

# Evidence of Coverage and Disclosure Form

Effective January 1, 2025

CCPOA Medical Plan  
Access+ HMO Basic Plan

**Health Maintenance Organization (HMO)**



Sponsored by California Correctional Peace Officers  
Association Benefit Trust Fund

Approved by the CalPERS Board of Administration Under the  
Public Employees' Medical & Hospital Care Act (PEMHCA)

## **Notice About Health Information Exchange Participation:**

Blue Shield participates in the Manifest MedEx Health Information Exchange (“HIE”) making its Members’ health information available to Manifest MedEx for access by their authorized health care providers. Manifest MedEx is an independent, not-for-profit organization that maintains a statewide database of electronic patient records that includes health information contributed by doctors, health care facilities, health care service plans, and health insurance companies. Authorized health care providers (including doctors, nurses, and hospitals) may securely access their patients’ health information through the Manifest MedEx HIE to support the provision of safe, high-quality care.

Manifest MedEx respects Members’ right to privacy and follows applicable state and federal privacy laws. Manifest MedEx uses advanced security systems and modern data encryption techniques to protect Members’ privacy and the security of their personal information. The Manifest MedEx notice of privacy practices is posted on its website at [www.manifestmedex.org](http://www.manifestmedex.org).

Every Blue Shield Member has the right to direct Manifest MedEx not to share their health information with their health care providers. Although opting out of Manifest MedEx may limit your health care provider’s ability to quickly access important health care information about you, a Member’s health insurance or health plan benefit coverage will not be affected by an election to opt-out of Manifest MedEx. No doctor or hospital participating in Manifest MedEx will deny medical care to a patient who chooses not to participate in the Manifest MedEx HIE.

Members who do not wish to have their healthcare information displayed in Manifest MedEx, should fill out the online form at [www.manifestmedex.org/opt-out](http://www.manifestmedex.org/opt-out) or call Manifest MedEx at (888) 510-7142.

## **Notice about telehealth**

You have the right to access your medical records. The records of any services provided to you through a Third-Party Corporate Telehealth Provider will be shared with your Personal Physician, unless you object.

You can receive Covered Services on an in-person basis or via telehealth, if available, from your Personal Physician, treating specialist, or from another contracting individual health professional, contracting clinic, or contracting health facility consistent with existing timeliness and geographic access standards. See the Timely Access to Care section for more information.

If your plan includes Covered Services from Non-Participating Providers, you can receive the Covered Service either on an in-person basis or via telehealth.  
Please see the How to Use this Plan section for additional information.

## **Notice about confidential communication requests**

A health plan shall notify Subscribers and enrollees that they may request a confidential communication pursuant to the following and how to make the request.

A health plan shall permit Subscribers and enrollees to request, and shall accommodate requests for, confidential communication in the form and format requested by the individual, if it is readily producible in the requested form and format, or at alternative locations.

A health plan may require the Subscriber or enrollee to make a request for a confidential communication in writing or by electronic transmission.

The confidential communication request shall be valid until the Subscriber or enrollee submits a revocation of the request or a new confidential communication request is submitted.

The confidential communication request shall apply to all communications that disclose medical information or provider name and address related to receipt of medical services by the individual requesting the confidential communication.

A confidential communication request may be submitted in writing to Blue Shield of California at the mailing address, email address, or fax number at the bottom of this page. A confidential communication form, available by going to [blueshieldca.com/privacy] and clicking on “privacy forms,” may be used when submitting a confidential communication request in writing, but it is not required.

Once in place, a valid confidential communication request prevents Blue Shield from: 1. Requiring the protected individual to obtain the primary Subscriber’s or other enrollee’s authorization to receive sensitive services or submit a claim for sensitive services if the protected individual has the right to consent to care; and 2. Disclosing medical information relating to sensitive health services provided to a protected individual to the primary Subscriber or any plan enrollees other than the protected individual receiving care, absent an express written authorization of the protected individual receiving care.

You may return this completed and signed form via any of these options:

Mail: Blue Shield of California Privacy Office, P.O. Box 272540, Chico CA, 95927-2540

Email: [privacy@blueshieldca.com](mailto:privacy@blueshieldca.com)

Fax: 1-800-201-9020

## **Your Introduction to the CCPOA Medical Plan**

Welcome to the CCPOA Medical Plan.

Your interest in the CCPOA Medical Plan is appreciated. Blue Shield has served Californians for more than 60 years, and we look forward to serving your health care needs.

Unlike some HMOs, the CCPOA Medical Plan offers you a health plan with a wide choice of physicians, hospitals and non-physician health care practitioners. CCPOA Medical Plan Members may also take advantage of special features such as Access+ Specialist and Access+ Satisfaction. These features are described fully in this booklet.

You will be able to select your own Personal Physician from the Blue Shield HMO Directory of general practitioners, family practitioners, internists, obstetricians/gynecologists, and pediatricians.

Each of your eligible family members may also select a Personal Physician. All covered services must be provided by or arranged through your Personal Physician, except for the following: services received during an Access+ Specialist visit, or obstetrical/gynecological (OB/GYN) services provided by an obstetrician/gynecologist or a family practice physician within the same medical group or IPA as your Personal Physician, urgent care provided in your

Personal Physician service area by an urgent care clinic when instructed by your assigned medical group or IPA, or emergency services, or mental health and substance use disorder services. See the Mental Health and Substance Use Disorder Services paragraphs in the How to Use the Plan section for information. Note: A decision will be rendered on all requests for prior authorization of services as follows: for urgent services, and in-area urgent care, as soon as possible to accommodate the Member's condition not to exceed 72 hours from receipt of the request; for other services, within 5 business days from receipt of the request. The treating provider will be notified of the decision within 24 hours followed by written notice to the provider and Member within 2 business days of the decision.

You will have the opportunity to be an active participant in your own health care. Working with the CCPOA Medical Plan, we'll help you make a personal commitment to maintain and, where possible, improve your health status. Like you, we believe that maintaining a healthy lifestyle and preventing illness are as important as caring for your needs when you are ill or injured.

As a partner in health with Blue Shield, you will receive the benefit of Blue Shield's commitment to service ... an unparalleled record of more than 60 years.

Please review this booklet which summarizes the coverage and general provisions of the CCPOA Medical Plan.

If you have any questions regarding the information, you may contact us through our Member Services Department at 1-800-257-6213. The hearing impaired may contact Blue Shield's Member Services Department through Blue Shield's toll-free text telephone (TTY) number, 711.

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## BASIC PLAN

THIS IS ONLY A BRIEF SUMMARY. REFER TO THE BENEFIT DESCRIPTIONS AND LIMITATIONS IN THIS BOOK FOR FURTHER INFORMATION.\* NOTE: FOR A COMPLETE LIST OF SERVICES THAT ARE ELIGIBLE UNDER THE ACCESS+ SPECIALIST BENEFIT, SEE THE ACCESS+ SPECIALIST SECTION OF THIS BOOK.

### Summary of Covered Services

Category Description	Member Copayment & Limitations
<b>Hospital</b> Inpatient (includes blood and blood products - collection and storage of autologous blood) Outpatient (other than surgery) Outpatient surgery (surgery performed in a Hospital or Outpatient Surgical Center)	\$100 per admission  No Charge \$50
<b>Physician Services</b> Office Visits Home Visits Allergy Testing/Treatment Inpatient Hospital Visits Surgery/Anesthesia	\$15/visit \$15/visit No Charge No Charge No Charge
<b>Preventive Health</b>	No Charge
<b>Diagnostic X-ray/Lab</b>	No Charge
<b>Durable Medical Equipment</b> (including breast pump, orthoses and prostheses)	No Charge
<b>Pregnancy &amp; Maternity</b> Prenatal and Postnatal Physician Office Visits	No Charge
<b>Family Planning Counseling</b>	No Charge
<b>Infertility Testing &amp; Treatment</b>	50% of Allowed Charges
<b>Ambulance Services</b>	No Charge
<b>Emergency Care/Services</b>	\$75/visit – does not apply if hospitalized or kept for observation - if admitted, \$100 per admission fee will apply
<b>Urgent Services</b> Outside your personal physician service area within California Outside of California	\$15/visit  \$25/visit Authorization by Blue Shield is required for care that involves a surgical or other procedure or inpatient stay.
<b>Home Health Services</b>	\$15/visit - up to 100 visits per calendar year.
<b>Physical/Occupational/Speech Therapy</b>	No Charge
<b>Skilled Nursing Care</b>	No Charge - up to 100 days per calendar year.
<b>Hospice</b>	No Charge
<b>Biofeedback</b>	\$15/visit

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## Summary of Covered Services

Category Description	Member Copayment & Limitations
<b>Prescription Drugs</b>	<p>\$50 calendar year Pharmacy deductible per Member, not to exceed \$150 per family. The Pharmacy deductible is applicable to all covered drugs not in Tier 1. Does not apply to contraceptive drugs and devices, or oral anticancer drugs.</p> <p>Prescription Drugs Obtained at a Retail Pharmacy</p> <p>You pay nothing for contraceptive drugs and devices**, \$10 Tier 1, \$25 Tier 2, \$50 Tier 3, \$50 Tier 4/prescription - not to exceed a 30-day supply for short-term or acute illness.</p> <p>You pay nothing for contraceptive drugs and devices**, \$30 Tier 1, \$75 Tier 2, \$150 Tier 3, \$150 Tier 4/prescription - not to exceed a 90-day supply for short-term or acute illness.</p> <p>Mail Service Prescription Drugs</p> <p>You pay nothing for contraceptive drugs and devices**, \$20 Tier 1, \$50 Tier 2, \$100 Tier 3/prescription - not to exceed a 90-day supply for mail order drugs which are taken over long periods of time (maintenance drugs).</p> <p>Tier 4 Drugs \$100 per prescription</p>
<b>Mental Health and Substance Use Disorder</b> Inpatient Hospital Services Inpatient Physician Services Residential Care Office Visits for Outpatient Mental Health and Substance Use Disorder Services Other Outpatient Mental Health and Substance Use Disorder Services (includes behavioral health treatment, electroconvulsive therapy, intensive outpatient programs, office-based opioid treatment, partial hospitalization programs, and transcranial magnetic stimulation.)	<p>\$100 per admission No Charge</p> <p>\$100 per admission \$15/visit</p> <p>No Charge</p>
<b>Vision Care</b> Eye Refraction to determine need for corrective lenses  Eyeglasses	<p>\$15/visit. (However, this service is limited to one visit per calendar year for Members aged 18 and over. No limit on number of visits for Members under age 18.)</p> <p>Not Covered, except for eyeglasses that are necessary after cataract surgery.</p>
<b>Hearing Aid Services</b> Audiological Evaluation Hearing Aid up to a maximum of \$500 per Member every calendar year for both ears for the hearing aid instrument and ancillary equipment	<p>\$15/visit Charges in excess of \$500</p>



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THIS IS ONLY A BRIEF SUMMARY. REFER TO THE BENEFIT DESCRIPTIONS AND LIMITATIONS IN THIS BOOK FOR FURTHER INFORMATION.

### Summary of Covered Services

Category Description	Member Copayment & Limitations
<b>Chiropractic Services</b> Chiropractic Examination Diagnostic Services for Chiropractic Care Chiropractic Appliances (up to a maximum of \$50 is covered during a calendar year)	\$15/visit - up to 20 visits per calendar year. No Charge No Charge
<b>Member's Calendar Year Out-of-Pocket Maximum</b> Member's calendar year out-of-pocket maximum for all covered services.	\$ 1,500 per Member \$ 4,500 per Family (3 or more Members enrolled)

\* The statement of benefits, exclusions and limitations in this Evidence of Coverage is complete and is incorporated by reference into the contract.

See the "Obtaining outpatient prescription Drugs at a Participating Pharmacy" section of this Evidence of Coverage for more information about how a brand contraceptive may be covered without a Copayment or Coinsurance.

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## Benefit Changes for Current Year

BENEFITS OF THIS PLAN ARE AVAILABLE ONLY FOR SERVICES AND SUPPLIES FURNISHED DURING THE TERM THE PLAN IS IN EFFECT AND WHILE THE INDIVIDUAL CLAIMING BENEFITS IS ACTUALLY COVERED BY THE GROUP AGREEMENT.

IF BENEFITS ARE MODIFIED, THE REVISED BENEFITS (INCLUDING ANY REDUCTION IN BENEFITS OR ELIMINATION OF BENEFITS) APPLY TO SERVICES OR SUPPLIES FURNISHED ON OR AFTER THE EFFECTIVE DATE OF MODIFICATION. THERE IS NO VESTED RIGHT TO RECEIVE THE BENEFITS OF THIS PLAN.

