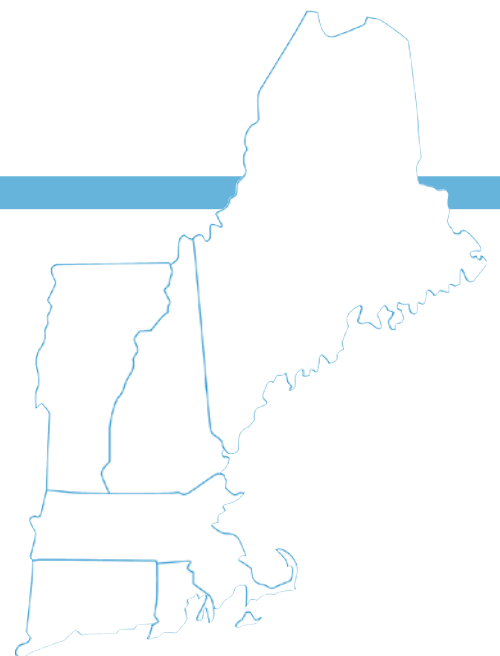


# Network Blue New England Options<sup>SM</sup> v.3

## Summary of Benefits

West Suburban Health Group

✓ This health plan meets Minimum Creditable Coverage Standards for Massachusetts residents effective January 1, 2011, as part of the Massachusetts Health Care Reform Law.



# Your Care

Within the Network Blue New England Options network, hospitals and groups of primary care providers (PCPs) are ranked into three benefits tiers based on cost and nationally accepted quality performance criteria selected by Blue Cross Blue Shield of Massachusetts.

## Where you receive care will determine your out-of-pocket costs for most services under the plan.

By choosing Enhanced Benefits Tier providers each time you get hospital or PCP care, you can generally lower your out-of-pocket costs.

- **Enhanced Benefits Tier**—Includes Massachusetts PCPs and hospitals that met our quality benchmark and our benchmark for lowest cost.
- **Standard Benefits Tier**—Includes Massachusetts PCPs and hospitals that met our quality benchmark and our benchmark for moderate cost. Also includes providers without sufficient data for measurement on one or both benchmarks. In limited circumstances, the Standard Benefits Tier includes certain providers whose scores would put them in the Basic Benefits Tier to provide geographic access for members.
- **Basic Benefits Tier**—Includes Massachusetts PCPs and hospitals that scored below our quality benchmark and/or our benchmark for moderate cost.

Note: PCPs were measured based on their HMO patients as part of their provider group, and hospitals were measured based on their individual facility performance. Provider groups can be composed of an individual provider, or a number of providers who practice together. Tier placement is based on cost and quality benchmarks where measurable data is available. Providers without sufficient data for either cost or quality are placed in the Standard Benefits Tier. Providers that do not meet benchmarks for one or both of the domains and hospitals that use nonstandard reimbursement are placed in the Basic Benefits Tier.

It is important to consider the tier of both your primary care provider and the facility where your provider has admitting privileges before you choose a PCP or receive care. For example, if you require hospital care and your Enhanced Benefits Tier PCP refers you to an Enhanced Benefits Tier hospital, you would pay the lowest cost sharing for both your PCP and hospital services. Or, if your Enhanced Benefits Tier PCP refers you to a Basic Benefits Tier hospital for care, you will pay the lowest copayments for PCP services, but the highest copayments for hospital services, except in an emergency.

## Copayments Outside of Massachusetts.

For network providers outside of Massachusetts, a network provider who is listed as a general practitioner, internist, family practitioner, pediatrician, obstetrician/gynecologist, nurse practitioner, rural health center, or general hospital is considered an Enhanced Benefits Tier provider. Other providers in our New England network carry the higher, specialist copayment.

## Your Primary Care Provider.

When you enroll, you must choose a PCP for you and each member of your family. Each member of a family may choose a different PCP from any of the six New England networks. There are several ways to find a Massachusetts PCP or find the tier designation of a PCP (or general hospital): visit the Blue Cross Blue Shield of Massachusetts website at [www.bluecrossma.com](http://www.bluecrossma.com); consult the Provider Directory; or call our Physician Selection Service at 1-800-821-1388. To locate a PCP in a New England state outside of Massachusetts, look in that state's HMO Blue New England

provider directory. If you have trouble choosing a doctor, the Physician Selection Service can help. We can tell you whether a doctor is male or female, the medical school(s) he or she attended, and if any languages other than English are spoken in the office.

## Referrals You Can Feel Better About.

Your PCP is the first person you call when you need routine or sick care (see Emergency Care—Wherever You Are for emergency care services). If you and your PCP decide that you need to see a specialist for covered services, your PCP will refer you to an appropriate network specialist. The specialist will usually be one your PCP knows, probably someone affiliated with your PCP's hospital or medical group. Your provider may also work with Blue Cross Blue Shield concerning the Utilization Review Requirements, which are Pre-Admission Review, Concurrent Review and Discharge Planning, Prior Approval for Certain Outpatient Services, and Individual Case Management. Information concerning Utilization Review is detailed in your benefit description.

