover of this handbook. You can also visit **bcbasm.com** to order ID cards. If your card is lost or stolen, you can still receive services, but you should report the loss of your card immediately to your employer and to your Blue Cross customer service representative.

Value of Blue

Member discounts with Blue365[®]

Save money and live healthier with Blue365[®]

Blue Cross members can score big savings on a variety of healthy products and services from businesses in Michigan and across the United States.

Member discounts with Blue365[®] offers exclusive deals on things like:

- **Fitness and wellness:** Health magazines, fitness gear and gym memberships
- **Healthy eating:** Cookbooks, cooking classes and weight-loss programs
- **Lifestyle:** Travel and recreation

- **Personal care:** Lasik and eye care services, dental care and hearing aids

Cash in on discounts

Start saving today! Show your Blue Cross or Blue Care Network ID card at participating local retailers or use an offer code online to take advantage of these savings.

For a full list of discount offers, log in or register at bcbsm.com and click Member Discounts with Blue365® on your home page. You can also conveniently access discounts on the go with the Blue Cross mobile app. Search BCBSM in Google Play™ or the App Store® to download our mobile app.

Preventing fraud

Health insurance fraud raises health care costs for everyone. Blue Cross Blue Shield of Michigan works diligently to prevent fraudulent use of your ID card. Only you and your eligible dependents may use the cards issued for your health care plan. Lending your card to anyone not eligible to use it is illegal. Your health care provider may ask for identification other than your ID card, such as your driver's license. Checking identification helps prevent unauthorized use of your card.

You can help by reporting fraud

Remember, information you give us about suspected fraud is confidential. We'll never tell anyone that it came from you.

Anti-Fraud Hotline: 1-800-482-3787

Medicare Anti-Fraud Hotline: 1-888-650-8136 (TTY users call 711)

You can also report fraud through our website at: <http://www.bcbsm.com/health-care-fraud/index.html>.

Selecting a health care provider

This section explains how to find a network provider, locally or when travelling. Using a network provider saves you the most on your out-of-pocket costs.

Your benefits are provided through the preferred provider organization health care plan. This plan provides you with the highest level of benefit payment and limits your out-of-pocket costs when you use physicians, hospitals and other health care specialists that are a part of the PPO health care provider network.

The level of a health care provider's participation affects your out-of-pocket costs. The levels are:

- Network providers
- Out-of-network, but participating, providers
- Nonparticipating providers

Network providers

To receive the highest benefit payment level, you should use health care providers who are in the PPO network. Network providers have signed agreements with Blue Cross, which means they agree to accept our approved payment, for a covered benefit, as payment in full. You will only pay for the in-network deductibles, coinsurances and copayments required by your coverage.

Ask your physician if he or she is in the PPO network in your plan area. If you need help locating a network provider, please call customer service to locate a network provider or visit the website listed on the inside front cover of this handbook.

When you go to a network provider, you do not have to send a claim to us. Network providers submit claims to us for you, and they are paid directly by us.

Out-of-network but participating providers

Although many providers are part of our PPO network, you have the freedom to visit an out-of-network provider and still receive coverage for covered services. Providers who are not part of the PPO network are called out-of-network providers.

When using an out-of-network provider, try to use a Blue Cross participating provider. Out-of-network but participating providers have signed agreements with us to accept our approved amount as payment in full for covered services. However, because these providers are not part of the PPO network, you must pay any required copayments and a higher deductible and coinsurance for your care.

When you go to out-of-network but participating providers, you usually don't have to submit claims. These providers, like network providers, submit claims to us for you and the providers are paid directly by us.

Nonparticipating providers

Nonparticipating providers have not signed agreements with Blue Cross. This means they may or may not choose to accept our approved amount as payment in full for your health care services.

If your health care providers do not participate with Blue Cross, ask if they will accept the amount we approve as payment in full for the services you need. This is called participating on a "per-claim" basis and means that the providers will accept the approved amount as payment in full for the specific services. You are responsible for any deductibles, coinsurances and copayments required by your plan along with charges for noncovered services.

You are usually required to pay nonparticipating providers directly and then you will submit the claim to us for reimbursement. Remember, the amount we reimburse you may be less than the amount your provider charged. You are responsible for the amount the provider charged above our approved amount.

Change of physician network status

Your physician is your partner in managing your health care. However, physicians retire, move, or end their affiliation with the PPO network. Should this happen, your physician will notify you that he or she is no longer in the PPO network.

If you wish, you may continue your medical care with a physician who is no longer with the PPO network; however, you may be responsible for the difference between our approved amount and the provider's charges, in addition to any deductibles, coinsurances and copayments required by your plan.

You can find physicians and hospitals in your area by calling the network provider locator or by visiting the website listed on the inside front cover of this handbook. You do not have to notify us when you select or change providers. To make your appointment, just call the physician's office directly.

Emergency services by out-of-network providers

When an emergency occurs, you need to seek care from the nearest provider who may not always be a network provider. If you receive treatment from an out-of-network provider for a medical emergency or accidental injury, your services will be paid at the in-network benefit level. **The treatment must be for a true emergency as determined by Blue Cross Blue Shield.** See the "Your health care benefits" section of this handbook to find out what qualifies as a medical emergency.

Referral to out-of-network providers

There may be times when your network physician will refer you to another physician, such as a specialist. Usually, your physician will refer you to a physician that is in the PPO network. If you are referred to an out-of-network physician, please contact your Blue Cross customer service representative to verify the referral process before receiving services. Covered medical services received from a referred physician may be subject to extra out-of-pocket costs.

Coverage when you travel

When you travel across the country or around the world, your health care benefits go with you. The BlueCard® program gives you access to doctors, hospitals and other providers everywhere you travel.

Travel across the United States

Our extensive provider network makes it easy to find participating doctors, hospitals and other providers when you travel away from home. Out-of-state participating providers will bill their local Blue plan for any covered services you receive. This means faster payment to the provider and less out-of-pocket costs for you. Here's how it works:

- **Participating providers** — Present your Blue Cross ID card to out-of-state participating providers. They will bill their local Blue plan for payment. Your provider also will accept the approved amount or negotiated rate (see "Glossary of health care terms") as payment in full. You are responsible for any member out-of-pocket costs (deductibles, coinsurances and copayments) as identified in this handbook. Remember, your out-of-pocket costs are usually calculated on the lower of the provider's actual charge or the Blue Cross approved amount or negotiated rate.
Note: If a participating provider bills you for charges other than what is required by your plan, remind the provider that he or she should accept the Blue Cross payment as payment in full.
- **Nonparticipating provider** — If your out-of-state provider does not participate with the local Blue plan, ask if the provider can send the bill directly to us. If not, you will need to get an itemized receipt and send

it to us for reimbursement. See the “Filing claims” section of this handbook for instructions on how to submit a claim.

Travel outside of the United States

When you travel outside of the United States, you still have access to your benefits as long as services are provided by a licensed physician or an accredited hospital.

Most hospitals and doctors in foreign countries will ask you to pay the bill up front. Try to get itemized receipts, preferably written in English.

When you submit your claim, please indicate if the charges are in U.S. or foreign currency. Be sure to also indicate whether payment should go to you or to the provider. Blue Cross will pay the approved amount for covered services at the rate of exchange in effect on the date you received your services, less any deductibles, coinsurances and copayments that may apply.

Additional information when traveling outside of the United States can be found [here](#).

BlueCard Program

Out-of-Area Services Overview

Blue Cross Blue Shield of Michigan has a variety of relationships with other Blue Cross and/or Blue Shield Licensees. Generally, these relationships are called “Inter-Plan Arrangements.” These Inter-Plan Arrangements work based on rules and procedures issued by the Blue Cross Blue Shield Association (“Association”). Whenever you access healthcare services outside the geographic area Blue Cross serves, the claim for those services may be processed through one of these Inter-Plan Arrangements. The Inter-Plan Arrangements are described below.

When you receive care outside of Blue Cross’ service area, you will receive it from one of two kinds of providers. Most providers (“participating providers”) contract with the local Blue Cross and/or Blue Shield Plan in that geographic area (“Host Blue”). Some providers (“nonparticipating providers”) don’t contract with the Host Blue. Blue Cross explains below how we pay both kinds of providers.

Inter-Plan Arrangements Eligibility – Claim Types

All claim types are eligible to be processed through Inter-Plan Arrangements, as described above, except for all Dental Care Benefits except when paid as medical claims, and those Prescription Drug Benefits or Vision Care Benefits that may be administered by a third party contracted by Blue Cross to provide the specific service or services.

BlueCard® Program

Under the BlueCard® Program, when you receive Covered Services within the geographic area served by a Host Blue, Blue Cross will remain responsible for doing what we agreed to in the contract. However, the Host Blue is responsible for contracting with and generally handling all interactions with its participating providers.

When you receive Covered Services outside Blue Cross' service area and the claim is processed through the BlueCard Program, the amount you pay for Covered Services is calculated based on the lower of:

- The billed covered charges for your covered services; or
- The negotiated price that the Host Blue makes available to Blue Cross.

Often, this "negotiated price" will be a simple discount that reflects an actual price that the Host Blue pays to your healthcare provider. Sometimes, it is an estimated price that takes into account special arrangements with your healthcare provider or provider group that may include types of settlements, incentive payments and/or other credits or charges. Occasionally, it may be an average price, based on a discount that results in expected average savings for similar types of healthcare providers after taking into account the same types of transactions as with an estimated price.

Estimated pricing and average pricing also take into account adjustments to correct for over- or underestimation of past pricing of claims, as noted above. However, such adjustments will not affect the price Blue Cross has used for your claim because they will not be applied after a claim has already been paid.

Negotiated (non-BlueCard Program) Arrangements

With respect to one or more Host Blues, instead of using the BlueCard Program, Blue Cross may process your claims for Covered Services through Negotiated Arrangements for National Accounts.

The amount you pay for Covered Services under this arrangement will be calculated based on the lower of either billed charges for Covered Services or negotiated price (refer to the description of negotiated price on our website bcbsm.com under Section A, BlueCard Program) made available to Blue Cross by the Host Blue.

If reference-based benefits, which are service-specific benefit dollar limits for specific procedures, based on a Host Blue's local market rates, are made available to you, you will be responsible for the amount that the healthcare provider bills above the specific reference benefit limit for the given procedure. For a participating provider, that amount will be the difference between the negotiated price and the reference benefit limit. For a nonparticipating provider, that amount will be the difference between the provider's billed charge and the reference benefit limit. Where a reference benefit limit is greater than either a negotiated price or a provider's billed charge, you will incur no liability, other than any related patient cost sharing under this contract.

Special Cases: Value-Based Programs

BlueCard® Program

If you receive Covered Services under a Value-Based Program inside a Host Blue's service area, you will not be responsible for paying any of the Provider Incentives, risk-sharing, and/or Care Coordinator Fees that are a part of such an arrangement, except when a Host Blue passes these fees to Blue Cross through average pricing or fee schedule adjustments. Additional information is available upon request.

Value-Based Programs: Negotiated (non-BlueCard Program) Arrangements

If Blue Cross has entered into a Negotiated Arrangement with a Host Blue to provide Value-Based Programs to Blue Cross on your behalf, Blue Cross will follow the same procedures for Value-Based Programs administration and Care Coordinator Fees as noted above for the BlueCard Program.

Nonparticipating Providers Outside Blue Cross' Service Area

Member Liability Calculation

When Covered Services are provided outside of Blue Cross' service area by nonparticipating providers, the amount you pay for such services will normally be based on either the Host Blue's nonparticipating provider local payment or the pricing arrangements required by applicable state law. In these situations, you may be responsible for the difference between the amount that the nonparticipating provider bills and the payment Blue Cross will make for the Covered Services as set forth in this paragraph. Federal or state law, as applicable, will govern payments for out-of-network emergency services.

In certain situations, Blue Cross may use other payment methods, such as billed charges for Covered Services, the payment we would make if the healthcare services had been obtained within our service area, or a special negotiated payment to determine the amount Blue Cross will pay for services provided by nonparticipating providers. In these situations, you may be liable for the difference between the amount that the nonparticipating provider bills and the payment Blue Cross will make for the Covered Services as set forth in this paragraph.

BlueCard Global Core® Program

If you are outside the United States, the Commonwealth of Puerto Rico, and the U.S. Virgin Islands (hereinafter "BlueCard service area"), you may be able to take advantage of the BlueCard Global Core® Program when accessing Covered Services. The BlueCard Global Core Program is unlike the BlueCard Program available in the BlueCard service area in certain ways. For instance, although the BlueCard Global Core Program assists you with accessing a network of inpatient, outpatient and professional providers, the network is not served by a Host Blue. As such, when you receive care from providers outside the BlueCard service area, you will typically have to pay the providers and submit the claims yourself to obtain reimbursement for these services.

If you need medical assistance services (including locating a doctor or hospital) outside the BlueCard service area, you should call the BlueCard Global Core Service Center at 1-800-810-BLUE (2583) or call collect at 1-804-673-1177, 24 hours a day, seven days a week. An assistance coordinator, working with a medical professional, can arrange a physician appointment or hospitalization, if necessary.

Inpatient Services

In most cases, if you contact the BlueCard Global Core Service Center for assistance, hospitals will not require you to pay for covered inpatient services, except for your deductibles, coinsurance, etc. In such cases, the hospital will submit your claims to the BlueCard Global Core Service Center to begin claims processing. However, if you paid in full at the time of service, you must submit a claim to receive reimbursement for Covered Services. **You must contact Blue Cross to obtain precertification for non-emergency inpatient services.**

Outpatient Services

Physicians, urgent care centers and other outpatient providers located outside the BlueCard service area will typically require you to pay in full at the time of service. You must submit a claim to obtain reimbursement for Covered Services.