## Eligibility

Eligibility in this Plan is limited to CCPOA Members, CCPOA staff, and CCPOA Benefit Trust Fund staff, regardless of whether the Member is rank and file (R06), supervisor (S06) confidential (C06), manager (M06) or retiree. Other information pertaining to your eligibility, enrollment, cancellation or termination of coverage, conversion rights, etc. can be found in the CalPERS informational booklet "Health Program Guide." The booklet is prepared by CalPERS Health Account Management Division - Health Account Services in Sacramento. A copy of this booklet can be ordered by CCPOA Members using the postage-paid order card included in the Open Enrollment mailing, through the CalPERS Web site (<http://www.calpers.ca.gov>), by calling CalPERS7, or by contacting your Health Benefits Officer.

Remember, it is your responsibility to stay informed about your coverage. If you have any questions, consult your Personnel Specialist at your institution or the retirement system from which you receive your allowance, or contact the CCPOA Benefit Trust Fund or CCPOA Member Services at the address or telephone number shown below:

CCPOA Benefit Trust Fund  
Toll free 1-800-468-6486

CCPOA Member Services  
Toll free 1-800-257-6213

To be eligible to enroll in this Plan, you must:

1. Live or work in the Service Area. This Plan is regionally rated. The regions are Northern California and Southern California. When you enroll in this Plan, please refer to the Service Area section to identify the counties within each region. If your residence should change during Calendar Year 2020 and you move from one region to another, please contact CCPOA to elect new plan codes for your new residence.
2. Meet any additional eligibility requirements of CalPERS.

Benefits of this Plan become effective at 12:01 a.m. Pacific Time on the eligibility date established by CCPOA.

## Enrollment

Information pertaining to enrollment can be found in the CalPERS "Health Program Guide." To enroll, CCPOA Members must complete CalPERS form HBD-12. If you need assistance in completing this form, consult your Health Benefits Officer in your agency. Non-State Employees should obtain the appropriate enrollment form from their personnel office.

## How to Use the Plan

### Choice of Physicians and Providers

PLEASE READ THE FOLLOWING INFORMATION SO YOU WILL KNOW FROM WHOM OR WHAT GROUP OF PROVIDERS HEALTH CARE MAY BE OBTAINED.

### Payment of Providers

Blue Shield generally contracts with groups of physicians to provide services to Members. A fixed, monthly fee is paid to these groups of physicians for each Member whose Personal Physician is in the group. This payment system, capitation, includes incentives to the groups of

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physicians to manage all services provided to Members in an appropriate manner consistent with the Agreement.

If you want to know more about this payment system, contact Member Services at the number listed on the back cover of this booklet or talk to your Plan provider.

### Selecting a Personal Physician

A close physician-to-patient relationship is an important ingredient that helps to ensure the best medical care. Each Member is therefore required to select a Personal Physician at the time of enrollment. Family members can choose different Personal Physicians in different medical groups or IPAs, except as described for newborns below. This decision is an important one because your Personal Physician will:

- Help you decide on actions to maintain and improve your total health;
- Coordinate and direct all of your medical care needs;
- Authorize emergency services when appropriate;
- Work with your medical group or IPA to arrange your referrals to specialty physicians, hospitals and all other health services, including requesting any prior authorization you will need;
- Prescribe those lab tests, x-rays and services you require;
- If you request it, assist you in obtaining prior approval from the Mental Health Service Administrator (MHSA) for Mental Health and Substance Use Disorder Services paragraphs in the How to Use the Plan section for information; and,
- Assist you in applying for admission into a hospice program through a participating hospice agency when necessary.

To ensure access to services, each Member must select a Personal Physician who is located sufficiently close to the Member's home or work address to ensure reasonable access to care, as determined by Blue Shield. If you do not select a Personal Physician at the time of enrollment, the Plan will designate a Personal Physician for you and you will be notified of the name of the

designated Personal Physician. This designation will remain in effect until you notify the Plan of your selection of a different Personal Physician.

A Personal Physician must also be selected for a newborn or child placed for adoption, preferably prior to birth or adoption, but always within 31 days from the date of birth or placement for adoption. You may designate a pediatrician as the Personal Physician for your child. The Personal Physician selected for the month of birth must be in the same medical group or IPA as the mother's Personal Physician when the newborn is the natural child of the mother. If the mother of the newborn is not enrolled as a Member or if the child has been placed with the subscriber for adoption, the Personal Physician selected must be a physician in the same medical group or IPA as the subscriber. If you do not select a Personal Physician within 31 days following the birth or placement for adoption, the Plan will designate a Personal Physician from the same medical group or IPA as the natural mother or the subscriber. This designation will remain in effect for the first calendar month during which the birth or placement for adoption occurred. If you want to change the Personal Physician for the child after the month of birth or placement for adoption, see the section below on Changing Personal Physicians or Designated Medical Group or IPA. If your child is ill during the first month of coverage, be sure to read the information about changing Personal Physicians during a course of treatment or hospitalization.

Remember that if you want your child covered beyond the 31 days from the date of birth or placement for adoption, you should contact CalPERS Health Account Management Division - Health Account Services and Blue Shield to add your child to your coverage.

### Role of the Medical Group or IPA

Most Blue Shield HMO Personal Physicians contract with medical groups or IPAs to share administrative and authorization responsibilities with them. (Of note, some Personal Physicians contract directly with Blue Shield.) Your Personal Physician coordinates with your designated medical group or IPA to direct all of your medical care needs and refer you to specialists or

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hospitals within your designated medical group or IPA unless because of your health condition, care is unavailable within the medical group or IPA. If services cannot reasonably be obtained from a Participating Provider, you can ask your Medical Group for authorization to see a Non-Participating Provider. They will review your request for Medical Necessity, and if approved, your Medical Group will pay for Covered Services from the Non-Participating Provider. You will only be responsible for the Participating Provider Cost Share. If the Medical Group cannot provide the necessary care, you can call Customer Service for help finding a Participating Provider who can provide the requested services.

Your designated medical group or IPA (or Blue Shield when noted on your identification card) ensures that a full panel of specialists is available to provide your health care needs and helps your Personal Physician manage the utilization of your health plan benefits by ensuring that referrals are directed to providers who are contracted with them. Medical groups or IPAs also have admitting arrangements with hospitals contracted with Blue Shield in their area and some have special arrangements that designate a specific hospital as “in network.” Your designated medical group or IPA works with your Personal Physician to authorize services and ensure that that service is performed by their in network provider.

Your PCP will refer you to other providers in your Medical Group for the care you need. If these services cannot reasonably be obtained from a Plan Provider, you can ask your Medical Group for authorization to see a non-Plan Provider. They will review your request for Medical Necessity, and if approved, your Medical Group will pay for Covered Services from the non-Plan Provider. You will only be responsible for the Plan Provider Cost Share. If the Medical Group cannot provide the necessary care, you can call Customer Service for help finding a Plan Provider who can provide the requested services.

The name of your Personal Physician and your designated medical group or IPA (or, “Blue Shield Administered”) is listed on your HMO

identification card. The Blue Shield HMO Member Services Department can answer any questions you may have about changing the medical group or IPA designated for your Personal Physician and whether the change would affect your ability to receive services from a particular specialist or hospital.

### **Changing Personal Physicians or Designated Medical Group or IPA**

You or your dependent may change Personal Physicians or designated medical group or IPA by calling the Member Services Department at 1-800-257-6213. Some Personal Physicians are affiliated with more than one medical group or IPA. If you change to a medical group or IPA with no affiliation to your Personal Physician, you must select a new Personal Physician affiliated with the new medical group or IPA and transition any specialty care you are receiving to specialists affiliated with the new medical group or IPA. The change will be effective the first day of the month following notice of approval by Blue Shield. Once your Personal Physician change is effective, all care must be provided or arranged by the new Personal Physician, except for OB/GYN services provided by an obstetrician/gynecologist or a family practice physician within the same medical group or IPA as your Personal Physician and Access+ Specialist visits. Once your medical group or IPA change is effective, all previous authorizations for specialty care or procedures are no longer valid and must be transitioned to specialists affiliated with the new medical group or IPA, even if you remain with the same Personal Physician. Member Services will assist you with the timing and choice of a new Personal Physician or medical group or IPA.

Voluntary medical group or IPA changes are not permitted during the third trimester of pregnancy or while confined to a hospital. The effective date of your new medical group or IPA will be the first of the month following discharge from the hospital, or when pregnant, following the completion of post-partum care.

Additionally, changing your Personal Physician or designated medical group or IPA during a course of treatment, may interrupt the quality

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and continuity of your health care. For this reason, the effective date of your new Personal Physician or designated medical group or IPA, when requested during a course of treatment, will be the first of the month following the date it is medically appropriate to transfer your care to your new Personal Physician or designated medical group or IPA, as determined by the Plan.

Any requested changes to your Medical Group during an ongoing course of treatment requires an exception. Exceptions must be approved by the Blue Shield Medical Director and will be effective when medically appropriate to transfer care. For information about approval for an exception to the above provision, please contact Member Services.

If your Personal Physician discontinues participation in the Plan, Blue Shield will notify you in writing and designate a new Personal Physician for you in case you need immediate medical care. You will also be given the opportunity to select a new Personal Physician of your own choice within 15 days of this notification. Your selection must be approved by Blue Shield prior to receiving any services under the Plan. In the event that your selection has not been approved and an emergency arises, see I. Emergency Services for information.

IT IS IMPORTANT TO KNOW THAT WHEN YOU ENROLL IN THE CCPOA MEDICAL PLAN, SERVICES ARE PROVIDED THROUGH THE PLAN'S DELIVERY SYSTEM, BUT THE CONTINUED PARTICIPATION OF ANY ONE DOCTOR, HOSPITAL OR OTHER PROVIDER CANNOT BE GUARANTEED.

### Continuity of Care

Continuity of care with a non-Plan Provider may be available if:

- Blue Shield, the Medical Group, or the MHSA no longer contracts with your Former Plan Provider for the services you are receiving,
- You are a newly-covered Member whose coverage choices do not include out-of-network Benefits, or

- You are a newly-covered Member whose previous health plan was withdrawn from the market.

Continuity of care may also be available to you when your Employer terminates its contract with Blue Shield and contracts with a new health plan (insurer) that does not include your Blue Shield Plan Provider in its network.

If your Former Plan Provider is no longer available to you for one of the reasons noted above, Blue Shield, the Medical Group, or the MHSA will notify you of the option to continue treatment with your former Plan Provider.

You can request to continue treatment with your Former Plan Provider in the situations described above if you are currently receiving the following care:

Continuity of care with a Former Plan Provider	
Qualifying Conditions	Timeframe
Undergoing a course of institutional or inpatient care	90 days from the date of receipt of notice of the termination of the Former Plan Provider's contract, the Employer's contract, or until the treatment concludes, whichever is sooner
Acute conditions	As long as the condition lasts
Maternal mental health condition	12 months after the condition's diagnosis or 12 months after the end of the pregnancy, whichever is later
Ongoing pregnancy care, including care	Up to 12 months

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immediately after giving birth	
Recommended surgery or procedure documented to occur within 180 days	Within 180 days
Ongoing treatment for a child up to 36 months old	Up to 12 months
Serious chronic condition	Up to 12 months
Terminal illness	The duration of the terminal illness

If a condition falls within a qualifying condition under federal and state law, the more generous time frames would be followed.

To request continuity of care with a Former Plan Provider, visit [www.blueshieldca.com](http://www.blueshieldca.com) and fill out the Continuity of Care Application. Blue Shield will confirm your eligibility and may review your request for Medical Necessity.

Under Federal law, the Former Plan Provider must accept Blue Shield's, the Medical Group's, or the MHSA's Allowed Charges as payment in full for the first 90 days of your ongoing care. Once the provider accepts and your request is authorized, you may continue to see the Former Plan Provider at the Plan Provider Copayment or Coinsurance.

### Relationship With Your Personal Physician

The physician-patient relationship you and your Personal Physician establish is very important. The best effort of your Personal Physician will be used to ensure that all medically necessary and appropriate professional services are provided to you in a manner compatible with your wishes. If your Personal Physician recommends procedures or treatments which you refuse, or you and your Personal Physician fail to establish

a satisfactory relationship, you may select a different Personal Physician. Member Services can assist you with this selection.

Your Personal Physician will advise you if he or she believes that there is no professionally acceptable alternative to a recommended treatment or procedure. If you continue to refuse to follow the recommended treatment or procedure, Member Services can assist you in the selection of another Personal Physician.

Repeated failures to establish a satisfactory relationship with a Personal Physician may result in disenrollment from the Plan. However, such an event will only occur after you have been given access to other available Personal Physicians and have been unsuccessful in establishing a satisfactory relationship. Any such change will take place in accordance with written procedures established by Blue Shield and only after written notice to the Member which describes the unacceptable conduct, provides the Member with an opportunity to respond and warns the Member of the consequence of failing to establish a satisfactory relationship with a Personal Physician.