## Out-of-Pocket Maximum for Certain Copayments.

You're protected by an out-of-pocket maximum of **\$2,000** for each member in a calendar year (or **\$4,000** per family). Only copayments for inpatient stays, day surgery and emergency room visits will apply to this out-of-pocket maximum. You will still have to pay any costs that are not included in the out-of-pocket maximum.

## Emergency Care—Wherever You Are.

In an emergency, such as a suspected heart attack, stroke, or poisoning, you should go directly to the nearest medical facility or call **911** (or the local emergency phone number). You pay a **\$75** copayment per visit for emergency room services. This copayment is waived if you are admitted to the hospital or for an observation stay. Additionally, because you may not have a choice during an emergency, if you are admitted for an inpatient stay from the emergency room, you will be responsible for an Enhanced Benefits Tier copayment regardless of the tier of the hospital. Any follow-up care must be arranged by your PCP.

## Service Area.

The plan's service area includes all cities and towns in the Commonwealth of Massachusetts, State of Rhode Island, State of Vermont, State of Connecticut, State of New Hampshire, and State of Maine. Please see your benefit description for exact service area details.

## When Outside the Service Area.

If you're traveling outside the service area and you need urgent or emergency care, go to the nearest appropriate health care facility. You are covered for the urgent or emergency care visit and one follow-up visit while outside the service area. And, any additional follow-up care must be arranged by your PCP. Please see your benefit description for more information.

## Dependent Benefits.

This plan covers dependents up to age 26, regardless of the dependent's financial dependency, student status, or employment status. Please see your subscriber certificate (and riders, if any) for exact coverage details.

# Your Medical Benefits

Covered Services	Your Cost for Enhanced Benefits Tier Network Providers	Your Cost for Standard Benefits Tier Network Providers	Your Cost for Basic Benefits Tier Network Providers
<b>Outpatient Care</b> Emergency room visits	\$75 per visit (waived if admitted or for observation stay)	\$75 per visit (waived if admitted or for observation stay)	\$75 per visit (waived if admitted or for observation stay)
Well-child care visits	Nothing (no cost for immunizations and routine tests)	Nothing (no cost for immunizations and routine tests)	Nothing (no cost for immunizations and routine tests)
Routine adult physical exams, including related tests	Nothing (no cost for immunizations and routine tests)	Nothing (no cost for immunizations and routine tests)	Nothing (no cost for immunizations and routine tests)
Routine GYN exams, including related lab tests (one per calendar year)	Nothing (no cost for routine tests)	Nothing (no cost for routine tests)	Nothing (no cost for routine tests)
Office visits			
• PCP, network nurse practitioner, or nurse midwife (billed by PCP)	\$15 per visit	\$25 per visit	\$45 per visit
• Network nurse practitioner or nurse midwife (not billed by PCP)	\$15 per visit	\$15 per visit	\$15 per visit
• Other network providers	\$45 per visit	\$45 per visit	\$45 per visit
Mental health and substance abuse treatment	\$15 per visit	\$15 per visit	\$15 per visit
Routine hearing exams			
• PCP	Nothing	Nothing	Nothing
• Other network providers	Nothing	Nothing	Nothing
Routine vision exam (one every 24 months)	Nothing	Nothing	Nothing
Family planning services—office visits			
• PCP	\$15 per visit	\$25 per visit	\$45 per visit
• Other network providers	\$45 per visit	\$45 per visit	\$45 per visit
Chiropractor services—office visits (up to 12 visits per calendar year)*	\$45 per visit	\$45 per visit	\$45 per visit
Short-term rehabilitation therapy—physical and occupational (up to 60 visits per calendar year**)	\$45 per visit	\$45 per visit	\$45 per visit
Speech, hearing, and language disorder treatment—speech therapy	\$45 per visit	\$45 per visit	\$45 per visit
Diagnostic or routine colonoscopies	Nothing	Nothing	Nothing
Allergy injections only	Nothing	Nothing	Nothing
Home health care and hospice services	Nothing	Nothing	Nothing
Oxygen and equipment for its administration	Nothing	Nothing	Nothing
Prosthetic devices	Nothing	Nothing	Nothing
Diagnostic X-rays, lab tests, and other tests, excluding MRIs, CT scans, PET scans, and nuclear cardiac imaging tests	Nothing	Nothing	Nothing
MRIs, CT scans, PET scans and nuclear cardiac imaging tests†			
• General hospitals	\$75 per category per date of service	\$150 per category per date of service	\$150 per category per date of service
• Other covered providers	\$75 per category per date of service	\$75 per category per date of service	\$75 per category per date of service
Durable medical equipment—such as wheelchairs, crutches, and hospital beds (up to \$750 per calendar year††)	All charges beyond the calendar-year benefit maximum	All charges beyond the calendar-year benefit maximum	All charges beyond the calendar-year benefit maximum
Surgery and related anesthesia			
• Office setting	\$45 per admission	\$45 per admission	\$45 per admission
• Surgical day care unit	\$150 per admission	\$250 per admission	\$250 per admission
• Ambulatory surgical facility	\$150 per admission	\$150 per admission	\$150 per admission

\* For a network chiropractor in Maine, you pay \$25 per visit.