Submitting a BlueCard Global Core Claim

When you pay for Covered Services outside the BlueCard service area, you must submit a claim to obtain reimbursement. For institutional and professional claims, you should complete a BlueCard Global Core claim form and send the claim form with the provider's itemized bill(s) to the BlueCard Global Core Service Center (the address is on the form) to initiate claims processing. Following the instructions on the claim form will help ensure timely processing of your claim. The claim form is available from Blue Cross, the BlueCard Global Core Service Center or online at www.bcbsglobalcore.com. If you need assistance with your claim submission, you should call the BlueCard Global Core Service Center at 1-800-810-BLUE (2583) or call collect at 1-804-673-1177, 24 hours a day, seven days a week.

ELIGIBILITY AND ENROLLMENT GUIDELINES

Please contact the University of Michigan Shared Services Center for eligibility information.

- 734-615-2000
- sharedservices@umich.edu
- M-F, 8:00AM-5:00PM



Blue Cross
Blue Shield
of Michigan

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of the Blue Cross and Blue Shield Association

UNIVERSITY OF MICHIGAN COMMUNITY BLUE PPO Effective Date: 01/01/2026 Benefits-at-a-glance

This is intended as an easy-to-read summary and provides only a general overview of your benefits. It is not a contract. Additional limitations and exclusions may apply. Payment amounts are based on BCBSM's approved amount, less any applicable deductible and/or copay. For a complete description of benefits please see the applicable BCBSM certificates and riders, if your group is underwritten. If your group is self-funded, please see any other plan documents your group uses. If there is a discrepancy between this Benefits-at-a-Glance and any applicable plan document, the plan document will control.

Prior authorization for Select Services - Services listed in this BAAG are covered when provided in accordance with Certificate requirements and, when required, receive prior authorization or approved by BCBSM except in an emergency.

Note: A list of services that require approval **before** they are provided is available online at bcbsm.com/importantinfo. Select **Approving covered services**.

Pricing information for various procedures by in-network providers can be obtained by calling the customer service number listed on the back of your BCBSM ID card and providing the procedure code. Your provider can also provide this information upon request.

Prior authorization for Specialty Pharmaceuticals - BCBSM will pay for FDA-approved specialty pharmaceuticals that meet BCBSM's medical policy criteria for treatment of the condition. The prescribing physician must contact BCBSM to request prior authorization of the drugs. **If prior authorization is not sought, BCBSM will deny the claim and all charges will be the member's responsibility.**

Specialty pharmaceuticals are biotech drugs including high cost infused, injectable, oral and other drugs related to specialty disease categories or other categories. BCBSM determines which specific drugs are payable. This may include medications to treat asthma, rheumatoid arthritis, multiple sclerosis, and many other diseases as well as chemotherapy drugs used in the treatment of cancer, but excludes injectable insulin.

Blue Cross provides administrative claims services only. Your employer or plan sponsor is financially responsible for claims.

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Services from a provider for which there is no Michigan PPO network and services from an out-of-network provider in a geographic area of Michigan deemed a "low access area" by BCBSM for that particular provider specialty are covered at the in-network benefit level. If you receive care from a nonparticipating provider, even when referred, you may be billed for the difference between our approved amount and the provider's charge.

Eligibility Information

Members	Eligibility Criteria
Dependents	<ul style="list-style-type: none"> Subscriber's legal spouse, same or opposite gender domestic partner eligible for coverage under the subscriber's contract Dependent children: related to you by birth, marriage, legal adoption or legal guardianship, including eligible children of your same or opposite gender domestic partner; eligible for coverage through the last day of the month the dependent turns age 26.

Member's responsibility (deductibles, copays, coinsurance and dollar maximums)

Benefits	In-network	Out-of-network
Deductible	None	None
Flat-dollar copays	<ul style="list-style-type: none"> \$25 copay for office visits and office consultations with a primary care provider \$30 copay for office visits and office consultations with a specialist \$25 copay for medical online visits \$25 copay for chiropractic and osteopathic manipulative therapy \$25 copay for outpatient physical, speech and occupational therapy \$100 copay for emergency room visits \$25 copay for urgent care visits 	<ul style="list-style-type: none"> \$100 copay for emergency room visits
Coinsurance amounts (percent copays)	<ul style="list-style-type: none"> 30% of approved amount for private duty nursing care 	<ul style="list-style-type: none"> 50% of approved amount for private duty nursing care 50% of approved amount for mental health care and substance use disorder treatment 50% of approved amount for most other covered services
Annual out-of-pocket maximums - applies to flat-dollar copays and coinsurance amounts for all covered services - including cost sharing amounts for prescription drugs, if applicable	\$3,000 for one member, \$6,000 for the family (when two or more members are covered under your contract) each calendar year Note: In-Network cost-sharing amounts do not count toward the out-of-network out-of-network maximum.	\$5,000 for one member, \$10,000 for the family (when two or more members are covered under your contract) each calendar year Note: Out-of-network coinsurance amounts do not count toward the in-network out-of-pocket maximum
Lifetime dollar maximum	\$20,000 for infertility treatment	

Preventive care services

Benefits	In-network	Out-of-network
Health maintenance exam - includes chest x-ray, EKG, cholesterol screening and other select lab procedures	100% (no deductible or copay/coinsurance), one per member per calendar year Note: Additional well-women visits may be allowed based on medical necessity.	Not covered

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Benefits	In-network	Out-of-network
Gynecological exam	100% (no deductible or copay/coinsurance), two per member per calendar year Note: Additional well-women visits may be allowed based on medical necessity.	Not covered
Pap smear screening - laboratory and pathology services	100% (no deductible or copay/coinsurance), one per member per calendar year	Not covered
Voluntary sterilization of female reproductive organs	100% (no deductible or copay/coinsurance)	50% (no deductible)
Prescription contraceptive devices - includes insertion and removal of an intrauterine device by a licensed physician	100% (no deductible or copay/coinsurance)	100% (no deductible or copay/coinsurance)
Contraceptive injections	100% (no deductible or copay/coinsurance)	50% (no deductible)
Well-baby and Well-child visits	100% (no deductible or copay/coinsurance) <ul style="list-style-type: none"> • 8 visits, birth through 12 months • 6 visits, 13 months through 23 months • 6 visits, 24 months through 35 months • 2 visits, 36 months through 47 months • Visits beyond 47 months are limited to one per member per calendar year under the health maintenance exam benefit 	Not covered
Adult and childhood preventive services and immunizations as recommended by the USPSTF, ACIP, HRSA or other sources as recognized by BCBSM that are in compliance with the provisions of the Patient Protection and Affordable Care Act	100% (no deductible or copay/coinsurance)	Not covered
Fecal occult blood screening	100% (no deductible or copay/coinsurance), one per member per calendar year	Not covered
Flexible sigmoidoscopy exam	100% (no deductible or copay/coinsurance), one per member per calendar year	Not covered
Prostate specific antigen (PSA) screening	100% (no deductible or copay/coinsurance), one per member per calendar year	Not covered
Routine mammogram and related reading	100% (no deductible or copay/coinsurance) Note: Subsequent medically necessary mammograms performed during the same calendar year are subject to your deductible and coinsurance.	50% (no deductible) Note: Out-of-network readings and interpretations are payable only when the screening mammogram itself is performed by an in-network provider.
		One per member per calendar year
Colonoscopy - routine or medically necessary	100% (no deductible or copay/coinsurance) for the first billed colonoscopy Note: Subsequent colonoscopies performed during the same calendar year are subject to your deductible and coinsurance.	50% (no deductible)
		One per member per calendar year

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Physician office services

Benefits	In-network	Out-of-network
Office visits - must be medically necessary Note: This includes mental health and substance use disorder services equivalent to medical office visits.	<ul style="list-style-type: none"> \$25 copay for each office visit with a primary care provider \$30 copay for each office visit with a specialist 	50% (no deductible)
Online visits - by physician or BCBSM selected vendor must be medically necessary Note: Online visits by a non-BCBSM selected vendor are not covered. Not all services delivered virtually are considered an online visit, but may be considered telemedicine. Telemedicine services will be subject to the applicable cost share associated with the service provided.	\$25 copay per online visit	50% (no deductible)
Outpatient and home medical care visits - must be medically necessary	<ul style="list-style-type: none"> \$25 copay for each visit with a primary care physician \$30 copay for each visit with a specialist 	50% (no deductible)
Office consultations - must be medically necessary	<ul style="list-style-type: none"> \$25 copay for each office consultation with a primary care provider \$30 copay for each office consultation with a specialist 	50% (no deductible)
Urgent care visits - must be medically necessary	\$25 copay per urgent care visit	50% (no deductible)

Emergency medical care

Benefits	In-network	Out-of-network
Hospital emergency room	\$100 copay per visit (copay waived if admitted or for an accidental injury)	\$100 copay per visit (copay waived if admitted or for an accidental injury)
Ambulance services - must be medically necessary	100% (no deductible or copay/coinsurance)	100% (no deductible or copay/coinsurance)

Diagnostic services

Benefits	In-network	Out-of-network
Laboratory and pathology services	100% (no deductible or copay/coinsurance)	50% (no deductible)
Diagnostic tests and x-rays	100% (no deductible or copay/coinsurance)	50% (no deductible)
Therapeutic radiology	100% (no deductible or copay/coinsurance)	50% (no deductible)

Maternity services provided by a physician or certified nurse midwife

Benefits	In-network	Out-of-network
Prenatal care visits	100% (no deductible or copay/coinsurance)	50% (no deductible)

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Benefits	In-network	Out-of-network
Postnatal care visit	100% (no deductible or copay/coinsurance)	50% (no deductible)
Delivery and nursery care	100% (no deductible or copay/coinsurance)	50% (no deductible)

Note: For facility services See "Hospital Care"

Hospital care		
Benefits	In-network	Out-of-network
Semiprivate room, inpatient physician care, general nursing care, hospital services and supplies	100% (no deductible or copay/coinsurance)	50% (no deductible)
Unlimited days		
Note: Nonemergency services must be rendered in a participating hospital.		
Inpatient consultations	100% (no deductible or copay/coinsurance)	50% (no deductible)
Chemotherapy	100% (no deductible or copay/coinsurance)	50% (no deductible)

Alternatives to hospital care		
Benefits	In-network	Out-of-network
Skilled nursing care - must be in a participating skilled nursing facility	100% (no deductible or copay/coinsurance)	100% (no deductible or copay/coinsurance)
Limited to a maximum of 120 days per member per calendar year		
Hospice care	100% (no deductible or copay/coinsurance)	100% (no deductible or copay/coinsurance)
Up to 28 pre-hospice counseling visits before electing hospice services; when elected, four 90-day periods - provided through a participating hospice program only ; limited to dollar maximum that is reviewed and adjusted periodically (after reaching dollar maximum, member transitions into individual case management). There is a fifth level of 45-days per lifetime that requires prior authorization. The 5th level is covered for nursing home care.		
Home health care: <ul style="list-style-type: none"> • must be medically necessary • must be provided by a participating home health care agency 	100% (no deductible or copay/coinsurance)	100% (no deductible or copay/coinsurance)
Infusion therapy: <ul style="list-style-type: none"> • must be medically necessary • must be given by a participating Home Infusion Therapy (HIT) provider or in a participating freestanding Ambulatory Infusion Center (AIC) • may use drugs that require prior authorization - consult with your doctor 	100% (no deductible or copay/coinsurance)	100% (no deductible or copay/coinsurance)

Surgical services		
Benefits	In-network	Out-of-network
Surgery - includes related surgical services and medically necessary facility services by a participating ambulatory surgery facility	100% (no deductible or copay/coinsurance)	50% (no deductible)
Presurgical consultations	100% (no deductible or copay/coinsurance)	50% (no deductible)

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Benefits	In-network	Out-of-network
Voluntary sterilization of male reproductive organs Note: For voluntary sterilization of female reproductive organs, see "Preventive care services."	100% (no deductible or copay/coinsurance)	50% (no deductible)
Elective Abortion Services Note: Abortions are not covered if rendered in a location where abortions are not legal.	100% (no deductible or copay/coinsurance)	50% (no deductible)
Gender reassignment and gender affirming procedures Note: Certain gender affirming services are payable by participating providers. Please see plan modification for further information.	100% (no deductible or copay/coinsurance)	Not covered

Human organ transplants		
Benefits	In-network	Out-of-network
Specified human organ transplants - must be in a designated facility and coordinated through the BCBSM Human Organ Transplant Program (1-800-242-3504)	100% (no deductible or copay/coinsurance)	100% (no deductible or copay/coinsurance) - in designated facilities only
Bone marrow transplants - must be coordinated through the BCBSM Human Organ Transplant Program (1-800-242-3504)	100% (no deductible or copay/coinsurance)	50% (no deductible)
Specified oncology clinical trials Note: BCBSM covers clinical trials in compliance with PPACA.	100% (no deductible or copay/coinsurance)	50% (no deductible)
Kidney, cornea and skin transplants	100% (no deductible or copay/coinsurance)	50% (no deductible)

Behavioral Health Services (Mental Health and Substance Use Disorder)

Note: Some mental health and substance use disorder services are considered by BCBSM to be equivalent to an office visit or medical online visit. When a mental health or substance use disorder service is considered by BCBSM to be equivalent to an office visit or medical online visit, we will process the claim under your Physician Office Services.