### How to Receive Care

#### Use of Personal Physician

At the time of enrollment, you will choose a Personal Physician who will coordinate all covered services. You must contact your Personal Physician for all health care needs, including preventive services, routine health problems, consultations with Plan specialists (except as provided under Obstetrical/Gynecological (OB/GYN) Physician Services, Access+ Specialist, and Mental Health and Substance Use Disorder services), admission into a hospice program through a participating hospice agency, emergency services, urgent services and for hospitalization. The Personal Physician is responsible for providing primary care and coordinating or arranging for referral to other necessary health care services and requesting any needed prior authorization. You should cancel any scheduled appointments at least 24 hours in advance. This policy applies to appointments with or arranged by your Personal Physician or the Mental Health Service Administrator (MHSA) and self-arranged appointments to an Access+

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Specialist or for OB/GYN services. Because your physician has set aside time for your appointments in a busy schedule, you need to notify the office within 24 hours if you are unable to keep the appointment. That will allow the office staff to offer that time slot to another patient who needs to see the physician. Some offices may advise you that a fee will be charged for missed appointments unless you give 24-hour advance notice or missed the appointment because of an emergency situation.

If you have not selected a Personal Physician for any reason, you must contact Member Services at 1-800-257-6213, Monday through Friday, between 7 a.m. and 7 p.m. to select a Personal Physician to obtain benefits.

### **Obstetrical/Gynecological (OB/GYN) Physician Services**

A female Member may arrange for obstetrical and/or gynecological (OB/GYN) services by an obstetrician/gynecologist or a family practice physician who is not her designated Personal Physician. A referral from your Personal Physician or from the affiliated Medical Group or IPA is not needed. However, the obstetrician/gynecologist or family practice physician must be in the same medical group or IPA as her Personal Physician.

Obstetrical and gynecological services are defined as:

- Physician services related to prenatal, perinatal and postnatal (pregnancy) care,
- Physician services provided to diagnose and treat disorders of the female reproductive system and genitalia,
- Physician services for treatment of disorders of the breast,
- Routine annual gynecological examinations/annual well-woman examinations.

It is important to note that services by an obstetrician/gynecologist or a family practice physician outside of the Personal Physician's medical group or IPA without authorization will not be covered under this Plan. Before making the appointment, the Member should call the Member Services Department at 1-800-257-6213 to

confirm that the obstetrician/gynecologist or family practice physician is in the same medical group or IPA as her Personal Physician.

The OB/GYN physician services are separate from the Access+ Specialist feature described below.

### **Referral to Specialty Services and Second Medical Opinions**

Although self-referrals to Plan specialists are allowed through the Access+ Specialist feature described below, Blue Shield encourages you to receive specialty services through a referral from your Personal Physician. The Personal Physician is responsible for coordinating all of your health care needs and can best direct you for required specialty services. Your Personal Physician will generally refer you to a Plan specialist or Plan non-physician health care practitioner in the same medical group or IPA as your Personal Physician, but you can be referred outside the medical group or IPA if the type of specialist or non-physician health care practitioner needed is not available within your Personal Physician's medical group or IPA. Your Personal Physician will request any necessary prior authorization from your medical group or IPA. For Mental Health and Substance Use Disorder services, see the Mental Health and Substance Use Disorder Services paragraphs in the How to Use the Plan section for information regarding how to access care. The Plan specialist or Plan non-physician health care practitioner will provide a complete report to your Personal Physician so that your medical record is complete.

If there is a question about your diagnosis, plan of care, or recommended treatment, including surgery, or if additional information concerning your condition would be helpful in determining the diagnosis and the most appropriate plan of treatment, or if the current treatment plan is not improving your medical condition, you may ask your Personal Physician to refer you to another physician for a second medical opinion. The second opinion will be provided on an expedited basis, where appropriate. If you are requesting a second opinion about care you received from your Personal Physician, the second opinion will be provided by a physician within the same medical group or IPA as your Personal Physician. If

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you are requesting a second opinion about care received from a specialist, the second opinion may be provided by any Plan specialist of the same or equivalent specialty. All second opinion consultations must be authorized. Your Personal Physician may also decide to offer such a referral even if you do not request it. State law requires that health plans disclose to Members, upon request, the timelines for responding to a request for a second medical opinion. To request a copy of these timelines, you may call the Member Services Department at the number listed on the back cover of this booklet.

If your Personal Physician belongs to a medical group or IPA that participates as an Access+ Provider, you may also arrange a second opinion visit with another physician in the same medical group or IPA without a referral, subject to the limitations described in the Access+ Specialist paragraphs later in this section.

To obtain referral for specialty services, including lab and x-ray, you must first contact your Personal Physician. If the Personal Physician determines that specialty services are medically necessary, the physician will complete a referral form and request necessary authorization. Your Personal Physician will designate the Plan provider from whom you will receive services. When no Plan provider is available to perform the needed service, the Personal Physician will refer you to a non-Plan provider after obtaining authorization. This authorization procedure is handled for you by your Personal Physician.

In certain situations where the Member's medical disease or condition is life-threatening, degenerative, or disabling and requires specialized medical care over a prolonged period of time, the Personal Physician may make a standing referral (more than one visit) to an appropriate specialist.

Referral by a Personal Physician does not guarantee coverage for referral services. The eligibility provisions, exclusions and limitations will apply.

### Access+ Specialist

You may arrange an office visit with a Plan specialist in the same medical group or IPA as your Personal Physician without a referral from your Personal Physician, subject to the limitations described below. Access+ Specialist office visits are available only to Members whose Personal Physicians belong to a medical group or IPA that participates as an Access+ Provider. Refer to the HMO Physician and Hospital Directory or call Blue Shield Member Services at 1-800-257-6213 to determine whether a medical group or IPA is an Access+ Provider.

When you arrange for Access+ Specialist visits without a referral from your Personal Physician, you will be responsible for a \$30 copayment for each Access+ Specialist visit. This copayment is in addition to any copayments that you may incur for specific benefits as described in the Summary of Covered Services. Each follow-up office visit with the Plan specialist which is not referred or authorized by your Personal Physician is a separate Access+ Specialist visit and requires a separate \$30 copayment.

You should cancel any scheduled Access+ Specialist appointment at least 24 hours in advance. Unless you give 24-hour advance notice or miss the appointment because of an emergency situation, the physician's office may charge you a fee as much as the Access+ Specialist copayment.

Note: When you receive a referral from your Personal Physician to obtain services from a specialist, you are responsible for the physician services copayment.

The Access+ Specialist visit includes:

- An examination or other consultation provided to you by a medical group Plan specialist without referral from your Personal Physician;
- Conventional x-rays such as chest x-rays, abdominal flat plates, and x-rays of bones to rule out the possibility of fracture (but does not include any advanced diagnostic imaging such as CT, MRI, or bone density measurement);
- Laboratory services;



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- Diagnostic or treatment procedures which a Plan specialist would regularly provide under a referral from the Personal Physician.

An Access+ Specialist visit does not include:

- Any services which are not covered or which are not medically necessary;
- Services provided by a non-Access+ Provider (such as podiatry and physical therapy), except for the x-ray and laboratory services described above;
- Allergy testing;
- Endoscopic procedures;
- Any advanced imaging including CT, MRI, or bone density measurement;
- Injectables, chemotherapy or other infusion drugs, other than vaccines and antibiotics;
- Infertility services;
- Emergency services;
- Urgent services;
- Inpatient services, or any services which result in a facility charge, except for routine x-ray and laboratory services;
- Services for which the medical group or IPA routinely allows the Member to self-refer without authorization from the Personal Physician;
- OB/GYN services by an obstetrician/gynecologist or a family practice physician within the same medical group or IPA as the Personal Physician;
- Internet-based consultations.

### **NurseHelp 24/7 and LifeReferrals 24/7**

If you are unsure about what care you need, you should contact your physician's office. In addition, your Plan includes a service, NurseHelp 24/7, which provides licensed health care professionals available to assist you by telephone 24 hours a day, seven days a week. You can call NurseHelp 24/7 for immediate answers to your health questions. Registered nurses are available 24 hours a day to answer any of your health questions, including concerns about:

1. Symptoms you are experiencing, including whether you need emergency care;

2. Minor illnesses and injuries;
3. Chronic conditions;
4. Medical tests and medications;
5. Preventive care.

If your physician's office is closed, just call NurseHelp 24/7 at 1-877-304-0504. (If you are hearing impaired dial 711 for the relay service in California.) The telephone number is listed on your Member identification card.

NurseHelp 24/7 and LifeReferrals 24/7 programs provide Members with no charge, confidential telephone support for information, consultations, and referrals for health and psychosocial issues. Members may obtain these services by calling a 24-hour, toll-free telephone number. There is no charge for these services.

These programs include:

NurseHelp 24/7 - Members may call a registered nurse toll free via 1-877-304-0504, 24 hours a day, to receive confidential support and information about minor illnesses and injuries, chronic conditions, fitness, nutrition and other health-related topics.

Psychosocial support through LifeReferrals 24/7 - Members may call 1-800-985-2405 on a 24-hour basis for confidential psychosocial support services. Professional counselors will provide support through assessment, referrals and counseling. Note: See the following Mental Health and Substance Use Disorder Services paragraphs for important information concerning this feature.

### **Evaluations and Services under the CARE Act**

Blue Shield covers the cost of developing an evaluation and the provision of all health care services for an enrollee when required or recommended pursuant to a CARE (Community Assistance, Recovery, and Empowerment) agreement or CARE plan approved by a court in accordance with the CARE Act. The evaluation and services, other than prescription Drugs, are covered at no charge whether they are provided

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by a Plan Provider or non-Plan Provider. You do not need prior authorization for services, other than prescription Drugs, provided under a court-approved CARE agreement or CARE plan.

### **Mental Health and Substance Use Disorder Services**

Blue Shield of California has contracted with a Mental Health Service Administrator (MHSA) to underwrite and deliver all Mental Health and Substance Use Disorder services through a unique network of mental health Participating Providers. (See Mental Health Service Administrator under the Definitions section for more information.) All non-emergency Mental Health and Substance Use Disorder services, except for Access+ Specialist visits, must be arranged through the MHSA. Members do not need to arrange for Mental Health and Substance Use Disorder services through their Personal Physician. (See 1. Prior Authorization paragraphs below.)

All Mental Health and Substance Use Disorder services, except for emergency or urgent services, must be provided by a MHSA Participating Provider. Mental Health and Substance Use Disorder services received from a health professional who is an MHSA Non-Participating Provider at a facility that is an MHSA Participating Provider will also be covered. A list of MHSA Participating Providers is available in the online Blue Shield of California Provider Directory. Members may also contact the MHSA directly for information and to select a MHSA Participating Provider by calling 1-866-505-3409. Your Personal Physician may also contact the MHSA to obtain information regarding MHSA Participating Providers for you.

Non-emergency Mental Health and Substance Use Disorder services received from a provider who does not participate in the MHSA Participating Provider network will not be covered, except as stated herein, and all charges for these services will be the Member's responsibility. This limitation does not apply with respect to emergency services. In addition, when no MHSA Participating Provider is available to perform the needed service, the MHSA will refer

you to a non-Plan provider and authorize services to be received.

For complete information regarding benefits for Mental Health and Substance Use Disorder services, see Q. Inpatient Mental Health and Substance Use Disorder Services and R. Outpatient Mental Health and Substance Use Disorder Services in the Benefit Descriptions section.

#### **1. Prior Authorization**

Prior authorization is required for all nonemergency mental health Hospital admissions including acute inpatient care and Residential Care. The provider should call Blue Shield's Mental Health Service Administrator (MHSA) at 1-877-263-9952 at least five business days prior to the admission. Other Outpatient Mental Health Services include Behavioral Health Treatment, Partial Hospitalization Program (PHP), Intensive Outpatient Program (IOP), Electroconvulsive Therapy (ECT), Psychological Testing, and Transcranial Magnetic Stimulation (TMS) and must also be prior authorized by the MHSA.

The MHSA will render a decision on all requests for prior authorization of services as follows:

- for urgent services, as soon as possible to accommodate the Member's condition not to exceed 72 hours from receipt of the request. A written notice will be sent to the Member and the provider within 72 hours of the decision;
- for other services, within 5 business days from receipt of the request. The treating provider will be notified of the decision within 24 hours followed by written notice to the provider and Member within five calendar days of the decision.

#### **2. Psychosocial Support through LifeReferrals 24/7**

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Notwithstanding the benefits provided under R. Outpatient Mental Health and Substance Use Disorder Services, the Member also may call 1-800-985-2405 on a 24-hour basis for confidential psychosocial support services. Professional counselors will provide support through assessment, referrals and counseling.

In California, support may include, as appropriate, a referral to a counselor for a maximum of three no charge, face-to-face visits within a 6-month period.

In the event that the services required of a Member are most appropriately provided by a psychiatrist or the condition is not likely to be resolved in a brief treatment regimen, the Member will be referred to the MHSA intake line to access his Mental Health and Substance Use Disorder services which are described under R. Outpatient Mental Health and Substance Use Disorder Services.