\*\* No visit limit applies when short-term rehabilitation therapy is furnished as part of covered home health care or for the treatment of autism spectrum disorders.

† When the copayments for MRIs, CT scans, PET scans and/or nuclear cardiac imaging tests add up to the total of \$375 per member in a calendar year, you pay nothing for these tests for the remainder of that calendar year.

†† No dollar limit applies when durable medical equipment is furnished as part of covered home dialysis, home health care, or hospice services.

# Your Medical Benefits (continued)

Covered Services	Your Cost for Enhanced Benefits Tier Network Providers	Your Cost for Standard Benefits Tier Network Providers	Your Cost for Basic Benefits Tier Network Providers
<b>Inpatient Care (and maternity care)</b> General hospital care (as many days as medically necessary)	\$250 per admission	\$500 per admission/ \$300 per admission at selected hospitals <sup>†</sup>	\$500 per admission
Mental hospital or substance abuse facility care	\$250 per admission	\$250 per admission	\$250 per admission
Chronic disease hospital care (as many days as medically necessary)	\$250 per admission	\$250 per admission	\$250 per admission
Rehabilitation hospital care (up to 60 days per calendar year)	Nothing	Nothing	Nothing
Skilled nursing facility care (up to 100 days per calendar year)	Nothing	Nothing	Nothing
<b>Prescription Drug Benefits</b> At designated retail pharmacies (up to a 30-day formulary supply for each prescription or refill)	\$15 for Tier 1 \$30 for Tier 2 \$50 for Tier 3	\$15 for Tier 1 \$30 for Tier 2 \$50 for Tier 3	\$15 for Tier 1 \$30 for Tier 2 \$50 for Tier 3
Through the designated mail service pharmacy (up to a 90-day formulary supply for each prescription or refill)	\$30 for Tier 1 \$60 for Tier 2 \$100 for Tier 3	\$30 for Tier 1 \$60 for Tier 2 \$100 for Tier 3	\$30 for Tier 1 \$60 for Tier 2 \$100 for Tier 3

<sup>†</sup> To provide geographic access to members, the lower Standard Benefits Tier copayment applies for BHS Franklin Medical Center, Falmouth Hospital, Martha's Vineyard Hospital, and Nantucket Cottage Hospital.

## Healthy Blue Programs

At Blue Cross Blue Shield of Massachusetts we offer you a group of programs, discounts and savings, resources, and tools to help you get the most you can from your health care plan. Call us at **1-800-782-3675** to receive information that outlines these special programs.

<a href="http://www.livinghealthybabies.com">www.livinghealthybabies.com</a>	No additional charge
A Fitness Benefit toward membership at a health club (see your benefit description for details)	\$300 per year, per individual/family
Reimbursement for a Blue Cross Blue Shield of Massachusetts designated weight loss program	\$150 per year, per individual/family
Living Healthy Vision <sup>SM</sup> —discounts on eyewear (frames, lenses, supplies, and laser vision correction surgery)	Discount varies
Safe Beginnings—discounts on home safety items	Discount varies
Blue Care Line <sup>SM</sup> to answer your health care questions 24 hours a day—call <b>1-888-247-BLUE (2583)</b>	No additional charge
Living Healthy Naturally <sup>SM</sup> —discounts on different types of complementary and alternative medicine services such as acupuncture, massage therapy, nutritional counseling, personal training, Pilates, tai chi, and yoga	Up to a 30% discount
Visit <a href="http://www.AHealthyMe.com">www.AHealthyMe.com</a> for an around-the-clock healthy approach to fitness, family, and fun	No additional charge

### Questions? Call 1-800-782-3675.

For questions about Blue Cross Blue Shield of Massachusetts, visit the website at [www.bluecrossma.com](http://www.bluecrossma.com). Interested in receiving information from Blue Cross Blue Shield of Massachusetts via e-mail? Go to [www.bluecrossma.com/email](http://www.bluecrossma.com/email) to sign up.

**Limitations and Exclusions.** These pages summarize the benefits of your health care plan. Your benefit description and riders define the full terms and conditions in greater detail. Should any questions arise concerning benefits, the benefit description and riders will govern. Some of the services not covered are: cosmetic surgery; custodial care; hearing aids; most dental care; and any services covered by workers' compensation. For a complete list of limitations and exclusions, refer to your benefit description and riders.

**Please note:** Blue Cross and Blue Shield of Massachusetts, Inc., administers claims payment only and does not assume financial risk for claims.