Benefits	In-network	Out-of-network
Inpatient mental health care and inpatient substance use disorder treatment Note: Facility services are covered in participating facilities only.	100% (no deductible or copay/coinsurance)	50% (no deductible) Unlimited days
Residential psychiatric treatment facility: <ul style="list-style-type: none"> covered mental health services must be performed in a residential psychiatric treatment facility treatment requires prior authorization subject to medical criteria 	100% (no deductible or copay/coinsurance)	50% (no deductible)
Outpatient mental health care: <ul style="list-style-type: none"> Facility and clinic 	\$25 copay per visit	50% (no deductible)
Note: Facility services are covered in participating facilities only. <ul style="list-style-type: none"> Online visits - for services equivalent to a medical online visit 	\$25 copay per online visit	50% (no deductible)
Note: Online visits by a non-BCBSM selected vendor are not covered.		

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Benefits	In-network	Out-of-network
<ul style="list-style-type: none"> Physician's office <p>Note: For services equivalent to a medical office visit. See "Physician Office Services".</p>	100% (no deductible or copay/coinsurance)	50% (no deductible)
Outpatient substance use disorder treatment - in approved facilities only	100% (no deductible or copay/coinsurance)	50% (no deductible) (in-network cost-sharing will apply if there is no PPO network)

Autism spectrum disorders, diagnoses and treatment

Benefits	In-network	Out-of-network
<p>Applied behavior analysis (ABA) treatment - subject to prior authorization</p> <p>Note: Prior to seeking ABA treatment, the member must be evaluated by an interdisciplinary team including, but not limited to, a physician, behavioral health specialist, and a speech and language specialist for the services to be authorized. This interdisciplinary evaluation can be performed at an approved autism evaluation center (AAEC).</p>	\$25 copay per office visit	50% (no deductible)
Outpatient physical therapy, speech therapy and occupational therapy for autism spectrum disorder	\$25 copay per visit Physical, speech and occupational therapy with an autism diagnosis is unlimited	50% (no deductible)
Other covered services, including nutritional counseling and mental health services, for autism spectrum disorder	100% (no deductible or copay/coinsurance)	50% (no deductible)

Other covered services

Benefits	In-network	Out-of-network
<p>Outpatient Diabetes Management Program (ODMP)</p> <p>Note: Screening services required under the provisions of PPACA are covered at 100% of approved amount with no in-network cost-sharing when rendered by an in-network provider.</p> <p>Note: When you purchase your diabetic supplies via mail order you will lower your out-of-pocket costs.</p> <p>Note: Continuous glucose monitor supplies and devices are not covered.</p>	<ul style="list-style-type: none"> 100% (no deductible or copay/coinsurance) for diabetes medical supplies 100% (no deductible or copay/coinsurance) for diabetes self-management training 	50% (no deductible)
Allergy testing and therapy	100% (no deductible or copay/coinsurance)	50% (no deductible)
Chiropractic spinal manipulation and osteopathic manipulative therapy	\$25 copay per visit Limited to a combined 24-visit maximum per member per calendar year	50% (no deductible)
Outpatient physical, speech and occupational therapy - provided for rehabilitation	\$25 copay per visit	50% (no deductible)
	Limited to a combined 60-visit maximum per member per calendar year	

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Benefits	In-network	Out-of-network
Durable medical equipment Note: DME items required under the preventive benefit provisions of PPACA are covered at 100% of approved amount with no in-network cost-sharing when rendered by an in-network provider. For a list of preventive DME items that PPACA requires to be covered at 100%, call BCBSM.	100% (no deductible or copay/coinsurance)	100% (no deductible or copay/coinsurance)
Prosthetic and orthotic appliances	100% (no deductible or copay/coinsurance)	100% (no deductible or copay/coinsurance)
Private duty nursing care	70% (no deductible)	50% (no deductible)
Treatment of infertility - IVF and fertility preservation services Note: Covered treatment procedures are payable only when rendered by the UMHS Center for Reproductive Medicine. Note: Additional restrictions apply	80% (no deductible), limited to \$20,000 lifetime maximum	Not covered
Routine eye examination - one per member, per calendar year	100% (no deductible or copay/coinsurance)	50% (no deductible) subject to an annual benefit maximum of \$40 per service.
Nutritional counseling when performed to treat the following conditions: anorexia nervosa, bulimia nervosa and eating disorder not otherwise specified	100% (no deductible or copay/coinsurance)	50% (no deductible)
Prescription drugs	Not covered	Not covered

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UNIVERSITY OF MICHIGAN HEARING CARE COVERAGE

Effective Date: 01/01/2026

Benefits-at-a-glance

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Member's responsibility (deductible and copay)

Benefits	Participating provider	Nonparticipating provider
Deductible	None	Not applicable
Copay	None	Not applicable

Covered services

You **must** receive the following services from a **hearing participating provider**. Hearing care services are **not** covered when performed by nonparticipating providers unless the services are performed outside of Michigan **and** the local Blue Cross and Blue Shield plan does **not** contract with providers for hearing care services. In this case, BCBSM will pay the approved amount for hearing aids and related covered services obtained from a nonparticipating provider. You may be responsible for charges that exceed our approved amount.

If you select a digitally controlled programmable hearing device, you may be responsible for charges that exceed the cost of a covered hearing aid.

Benefits	Participating provider	Nonparticipating provider
Audiometric exam - one every 36 months	100% of approved amount	Not covered
Hearing aid evaluation- one every 36 months	100% of approved amount	Not covered
Ordering and fitting the hearing aid (a monaural or binaural hearing aid) - one every 36 months	100% of approved amount	Not covered
Hearing aid conformity test- one every 36 months	100% of approved amount	Not covered

Note: You **must** obtain a medical evaluation (sometimes called a medical clearance exam) of the ear performed by a physician-specialist before you receive your hearing aid. If a physician-specialist is not accessible, your primary care doctor may perform the medical evaluation. **This evaluation is not covered under your hearing care coverage, so you must pay for this exam unless your medical coverage includes coverage for office visits.**

A physician-specialist is a licensed doctor of medicine or osteopathy who is also board certified or in the process of being board certified as an otolaryngologist. A physician-specialist determines whether a patient has a hearing loss and whether such loss can be offset by a hearing aid.

ADM HCR-RXOC;ADM PLANR JAN;ASCMOD 11425MED;CB ASC;CB-AMB ASC;CB-DPP-ASC;CB-ET \$100 ASC;CB-MTC \$25 ASC;CB-OPMIN 3K ASC;CB-OPMON 5K ASC;CB-SP-OV \$30ASC;CB-TMS-ASC;CB-UC- \$25 ASC;CB-XC-IN ASC;CB-XD-IN ASC;CBC 50%-ON ASC;CBOLV 25 ASC;CBPCP \$25ASC;DC 26-ME ASC;DP-SOG ASC;HC (A) ASC;TRV-LDG ASC

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YOUR HEALTH CARE BENEFITS

This section explains your benefits for medical services in a hospital or doctor's office. You should review what is covered before you receive treatment to make sure services are covered. Benefits covered include:

- **Emergency care** – what is covered in case of an emergency or accident
- **Office visits** – how visits to your doctor are covered
- **Preventive care** – describes your benefits for regular checkups and screenings
- **Maternity care** – what is covered when you or a dependent is expecting
- **Inpatient care** – what is covered while in the hospital
- **Outpatient care** – what services are covered outside of a hospital such as your doctor's office or clinic
- **Additional benefits** – coverage for benefits such as chiropractor, hemodialysis, durable medical equipment, etc.
- **Physical, speech and occupational therapy** – what we cover for therapy
- **Autism care** – what our autism benefits cover
- **Transplants** – how your coverage works when you need a transplant
- **Behavioral Health (Mental Health and Substance Use Disorder Services)** – when you need treatment for mental health or substance use disorder concerns

Your deductible, coinsurance, copayment and benefit maximums apply to all benefits unless otherwise indicated.

Emergency care

You are covered for treatment of accidental injuries or conditions that we determine are medical emergencies. If you're not sure whether your condition (such as high fever, sharp or unusual pain or minor injury) requires emergency care, but you think it needs prompt attention, it's best to call your doctor or your doctor's after-hours phone number. Emergency care includes the following benefits:

Emergency room

You are covered for treatment of accidental injuries or conditions that we determine are medical emergencies.

- An **accidental injury** is physical damage caused by an action, object or substance from outside of the body. This includes strains, sprains, fractures, cuts and bruises, allergic reactions, frostbite, sunburn and sunstroke, swallowing poisons, medication overdosing, and inhaling smoke, carbon monoxide or fumes.
- A **medical emergency** is something that happens suddenly and can result in serious bodily harm or threaten life unless treated right away such as a heart attack or stroke. This is not a condition caused by an accidental injury.

Emergency care also covers physician services for the exam and treatment of accidental injuries and medical emergencies.

Urgent care centers

You can also visit a network urgent care center for nonemergency conditions such as earaches, colds, flu, minor burns, fever, sprains, sore throats and headaches. Visit bcbsm.com for a list of urgent care centers near you.

Ambulance services

If a ground or air ambulance is needed due to an injury, medical emergency or hospital admission, the service is covered when provided by a licensed ambulance company. Coverage includes equipment used, limited mileage and waiting time. A member may be moved to or from a hospital, or between hospitals or other approved medical facilities. Travel between hospitals must be medically necessary and ordered by the patient's physician. Services provided by a fire department, rescue squad or other carrier whose fee is a voluntary donation are not covered.

Note: Non-emergency air ambulance services require preauthorization.

Office visits and telemedicine

You are covered for visits to a doctor's office, outpatient clinic or outpatient department of a hospital for the examination, diagnosis and treatment of general medical conditions. Services include medical care, consultations, outpatient mental health and substance use disorder treatment, medications and injections.

Some behavioral health (mental health and substance use disorder treatment) services are considered by BCBSM to be the same as an office visit. Office visit equivalent behavioral health (mental health and substance use disorder treatment) services obtained from in-network providers are subject to the office visit service copayment requirement.

Office visit equivalent behavioral health (mental health and substance use disorder treatment) services obtained from out-of-network providers are subject to the out-of-network cost-sharing requirements.

If your provider offers Telemedicine visits, these are covered and are subject to your office visit copayment.

Preventive care

You have coverage for preventive services as required by the Affordable Care Act. As part of this law, you do not have a copayment, coinsurance or deductible when you receive preventive services at an in-network provider, which include:

- **Routine health maintenance exams**
- **Routine gynecological exams**
- **Well-childcare** — benefits include visits to a physician to monitor the development of a child.

- **Laboratory and screening services** — coverage for routine laboratory, diagnostic tests and X-rays related to a routine exam including but not limited to:
 - Chemical profile
 - Complete blood count (CBC)
 - Fecal occult blood screening
 - Urinalysis
 - Chest X-ray
 - EKG
- **Endoscopic procedures** — coverage for the following when performed as routine screening:
 - Colonoscopy
 - Sigmoidoscopy
 - Flexible sigmoidoscopy
 - Procto-sigmoidoscopy
- **Routine mammograms** — coverage for a routine breast X-ray exam using digital, including 3-dimensional imaging, and/or film imaging for members. More frequent mammograms are covered under diagnostic services if requested by your physician because of a suspected or actual presence of disease or when required as a post-operative procedure.
- **Pap smears** — coverage for laboratory services for a routine pap smear, for female members. More frequent pap smears are covered under diagnostic services for the following conditions:
 - Previous surgery for vaginal, cervical or uterine malignancy
 - Presence of a suspected lesion in the vaginal, cervical or uterine areas
- **Prostate specific antigen screening** — coverage for a PSA screening laboratory test for male members.
- **Immunizations and vaccines** — coverage includes the following:
 - Childhood and adult immunizations as recommended by the USPSTF, ACIP, HRSA or other sources as recognized by Blue Cross that comply with the provisions of the Affordable Care Act.
 - Human papilloma virus, or HPV, vaccine for dependents age 9 to 26.
 - Travel immunizations (such as rabies, typhoid, yellow fever, and Japanese encephalitis)
- **Counseling** to help you quit smoking, lose weight, eat healthfully, treat depression and reduce alcohol use
- **Additional women’s benefits**
 - Screening for gestational diabetes
 - Counseling for sexually transmitted diseases
 - Counseling and screening for Human immune-deficiency virus, or HIV
 - Screening and counseling for interpersonal and domestic violence
 - Contraceptive counseling and methods (including anesthesia for contraceptive surgeries)
 - Breastfeeding supplies
- **Morbid Obesity Management**
 - For a member with a BMI of 30 or above, we pay for 26 visits per member per calendar year. Visits can include nutritional counseling, such as dietician services, billed by a physician or other provider recognized by BCBSM.

Maternity care

Your coverage for obstetrical care includes delivery, delivery room costs, ordinary nursery care, and pre- and post-natal care visits. The initial exam of the newborn is covered when performed by a physician other than the delivering provider. The termination of pregnancy is covered regardless of medical necessity. Maternity services are covered for dependents.

Note: Maternity care benefits are also payable when provided by a certified nurse midwife. Delivery must be in a hospital or Blue Cross-approved birthing center.