### Emergency Services

#### What is an Emergency?

An emergency means an unexpected medical condition manifesting itself by acute symptoms of sufficient severity (including severe pain) such that a layperson who possesses an average knowledge of health and medicine could reasonably assume that the absence of immediate medical attention could be expected to result in any of the following: (1) placing the Member's health in serious jeopardy, (2) serious impairment to bodily functions, (3) serious dysfunction of any bodily organ or part. If you receive non-authorized services in a situation that Blue Shield determines was not a situation in which a reasonable person would believe that an emergency condition existed, you will be responsible for the costs of those services.

Members who reasonably believe that they have an emergency medical or mental health condition which requires an emergency response are encouraged to appropriately use the "911" emergency response system where available.

### What to do in case of Emergency: Life Threatening

Obtain care immediately.

Contact your Personal Physician no later than 24 hours after the onset of the emergency, or as soon as it is medically possible for the Member to provide notice.

### Non-Life Threatening

Consult your Personal Physician, anytime day or night, regardless of where you are prior to receiving medical care.

### Follow-Up Care

Follow-up care, which is any care provided after the initial emergency room visit, must be provided or authorized by your Personal Physician.

For a complete description of the Emergency Services benefit and applicable copayments, see I. Emergency Services.

### Urgent Services

The Blue Shield Access+ HMO provides coverage for you and your family for your urgent service needs when you or your family are temporarily traveling outside of your Personal Physician service area.

Urgent services are defined under Definitions.

Out-of-area follow-up care is defined under Definitions.

### (Urgent care) While in your Personal Physician Service Area

If you require urgent, same-day care for a condition that could reasonably be treated in your Personal Physician's office or in an urgent care clinic (i.e., care for a condition that is not such that the absence of immediate medical attention could reasonably be expected to result in placing your health in serious jeopardy, serious impairment to bodily functions, or serious dysfunction of any bodily organ or part), you must first call your Personal Physician. However, you may go directly to an urgent care clinic when your assigned medical group or IPA has provided you with

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instructions for obtaining care from an urgent care clinic in your Personal Physician service area.

### Outside of California

The Blue Shield Access+ HMO provides coverage for you and your family for your Urgent Service needs when you or your family are temporarily traveling outside of California. Urgent Services may be obtained from any provider; however, using the BlueCard® or Blue Shield Global® Core programs can be more cost-effective and eliminate the need for you to pay for the services when they are rendered and submit a claim for reimbursement. See the Inter-Plan Arrangements section of this Evidence of Coverage for more information on the BlueCard® or Blue Shield Global® Core programs.

Out-of-Area Follow-up Care is also covered and services may be received through the BlueCard® or Blue Shield Global® Core programs. Authorization by Blue Shield is required for more than two Out-of-Area Follow-up Care outpatient visits. Blue Shield may direct the patient to receive the additional follow-up services from their Personal Physician.

### Within California

If you are temporarily traveling within California, but are outside of your Personal Physician service area, if possible, you should call Shield Concierge at 1-800-257-6213 for assistance in receiving urgent services through a Blue Shield of California Plan provider. You may also locate a Blue Shield Plan provider by visiting our web site at <http://www.blueshieldca.com>. However, you are not required to use a Blue Shield of California Plan provider to receive urgent services; you may use any California provider.

Out-of-Area Follow-up Care is also covered through a Blue Shield of California provider and may be received from any provider. Authorization by Blue Shield is required for more than two Out-of-Area Follow-up Care outpatient visits. Blue Shield may direct the patient to receive the additional follow-up services from their Personal Physician.

If services are not received from a Blue Shield of California Plan provider, you may be required to pay the provider for the entire cost of the service and submit a claim to Blue Shield. Claims for urgent services obtained outside of your Personal Physician service area within California will be reviewed retrospectively for coverage.

When you receive covered urgent services outside your Personal Physician service area within California, the amount you pay, if not subject to a flat dollar copayment, is calculated based on Blue Shield's allowed charges.

See J. Urgent Services for benefit description, applicable copayment information, and information on payment responsibility and claims submission.

## Out-of-Area Services

### Overview

Blue Shield has a variety of relationships with other Blue Cross and/or Blue Shield Plans and their Licensed Controlled Affiliates ("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. Whenever you obtain health care services outside of California, the claims for these services may be processed through one of these Inter-Plan Arrangements.

When you access Services outside of California you may obtain care from one of two kinds of providers. Most providers are participating providers and contract) with the local Blue Cross and/or Blue Shield Licensee in that other geographic area ("Host Blue"). Some providers are non-participating health care providers because they don't contract with the Host Blue. Blue Shield's payment practices in both instances are described in this section.

The Blue Shield Access+ HMO plan provides limited coverage for health care services received outside of California. Out-of-Area Covered Health Care Services are restricted to Emergency Services, Urgent Services, and Out-of-Area Follow-up Care. Any other services will not be covered when processed

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through an Inter-Plan Arrangement unless authorized by Blue Shield.

## Inter-Plan Arrangements

### Emergency Services

Members who experience an Emergency Medical Condition while traveling outside of California should seek immediate care from the nearest Hospital. The Benefits of this plan will be provided anywhere in the world for treatment of an Emergency Medical Condition.

### BlueCard Program

Under the BlueCard® Program, when you receive Out-of-Area Covered Services within the geographic area served by a Host Blue, Blue Shield will remain responsible for the provisions of this Evidence of Coverage. However the Host Blue is responsible for contracting with and generally handling all interactions with its participating health care providers, including direct payment to the provider.

The BlueCard Program enables you to obtain Out-of-Area Covered Health Care Services outside of California, as defined above, from a health care provider participating with a Host Blue, where available. The participating health care provider will automatically file a claim for the Out-of-Area Covered Health Care Services provided to you, so there are no claim forms for you to fill out. You will be responsible for the member copayment, coinsurance and deductible amounts, if any, as stated in this booklet.

When you receive Out-of-Area Covered Health Care Services outside of California and the claim is processed through the BlueCard Program, the amount you pay for covered health care services, if not a flat dollar copayment, is calculated based on the lower of:

1. The billed covered charges for your Out-of-Area Covered Health Care Services; or
2. The negotiated price that the Host Blue makes available to Blue Shield.

Often, this “negotiated price” will be a simple discount that reflects an actual price that the Host Blue pays to your health care provider. Sometimes, it is an estimated price that takes into account special arrangements with your health care 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 health care providers after taking into account the same types of transactions as with an estimated price.

Estimated pricing and average pricing, going forward, also take into account adjustments to correct for over or underestimation of modifications of past pricing as noted above. However, such adjustments will not affect the price Blue Shield uses for your claim because these adjustments will not be applied retroactively to claims already paid.

Federal or state laws or regulations may require a surcharge, tax, or other fee that applies to fully-insured accounts. If applicable, Blue Shield will include any such surcharge, tax, or other fee as part of the claim charges passed on to you.

Claims for covered emergency services are paid based on the allowed charges as defined in this booklet.

### Non-participating Providers Outside of California

Coverage for health care services provided outside of California and within the BlueCard Service Area by non-participating providers is limited to Out-of-Area Covered Health Care Services. The amount you pay for such services will normally be based on either the Host Blue’s non-participating provider local payment or the pricing arrangements required by applicable state or federal law. In these situations, you will be responsible for any difference between the amount that the non-participating provider bills and the payment Blue Shield will make for Out-of-Area Covered Health Care Services as described in this paragraph.

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If you do not see a participating provider through the BlueCard Program, you will have to pay the entire bill for your medical care and submit a claim to the local Blue Cross and/or Blue Shield plan, or to Blue Shield of California for reimbursement. Blue Shield will review your claim and notify you of its coverage determination within 30 days after receipt of the claim; you will be reimbursed as described in the preceding paragraph. Remember, your share of cost is higher when you see a non-participating provider.

Your cost share will govern payments for out-of-network Emergency Services will be the same as the amount due to a Participating Provider for such Covered Services, as listed in the Summary of Covered Services.

### **Blue Shield Global® Core**

If you are outside the United States, the Commonwealth of Puerto Rico and the U.S. Virgin Islands (BlueCard Service Area), you may be able to take advantage of Blue Shield Global® Core when accessing Out-of-Area Covered Health Care Services. Blue Shield Global® Core is not served by a Host Blue. As such, you will typically have to pay the providers and submit the claims yourself to obtain reimbursement for these services.

If you need assistance locating a doctor or hospital outside the BlueCard Service Area you should call the service center at 1-800-810-BLUE (2583) or call collect at 1-804-673-1177, 24 hours a day, seven days a week. Provider information is also available online at [www.bcbs.com](http://www.bcbs.com): select “Find a Doctor” and then “Blue Shield Global® Core”.

### **Submitting a Blue Shield Global® Core Claim**

When you pay directly for Out-of-Area Covered Health Care Services outside the BlueCard Service Area, you must submit a claim to obtain reimbursement. You should complete a Blue Shield Global® Core claim form and send the claim form with the provider’s itemized bill to the service center at the address provided on the form to initiate claims processing. The claim form is available from Blue Shield Customer

Service, the service center, or online at [www.bcbsglobalcore.com](http://www.bcbsglobalcore.com). If you need assistance with your claim submission, you should call the service center at 1-800-810-BLUE (2583) or call collect at 1-804-673-1177, 24 hours a day, seven days a week.

### **Inpatient, Home Health Care and Other Services**

The Personal Physician is responsible for obtaining prior authorization before you can be admitted to the hospital or a skilled nursing facility, including subacute care admissions, except for Mental Health and Substance Use Disorder services which are described in the previous Mental Health and Substance Use Disorder Services section. The Personal Physician is responsible for obtaining prior authorization before you can receive home health care and certain other services or before you can be admitted into a hospice program through a participating hospice agency. If the Personal Physician determines that you should receive any of these services, he or she will request authorization. Your Personal Physician will arrange for your admission to the hospital, skilled nursing facility, or a hospice program through a participating hospice agency, as well as for the provision of home health care and other services.

For hospital admissions for mastectomies or lymph node dissections, the length of hospital stays will be determined solely by the Member’s physician in consultation with the Member. For information regarding length of stay for maternity or maternity-related services, see F. Pregnancy and Maternity Care, for information relative to the Newborns’ and Mothers’ Health Protection Act.

### **Member Calendar Year Out-of-Pocket Maximum**

Your out-of-pocket maximum amount each calendar year for covered services, except those listed below, is \$ 1,500 per Member and \$ 4,500 per family (three or more Members enrolled).

Once a Member’s out-of-pocket maximum amount has been met, the Plan will pay 100% of the allowed charges for that Member’s covered services for the remainder of that calendar year,

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except as described below. Additionally, for Plans with a Member and a family out-of-pocket maximum amount, once the family out-of-pocket maximum amount has been met, the Plan will pay 100% of the allowed charges for the subscriber's and all covered dependents' covered services for the remainder of that calendar year, except as described below.

Covered Services received at a facility that is a Plan Provider will accrue to the Calendar Year Out-of-Pocket Maximum whether Services are provided by a health professional who is a Plan Provider or non-Plan Provider.

Charges for services not covered and services not prior approved by the Personal Physician, except those meeting the emergency and urgent care requirements, are your responsibility, do not apply towards the Member Calendar Year Out-of-Pocket Maximum amount, and may cause your payment responsibility to exceed the Member Calendar Year Maximum Out-of-Pocket amount defined above

Note that copayments and charges for Services not accruing to the Member Calendar Year Out-of-Pocket maximum amount continue to be the Member's responsibility after the Calendar Year Out-of-Pocket maximum amount is reached.

Note: It is your responsibility to maintain accurate records of your copayments and to determine and notify Blue Shield when the Member Calendar Year Out-of-Pocket maximum amount has been reached.

You must notify Blue Shield Member Services in writing when you feel that your Member Calendar Year Out-of-Pocket maximum amount has been reached. At that time, you must submit complete and accurate records to Blue Shield substantiating your Copayment expenditures for the period in question. Member Services addresses and telephone numbers may be found on the back cover of this booklet.

### **Liability of Member for Payment**

It is important to note that all services except for those meeting the emergency and out of service area urgent services requirements, Access+

Specialist visits, hospice program services received from a participating hospice agency after the Member has been accepted into the hospice program, OB/GYN services by an obstetrician/gynecologist or a family practice physician who is in the same medical group or IPA as the Personal Physician, and all Mental Health and Substance Use Disorder services, must have prior authorization by the Personal Physician, medical group or IPA. The Member will be responsible for payment of services that are not authorized or those that are not an emergency or covered out of service area urgent service procedures. (See the previous Urgent Services paragraphs for information on receiving urgent services out of the service area but within California.) Members must obtain services from the Plan providers that are authorized by their Personal Physician, medical group or IPA and, for all Mental Health and Substance Use Disorder services, from MHSA Participating Providers. Hospice services must be received from a participating hospice agency.

If your condition requires services which are available from the Plan, payment for services rendered by non-Plan providers will not be considered unless the medical condition requires emergency or urgent services.