Group health plans and health insurance issuers generally may not, under federal law, restrict benefits for any hospital length of stay in connection with childbirth for the mother or newborn child to less than 48 hours following a vaginal delivery or less than 96 hours following a cesarean section. However, federal law generally does not prohibit the mother's or newborn's attending provider, after consulting with the mother, from discharging the mother or her newborn earlier than 48 hours (or 96 hours as applicable). In any case, plans and issuers may not, under federal law, require that a provider obtain authorization from the plan or the issuer for prescribing a length of stay not in excess of 48 hours (or 96 hours).

Prescribed contraceptive devices

Your coverage includes physician-prescribed contraceptive devices such as diaphragms and IUD or contraceptive implants designed to prevent pregnancy.

Inpatient care

For an approved hospital admission, your plan covers the following services. All benefits are subject to any deductibles, coinsurances, copayments or benefit maximums.

Precertification of hospital admissions

Precertification is required for all inpatient hospital admissions to determine if the admission or service is appropriate, unless the admission is due to a medical emergency. Your doctor requests and coordinates the approval with the hospital and Blue Cross. This eliminates unnecessary inpatient care and determines an appropriate length of stay for an admission. Approval of an admission does not guarantee payment. Please make sure you and your provider confirm your coverage and limitations.

Medical necessity

A service that you receive from a medical provider must be medically necessary, or a specified preventive service, in order to be payable under your health care plan. The guidelines for determining medical necessity are specified in detail in the "Glossary of health care terms" section of this handbook.

In some cases, you are required to pay for services even when they are medically necessary. These limited situations are:

- When you do not inform the hospital that you are a Blue Cross member either at the time of admission or within 30 days after you are discharged
- When you fail to provide the hospital with information that identifies your coverage

Preadmission testing

Preadmission testing is covered within seven days of a scheduled hospital admission or surgery when received in a hospital outpatient department. These tests must be valid at the time of the admission and must not be duplicated during the hospital stay.

Presurgical consultation

A presurgical consultation from a second physician can help you get additional information about the benefits and risks of your proposed surgery and inform you of any alternative treatments that may be available. X-rays and laboratory services your doctor may request will be covered according to the level of benefits outlined in this handbook.

The physician's recommendation does not affect the approved amount for the surgery. Whether or not the recommendation from the second physician favors surgery, the final decision about the surgery is yours.

Inpatient consultations

In complicated situations, the physician in charge of your case may consult with another physician for assistance or advice about diagnosis or treatment. Inpatient consultations are covered when they are requested by the attending physician.

Surgery

Surgical procedures needed for the diagnosis and treatment of disease and injury are covered. Surgical benefits include all related pre- and post-operative medical care by the attending surgeon.

Multiple surgeries

Two or more surgical procedures performed during one operative session are subject to payment limitations:

- When the surgeries are through **different** incisions, your coverage pays the approved amount for the primary surgery (the procedure with the higher benefit payment), plus half of the approved amount for any additional procedures.
- When the surgeries are through the **same** incision, your coverage pays the approved amount only for the primary surgery. Physician payment is included in the amount paid for the primary surgery.

Note: Participating providers accept our approved amounts as payment in full, less any required deductible, coinsurance and copayment.

Other surgeries

- **Laser surgery** is covered when the procedure is not considered experimental or investigative, and the payment is not more than the cost allowed for a conventional surgical procedure.
- **Breast reconstruction surgery is covered for:**
 - Reconstruction of the breast following a mastectomy
 - Surgery and reconstruction of the other breast to produce a symmetrical appearance
 - Prostheses and treatment of physical complications at all stages of the mastectomy, including lymphedemas
- **Cosmetic or reconstructive surgery** is covered only for correction of birth defects, conditions resulting from accidental injuries or traumatic scars and correction of deformities resulting from certain surgeries, such as breast reconstruction following mastectomies.
- **Dental surgery** for the removal of impacted teeth or multiple extractions is covered only when the patient must be hospitalized for the surgery because a concurrent medical condition exists. The inpatient admission for the dental surgery must be considered medically necessary to safeguard the life of the patient.
- **Voluntary sterilization** for male and female members is covered regardless of medical necessity.

Gender Dysphoria Treatment

Blue Cross covers medically necessary services for the treatment of gender dysphoria. This includes professional and facility services and is subject to any applicable copayments and deductibles required by your coverage.

Gender Dysphoria

A broad diagnosis that covers a person's emotional discontent with the gender they were assigned at birth. A clinical diagnosis is made when a person meets the specific criteria set out in the current Diagnostic and Statistical Manual of Mental Disorders (DSM).

Gender-Affirming Services

A collection of services that are used to treat gender dysphoria. For services to be covered the member must meet medical necessity criteria as determined by BCBSM medical policy. Some services require prior authorization. Please contact the health plan for detailed benefit information.

Gender-affirming care may include:

Non-surgical treatments:

- Hormone treatment (covered under the UM pharmacy benefit)
- Counseling and psychiatric services
- Voice and communication services through the speech therapy benefit
- Facial hair removal (face and neck)

Surgical treatments:

- Genitalia reconstruction
- Mastectomy (surgical removal of the breast)
- Augmentation mammoplasty (implants)
- Thyroid reduction chondroplasty (tracheal shave)
- Facial feminization
- Facial masculinization

Technical surgical assistance

Surgical assistance provided by another physician when requested by an operating surgeon is covered. It is payable only when an intern or hospital physician is not available for assistance. The surgery requiring assistance must be an approved major surgical procedure.

Room and board

Your benefits include the cost of a semi-private room, use of special units such as intensive, burn, or cardiac care; meals and special diets; and general nursing care. However, the cost of a private room is not covered unless that is standard for that facility. If you request a private room, your coverage will pay the cost of a semi-private room, and you must pay the difference.

General medical care

You have an unlimited number of inpatient days available for the diagnosis and treatment of general medical conditions.

Hospital services and supplies

The following services and supplies are covered when they are needed during a hospital admission:

- **Anesthesia** — Includes administration, cost of equipment, supplies and the services of a hospital anesthesiologist or by a certified registered nurse anesthetist or by a nurse anesthetist under the supervision of an anesthesiologist when billed as a hospital service
- **Blood services** — Includes blood derivatives, whole blood, blood plasma and supplies used for administering the services beginning with the first pint of blood
- **Laboratory and pathology tests** — Includes laboratory tests and procedures required to diagnose a condition or injury when billed as a hospital service
- **Drugs** — Includes medicines prescribed and given during a hospital admission
- **Durable medical equipment** — Includes items such as oxygen tents, wheelchairs and other hospital equipment used during the hospital stay
- **Medical and surgical supplies** — Includes gauze, cotton and solutions used during the hospital admission
- **Prosthetic and orthotic appliances** — Includes items that are surgically implanted in the body, such as heart valves
- **Special care units** — Includes operating, delivery and recovery rooms

Your coverage includes the following diagnostic and radiology services:

- **CAT and MRI scans** — Covers scans of the head and body when required for eligible diagnoses and when performed in a facility approved by Blue Cross
- **Diagnostic tests** — Includes EKGs, EMGs, EEGs, thyroid function tests and nerve conduction studies required in the diagnosis of an illness or injury
- **Therapeutic radiology** — Includes radiological treatment by X-ray, isotopes or cobalt for a malignancy
- **Diagnostic radiology** — Includes ultrasound and X-rays required for the diagnosis of an illness or injury

Outpatient care

The following services are covered when received in the outpatient department of a participating hospital, doctor's office, or, where noted, in a freestanding facility approved by Blue Cross. All benefits are subject to any deductibles, coinsurances, copayments or benefit maximums. A service that you receive from a medical provider must be medically necessary, or a specified preventive service, in order to be payable under your health care plan.

Ambulatory surgery care

Your coverage includes surgical services performed in an ambulatory surgery facility. This generally includes elective surgery that does not require the use of hospital facilities but cannot routinely be performed in an office setting.

Home health care

Your benefits include home health care visits when the patient is referred to and accepted by a participating home health care agency. The services must be prescribed by a physician who sends a detailed treatment plan to the home health care agency and certifies that home health care is medically necessary.

Home health care benefits include nursing services, physical, occupational or speech therapy, social service and nutritional guidance, medication, supplies and lab work.

Skilled nursing care

A convalescent care facility provides skilled, comprehensive inpatient care for either a short or extended period of time. Your coverage includes skilled nursing care in an approved skilled nursing facility, when the patient is suffering from or gradually recovering from an illness or injury and is expected to improve. Physician benefits for medical care are limited to two visits per week.

Convalescent care benefits cannot be used for custodial care or care for behavioral/mental deficiency, behavioral/mental retardation, senile deterioration or cases in which the prognosis is unfavorable.

Private duty nursing

Private duty nursing is covered when the patient's condition requires 24-hour, continuous skilled care (such as ventilator care) by a professional nurse on a one-to-one basis. Nonskilled care or care provided by a nurse who ordinarily resides in the patient's home or is a member of the immediate family is not covered.

The services must be prescribed by a physician and provided by a registered nurse or licensed practical nurse. The attending physician must complete a certification statement each month the patient is under care.

Cardiac rehabilitation

You have coverage for cardiac rehabilitation services. This benefit is payable if it is provided:

- In a hospital-based or freestanding (not owned or operated by a hospital) cardiac rehabilitation center
- By a licensed physician or professionals working under the direct supervision of a licensed physician
- Within six months of a diagnosis of acute myocardial infarction, angina pectoris or a prior related professional cardiac service, including coronary artery bypass surgery, percutaneous transluminal coronary angioplasty, cardiac transplantation or heart valve surgery
- For physician-prescribed exercises to cardiac patients during phase II of their cardiac rehabilitation treatment
- Within the 12 week total time allowed for cardiac rehabilitation

Cardiac rehabilitation

Cardiac rehabilitation services include:

- A six-week program that follows inpatient admission or outpatient services for a heart condition
- Complete medical history
- Stress test with electrocardiogram monitoring
- Lipid profile

- ECG
- Three exercise sessions per week
- Nutrition and risk factor recognition classes

Note: Patient education services and ECG testing are not covered as separately identifiable services when reported as part of cardiac rehabilitation.

Hemodialysis

Hemodialysis services to treat acute renal (kidney) failure and end-stage renal disease are a benefit. Treatment may take place in the outpatient department of a hospital, in a licensed facility or in the home. Home hemodialysis must be arranged by a physician and services must be billed by a participating hospital that has an approved hemodialysis program. Coverage includes the cost of the equipment, installation, training and necessary hemodialysis supplies.

Note: Dialysis services for the treatment of End Stage Renal Disease are coordinated with Medicare. It is important for individuals with ESRD to apply for Medicare coverage regardless of age. Blue Cross is the primary payer for up to 30 months if the member is under 65 and is eligible for Medicare solely because of ESRD.

Home Hemophilia Program

The Home Hemophilia Program provides benefits for the necessary medications and supplies used to treat hemophilia in a home setting. All medications and supplies needed for the patient to self-infuse at home, including syringes, needles and the antihemophilic factor, must be supplied by a participating hospital. Benefits may also include training to the patient or a family member on how to inject the antihemophilic factor, when the training is provided through a participating hospital. Services are coordinated through the Individual Case Management Program and may not be subject to deductibles, coinsurances and copayments.

Chemotherapy

You may receive chemotherapy treatment in a hospital, in the outpatient department of a hospital or in a physician's office.

Benefits include the administration and cost of drugs when ordered by a physician for the treatment of a specific type of malignant disease, approved by the Food and Drug Administration for use in chemotherapy and provided as part of a chemotherapy program, and if the treatment is not considered experimental or investigative. Coverage includes three follow-up visits within 30 days of your last chemotherapy treatment to monitor the effects of chemotherapy.

Diagnostic and radiation services

All benefits are subject to any deductibles, coinsurances and copayments or benefit maximums detailed earlier in this section.

- **Diagnostic radiology** — Benefits include outpatient diagnostic radiology services required for the diagnosis of an illness or injury when performed and billed by a physician. These services may be performed in the physician's office or in the outpatient department of a hospital. Covered services include ultrasound and diagnostic X-rays. MRI and CAT scans of the head and body also are covered when performed for an eligible diagnosis in approved facilities. Select services may require preauthorization.
- **Laboratory and pathology services** — Laboratory and pathology services performed in the physician's office or in the outpatient department of a hospital and ordered and billed by a physician are covered. This benefit includes laboratory and pathology tests required in the diagnosis of an illness or injury.
- **Diagnostic tests** — Diagnostic tests performed in the physician's office or in the outpatient department of a hospital are covered when performed and billed by a physician. Covered tests include EKGs, EMGs, EEGs, thyroid function tests, select sleep studies and nerve conduction studies required in the diagnosis of an illness or injury. Select services may require preauthorization.
- **Radiation therapy** — Radiation therapy performed in a physician's office or in an outpatient department of a hospital is covered when performed and billed by a physician. Covered services include radiological treatment by X-ray, isotopes, or cobalt for a malignancy.

Hospice care

A hospice is an agency or facility that is primarily involved in providing care to terminally ill patients. A patient is considered terminally ill when their attending physician has certified in writing that life expectancy is six months or less.

Hospice benefits take the place of benefits normally available under your medical coverage and add benefits that are more specific to the patient's needs. Services for medical conditions unrelated to the terminal illness are subject to medical coverage guidelines.

You may apply for hospice benefits only after a discussion and referral by your attending physician. All hospice services must be arranged through an approved hospice provider.