You are responsible for paying a minimum charge (copayment) to the physician or provider of services at the time you receive services. The specific copayments, as applicable, are listed after the benefit description. There are no deductibles to be met.

### **Accrual balance**

Blue Shield provides a summary of your accrual balances toward your Calendar Year Deductible, if any, and Out-of-Pocket Maximum for every month in which your Benefits were used until the full amount has been met. This summary will be mailed to you unless you opt to receive it electronically or have already opted out of paper mailings. You can opt back in to receive paper mailings at any time or elect to receive your balance summary electronically by logging into your member portal online and updating your communication preferences, or by calling Customer

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Service at the number on the back of your ID card. You can also check your accrual balances at any time by logging into your member portal online, which is updated daily, or calling Customer Service. Your accrual balance information is updated once a claim is received and processed and may not reflect recent services.

### **Limitation of Liability**

Members shall not be responsible to Plan providers or health professionals who are non-Plan Providers rendering Services at a Plan Provider facility (Hospital, Ambulatory Surgery Center, laboratory, radiology center, imaging center, or certain other outpatient settings) for payment for services if they are a benefit of the Plan, unless the non-Plan Provider provides the Member with written notice of what they may charge and the Member consents to those terms. When covered services are rendered by a Plan provider or rendered by a health professional who is a non-Plan Provider at a Plan Provider facility, the Member is responsible only for the applicable copayments, except as set forth in the Third Party Recovery Process and the Member's Responsibility section. Members will not be responsible for additional charges above the Allowed Charges without written notice and consent. Members are responsible for the full charges for any non-covered services they obtain.

### **Member Identification Card**

You will receive your HMO identification card after enrollment. If you do not receive your identification card or if you need to obtain medical or prescription services before your card arrives, contact the Blue Shield Member Services Department so that they can coordinate your care and direct your Personal Physician or pharmacy.

### **Right of Recovery**

Whenever payment on a claim has been made in error, Blue Shield will have the right to recover such payment from the Member or, if applicable, the provider or another health benefit plan, in accordance with applicable laws and regulations. Blue Shield reserves the right to deduct or offset any amounts paid in error from any pending or future claim to the extent permitted by law. Circumstances that might result in payment of a

claim in error include, but are not limited to, payment of benefits in excess of the benefits provided by the health plan, payment of amounts that are the responsibility of the Member (deductibles, copayments, coinsurance or similar charges), payment of amounts that are the responsibility of another payor, payments made after termination of the Member's eligibility, or payments on fraudulent claims.

### **Member Services Department**

#### **For all services other than Mental Health and Substance Use Disorder services**

If you have a question about services, providers, benefits, how to use this plan, or concerns regarding the quality of care or access to care that you have experienced, you should call the Blue Shield Member Services Department at 1-800-257-6213. The hearing impaired may contact Blue Shield's Member Services Department through Blue Shield's toll-free TTY number, 711. Member Services can answer many questions over the telephone.

### **Expedited Decision**

Blue Shield of California has established a procedure for our Members to request an expedited decision (including those regarding grievances). A Member, physician, or representative of a Member may request an expedited decision when the routine decision making process might seriously jeopardize the life or health of a Member, or when the Member is experiencing severe pain. Blue Shield shall make a decision and notify the Member and physician as soon as possible to accommodate the Member's condition not to exceed 72 hours following the receipt of the request. An expedited decision may involve admissions, continued stay or other health care services. If you would like additional information regarding the expedited decision process, or if you believe your particular situation qualifies for an expedited decision, please contact our Member Services Department at 1-800-257-6213.

#### **For all Mental Health and Substance Use Disorder services**

For all Mental Health and Substance Use Disorder services Blue Shield of California has



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contracted with the Plan's Mental Health Service Administrator (MHSA). The MHSA should be contacted for questions about Mental Health and Substance Use Disorder services, MHSA Participating Providers, or Mental Health and Substance Use Disorder benefits. You may contact the MHSA at the telephone number or address which appear below:

1-877-263-9952

Blue Shield of California  
Mental Health Service Administrator  
PO Box 719002  
San Diego, CA 92171-9002

The MHSA can answer many questions over the telephone.

The MHSA has established a procedure for our Members to request an expedited decision. A Member, physician, or representative of a Member may request an expedited decision when the routine decision making process might seriously jeopardize the life or health of a Member, or when the Member is experiencing severe pain. The MHSA shall make a decision and notify the Member and physician as soon as possible to accommodate the Member's condition not to exceed 72 hours following the receipt of the request. An expedited decision may involve admissions, continued stay or other health care services. If you would like additional information regarding the expedited decision process, or if you believe your particular situation qualifies for an expedited decision, please contact the MHSA at the number listed above.

### For chiropractic services

For all chiropractic services, Blue Shield of California has contracted with American Specialty Health Plans (ASHP) to act as the Plan's chiropractic Services administrator. ASHP should be contacted for questions about chiropractic services, ASHP Participating Providers, or chiropractic benefits. You may contact ASHP at the telephone number or address which appear below:

1-800-678-9133

American Specialty Health Plans of  
California, Inc.

P.O. Box 509002  
San Diego, CA 92150-9002

For information on additional rights, see the Grievance Process section.

### Rates for Basic Plan

The CCPOA Medical Plan is regionally rated. The rates reflect the health care costs for each area. There will be two rating regions. The total CCPOA Medical Plan cost per month (including Prescription Drug, Mental Disorders and Substance Use Disorder, and Chiropractic Benefits) are shown below:

#### Northern California Only

##### Rates

Subscriber only .....	\$1,066.79
Subscriber and one Family Member.....	\$2,139.38
Subscriber and two or more Family Members.....	\$2,888.76

#### Southern California Only

##### Rates

Subscriber only .....	\$879.45
Subscriber and one Family Member.....	\$1,764.63
Subscriber and two or more Family Members.....	\$2,384.88

### State Employees and Annuitants

The rates shown above are effective January 1, 2025, and will be reduced by the amount the State of California contributes toward the cost of your health benefit plan. These contribution amounts are subject to change as a result of collective bargaining agreements or legislative action. Any such change will be accomplished by the State Controller or affected retirement system without any action on your part. For current contribution information, contact your employing agency or retirement system health benefits officer.

### Rate Change

The plan rates may be changed as of January 1, 2026, following at least 60 days' written notice to

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the CalPERS Board of Administration prior to such change.

### Benefit Descriptions

The Plan benefits available to you are listed in this section. The copayments for these services, if applicable, follow each benefit description.

The following are the basic health care services covered by the CCPOA Medical Plan without charge to the Member, except for copayments where noted, and as set forth in the Third Party Recovery Process and the Member's Responsibility section. These services are covered when medically necessary, and when provided by the Member's Personal Physician or other Plan provider or authorized as described herein, or received according to the provisions described under Obstetrical/Gynecological (OB/GYN) Physician Services, Access+ Specialist, and Mental Health and Substance Use disorder services. Coverage for these services is subject to all terms, conditions, limitations and exclusions of the Agreement, to any conditions or limitations set forth in the benefit descriptions below, and to the Exclusions and Limitations set forth in this booklet.

Except as specifically provided herein, services are covered only when rendered by an individual or entity that is licensed or certified by the state to provide health care services and is operating within the scope of that license or certification.

### Timely Access to Care

Blue Shield provides the following guidelines to provide Members timely access to care from Plan Providers:

Urgent Care	Access to Care
For Services that don't need prior approval	Within 48 hours
For Services that do need prior approval	Within 96 hours
Non-Urgent Care	Access to Care

Primary care appointment	Within 10 business days
Specialist appointment	Within 15 business days
Appointment with a mental health or substance use disorder provider (who is not a physician)	Within 10 business days
Follow-up appointments with a mental health or substance use disorder provider (who is not a physician)	Within 10 business days of the prior appointment for those undergoing a course of treatment for an ongoing mental health or substance use disorder condition
Appointment for other services to diagnose or treat a health condition	Within 15 business days
<b>Telephone Inquiries</b>	<b>Access to Care</b>
Access to a health professional for telephone triage or screening services by calling Customer Service	24 hours/day, 7 days/week

Call Customer Service if you need help finding a Participating Provider or if a Participating Provider is not available. Please see the *Role of the Medical Group or IPA* section for more information.

Note: For availability of interpreter services at the time of the Member's appointment, consult the list of Blue Shield Access+ HMO Providers available at [www.blueshieldca.com](http://www.blueshieldca.com) or by calling Customer Service at the telephone number provided on the back page of this EOC. More information for interpreter services is located in the Notice of the Availability of Language Assistance Services section of this EOC.

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## A. Hospital Services

The following hospital services customarily furnished by a hospital will be covered when medically necessary and authorized.

1. Inpatient hospital services include:

- a. Semi-private room and board, unless a private room is medically necessary;
- b. General nursing care, and special duty nursing when medically necessary;
- c. Meals and special diets when medically necessary;
- d. Intensive care services and units;
- e. Operating room, special treatment rooms, delivery room, newborn nursery and related facilities;
- f. Hospital ancillary services including diagnostic laboratory, x-ray services and therapy services;
- g. Drugs, medications, biologicals, and oxygen administered in the hospital, and up to 3 days' supply of drugs supplied upon discharge by the Plan physician for the purpose of transition from the hospital to home. Benefits are provided for COVID-19 therapeutics approved or granted emergency use authorization by the U.S. Food and Drug Administration for treatment of COVID-19 when prescribed or furnished by a Health Care Provider acting within their scope of practice and the standard of care. Coverage is provided without a Cost Share for services provided by a Plan Provider.

For a disease for which the Governor of the State of California has declared a public health emergency, therapeutics approved or granted emergency use authorization by the U.S. Food and Drug Administration for that disease will be covered without a Cost Share;

- h. Surgical and anesthetic supplies, dressings and cast materials, surgically implanted devices and prostheses, other

medical supplies and medical appliances and equipment administered in hospital;

- i. Processing, storage and administration of blood, and blood products (plasma), in inpatient and outpatient settings. Includes the storage and collection of autologous blood;
- j. Radiation therapy, chemotherapy and renal dialysis;
- k. Respiratory therapy and other diagnostic, therapeutic and rehabilitative services as appropriate;
- l. Coordinated discharge planning, including the planning of such continuing care as may be necessary;
- m. Inpatient services, including general anesthesia and associated facility charges, in connection with dental procedures when hospitalization is required because of an underlying medical condition and clinical status or because of the severity of the dental procedure. Includes enrollees under the age of 7 and the developmentally disabled who meet these criteria. Excludes services of dentist or oral surgeon;
- n. Subacute care;
- o. Medically necessary inpatient substance use disorder detoxification services required to treat potentially life-threatening symptoms of acute toxicity or acute withdrawal are covered when a covered Member is admitted through the emergency room or when medically necessary inpatient substance use disorder detoxification is prior authorized;
- p. Rehabilitative services when furnished by the hospital and authorized.

See Section O. for inpatient hospital services provided under the "Hospice Program Services" benefit.

**Copayment: \$100 per admission.**

2. Outpatient hospital services include:

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- a. Services and supplies for treatment (other than surgery) in an outpatient hospital setting or ambulatory surgery center;

**Copayment: No charge.**

- b. Services and supplies for surgery in an outpatient hospital setting or ambulatory surgery center;

**Copayment: \$50.**

- c. Outpatient services, including general anesthesia and associated facility charges, in connection with dental procedures when the use of a hospital or outpatient facility is required because of an underlying medical condition and clinical status or because of the severity of the dental procedure. Includes enrollees under the age of 7 and the developmentally disabled who meet these criteria. Excludes services of dentist or oral surgeon.

**Copayment: No charge.**

### **B. Physician Services (Other Than for Mental Health and Substance Use Disorder Services)**

#### **1. Physician Office Visits**

Office visits for examination, diagnosis and treatment of a medical condition, disease or injury, including specialist office visits, second opinion or other consultations, administration of injectable medications that must be administered by a Health Care Provider, medical nutrition therapy, diabetic counseling, and OB/GYN services from an obstetrician/gynecologist or a family practice physician who is within the same medical group or IPA as the Personal Physician. Telehealth consultations, provided remotely via communication technologies, for examination, diagnosis, counseling, education, and treatment. Coverage for these services will be on the same basis and to the same extent as a service conducted in person. Benefits are also provided for asthma self-management training and education to enable a Member to properly use asthma-related

medication and equipment such as inhalers, spacers, nebulizers and peak flow meter.

**Copayment: \$15 per visit. No additional charge for surgery or anesthesia; radiation or renal dialysis treatments; medications administered in the physician's office, including chemotherapy.**

#### **2. Allergy Testing and Treatment**

Office visits for the purpose of allergy testing on and under the skin such as prick/puncture, patch and scratch tests, and treatment, including injectables and serum. This Benefit does not include blood testing for allergies.

**Copayment: No charge.**

#### **3. Inpatient Medical and Surgical Services**

Physicians' services in a hospital or skilled nursing facility for examination, diagnosis, treatment, and consultation, including the services of a surgeon, assistant surgeon, anesthesiologist, pathologist, and radiologist. Inpatient physician services are covered only when hospital and skilled nursing facility services are also covered.