Levels of care

The hospice program provides four levels of care:

- **Routine home care** — Services provided to patients who are living at home and are not receiving continuous home care. Benefits include counseling, home health care and physical therapy. Such care must not exceed eight hours per day.
- **Continuous home care** — Nursing care services provided to patients during crisis periods to enable them to stay in their homes. Such care must be provided for a minimum of eight continuous hours per day.
- **Inpatient respite care** — Short-term inpatient services to allow home care providers short periods of relief. Such care must be provided in an approved facility on a nonroutine or occasional basis and in increments of five days or less in any 30-day period.
- **General inpatient care** — Services for pain control and acute and chronic symptom management that cannot be provided in other less intensive settings.
- **Fifth level** - Covers up to 45 days per lifetime room and board in a nursing facility.

Additional benefits

Your coverage pays the approved amount for the following additional benefits. All benefits are subject to deductibles, coinsurances, copayments or benefit maximums.

Infertility treatment and Fertility preservation

Your coverage of infertility includes diagnostic evaluation, assessment, and counseling for infertility. Covered procedures for diagnosis and treatment of infertility, including assisted reproduction and artificial conception (does not include intrauterine insemination-IUI) are payable for women aged up to 42 years.

Standard fertility preservation services are covered when a medically necessary surgical or medical treatment may directly or indirectly result in iatrogenic infertility (an impairment of fertility caused by surgery, radiation, chemotherapy or other medical treatment affecting reproductive organs or processes) to a covered person.

Exclusions and limitations that apply to infertility treatment and fertility preservation are listed [here](#).

Pain management

BCBS considers pain management an integral part of a complete disease treatment plan. We provide coverage for the comprehensive evaluation and treatment of diseases, including the management of symptoms such as intractable pain that may be associated with these diseases. Your health care benefits provide for this coverage and are subject to contract limitations. Musculoskeletal procedures may require preauthorization.

Prescription drugs under medical coverage

In certain situations, prescription drugs are covered as part of your medical benefits.

Medical drugs administered by a physician are covered as follows:

- Injectable and infused drugs — Blue Cross covers these drugs and their administration when:
 - The drug or biological is FDA approved.
 - The drug is ordered or supplied by a physician, and the drug is administered by the physician or under the supervision of a physician.
 - All necessary prior authorizations have been obtained. Not all drugs require prior authorization.

Prior authorization for medical drugs

Blue Cross requires prior authorization for the administration of select medical drugs. These include medical drugs administered in:

- A health care provider's office
- Clinic settings
- Patient's home
- Outpatient facilities*

Prior authorization is required for medical drugs received anywhere in the United States. Your doctor must contact Blue Cross and follow our approval process prior to administering the medication. Blue Cross will notify your doctor of the approval.

Only FDA-approved drugs can be preauthorized, and Blue Cross will preauthorize only those medical drugs that meet our medical policy criteria for treatment of your condition.

*Some preauthorized medical drugs have a site of care requirement. As part of the preauthorization process, the location where the drug is administered is reviewed with the need for the drug. The site of care may require that you receive the medical drug in a doctor's office, your home or a freestanding clinic rather than an outpatient facility.

- If your physician asks for prior authorization and Blue Cross doesn't grant it, you have the right to appeal under applicable law. If the prior authorization is not approved following the appeal process, you will be responsible for the full cost of the medical drug.
- If your physician does not get prior authorization, Blue Cross will deny the claim and you will be responsible for the full cost of the medical drug.
- If your physician did not get prior authorization and you appeal the denial of the claim, Blue Cross will review the claim to determine if the benefits can be paid. If Blue Cross upholds the denial, you have the right to appeal under applicable law.

Note: If Medicare is your primary insurance coverage, your physician does not have to get prior authorization from Blue Cross but may still need approval from Medicare.

Standard Diabetic Supplies and Devices

You have coverage for select diabetic supplies and devices when prescribed by a physician or other professional provider licensed to prescribe it. Select diabetic supplies and devices include: Glucometers, Test Strips for Glucose Monitors, Test Strips and Lancets, and Insulin Delivery Reservoirs.

Allergy services

Allergy testing and therapy are covered when performed by or under the supervision of a physician. Services include scratch and puncture testing, allergy survey, allergy serum and therapeutic injections.

Chiropractic services

Your benefits include the following chiropractic services:

- **New patient office calls** — Covers one every 36 months. A new patient is one who has not been seen by the same provider in 36 months.
- **Office visits**
- **Chiropractic traction** — Number of payable visits is determined by your physical therapy benefit.
- **Chiropractic spinal manipulations**
- **Osteopathic manipulation therapy**
- **Physical therapy**
- **X-rays**

Oxygen and other therapeutic gases

Oxygen and other therapeutic gases and the equipment needed to administer them are covered when medically necessary and prescribed by a physician.

Durable medical equipment

Benefits cover rental or purchase (whichever is less expensive) and repair of durable medical equipment appropriate for home use and prescribed by a physician. Examples of durable medical equipment are canes, wheelchairs and walkers.

The equipment must be medically necessary for the treatment of an illness or injury or used to improve the functioning of the patient's body. Equipment primarily for the comfort or convenience of the patient is not covered.

Medical supplies and dressings

Your benefits include medically necessary medical supplies and dressings used to treat a diagnosed condition.

Prosthetic and orthotic appliances

Benefits are provided for external appliances to replace a missing part of the body or to correct any defect of form or function of the body. Benefits include temporary appliances, delivery, services and fitting charges.

These appliances must be prescribed by a physician and supplied by a fully accredited facility approved by the American Board of Certification in Orthotics and Prosthetics.

Adjustment or replacement of eligible appliances is payable only when required because of normal wear or growth or a change in the patient's condition. Examples of these appliances are braces and artificial arms and legs.

Prosthetic appliances following mastectomy

Benefits are provided for an external breast prosthesis following a mastectomy when prescribed by a physician. Benefits cover two post-surgical forms and two surgical bras every benefit period. Replacements are payable only when required because of a significant change in body weight or when necessary for hygienic reasons.

Dental services

Dental services and appliances required for the treatment of an accidental injury are covered. The injury must have been caused by an external force. Injuries resulting from biting or chewing are not covered unless they are the direct result of an act of domestic violence or a behavioral/mental health condition.

Optical services following cataract surgery

Your benefits include the examination and fitting of one pair of contact lenses or eyeglasses when prescribed by a physician following cataract surgery. Cataract sunglasses are not covered.

Temporomandibular joint syndrome or jaw-joint disorder

Benefits for TMJ or jaw-joint disorder are limited to surgery directly to the jaw joint, X-rays (including MRIs) and arthrocentesis (injection procedures). However, some symptom-management services are covered, such as office visits, reversible appliance therapy, physical medicine (diathermy, hot and cold applications) and medications.

Please note that **irreversible** treatment of the mouth, teeth or jaw is intended to bring about permanent change in the positioning of the jaw or a permanent alteration of the vertical dimension. **Reversible** treatment of the mouth and jaw is *not* intended to result in permanent alteration of the bite; it is directed at managing the patient's symptoms.

Other than the exceptions noted, benefits are not payable for reversible or irreversible medical or dental treatment of the mouth, teeth, jaw, jaw joint and skull and the muscles, nerves, and tissue related to the jaw joint. These exclusions include but are not limited to: crowns, inlays, caps, restorations, grinding, orthodontics, dentures, partial dentures or bridges.

If you are not sure that your prescribed treatment will be covered, ask your physician to contact Blue Cross for approval **before** treatment begins.

Physical, occupational and speech therapy

You have coverage for physical, occupational and speech therapy when received in:

- The outpatient department of a participating hospital
- A participating outpatient therapy facility

- A physician's office
- Physical therapy services are also covered when received from independent, licensed therapists and chiropractors.

Note: Payment for therapy is based on the diagnosis and where you receive care. Ask your physician or therapist to call Blue Cross to verify that the treatment meets diagnosis requirements and if the therapy will be provided in an approved location before you receive any therapy treatment.

Therapy must:

- Be prescribed by the patient's physician
- Require the assistance and supervision of an appropriately licensed therapist
- Be designed to improve or restore the patient's functioning level after a loss in musculoskeletal function due to illness or injury
- Be for a condition capable of significant improvement in a reasonable and generally predictable period of time

Examples of covered therapy are:

- Physical therapy to restore the musculoskeletal function of legs
- Physical therapy used as a treatment to promote the healing of an acute injury or illness involving the muscles or joints
- Speech and language therapy used as treatment for severe congenital or developmental disorders. The disorders must meet the guidelines for assessment of severity or generally accepted standards of practice. Treatment plans for these conditions must contain measurable goals that providers regularly assess. Progress toward these goals must be documented in the patient's clinical record in order for coverage to continue. (See speech pathology severity guidelines in the "Glossary of health care terms" section.)

Your coverage does not pay for:

- Long-standing, chronic conditions such as arthritis
- Health club membership or spa membership
- Inpatient hospital admissions principally for speech or language therapy

Autism spectrum disorders

We pay for the diagnosis and outpatient treatment of autism spectrum disorders, including: autistic disorder, Asperger's disorder, and pervasive developmental disorder not otherwise specified, as described below.

Diagnostic services must be provided by a licensed physician, licensed psychologist or a board certified licensed behavioral analyst and include: assessments, evaluations, or tests, including the autism diagnostic observation schedule.

Treatment includes the following evidence-based care if prescribed or ordered by a licensed physician or licensed psychologist for a member who has been diagnosed with one of the covered autism spectrum disorders:

- Mental health treatment includes evidence-based treatment programs such as applied behavior analysis. Applied behavior analysis services must be provided or supervised by a board-certified behavior analyst or

a licensed psychologist so long as the services performed are consistent with the psychologist's formal training and supervised experience.

Note: Board certified behavior analysts will be paid only for applied behavior analysis services. Any other treatment performed by board-certified behavior analysts including, but not limited to, treatment of traumatic brain injuries will not be paid.

Applied behavior analysis services are covered subject to the following requirements:

- **Treatment plan** – Applied behavior analysis services must be included in a treatment plan recommended by a Blue Cross-approved autism evaluation center that evaluated and diagnosed the member's condition. Treatment plan reviews requested by Blue Cross will be covered.
- **Prior authorization** – Applied behavioral/mental analysis services must be approved for payment through our prior authorization process. If approval is not obtained, services are not covered, and the member is responsible for payment for those services. Prior authorization is not required for any other covered autism services.

Mental health treatment includes evidence-based counseling that must be provided or supervised by a licensed psychologist, so long as the services performed are consistent with the psychologist's formal training and supervised experience.

Psychiatric care includes evidence-based direct or consultative services provided by a psychiatrist licensed in the state where the psychiatrist practices.

Psychological care includes evidence-based direct or consultative services provided by a psychologist licensed in the state where he/she practices.

Note: Benefits for autism disorders are in addition to any psychiatric, psychological, and non-applied behavior analysis benefits that may be available under the plan.

Therapeutic care includes evidence-based physical therapy, occupational therapy, speech and language pathology, or other care performed by a licensed certified speech therapist, occupational therapist, physical therapist or social worker. Therapeutic care also includes nutritional therapy performed by a physician and genetic testing as recommended in the treatment plan.

Coverage requirements

All autism services and treatment must be:

- Medically necessary
- Comprehensive and focused on managing and improving the symptoms directly related to a member's autism spectrum disorder.
- Deemed safe and effective by Blue Cross.

Limitations and Exclusions

In addition to those listed in this handbook, the following limitations and exclusions also apply:

- Benefits for line therapy (applied behavior analysis treatment) are not subject to a visit maximum.
- Occupational therapy, physical therapy and speech and language pathology services for a diagnosis of autism are not subject to a visit limitation.
- All autism benefits including, but not limited to, medical-surgical services and/or behavioral/mental health treatment covered under this plan are subject to any hospital/medical deductibles, coinsurances and copayments imposed under this plan.
- Any treatment that is not a covered benefit by Blue Cross, including, but not limited to, sensory integration therapy and chelation therapy will not be paid.
- Conditions such as Rett's Disorder and Childhood Disintegrative Disorder are not payable under this plan.
- When a member is treated with approved services for covered autism disorders, coverage for the services under this autism benefit overrides certain exclusions in your plan such as the exclusion of:
 - Experimental treatment
 - Treatment of chronic, developmental or congenital conditions
 - Treatment of learning disabilities or inherited speech abnormalities
 - Treatment solely to improve cognition, concentration and/or attentiveness, organizational or problem-solving skills, academic skills, impulse control or other behaviors for which behavior modification is sought
- All autism services must be provided by professional providers who are registered with BCBS as a participating or non-participating provider.

Transplants

Certain types of human organ transplants are covered when received at a Blue Cross-approved transplant facility. Certain transplant benefits are subject to any deductibles, coinsurances and copayments and benefit maximums of your plan. All transplants must be coordinated through the Blue Cross Transplant Program in order to be covered.

We will not pay benefits for services, admissions or lengths of stay that are not approved in advance.

The approval process allows you and your provider to know if we will cover proposed services, hospital admissions and lengths of stay in a hospital before treatment begins. If approval is not obtained **before** you receive services or are admitted to a hospital, the services, admission and length of stay will not be covered.

Note: Approval is good only for one year after it is issued. However, approved services, admissions or a length of stay will not be paid if you no longer have coverage at the time they occur.

A decision to approve services, an admission or length of stay will be based on the information your provider submits to us. We reserve the right to request other information to determine if approval is appropriate.