**Copayment: No charge.**

4. Medically necessary home visits by Plan physician

**Copayment: \$15 per visit.**

5. Treatment of physical complications of a mastectomy, including lymphedemas

**Copayment: No charge.**

### **C. Preventive Health Services**

1. Preventive health services, as defined, when rendered by a physician are covered.

**Copayment: No charge.**

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2. Eye refraction to determine the need for corrective lenses for all Members upon referral by the Personal Physician.

**Copayment: \$15 per visit.** (Limited to one visit per calendar year, for Members aged 18 and over. No limit on number of visits for Members under age 18.)

### D. Diagnostic X-ray/Lab Services

1. X-ray, Laboratory, Major Diagnostic Services. All outpatient diagnostic x-ray and clinical laboratory tests and services, including basic diagnostic imaging services, such as plain film X-rays, ultrasounds, and mammography, electrocardiograms, diagnostic clinical isotope services, bone mass measurements, and periodic blood lipid screening. COVID-19 diagnostic testing, screening testing, and related healthcare services. Medical Necessity requirements do not apply for COVID-19 screening testing. Reimbursement for over-the-counter at-home COVID-19 tests. The reimbursement is allowed for up to 8 tests per Member per month. Sexually transmitted disease home testing kits, including any laboratory costs of processing the kit (a Physician or other Health Care Provider's order must be provided for coverage). Biomarker testing for the purposes of diagnosis, treatment, appropriate management, or ongoing monitoring of your disease or condition to guide treatment decisions (Benefits must be prior authorized).

2. Genetic Testing and Diagnostic Procedures. Genetic testing for certain conditions when the Member has risk factors such as family history or specific symptoms. The testing must be expected to lead to increased or altered monitoring for early detection of disease, a treatment plan or other therapeutic intervention and determined to be medically necessary and appropriate in accordance with Blue Shield of California medical policy.

See Section F. for genetic testing for prenatal diagnosis of genetic disorders of the fetus.

For services provided by Participating Providers, Blue Shield will waive Cost Shares for COVID-19 diagnostic testing, screening testing, and related services.

Blue Shield encourages Members to seek services from Participating Providers to avoid paying extra fees. Some Non-Participating Providers may charge extra fees that are not covered by Blue Shield. Any fees not covered by Blue Shield will be the Member's responsibility. See the How to Use this Plan section for information about Participating and Non-Participating Providers.

**Copayment: No charge.**

### E. Durable Medical Equipment, Prostheses and Orthoses and Other Services

Medically necessary durable medical equipment, prostheses and orthoses for activities of daily living, and supplies needed to operate durable medical equipment; oxygen and oxygen equipment and its administration; blood glucose monitors (including continuous blood glucose monitor), and all related necessary supplies for the self-management of diabetes, as medically appropriate for insulin dependent, non-insulin dependent and gestational diabetes; apnea monitors; required dialysis equipment and medical supplies; and ostomy and medical supplies to support and maintain gastrointestinal, bladder or respiratory function are covered. When authorized as durable medical equipment, other covered items include peak flow monitor for self-management of asthma, the glucose monitor for self-management of diabetes, apnea monitors for management of newborn apnea, breast pump and the home prothrombin monitor for specific conditions as determined by Blue Shield. Benefits are provided at the most cost-effective level of care that is consistent with professionally recognized standard of practice.

1. Durable Medical Equipment
  - a. Replacement of durable medical equipment is covered only when it no longer

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meets the clinical needs of the patient or has exceeded the expected lifetime of the item. \*

\*This does not apply to the medically necessary replacement of nebulizers, face masks and tubing, and peak flow monitors for the management and treatment of asthma. (See Section P. for benefits for asthma inhalers and inhaler spacers.)

- b. Medically necessary repairs and maintenance of durable medical equipment, as authorized by Plan provider. Repair is covered unless necessitated by misuse or loss.
- c. Rental charges for durable medical equipment in excess of the purchase price are not covered.
- d. Benefits do not include environmental control equipment or generators. No benefits are provided for backup or alternate items.
- e. Breast pump rental or purchase is only covered if obtained from a designated Plan provider in accordance with Blue Shield Medical Policy. For further information call Member Services or go to [www.blueshieldca.com](http://www.blueshieldca.com).

See Section V. for devices, equipment and supplies for the management and treatment of diabetes.

If you are enrolled in a hospice program through a participating hospice agency, medical equipment and supplies that are reasonable and necessary for the palliation and management of terminal illness and related conditions are provided by the hospice agency. For information see Section O.

### 2. Prostheses

- a. Medically necessary prostheses for activities of daily living, including the following:
  - 1) Supplies necessary for the operation of prostheses;

- 2) Initial fitting and replacement after the expected life of the item;
- 3) Repairs, even if due to damage;
- 4) Surgically implanted prostheses including, but not limited to, Blom-Singer and artificial larynx prostheses for speech following a laryngectomy;
- 5) Prosthetic devices used to restore a method of speaking following laryngectomy, including initial and subsequent prosthetic devices and installation accessories. This does not include electronic voice producing machines;
- 6) Cochlear implants;
- 7) Contact lenses if medically necessary to treat eye conditions such as keratoconus, keratitis sicca or aphakia. Cataract spectacles or intraocular lenses that replace the natural lens of the eye after cataract surgery. If medically necessary with the insertion of the intraocular lens, one pair of conventional eyeglasses or contact lenses;
- 8) Artificial limbs and eyes.

b. Routine maintenance is not covered.

- c. Benefits do not include wigs for any reason, self-help/educational devices or any type of speech or language assistance devices, except as specifically provided above. See the Exclusions and Limitations section for a listing of excluded speech and language assistance devices. No benefits are provided for backup or alternate items.

For surgically implanted and other prosthetic devices (including prosthetic bras) provided to restore and achieve symmetry incident to a mastectomy, see Section W. Surgically implanted prostheses including, but not limited to, Blom-Singer and artificial larynx prostheses for speech following a laryngectomy are covered as a surgical professional benefit.

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### 3. Orthoses

- a. Medically necessary orthoses for activities of daily living, including the following:
  - 1) Special footwear required for foot disfigurement which includes but is not limited to foot disfigurement from cerebral palsy, arthritis, polio, spina bifida, diabetes or by accident or developmental disability;
  - 2) Medically necessary functional foot orthoses that are custom made rigid inserts for shoes, ordered by a physician or podiatrist, and used to treat mechanical problems of the foot, ankle or leg by preventing abnormal motion and positioning when improvement has not occurred with a trial of strapping or an over-the-counter stabilizing device;
  - 3) Medically necessary knee braces for postoperative rehabilitative services following ligament surgery, instability due to injury, and to reduce pain and instability for patients with osteoarthritis.
- b. Benefits for medically necessary orthoses are provided at the most cost-effective level of care that is consistent with professionally recognized standards of practice. Routine maintenance is not covered. No benefits are provided for backup or alternate items.
- c. Benefits are provided for orthotic devices for maintaining normal activities of daily living only. No benefits are provided for orthotic devices such as knee braces intended to provide additional support for recreational or sports activities or for orthopedic shoes and other supportive devices for the feet.

**Copayment: No charge.**

See Section V. for devices, equipment and supplies for the management and treatment of diabetes.

### F. Pregnancy and Maternity Care

The following pregnancy and maternity care is covered subject to the General Exclusions and Limitations.

1. Prenatal and Postnatal Physician Office Visits

See Section D. for information on coverage of other genetic testing and diagnostic procedures.

**Copayment: No charge.**

2. Inpatient Hospital and Professional Services. Hospital and Professional services for the purposes of a normal delivery, C-section, complications or medical conditions arising from pregnancy or resulting childbirth.

**Copayment: \$100 per admission.**

3. Abortion Services. Abortion is covered for all pregnant persons including, but not limited to, transgender individuals.

**Copayment: No charge.**

4. Includes providing coverage for all testing recommended by the California Newborn Screening Program and for participating in the statewide prenatal testing program, administered by the State Department of Health Services, and known as the Expanded Alpha Feto Protein Program.

**Copayment: No charge.**

The Newborns' and Mothers' Health Protection Act requires group health plans to provide a minimum hospital stay for the mother and newborn child of 48 hours after a normal, vaginal delivery and 96 hours after a C-section unless the attending physician, in consultation with the mother, determines a shorter hospital length of stay is adequate.

If the hospital stay is less than 48 hours after a normal, vaginal delivery or less than 96 hours after a C-section, a follow-up visit for the mother and newborn within 48 hours of discharge is covered when prescribed by the treating

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physician. This visit shall be provided by a licensed health care provider whose scope of practice includes postpartum and newborn care. The treating physician, in consultation with the mother, shall determine whether this visit shall occur at home, the contracted facility, or the physician's office.

### G. Family Planning and Infertility Services

1. Family planning, counseling and consultation services, including Physician office visits for office-administered covered contraceptives; clinical services related to the provision or use of contraceptives, including consultations, examinations, procedures, device insertion, ultrasound, anesthesia, patient education, referrals, and counseling; and follow-up services related to contraceptive Drugs, devices, products, and procedures, including but not limited to management of side effects, counseling for continued adherence, and device removal.

**Copayment: No charge.**

2. Infertility Services. Artificial insemination and the diagnosis and treatment of Infertility, including professional, hospital, ambulatory surgery center, related services to diagnose and treat the cause of infertility with the exception of what is excluded in the General Exclusions and Limitations.

**Copayment: 50% of allowed charges for all services.**

3. Vasectomy services and procedures

**Copayment: No charge.**

4. Voluntary tubal ligation and other similar sterilization procedures

**Copayment: No charge.**

5. Contraceptive Devices and Fitting

**Copayment: No charge.**

6. Oral, Transdermal Patch, and Vaginal Ring Contraceptives

**Copayment: No charge.**

7. Injectable Contraceptives

**Copayment: No charge.**

8. Implantable Contraceptives

**Copayment: No charge.**

### H. Ambulance Services

The Plan will pay for ambulance services as follows:

1. Emergency Ambulance Services

For transportation to the nearest hospital which can provide such emergency care only if you reasonably believed that the medical condition was an emergency medical condition which required ambulance services, as described in Section I.

2. Non-Emergency Ambulance Services

Medically necessary ambulance services to transfer the Member from a non-Plan hospital to a Plan hospital, between Plan facilities, or from facility to home when in connection with authorized confinement/admission and the use of the ambulance is authorized.

**Copayment: No charge.**

### I. Emergency Services

An emergency means an unexpected medical condition manifesting itself by acute symptoms of sufficient severity (including severe pain) such that you reasonably believe the absence of immediate medical attention could be expected to result in any of the following: (1) placing the Member's health in serious jeopardy (including the health of a pregnant woman or her unborn child), (2) serious impairment to bodily functions, (3) serious dysfunction of any bodily organ or part, (4) danger to yourself or to others, (5) inability to provide for, or utilize, food, shelter, or clothing, due to a mental disorder. If you



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receive services in a situation that Blue Shield determines did not require emergency services, or you did not reasonably believe that an emergency condition existed, you will be responsible for the costs of those services.

1. Members who reasonably believe that they have an emergency medical or mental health condition which requires an emergency response are encouraged to appropriately use the “911” emergency response system where available. The Member should notify the Personal Physician or the MHSA by phone within 24 hours of the commencement of the emergency services, or as soon as it is medically possible for the Member to provide notice. Failure to provide notice as stated will result in the services not being covered.
2. Whenever possible, go to the emergency room of your nearest Blue Shield HMO hospital for medical emergencies. A listing of Blue Shield HMO hospitals is available in your HMO Physician and Hospital Directory.
3. The services will be reviewed retrospectively by the Plan to determine whether the services were for a medical condition for which a reasonable person would have believed that they had an emergency medical condition.

**Copayment: \$75 per visit in the hospital emergency room. (Emergency services copayment does not apply if Member is admitted directly to hospital as an inpatient from emergency room or kept for observation and hospital bills for an emergency room observation visit.)**

4. Continuing or Follow-up Treatment. If you receive emergency services from a hospital which is a non-Plan hospital, follow-up care must be authorized by Blue Shield or it may not be covered. If, once your emergency medical condition is stabilized, and your treating health care provider at the non-Plan hospital believes that you require additional medically necessary hospital services, the

non-Plan hospital must contact Blue Shield to obtain timely authorization. Blue Shield may authorize continued medically necessary hospital services by the non-Plan hospital. If Blue Shield determines that you may be safely transferred to a hospital that is contracted with the Plan and you refuse to consent to the transfer, the non-Plan hospital must provide you with written notice that you will be financially responsible for 100% of the cost for services provided to you once your emergency condition is stable. Also, if the non-Plan hospital is unable to determine the contact information at Blue Shield in order to request prior authorization, the non-Plan hospital may bill you for such services. If you believe you are improperly billed for services you receive from a non-Plan hospital, you should contact Blue Shield at the telephone number on your identification card.