If your condition or proposed treatment plan changes after approval is granted, your provider must submit a new request for approval. Failure to do so will result in the transplant, related services, admission and length of stay not being covered. The designated transplant center must submit its written request for approval to:

Blue Cross Blue Shield of Michigan

Human Organ Transplant Program
Mail Code 504C
600 Lafayette East
Detroit, MI 48226

Fax: (866) 752-5769

For questions, you or your provider can call 1-800-242-3504

Approval will be granted if:

- The patient is an eligible Blue Cross member
- The patient has Blue Cross hospital-medical-surgical coverage
- The proposed services will take place in a designated transplant center or in an affiliate of a designated center
- The proposed services are medically necessary
- An inpatient admission to a designated transplant center and the length of stay at the center are medically necessary (in those cases requiring inpatient treatment). A request for an admission and length of stay must be approved by Blue Cross before the admission occurs.

The services covered are payable when directly related to a transplant. The transplant must be performed at a designated transplant center or its affiliate to be a covered benefit.

Organ and tissue transplants

Benefits are payable for services and expenses for transplanting organs and tissues to an eligible recipient when performed in a participating facility. Coverage includes evaluation and surgical removal of the donated organ (including skin, cornea and kidney) from a living or nonliving donor. These transplants are subject to the same guidelines as other PPO benefits.

Bone marrow transplants

When directly related to two tandem transplants, two single transplants or a single and a tandem transplant per member, per condition and when preapproved by Blue Cross, the following services are covered:

- **Allogeneic transplants**
- **Autologous transplants**

Immunizations against certain common infectious diseases during the first 24 months post-transplant are covered. We pay for immunizations as recommended by the Advisory Committee on Immunization Practices.

For details on what is covered by both types of bone marrow transplants and what conditions are covered, please contact the Transplant program.

Oncology clinical trials

Oncology clinical trials cover bone marrow and peripheral blood stem cell transplants, their related services and FDA-approved antineoplastic drugs to treat stages II, III and IV breast cancer and all stages of ovarian cancer when they are provided as part of an approved phase II or III clinical trial. This does not limit or preclude coverage of antineoplastic drugs when state law requires that these drugs, and the reasonable cost of their administration, be covered.

For details on what is covered under oncology clinical trials and what conditions are covered, please contact the Transplant program.

Experimental bone marrow transplants

Covers hematopoietic transplants and their related services and FDA-approved antineoplastic drugs to treat the conditions listed below. This does not limit or preclude coverage of antineoplastic drugs when state law requires that these drugs, and the reasonable cost of their administration, be covered.

For details on what is covered by experimental bone marrow transplants and what conditions are covered, please contact the Transplant program.

Specified human organ transplants

Hospital care for specified human organ transplants performed during the transplant benefit period is covered in full less any applicable deductible, copayment or coinsurance required by your plan when the transplant is preapproved by Blue Cross and received at a Blue Cross-designated transplant facility.

Benefits apply only to transplants of the:

- Combined small intestine-liver
- Heart
- Heart-lung
- Liver
- Lobar lung
- Lung
- Pancreas
- Partial liver
- Kidney-liver
- Simultaneous pancreas-kidney
- Small intestine (small bowel)
- Multivisceral transplants (as determined by Blue Cross)

All payable specified human organ transplant services, except anti-rejection drugs and other transplant-related prescription drugs, must be provided during the benefit period that begins five days before, and ends one year after, the organ transplant.

For details on what is covered by specified human organ transplants and what conditions are covered, please contact the Transplant program.

Behavioral Health Services (Mental Health and Substance Use Disorder)

Your coverage includes services to treat behavioral/mental health issues as well as substance use disorders. It can include both outpatient counseling and inpatient treatment at approved facilities. Inpatient and select outpatient services require prior approval. Most outpatient behavioral/mental health/substance use disorder therapy and counseling sessions do not require prior approval.

What is required to receive inpatient mental health and substance use disorder treatment services?

- 1) Be aware that an authorization is required before you receive certain inpatient behavioral/mental health and substance use disorder services.
- 2) Your doctor is aware of this authorization requirement and will contact New Directions, the Blue Cross behavioral/mental health and substance use disorder treatment administrator, to submit the request. This administrator will either authorize or deny the services requested. If services are denied, you will receive clear instructions on what happens next or if more information is needed.

Blue Cross requires authorization for the following mental health and substance use disorder services:

- Inpatient facilities for mental health or substance use disorder treatment
- Residential facilities for mental health or substance use disorder treatment
- Partial hospitalizations

If you have benefit or claims questions, call customer service at the number on the back of your ID card. For questions on mental health or substance use disorder treatment assistance contact 1-800-762-2382.

Care provided during a mental health and substance use disorder treatment admission can include individual and group therapy sessions and family counseling. Benefits also include care in an Acute Care Hospital and Residential Treatment Facility.

Fully licensed psychologists with hospital privileges can be directly reimbursed for the following inpatient services:

- **Psychological testing**
- **Individual psychotherapeutic treatment**
- **Family counseling** for members of a patient's family
- **Group psychotherapeutic treatment**
- **Inpatient consultations** when your physician requires assistance of a consulting psychologist in diagnosing or treating your behavioral/mental health condition

Note: Inpatient mental health care and substance use disorder admissions are covered only if they meet Blue Cross severity of illness and intensity of service criteria. The doctor must call the Blue Cross behavioral/mental health manager to obtain approval for services.

Psychiatric residential treatment

A customer service representative can help you find a psychiatric residential treatment facility. Be sure to ask your doctor or health care professional if psychiatric residential treatment is right for you or your family

member. Your doctor can arrange your treatment with the appropriate facility. The facility must obtain authorization for your treatment to be covered.

If your coverage includes psychiatric residential treatment:

Psychiatric residential treatment allows people who are suffering from a psychiatric illness, such as anorexia nervosa, schizophrenia or bipolar disorder, to receive around-the-clock care.

Treatment takes place in a state-licensed facility, for example, an adult or child foster care facility with an integrative treatment team. The facility offers these services to help with psychiatric issues, administration of medication and crisis intervention:

- Patient supervision 24/7
- Nursing care on-site, or on call no more than 15 minutes away, 24/7
- A psychiatrist on call 24/7
- A psychiatrist on-site at least two days each week.

Outpatient mental health care

Your benefits include psychological testing, individual and group therapy sessions and family counseling when provided by an approved facility, by a physician or by a fully licensed psychologist.

Some mental health services are considered by BCBSM to be the same as an office visit. Office visit equivalent mental health services obtained from In-Network providers are subject to the office visit service copayment requirement.

If your provider offers Telemedicine visits, these are covered and are subject to your office visit copayment.

Office visit equivalent mental health treatment services obtained from Out-of-Network providers are subject to the Out-of-Network cost-sharing requirements.

Outpatient substance use disorder treatment

Your benefits include outpatient substance use disorder treatment provided at an approved substance use disorder treatment facility.

Some substance use services are considered by BCBSM to be the same as an office visit. Office visit equivalent substance use treatment services obtained from In-Network providers are subject to the office visit service copayment requirement.

Office visit equivalent substance use treatment services obtained from Out-of-Network providers are subject to the Out-of-Network cost-sharing requirements.

Blue Cross Coordinated Care

Blue Cross Coordinated Care is a voluntary program designed to assist you or one of your dependents whose cost of medical care is very high or where care could exhaust available benefits. Blue Cross Coordinated Care surrounds you with a team that connects you to the right care at the right time, so you can focus on your health.

The coordinated care program assigns a registered nurse to work directly with you and your family to coordinate the best care to meet your specific needs. The nurse engages a care team of doctors, social workers, dietitians, specialists and more, as needed, to help you:

- Better understand your condition, medications and treatment options
- Help you find a primary care physician
- Coordinate care with all your health care providers
- Connect with support and services in your local community
- Find behavioral health services and care for other special needs
- Set and reach your health goals
- Track your progress
- Identify health risks and steps you can take to improve your health

If you're identified for the program, a Blue Cross Coordinated Care nurse will contact you. Your nurse heads a care team that includes:

- **Doctors** to provide medical expertise when needed
- **Pharmacists** to educate and advise about the right medications
- **Dietitians** to provide targeted nutritional education and coaching
- **Social workers** to help locate community resources
- **Behavioral health specialists** to help with stress, depression, anxiety and other issues

Your nurse will check in with you regularly to help coordinate care and answer your health care questions. Blue Cross has made it easy for you to stay on track with your care plan with a mobile app powered by Wellframe.* Through the app, you can connect with your care team by text or chat. Use the app on your smartphone or tablet to:

- Chat with your nurse and care team
- Set reminders to track your appointments and medications
- Read helpful articles about your condition
- View a daily list of tasks to complete to help improve your health

If you have any questions about Blue Cross Coordinated Care, call 1 800 775 2583 Monday to Friday from 8 a.m. - 5 p.m. Eastern time. TTY users call 711.

*Wellframe is an independent company supporting Blue Cross Blue Shield of Michigan by providing care management services.

ADDITIONAL BENEFITS

This section explains what is covered under dental, vision and hearing coverage.

Hearing Care Coverage

In addition to your medical benefits, you also have coverage for hearing care. These benefits are designed to identify hearing problems and cover the appropriate corrective devices.

Choosing a provider

When you need hearing care, it is important to find out whether or not your hearing care provider participates with Blue Cross Blue Shield. **Benefits are payable when services are received from a participating provider.** Hearing care services are not covered when performed by nonparticipating providers unless the services are performed outside of Michigan and the local Blue Cross and Blue Shield plan does not contract with providers for hearing care services.

Time limitation

There are time frames for hearing benefits. You can only receive a hearing aid once every 36 months.

Manual consideration may be offered if the member received significant changes in their hearing loss, prior to the 36 months.

Hearing care benefits

Before you receive your hearing aid, **you must** have a medical examination of the ear performed by a participating board-certified or board-eligible otologist, otolaryngologist or otorhinolaryngologist. **This examination is not a hearing care benefit.** However, if you use a participating provider, this exam may be paid as an office call under your medical benefits if your medical benefits include office calls.

The following services must be received from a participating provider:

Audiometric examination — Measuring hearing ability, including tests for air and bone conduction, speech reception and speech discrimination

Note: The audiometric exam is a covered benefit.

1. **Hearing aid evaluation** — Determining what type of hearing aid should be prescribed to compensate for loss of hearing. Note: For members age 18 and over, a medical evaluation is required only when the initial hearing aid is billed; for members under 18, the medical evaluation is required each time the hearing aid is covered.

2. **Ordering and fitting the hearing aid** — Including in-the-ear, behind-the-ear and basic hearing aids worn on the body, with ear molds, if necessary
3. **Conformity test** — Evaluating the performance of a hearing aid and its conformity to the original prescription after it has been fitted

Exclusions and limitations that apply to your hearing care coverage are listed [here](#).

BENEFIT LIMITATIONS AND EXCLUSIONS

This section explains what is not covered under your benefit plan.

Medical

In addition to the exclusions and limitations listed elsewhere in this handbook, unless otherwise stated, the following exclusions and limitations apply:

- The following amounts or charges may not be used to meet your out-of-pocket maximum:
 - Charges that exceed the approved amount
 - Charges for noncovered services
 - Deductible or coinsurance required under other Blue Cross coverage
- Care and services available at no cost to you in a veteran's, marine or other federal hospital or any hospital maintained by any state or governmental agency
- Medically necessary services received on an inpatient basis that can be provided safely in an outpatient or office location
- Custodial care, rest therapy and care in nursing or rest home facilities
- Dental surgery other than for the removal of impacted teeth or multiple extractions when the patient must be hospitalized for the surgery because a concurrent medical condition, such as a heart condition, exists
- Treatment of temporomandibular joint syndrome and related jaw-joint problems by any method other than as specified in this handbook
- Any medical care, hospitalization or service provided before the effective date of coverage or after the coverage termination date
- Routine hospital outpatient care requiring repeat visits for the treatment of chronic conditions such as diabetes
- Hospitalization principally for observation, diagnostic evaluation, physical therapy, X-ray or lab tests, reduction of weight by diet control (with or without medication), basal metabolism tests or electrocardiography
- Items for the personal comfort or convenience of the patient
- Psychiatric services after determination that the patient's condition will not respond to treatment
- Psychological tests for vocational guidance or counseling
- Routine premarital or pre-employment exams
- Prescription drugs (may be covered under an additional freestanding program)
- Services and supplies that are not medically necessary according to accepted standards of medical practice
- Services provided through a medical clinic or similar facility provided or maintained by an employer
- Treatment of occupational injury or disease that the employer is obligated to furnish or otherwise fund
- Care and services received under another plan offered by Blue Cross Blue Shield of Michigan or another Blue plan