### J. Urgent Services

Urgent services are provided in response to the patient's need for a prompt diagnostic workup and/or treatment.

These services are applicable for a medical or mental disorder that: (1) could become an emergency if not diagnosed and/or treated in a timely manner, (2) is likely to result in prolonged temporary impairment, (3) could increase the risk of necessitating more complex or hazardous treatment, and (4) could develop in a chronic illness or inordinate physical or psychological suffering of the patient.

When outside the Plan Service Area, Members may receive care for Urgent Services as follows:

1. Inside California. For Urgent Services within California but outside of your Personal Physician service area, if possible, contact Blue Shield Member Services at 1-800-257-6213 for assistance in receiving urgent services. Member Services will assist Members in receiving Urgent Services through a Blue Shield of California Plan provider. Members may also locate a Plan provider by visiting Blue Shield's internet site at <http://www.blueshieldca.com>. You are not required to use a Blue Shield of California

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Plan provider to receive urgent services; you may use any provider. However, the services will be reviewed retrospectively by Blue Shield to determine whether the services were Urgent Services.

**Copayment: \$15 per visit.**

2. Outside California or the United States. When temporarily traveling outside California, call the 24-hour toll-free number 1-800-810 BLUE (2583) to obtain information about the nearest BlueCard or Blue Shield Global® Core participating provider. When a BlueCard or Blue Shield Global® Core participating provider is available, you should obtain Urgent Services and Out-of-Area Follow-up Care from a participating provider whenever possible, but you may also receive care from a non-participating provider. The services will be reviewed retrospectively by Blue Shield to determine whether the services were Urgent Services.

For information on Urgent Services received outside of California see the Inter-Plan Arrangements section of the Evidence of Coverage.

Up to two medically necessary Out-of-Area Follow-up Care outpatient visits are covered. Authorization by Blue Shield is required for more than two follow-up outpatient visits. Blue Shield may direct the Member to receive the additional follow-up care from the Personal Physician.

**Copayment: \$25 per visit.**

3. To receive urgent care within your Personal Physician service area, call your Personal Physician's office or follow instructions given by your assigned medical group or IPA in accordance with all the conditions of the Agreement.

### **K. Home Health Care Services, PKU-Related Formulas and Special Food Products, and Home Infusion Therapy**

1. Home Health Care Services

Benefits are provided for home health care services when the services are medically necessary, ordered by the Personal Physician and authorized. Home health benefits are limited to a combined total of 100 visits during any calendar year for all providers other than Plan Physicians, except when provided in a Hospice Program through a Participating Hospice.

- a. Home visits to provide Skilled Nursing Services and other skilled services by any of the following professional providers are covered:

- 1) Registered nurse;
- 2) Licensed vocational nurse;
- 3) Certified home health aide in conjunction with the services of 1) or 2), above.

**Copayment: \$15 per visit.**

- 4) Medical Social Worker.

**Copayment: No charge.**

- 5) Physical therapist, occupational therapist, or speech therapist.

**Copayment: No charge.**

- b. In conjunction with the professional services rendered by a home health agency, medical supplies used during a covered visit by the home health agency necessary for the home health care treatment plan, to the extent the benefit would have been provided had the Member remained in the hospital or skilled nursing facility, except as excluded in the General Exclusions and Limitations.

**Copayment: No charge.**

This benefit does not include medications, drugs, or injectables covered under Section P.

See Section O. for information about when a Member is admitted into a hospice program and

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a specialized description of Skilled Nursing Services for hospice care.

For information concerning diabetes self-management training, see Section V.

### 2. Administration of PKU-Related Formulas and Special Food Products

Benefits are provided for administration of enteral formulas, parenteral nutrition formulations, related medical supplies and special food products that are medically necessary for the treatment of phenylketonuria (PKU) to avert the development of serious physical or mental disabilities or to promote normal development or function as a consequence of PKU. These benefits must be prior authorized and must be prescribed or ordered by the appropriate health care professional.

**Copayment: No charge.**

### 3. Home Infusion/Home Injectable Therapy Provided by a Home Infusion Agency

Benefits are provided for home infusion and intravenous (IV) injectable therapy when provided by a home infusion agency. Note: For services related to hemophilia, see item 4. below.

Services include home infusion agency skilled nursing services, administration of parenteral nutrition formulations, administration of enteral nutrition formulas, medical supplies used during a covered visit, pharmaceuticals administered intravenously, related laboratory services and for medically necessary, FDA approved injectable medications, when prescribed by the Personal Physician and prior authorized, and when provided by a home infusion agency.

This benefit does not include medications, drugs, insulin, insulin syringes, specialty drugs covered under Section P., and services related to hemophilia which are covered as described below.

**Copayment: No charge.**

\*Skilled nursing services are defined as a level of care that includes services that can only be performed safely and correctly by a licensed nurse (either a registered nurse or a licensed vocational nurse).

### 4. Hemophilia Home Infusion Products and Services

Benefits are provided for home infusion products for the treatment of hemophilia and other bleeding disorders. All services must be prior authorized by the Plan and must be provided by a participating Hemophilia Infusion Provider. (Note: Most participating home health care and home infusion agencies are not participating Hemophilia Infusion Providers.) A list of Participating Hemophilia Infusion Provider is available online at [www.blueshieldca.com](http://www.blueshieldca.com). You may also verify this information by calling Member Services at the telephone number shown on the back cover of this booklet.

Hemophilia Infusion Providers offer 24-hour service and provide prompt home delivery of hemophilia infusion products.

Following evaluation by your physician, a prescription for a blood factor product must be submitted to and approved by the Plan. Once prior authorized by the Plan, the blood factor product is covered on a regularly scheduled basis (routine prophylaxis) or when a non-emergency injury or bleeding episode occurs. (Emergencies will be covered as described in Section I.)

Included in this benefit is the blood factor product for in-home infusion use by the Member, necessary supplies such as ports and syringes, and necessary nursing visits. Services for the treatment of hemophilia outside the home, except for services in infusion suites managed by a participating Hemophilia Infusion Provider, and medically necessary services to treat complications of hemophilia replacement therapy are not covered under this benefit but may be covered under other medical benefits described elsewhere in this Benefit Descriptions section.

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This benefit does not include:

- a. Physical therapy, gene therapy or medications including antifibrinolytic and hormone medications\*;
- b. Services from a hemophilia treatment center or any provider not prior authorized by the Plan; or,
- c. Self-infusion training programs, other than nursing visits to assist in administration of the product.

\* Services and certain drugs may be covered under Section L., Section P., or as described elsewhere in this Benefit Descriptions section.

**Copayment: No charge.**

### **L. Physical and Occupational Therapy**

Rehabilitative services include physical therapy, occupational therapy, and/or respiratory therapy pursuant to a written treatment plan and when rendered in the provider's office or Outpatient Department of a Hospital. Benefits for speech therapy are described in Section M. Medically necessary services will be authorized for an initial treatment period and any additional subsequent medically necessary treatment periods if after conducting a review of the initial and each additional subsequent period of care, it is determined that continued treatment is medically necessary.

**Copayment: No charge.**

See Section K. for information on coverage for rehabilitative services rendered in the home.

### **M. Speech Therapy**

Outpatient benefits for Medically necessary speech therapy services when diagnosed and ordered by a physician and provided by an appropriately licensed speech therapist/pathologist, pursuant to a written treatment plan to correct or improve (1) a communication impairment; (2) a swallowing disorder; (3) an expressive or receptive language disorder; or (4) an abnormal delay in speech development.

Continued outpatient benefits will be provided for medically necessary services as long as continued treatment is medically necessary, pursuant to the treatment plan, and likely to result in clinically significant progress as measured by objective and standardized tests. The provider's treatment plan and records may be reviewed periodically. When continued treatment is not medically necessary pursuant to the treatment plan, not likely to result in additional clinically significant improvement, or no longer requires skilled services of a licensed speech therapist, the Member will be notified of this determination and benefits will not be provided for services rendered after the date of written notification.

Except as specified above and as stated under Section K., no outpatient benefits are provided for speech therapy, speech correction, or speech pathology services.

**Copayment: No charge.**

See Section K. for information on coverage for speech therapy services rendered in the home. See Section A. for information on inpatient benefits and Section O. for hospice program services.

### **N. Skilled Nursing Facility Services**

Subject to all of the inpatient hospital services provisions under Section A. Hospital Services, medically necessary skilled nursing services, including subacute care, will be covered when provided in a skilled nursing facility and authorized. This benefit is limited to 100 days during any calendar year except when received through a hospice program provided by a participating hospice agency. Custodial care is not covered.

For information concerning "Hospice Program Services" see Section O.

**Copayment: No charge.**

### **O. Hospice Program Services**

Benefits are provided for the following services through a participating hospice agency when an eligible Member requests admission to and is formally admitted to an approved hospice program. The Member must have a terminal illness

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as determined by his Plan provider's certification and the admission must receive prior approval from Blue Shield. (Note: Members with a terminal illness who have not elected to enroll in a hospice program can receive a pre-hospice consultative visit from a participating hospice agency.) Covered services are available on a 24-hour basis to the extent necessary to meet the needs of individuals for care that is reasonable and necessary for the palliation and management of terminal illness and related conditions. Members can continue to receive covered services that are not related to the palliation and management of the terminal illness from the appropriate Plan provider. Member copayments when applicable are paid to the participating hospice agency.

Note: Hospice services provided by a non-participating hospice agency are not covered except in certain circumstances in counties in California in which there are no participating hospice agencies. If Blue Shield prior authorizes hospice program services from a non-contracted hospice, the Member's copayment for these services will be the same as the copayments for hospice program services when received and authorized by a participating hospice agency.

All of the services listed below must be received through the participating hospice agency.

1. Pre-hospice consultative visit regarding pain and symptom management, hospice and other care options including care planning (Members do not have to be enrolled in the hospice program to receive this benefit).
2. Interdisciplinary Team care with development and maintenance of an appropriate plan of care and management of terminal illness and related conditions.
3. Skilled nursing services, certified health aide services and homemaker services under the supervision of a qualified registered nurse.
4. Bereavement services.
5. Social services/counseling services with medical social services provided by a qualified social worker. Dietary counseling, by a qualified provider, shall also be provided when needed.
6. Medical direction with the medical director being also responsible for meeting the general medical needs for the terminal illness of the Members to the extent that these needs are not met by the Personal Physician.
7. Volunteer services.
8. Short-term inpatient care arrangements.
9. Pharmaceuticals, medical equipment and supplies that are reasonable and necessary for the palliation and management of terminal illness and related conditions.
10. Physical therapy, occupational therapy, and speech-language pathology services for purposes of symptom control, or to enable the enrollee to maintain activities of daily living and basic functional skills.
11. Nursing care services are covered on a continuous basis for as much as 24 hours a day during periods of crisis as necessary to maintain a Member at home. Hospitalization is covered when the Interdisciplinary Team makes the determination that skilled nursing care is required at a level that cannot be provided in the home. Either homemaker services or home health aide services or both may be covered on a 24-hour continuous basis during periods of crisis but the care provided during these periods must be predominantly nursing care.
12. Respite care services are limited to an occasional basis and to no more than 5 consecutive days at a time.

Members are allowed to change their participating hospice agency only once during each period of care. Members can receive care for two 90-day periods followed by an unlimited number of 60-day periods. The care continues through another period of care if the Plan provider recertifies that the Member is terminally ill.

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## Definitions

**Bereavement Services** - services available to the immediate surviving family members for a period of at least 1 year after the death of the Member. These services shall include an assessment of the needs of the bereaved family and the development of a care plan that meets these needs, both prior to, and following the death of the Member.

**Continuous Home Care** - home care provided during a period of crisis. A minimum of 8 hours of continuous care, during a 24-hour day, beginning and ending at midnight is required. This care could be 4 hours in the morning and another 4 hours in the evening. Nursing care must be provided for more than half of the period of care and must be provided by either a registered nurse or licensed practical nurse. Homemaker services or home health aide services may be provided to supplement the nursing care. When fewer than 8 hours of nursing care are required, the services are covered as routine home care rather than continuous home care.

**Home Health Aide Services** - services providing for the personal care of the terminally ill Member and the performance of related tasks in the Member's home in accordance with the plan of care in order to increase the level of comfort and to maintain personal hygiene and a safe, healthy environment for the patient. Home health aide services shall be provided by a person who is certified by the California Department of Health Services as a home health aide pursuant to Chapter 8 of Division 2 of the Health and Safety Code.

**Homemaker Services** - services that assist in the maintenance of a safe and healthy environment and services to enable the Member to carry out the treatment plan.