- Care and services payable by government-sponsored health care programs, such as Medicare or TRICARE (insurance for US Military members), for which the member is eligible. These services are not payable even if you have not signed up to receive the benefits provided by such programs. However, care and services are payable if federal law requires Medicare to be secondary.
- Cosmetic surgery solely for improving appearance, except as specified in this handbook
- Treatment of a condition caused by military action or war, declared or undeclared
- Services, care, devices or supplies considered experimental or investigative
- Services for which a charge is not customarily made; services for which the patient is not obligated to pay
- Dialysis services after 30 months of end stage renal disease treatment
- Services that are not included in your employer's coverage documents
- Charges from a nonparticipating provider that are in excess of the Blue Cross approved amount
- Charges for hospital room accommodations over and above the hospital's regular charges covered by your medical benefits
- Transportation and travel except as specified in this handbook
- Hearing exam and preparation, fitting or procurement of hearing aids (**may be covered under your hearing care coverage**)
- Eyeglasses or contact lenses and vision examinations for prescribing or fitting them (except for aphakic patients or for soft contact lenses or sclera shells intended for use in the treatment of diseases or injury or as specified following cataract surgery)
- Professional fees for injections given by anyone other than a physician
- Injections for cosmetic purposes
- Charges for examinations required by school, camp, licensing or for any other regulatory purpose
- Charges for services rendered during an office visit by anyone other than a physician or under the direct supervision of a physician
- Hospital admission for weight control
- Testing more frequently than necessary
- Dental care and dental appliances except those specified in your coverage
- Reversal of sterilization procedures for males
- Reversal of sterilization procedures for females
- Radial keratotomy
- Acupuncture
- Routine podiatry services
- Physical therapy is not covered when services are principally for the general good and welfare of the patient (e.g., developmental therapy or activities to provide general motivation)
- Nonemergency medical services received in an emergency room
- Hair prostheses such as wigs
- Infertility treatment and fertility preservation limitations include:
 - Single embryo transfer available for women up to age 35
 - Double embryo transfer available for women 35 up to the age of 42
 - IVF service not covered for women over the age of 42
 - Embryo freezing, storage and retrieval up to one year for each cycle for Members in active infertility treatment

- Infertility treatment and fertility preservation exclusions include:
 - Costs in excess of the \$20,000 lifetime benefit maximum for infertility treatment and fertility preservation
 - Coverage for services that are not provided at the University of Michigan Center for Reproductive Medicine
 - Intrauterine insemination (IUI)
 - Egg harvesting or other infertility treatment performed during an operation not related to an infertility diagnosis
 - Voluntary female sterilization ends coverage for IVF
 - Coverage for a Member who is not medically infertile
 - Services for the partner in a couple who is not enrolled and does not have coverage for infertility services or has other coverage
 - Donor eggs and donor sperm
 - All services related to surrogate parenting arrangements, including but not limited to In-Vitro services and maternity and obstetrical care for non-Member surrogate parents.
 - Fertility preservation prior to voluntary sterilization
 - Long term semen storage
 - Long term oocyte or embryo storage

Hearing care

Exclusions and limitations that apply to your hearing care coverage are listed below. These are in addition to the exclusions and limitations listed elsewhere in this handbook.

- Your medical examination to determine possible loss of hearing
- An examination by an audiologist that has not been ordered by a physician specialist
- A hearing aid ordered while the patient is a member, but delivered more than 60 days after the patient's coverage terminates
- Replacement of hearing aids that are lost or broken, unless you have not used this benefit for at least 36 months
- Repairs and replacement of parts
- Member may be responsible for charges that exceed the allowed amount for a covered aid
- All hearing care services and supplies provided by a nonparticipating provider
- Hearing aids that do not meet Food and Drug Administration and Federal Trade Commission requirements

FILING CLAIMS

When you use your benefits, a claim must be filed before payment can be made. If you go to participating providers, you won't have to file claims for medical services because claims are submitted directly to Blue Cross for you. However, if you receive medical services from non-participating providers, or you receive care out of the country, you may be required to file your own claims.

Assignment

Benefits outlined in this document are for your use only. They cannot be transferred or assigned. Any attempt to assign them will automatically terminate all your rights to these benefits. You cannot assign your right to any payment from us, or for any claim or cause of action against us, to any person, provider, or other insurance company.

We will not pay a provider except under these terms.

How to submit a claim

You should submit your claim as soon as you receive covered services from a non-participating provider or for services received outside of the United States. Generally, if you submit claims beyond the applicable filing limitation, they will be denied. Your provider will file a paper claim for you. The following filing limitation guidelines apply for most claims:

- The approved filing limits for pay-provider claims are six months from date of service for professional claims and 12 months from date of service for facility claims.
- The approved filing limits for pay-subscriber claims are 24 months from date of service.

If you need a claim form, contact your employer, visit our website **bcbsm.com** or call a Blue Cross customer service representative. To file a claim, follow these steps:

1. Obtain an itemized statement from the provider that includes the following information:
 - Name of the patient and the subscriber
 - Enrollee ID (located on your Blue Cross ID card)
 - Provider's name and address
 - Provider's federal tax ID number
 - Description of services
 - Diagnosis (nature of illness or injury)
 - Date of each service
 - Dates of admission and discharge (if admitted to a hospital)

You may include cash register receipts, canceled checks or money order stubs with your itemized receipt, but they may not substitute for an itemized receipt.

Note: If you receive medical services out of the country, you will need to pay the bill and get an itemized receipt. Try to have all receipts written in English and U.S. currency amounts. See the BlueCard – Coverage when you travel information in the “Selecting a health care provider” section.

2. Complete a separate claim for each family member. Multiple services for the same patient may be attached to one claim.
3. Attach all itemized receipts and statements to the claim form. Make sure the subscriber's name and enrollee ID from the Blue Cross ID card are on all receipts and attachments.
4. Review all claims to be sure they are accurate and complete. Incomplete forms will cause your payment to be delayed. Be sure to sign and date each claim. Always keep a copy of your claims and receipts because Blue Cross can't return them to you.
5. Mail all claims to the address shown on the form. If you do not have a claim form, send the itemized receipt to your Blue Cross customer service office. Addresses are listed on the inside front cover of this handbook.

What to do if a claim is denied

If your medical claim was not paid, in whole or in part, your explanation of benefits statement will indicate the reason for nonpayment. You can get more information on how to file an appeal on our website at bcbsm.com/importantinfo, under "Important Notices About How Your Coverage Works", click on “Appealing a claims decision” or call Customer Service at the number on the back of your ID Card.

Coordination of Benefits

Coordination of Benefits, or COB, is how health care plans coordinate benefits when you are covered by more than one insurance plan. Your company's health care plan is administered by Blue Cross, but if you or members of your family are covered by another health plan, we need to know so we can coordinate your coverage. If you are covered by more than one insurance plan, COB guidelines (explained below), determine which plan pays for covered services first. You may get a coordination of benefits letter asking you for information about other plans. If you get one, please respond promptly so we can keep our records up to date.

Here's how coordination of benefits works:

The plan that pays first is your **primary plan**. This plan must provide you with the maximum benefits available to you under that plan. The plan that pays second is your **secondary plan**. This plan provides payments toward the balance of the cost of covered services — up to the total allowed amount.

COB makes sure that the level of payment, when added to the benefits payable under another plan, will cover up to the total of the eligible expenses. COB also makes sure that the combined payments of all coverage will not exceed the actual cost approved for your care.

Guidelines to determine which plan is primary and secondary

- If a group health plan does not have a COB provision, then that group health plan is primary.
- If a group health plan does have a COB provision, the plan that covers the patient as the employee (subscriber) is primary and pays before a plan that covers the patient as a dependent.
- If a dependent child is covered under both parents' (or legal guardians') plans, the plan of the parent (or legal guardian) whose birthday is earlier in the year is primary.
- For children of divorced or separated parents, benefits are determined in the following order unless a Qualified Medical Child Support Order or divorce decree places financial responsibility on one parent:
 1. Plan of the custodial parent
 2. Plan of the custodial parent's new spouse (if remarried)
 3. Plan of noncustodial parent
 4. Plan of noncustodial parent's new spouse (if remarried)

Note: If custody is not known, then the birthday rule is used to determine the order of benefits for children of divorced, separated or never married parents.

When an employee is the subscriber on multiple group health insurances policies, the following applies:

- If both contracts are either "active employee" or "retired employee," then the group health insurance in effect the longest is the primary plan, and the other contract is the secondary plan. (Note: Refers to coverage supplied by the employer group, not which health insurance carrier has supplied coverage longer.)
- If one contract is "active employee" and one is "retiree/laid-off COBRA," then the "active employee" group is the primary plan and the "retiree/laid-off COBRA" employer group is the secondary plan.
- If the primary plan cannot be determined by using the guidelines above, then the plan covering the dependent child the longest is primary.

Updating COB information — your responsibility

It is important to keep your COB records updated. If there are any changes in coverage information for you or your dependents, notify your employer immediately. Please help us serve you better by responding to requests for COB information quickly. We will request updated COB information yearly. If COB information such as cancellation of other coverage, switching other coverage carriers or changes in custody or court-ordered coverage for dependent children is not updated, claims could be rejected inappropriately or incorrect messages could be sent to your health care providers.

If the information you provided on your latest COB letter of inquiry is more than one year old and a claim is submitted under your contract for your spouse or dependent children, the claim will be temporarily held. We will send you a new letter of inquiry requesting information about other carriers. When you respond, we will update your record. Your claim will then be processed according to the appropriate COB rules.

Important: If you do not respond to our letter of inquiry within 45 days of its receipt, the claim will be denied due to lack of current COB information. In addition, all other claims for your spouse and dependents will be denied until the COB letter of inquiry is returned.

Specific information about Your COB

Your plan includes non-duplicative COB payment. This means:

- When your Blue Cross contract is the secondary payer, you remain responsible for all primary patient liability resulting from primary insurance sanctions, penalties or network restrictions, unless your primary insurer is an HMO.
- As secondary payer, we will not apply contract network restrictions unless the primary insurer denied benefits for the service.
- As secondary payer, we will cover the remaining non-sanctioned patient liability up to the amount we would have paid had we been primary for Blue Cross covered services only.

Filing COB claims to your secondary carrier

Always have your health care provider submit claims to your primary carrier first. Then have your provider submit a claim for the secondary balance to Blue Cross. If your provider will not submit a secondary claim to Blue Cross, then you can submit the claims as follows:

1. Obtain an explanation of benefits statement from the primary carrier.
2. Ask your provider for an itemized receipt or detailed description of the services, including charges for each service.
3. If you made any payments for the service, provide a copy of the receipt you received from the provider.
4. Make sure the provider's name and complete address are on your receipts. Also include the provider's tax ID number.
5. Send these items to the appropriate address as indicated on the claim form. If you do not have a claim form, send the itemized receipt to your Blue Cross customer service office. Addresses are listed on the inside front cover of this handbook.

Please make copies of all forms and receipts for your own files, because we cannot return the originals to you.

Subrogation

In certain cases, another person, insurance company or organization may be legally obligated to pay for health care services that Blue Cross has paid. When this happens:

- Your right to recover payment from them is transferred to Blue Cross.
- You are required to do whatever is necessary to help Blue Cross enforce its right of recovery.
- If you receive money through a lawsuit, settlement or other means for services paid under your coverage, you must reimburse Blue Cross. However, this does not apply if the funds you receive are from additional coverage you purchased in your name from another insurance company.

No-Fault Auto Coverage

If you or an eligible dependent are involved in a motor vehicle accident, Blue Cross will pay primary for services related to an injury which is a direct or indirect result of an automobile accident. This applies whether or not you have no-fault automobile coverage.

It is important that you discuss this with your automobile insurance carrier.

GLOSSARY — HEALTH CARE TERMS

Accidental injury — Physical damage caused by an action, object or substance outside the body. This includes strains, sprains, cuts and bruises; allergic reactions, frostbite, sunburn and sunstroke; swallowing poison and medication overdosing; and inhaling smoke, carbon monoxide or fumes.

Accidental dental injury — An external force to the lower half of the face or jaw that damages or breaks sound natural teeth, periodontal structures, or bone.

Ambulatory surgery facility — A separate outpatient facility that is not part of a hospital, where surgery is performed and care related to the surgery is given. The procedures performed in this facility can be performed safely without overnight inpatient hospital care.

Approved amount — The BCBS maximum payment level or the provider's billed charge for the covered service, whichever is lower. Deductibles, coinsurances, copayments and sanctions are deducted from the approved amount.

Approved amount for prescription drugs — Lower of the billed charge or the sum of the drug cost plus the dispensing fee (and incentive fee, if applicable) paid to the pharmacy, not reduced by any rebate or other credit received directly or indirectly from the drug manufacturer.

Approved facility — A hospital or clinic that provides medical and other services, such as substance use disorder treatment, rehabilitation, skilled nursing care or physical therapy. Approved facilities must meet all applicable local and state licensing and certification requirements, and must have been approved as a BCBS provider. Approved facilities must be accredited by the Joint Commission on Accreditation of Hospitals or the American Osteopathic Association.

Approved hospital — A hospital that meets all applicable local and state licensure and certification requirements, is accredited as a hospital by state or national medical or hospital authorities or associations, and has been approved as a provider by BCBS.

BCBS — Blue Cross Blue Shield

BCBSA — Blue Cross and Blue Shield Association, an Association of independent Blue Cross Blue Shield Plans that licenses individual plans to offer health benefits under the Blue Cross Blue Shield name and logo. The association establishes uniform financial standards but does not guarantee an individual plan's financial obligations.

Blue Cross — Blue Cross Blue Shield of Michigan, a non-profit mutual insurance company and one of many individual plans located throughout the United States committed to providing affordable health care. It is managed and controlled by a board of directors comprised of a majority of community based public and subscriber members.

BCBS Drug List — A continually updated list of FDA-approved medications that represent each therapeutic class. The drugs on the list are chosen by the Blue Cross Blue Shield of Michigan Pharmacy and Therapeutics Committee for their effectiveness, safety, uniqueness and cost efficiency. The goal of the drug list is to provide members with the greatest therapeutic value at the lowest possible cost. The Drug List is also known as a formulary.

Benefit — Coverage for health care services available in accordance with the terms of your health care coverage.

Benefit Period — When services are covered under your plan. It also defines the time when benefit maximums, deductibles and coinsurance limits build up. It has a start and end date. It is often one calendar

year for health insurance plans. *Example: You may have a plan with a benefit period of January 1 through December 31.*

Brand name drugs – Prescription drugs that are patent protected. When the patent expires, other manufacturers can produce the generic equivalent of the brand and sell it under a generic name.

Clinical trial — A study conducted on a group of patients to determine the effect of a treatment. It generally includes the following phases:

- **Phase I** – A study on a small number of patients to determine what the side effects and appropriate dose of treatment may be for a certain disease or condition.
- **Phase II** – A study conducted on a large number of patients to determine whether the treatment has a positive effect on the disease or condition as compared to the side effects of the treatment.
- **Phase III** – A study on a much larger group of patients to compare the results of a new treatment of a condition to a conventional or standard treatment. Phase III gives an indication as to whether the new treatment leads to better, worse or no change in outcome.

Closed Drug List – Only drugs on this list are covered, making the member responsible for the full cost of any non-covered drug that is dispensed.

COB — Coordination of benefits, a program that coordinates your health benefits when you have coverage under more than one group health plan.

COBRA — Continuation coverage as required by the Consolidated Omnibus Budget Reconciliation Act of 1986.

Coinsurance — The percentage of the approved amount you are required to pay for covered services.

Copayment— Copayment is a flat dollar amount you must pay for eligible services.

Covered services — Services, treatments or supplies identified as payable in your employer’s coverage documents. Covered services must be medically necessary to be payable, unless otherwise specified.

Custodial care — Care mainly for helping a person with activities of daily living, such as walking, getting in and out of bed, bathing, dressing, eating, taking medicine, etc. This care may be given with or without:

- Routine nursing care
- Training in personal hygiene and other forms of self-care
- Care supervised by a physician

Deductible — A specified amount that you pay during each benefit period for services before your plan begins to pay.

Designated cancer center— A site approved by the National Cancer Institute as a comprehensive cancer center, clinical cancer center, consortium cancer center or an affiliate of one of these centers.

Designated facility — A facility that BCBS determines to be qualified to perform a specific organ transplant.

Designated services – Services that BCBS determines only a non-contracted area hospital is equipped to provide.

Durable medical equipment — Equipment that is able to withstand repeated use, is primarily and customarily used to serve a medical purpose, and is not generally useful to a person in the absence of illness or injury. This equipment must be prescribed by a physician.

Emergency first aid — The initial exam and treatment of conditions resulting from accidental injury.

Emergency Medical Condition - A medical condition that manifests itself by acute symptoms of sufficient severity (including severe pain) which could cause a prudent layperson with average knowledge of health and medicine to reasonably expect that the absence of immediate medical attention would result in:

- The health of the patient (or with respect to a pregnant woman, the health of the woman or her unborn child) to be in serious jeopardy, or
- Serious impairment to bodily functions, or
- Serious dysfunction of any bodily organ or part (or with respect to a pregnant woman who is having contractions, there is inadequate time for a safe transfer to another hospital before delivery or the transfer may pose a threat to the health and safety of the woman or unborn child)

ESRD — End stage renal disease, permanent and irreversible kidney failure that can no longer be controlled by medication or fluid and dietary restriction and, as such, requires a regular course of dialysis or a kidney transplant to maintain the patient's life.

Experimental or investigative — A service, procedure, treatment, device or supply that has not been scientifically demonstrated to be safe and effective for treatment of the patient's condition. BCBS makes this determination based on a review of established criteria such as:

- Opinions of local and national medical societies, organizations, committees or governmental bodies
- Accepted national standards of practice in the medical profession
- Scientific data such as controlled studies in peer review journals or literature
- Opinions of the BCBSA or other local or national bodies

Fertility Preservation-The retrieval of mature eggs and/or sperm or the creation of embryos that are frozen for future use.

Fourth quarter deductible carry-over – Any amount applied to the deductible during the fourth quarter months (October, November and December) will be carried over to the next year's deductible.

Freestanding facility — A facility separate from a hospital that provides outpatient services, such as substance use disorder treatment, rehabilitation, skilled nursing care or physical therapy.

Gender affirming procedures - A collection of services that are used to treat gender dysphoria. These services may include hormone treatment and/or gender transition surgery, as well as behavioral health services and facial feminization.

Generic drugs – Non-brand name drugs that produce the same effects in the body as the equivalent brand name drugs. The Food and Drug Administration requires that generic drugs have the same active ingredients as the equivalent brand name drugs. They may differ from brand name drugs in color and shape. Since the major difference between brand name and generic drugs is price, your prescription will be filled with the generic equivalent when medically appropriate. They also require the lowest copayment, making them the most cost-effective option for the treatment.

Hospital — A facility that provides inpatient diagnostic and therapeutic services for injured or acutely ill patients 24 hours every day. The facility also provides a professional staff of licensed physicians and nurses to supervise the care of patients.

Infertility Treatment - Various reproductive techniques that are available to establish a viable pregnancy. Different techniques are used depending on the reason for infertility.

Maintenance Pharmacy — A pharmacy contracted with BCBSM to dispense a 90-day supply at retail locations. Standard pharmacies can only dispense a 30-day supply. Pharmacies can be listed as both a maintenance and standard pharmacy.

Medical emergency — A condition that occurs suddenly and unexpectedly. This condition could result in serious bodily harm or threaten life unless treated immediately. This is not a condition caused by accidental injury.

Medically necessary — A service must be medically necessary in order to be payable by your health care coverage. Medically necessary **hospital services** are those that are:

- For the treatment, diagnosis or symptoms of an injury, condition or disease
- Appropriate for the symptoms and consistent with the diagnosis
- Not mainly for the convenience of the member or health care provider
- Not generally regarded as experimental or investigative by BCBS

Medically necessary physician services are determined by physicians acting for their respective provider types and medical specialty, and are based on criteria and guidelines developed by physicians and other professional providers. Medically necessary physician services are those that are:

- Generally accepted as necessary and appropriate for the patient's condition, considering the symptoms. The covered service is consistent with the diagnosis.
- Essential or relevant to the evaluation or treatment of the disease, injury, condition or illness. It is not mainly for the convenience of the member or physician.
- Reasonably expected to improve the patient's condition or level of functioning. In the case of diagnostic testing, the results are used in the diagnosis and management of the patient's care.
- Determined by a physician or professional review according to generally accepted standards and practices, in the absence of established criteria.
- Based on standards of practice established by physicians, for BCBS payment purposes.

Medicare — Pays health care costs for eligible persons age 65 or older. Also pays for people younger than 65 diagnosed with end stage renal disease or entitled to Social Security or Railroad Retirement benefits because of a disability for at least 24 months.

Member — Any person eligible for health care services under your plan. This includes you as the subscriber and any of your eligible dependents listed in BCBS membership records.

Network pharmacies — Pharmacies that have been selected for participation and have signed agreements to provide covered drugs through the Preferred Rx (in Michigan) or Express Scripts Health Prescription Solutions Inc. (outside Michigan) networks. Network pharmacies have agreed to accept the approved amount as payment in full for covered drugs or services provided to covered members.

Non-Preferred Brand (Tier 3) — The tier 3 drug list contains brand name drugs not included in the Preferred Brand tier. Members pay the highest copayment for these drugs under a triple-tiered plan. Non-Preferred drugs are not covered under a Closed Drug List plan.

Out-of-area hospital — A BCBS network or participating hospital that is more than 75 miles from a noncontracted area hospital. It is not in the same area as a contracted or noncontracted area hospital.

Out-of-network pharmacies — Pharmacies that are not a member of the Preferred Rx (in Michigan) or Express Scripts Health Prescription Solutions Inc. (outside Michigan) networks. Out-of-network pharmacies have not agreed to accept the approved amount as payment in full for covered drugs or services provided to covered members.

Patient — The subscriber or eligible dependent (member) who is awaiting or receiving medical care.

PCP - Primary Care Physician specialties include; Clinic Multi-Specialty, Family Practice, General Practice, Gynecology, Obstetrics & Gynecology, Internal Medicine, Obstetrics, Pediatrics and Nurse Practitioners, unless otherwise noted.

Per claim — A provider's acceptance of the BCBS approved amount as payment in full for a specific claim or procedure.

Physical therapy — Treatment that is intended to restore or improve the patient's use of specific muscles or joints, usually through exercise and therapy. The treatment is designed to improve muscle strength, joint motion, coordination and general mobility.

Occupational therapy — A rehabilitative service that uses specific activities and methods. The therapist is responsible for involving the patient in specific therapeutic tasks and activities to:

- Develop, improve or restore the performance of necessary neuromusculoskeletal functions affected by an illness or injury, or following surgery
- Help the patient learn to apply the newly restored or improved function to meet the demands of daily living
- Design and use splints, orthoses (such as universal cuffs and braces) and adaptive devices (such as door openers, bath stools, large handle eating utensils, lap trays and raised toilet seats).

Speech therapy — Active treatment of speech, language or voice impairment due to illness, injury or as a result of surgery.

Physician - A doctor of medicine, osteopathy, podiatry, chiropractic or an oral surgeon. Physicians may also be referred to as "practitioners."

Preapproval — A process that allows you or your health care provider to know if we will cover proposed services before you receive them. If preapproval is not obtained before you receive certain services, they will not be covered.

Preferred Brand (Tier 2) – The Tier 2 drug list includes brand name drugs from the Custom Drug List. Preferred Brand options are also safe and effective, but require a higher copayment.

Professional provider — A medical doctor, doctor of osteopathy, doctor of podiatric medicine, doctor of dental surgery, doctor of medical dentistry, chiropractor, clinical licensed master's social worker, licensed professional counselor (LPC), oral surgeon, a fully licensed psychologist or other provider as identified by Blue Cross. Professional providers may also be referred to as "practitioners."

Provider — A person (such as a physician) or a facility (such as a hospital) that provides services or supplies related to medical care.

- **Network providers** – Hospitals, physicians and other licensed facilities or health care professionals who have contracted with BCBS to provide services to members enrolled in a PPO health care plan. Network providers have agreed to accept our approved amount as payment in full for covered services.
- **Out-of-network, participating providers** — Providers who are not part of the BCBS PPO provider network. Out-of-network, but participating providers have signed agreements with BCBS to accept the BCBS approved amount as payment in full for covered services. However, because these providers are not a part of the PPO network, you must pay higher out-of-pocket costs.
- **Out-of-network** — Providers who are not part of the BCBS PPO network. Medical services received from any physician or hospital that is not part of the PPO network are covered and are subject to higher out-of-pocket costs (except for approved emergencies and referrals).
- **Out-of-network non-participating providers** – Providers who have not signed participation agreements with BCBS agreeing to accept our payment as payment in full.

- **Non-Participating providers** — Providers who have not signed participation agreements with BCBS agreeing to accept the BCBS payment as payment in full. However, non-participating professional providers may agree to accept the BCBS approved amount as payment in full on a per claim basis.
- **Participating providers** — Providers who have signed agreements with BCBS to accept the BCBS approved amount for covered services as payment in full.

Qualified Medical Child Support Order— A court order or court-approved settlement agreement that provides for health benefits for a child of a group health plan participant or enforces one of the mandatory provisions of state law regarding the provision of health insurance to minors in such cases. A QMCSO gives the child the same rights as an employee to receive benefits under a group health plan.

Routine service — Procedures or tests that are ordered for a patient without direct relationship to the diagnosis or treatment of a specific disease or injury.

Skilled nursing facility — A facility that provides convalescent and short- or long-term illness care with continuous nursing and other health care services by or under the supervision of a physician and a registered nurse. The facility may be operated independently or as part of an accredited acute care hospital. It must meet all applicable local and state licensing and certification requirements.

Speech Pathology Severity Guidelines for Developmental Conditions — Severity criteria for developmental conditions are met when any of the following clinical situations are documented in the patient’s medical record:

- The child’s condition is scored within the severe range on a standardized test of communicative dysfunction.
- The child’s condition is scored within the severe range on a subtest of a standardized test of communicative dysfunction.
- The child is functionally non-verbal at the age of 2.5 years or older.
- The child tests at more than one year behind norms for receptive language on a standardized test of communicative dysfunction.
- The child tests at more than one year behind norms for expressive language on a standardized test of communicative dysfunction.
- The child tests at more than one year behind norms for articulation proficiency on a standardized test of communicative dysfunction.

The medical chart must demonstrate specific treatment goals based on the original and ongoing assessment of the child’s speech and language disorder. Measurement of progress toward those goals must be documented.

If a child’s severity status changes, as a consequence of treatment, while therapy is in progress, coverage will continue for the remainder of the treatments, depending on the contract limitations.

Subscriber — The employee or COBRA qualified beneficiary who signed the enrollment form for BCBS coverage.

Substance use disorder — Taking alcohol or other drugs in amounts that can:

- Harm a person's physical, behavioral/mental, social and economic well-being
- Cause the person to lose self-control
- Endanger the safety or welfare of others because of the substance's habitual influence on the person

USERRA — A Department of Defense health care program for members of the uniformed services and their families. This includes members of the reserves and National Guard who are called to active duty and their families.

We, us, our – Used when referring to BCBS.

You and your – Used when referring to any person covered under the subscriber’s contract.



**Blue Cross
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