**Hospice Service or Hospice Program** - a specialized form of interdisciplinary health care that is designed to provide palliative care, alleviate the physical, emotional, social and spiritual discomforts of a Member who is experiencing the last phases of life due to the existence of a terminal disease, to provide supportive care to the primary caregiver and the family of the hospice

patient, and which meets all of the following criteria:

1. Considers the Member and the Member's family in addition to the Member, as the unit of care.
2. Utilizes an Interdisciplinary Team to assess the physical, medical, psychological, social and spiritual needs of the Member and the Member's family.
3. Requires the Interdisciplinary Team to develop an overall plan of care and to provide coordinated care which emphasizes supportive services, including, but not limited to, home care, pain control, and short-term inpatient services. Short-term inpatient services are intended to ensure both continuity of care and appropriateness of services for those Members who cannot be managed at home because of acute complications or the temporary absence of a capable primary caregiver.
4. Provides for the palliative medical treatment of pain and other symptoms associated with a terminal disease, but does not provide for efforts to cure the disease.
5. Provides for bereavement services following the Member's death to assist the family to cope with social and emotional needs associated with the death of the Member.
6. Actively utilizes volunteers in the delivery of hospice services.
7. Provides services in the Member's home or primary place of residence to the extent appropriate based on the medical needs of the Member.
8. Is provided through a participating hospice agency.

**Interdisciplinary Team** - the hospice care team that includes, but is not limited to, the Member and the Member's family, a physician and surgeon, a registered nurse, a social worker, a volunteer, and a spiritual caregiver.

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**Medical Direction** - services provided by a licensed physician and surgeon who is charged with the responsibility of acting as a consultant to the Interdisciplinary Team, a consultant to the Member's Personal Physician, as requested, with regard to pain and symptom management, and liaison with physicians and surgeons in the community. For purposes of this section, the person providing these services shall be referred to as the "medical director".

**Period of Care** - the time when the Personal Physician recertifies that the Member still needs and remains eligible for hospice care even if the Member lives longer than 1 year. A period of care starts the day the Member begins to receive hospice care and ends when the 90 or 60-day period has ended.

**Period of Crisis** - a period in which the Member requires continuous care to achieve palliation or management of acute medical symptoms.

**Plan of Care** - a written plan developed by the attending physician and surgeon, the "medical director" (as defined under "Medical Direction") or physician and surgeon designee, and the Interdisciplinary Team that addresses the needs of a Member and family admitted to the hospice program. The hospice shall retain overall responsibility for the development and maintenance of the plan of care and quality of services delivered.

**Respite Care Services** - short-term inpatient care provided to the Member only when necessary to relieve the family members or other persons caring for the Member.

**Skilled Nursing Services** - nursing services provided by or under the supervision of a registered nurse under a plan of care developed by the Interdisciplinary Team and the Member's Plan provider to a Member and his family that pertain to the palliative, supportive services required by a Member with a terminal illness. Skilled nursing services include, but are not limited to, Member assessment, evaluation and case management of the medical nursing needs of the Member, the performance of prescribed medical treatment for pain and symptom control, the provision of emotional support to both the

Member and his family, and the instruction of caregivers in providing personal care to the enrollee. Skilled nursing services provide for the continuity of services for the Member and his family and are available on a 24-hour on-call basis.

**Social Service/Counseling Services** - those counseling and spiritual services that assist the Member and his family to minimize stresses and problems that arise from social, economic, psychological, or spiritual needs by utilizing appropriate community resources, and maximize positive aspects and opportunities for growth.

**Terminal Disease or Terminal Illness** - a medical condition resulting in a prognosis of life of 1 year or less, if the disease follows its natural course.

**Volunteer Services** - services provided by trained hospice volunteers who have agreed to provide service under the direction of a hospice staff member who has been designated by the hospice to provide direction to hospice volunteers. Hospice volunteers may provide support and companionship to the Member and his family during the remaining days of the Member's life and to the surviving family following the Member's death.

**Copayment: No charge.**

### P. Prescription Drugs

*Except for the Coordination of Benefits provision, the general provisions and exclusions of the HMO Health Plan Agreement shall apply.*

*This plan's prescription drug coverage is on average equivalent to or better than the standard benefit set by the federal government for Medicare Part D (also called creditable coverage). Because this Plan's prescription drug coverage is creditable, you do not have to enroll in a Medicare prescription drug plan while you maintain this coverage. However, you should be aware that if you have a subsequent break in this coverage of 63 days or more anytime after you were first eligible to enroll in a Medicare prescription drug plan, you could be subject to a late enrollment penalty in addition to your Part D premiums.*

Benefits are provided for outpatient prescription drugs which meet all of the requirements

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specified in this section, are prescribed by a physician or other licensed health care provider within the scope of his or her license as long as the prescriber is a Plan provider, are obtained from a participating pharmacy, and are listed in the Drug Formulary. Blue Shield's Drug Formulary is a list of preferred generic and brand medications that: (1) have been reviewed for safety, efficacy, and bioequivalency; (2) have been approved by the Food and Drug Administration (FDA); and (3) are eligible for coverage under the Blue Shield Outpatient Prescription Drug Benefit. Non-Formulary drugs may be covered subject to higher copayments. Select drugs and drug dosages and most specialty drugs require prior authorization by Blue Shield for medical necessity, including appropriateness of therapy and efficacy of lower cost alternatives.

Prescription Drug information is available by logging into your member portal at [blueshieldca.com](https://blueshieldca.com) and selecting "Price Check My Rx". This tool can show you:

- Your eligibility for a prescription Drug;
- The current cost of the prescription Drug;
- Any available lower cost alternative(s) to the prescription Drug based on your plan Formulary and the pharmacy that fills your prescription;
- Any limits, restrictions, or requirements for each Drug, if applicable; and
- Your current plan Formulary.

"Price Check My Rx" prices are based on your Deductible and Out-of-Pocket Maximum accruals (if applicable) at the time you view the prescription Drug price. Costs may be different at the time you fill your prescription due to claims processing. You or your Physician or Health Care Provider can also request this Prescription Drug information by calling Customer Service.

Benefits are provided for COVID-19 therapeutics approved or granted emergency use authorization by the U.S. Food and Drug Administration for treatment of COVID-19 when prescribed or furnished by a Health Care Provider acting within their scope of practice and the standard of care. Coverage is provided without a Cost Share for services provided by a Plan Provider.

For a disease for which the Governor of the State of California has declared a public health emergency, therapeutics approved or granted emergency use authorization by the U.S. Food and Drug Administration for that disease will be covered without a Cost Share.

### Pharmacy Deductible

Benefits for covered prescription drugs in Tier 2, Tier 3, and Tier 4 are subject to a \$50 deductible per Member each calendar year. The Pharmacy Deductible does not apply to drugs in Tier 1, contraceptive drugs and devices, or oral anti-cancer drugs. After the first 2 Members in a family have satisfied their deductible, the remaining family members prescription drug purchases may be combined to satisfy the remaining deductible. When a family has satisfied the \$150 family deductible, all covered prescription drugs in Tier 2, Tier 3, and Tier 4 are covered at the applicable copayment amounts.

### Outpatient Drug Formulary

Medications are selected for inclusion in Blue Shield's Outpatient Drug Formulary based on safety, efficacy, FDA bioequivalency data and then cost. New drugs and clinical data are reviewed regularly to update the Formulary. Drugs considered for inclusion or exclusion from the Formulary are reviewed by Blue Shield's Pharmacy and Therapeutics Committee during scheduled meetings four times a year. The Formulary includes most generic drugs. The fact that a drug is listed on the Blue Shield Formulary does not guarantee that a Member's physician will prescribe it for a particular medical condition.

The Formulary is categorized into drug tiers as described in the chart below. Your Copayment will vary based on the drug tier.

Drug Tier	Description
Tier 1	Most Generic Drugs or low cost Preferred Brands
Tier 2	1. Non-preferred Generic Drugs or; 2. Preferred Brand Name Drugs or;



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	3. Recommended by the plan's pharmaceutical and therapeutics (P&T) committee based on drug safety, efficacy and cost.
Tier 3	1. Non-preferred Brand Name Drugs or; 2. Recommended by P&T committee based on drug safety, efficacy and cost or; 3. Generally have a preferred and often less costly therapeutic alternative at a lower tier.
Tier 4	1. Food and Drug Administration (FDA) or drug manufacturer limits distribution to specialty pharmacies or; 2. Self administration requires training, clinical monitoring or; 3. Drug was manufactured using biotechnology or; 4. Plan cost (net of rebates) is >\$600

Members may access the Drug Formulary at <http://www.blueshieldca.com/bsca/pharmacy/home.sp>. Members may also call Customer Service at the number provided on the back of the Evidence of Coverage to inquire if a specific drug is included in the Formulary or to obtain a printed copy.

### Definitions

**Brand Name Drugs** – Drugs which are FDA approved after a new drug application and/or registered under a brand or trade name by its manufacturer.

**Drugs** - (1) drugs which are approved by the Food and Drug Administration (FDA), requiring a prescription either by federal or California law, (2) insulin, and disposable hypodermic insulin needles and syringes, (3) pen delivery systems for the administration of insulin as determined by Blue Shield to be medically necessary, (4) self-applied continuous blood glucose monitors, and related necessary supplies, (5) diabetic testing supplies (including lancets, lancet puncture devices, blood and ketone urine testing strips and test tablets in medically appropriate quantities

for the monitoring and treatment of insulin dependent, non-insulin dependent and gestational diabetes), (6) over-the-counter (OTC) drugs with a United States Preventive Services Task Force (USPSTF) rating of A or B, (7) contraceptive drugs, devices, and products including OTC contraceptives, transdermal patch, and vaginal ring contraceptives, and (8) disposable devices that are Medically Necessary for the administration of a covered outpatient prescription Drug such as syringes and inhaler spacers..

To be considered for coverage, all Drugs except OTC contraceptives require a valid prescription by the Personal Physician.

**Formulary** - a comprehensive list of drugs maintained by Blue Shield's Pharmacy and Therapeutics Committee for use under the Blue Shield Prescription Drug Program, which is designed to assist physicians in prescribing drugs that are medically necessary and cost effective. The Formulary is updated periodically.

**Generic Drugs** - Drugs that are approved by the Food Drug Administration (FDA) or other authorized government agency as a therapeutic equivalent (i.e. contain the same active ingredient(s)) to the Brand Name Drug. Generic Drugs contain the same active ingredient(s) as Brand Name Drugs.

**Network Specialty Pharmacy** - select participating pharmacies contracted by Blue Shield to provide covered specialty drugs. These pharmacies offer 24-hour clinical services and provide prompt home delivery of specialty drugs. Drug manufacturers or other third parties may offer Drug discounts or copayment assistance for certain Drugs. These types of programs can lower your out-of-pocket costs. If you receive any discounts at a Network Specialty Pharmacy, only the amount you pay will be applied to any applicable Deductible and Out-of-Pocket Maximum.

To select a specialty pharmacy, the Member may go to <http://www.blueshieldca.com> or call Member Services at 1-800-257-6213.

**Non-Formulary Drugs** - drugs determined by Blue Shield's Pharmacy and Therapeutics Committee as products that do not have a clear

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advantage over formulary drug alternatives. Benefits may be provided for non-Formulary drugs and are always subject to the non-Formulary copayment.

**Non-Participating Pharmacy** - a pharmacy which does not participate in the Blue Shield Pharmacy Network.

**Participating Pharmacy** - a pharmacy which participates in the Blue Shield Pharmacy Network. These participating pharmacies have agreed to a contracted rate for covered prescriptions for Blue Shield Members.

To select a participating pharmacy, the Member may go to <http://www.blueshieldca.com> or call Member Services at 1-800-257-6213.

**Schedule II Controlled Substance** — prescription Drugs or other substances that have a high potential for abuse which may lead to severe psychological or physical dependence.

**Specialty Drugs** - Drugs requiring coordination of care, close monitoring, or extensive patient training for self-administration that generally cannot be met by a retail pharmacy and are available at a Network Specialty Pharmacy. Specialty Drugs may also require special handling or manufacturing processes (such as biotechnology), restriction to certain Physicians or pharmacies, or reporting of certain clinical events to the FDA. Specialty Drugs are generally high cost.

### Obtaining Outpatient Prescription Drugs at a Participating Pharmacy

To obtain drugs at a participating pharmacy, the Member must present his Blue Shield identification card. Note: Except for covered emergencies, claims for drugs obtained without using the identification card will be denied.

Benefits are provided for specialty drugs only when obtained from a Network Specialty Pharmacy, except in the case of an emergency. If you obtain a Specialty Drug anywhere other than at a Network Specialty Pharmacy, you may be responsible for the entire cost of the Drug. In the event of an emergency, covered specialty drugs that are needed immediately may be obtained

from any participating pharmacy, or, if necessary from a non-participating pharmacy.

**Copayment: \$50 per prescription.**

The Member is responsible for paying the applicable copayment for each covered prescription Drug at the time the Drug is obtained.

**Copayment: You pay nothing for contraceptive drugs and devices\*, \$10 Tier 1, \$25 Tier 2\*, \$50 Tier 3 per prescription for the amount prescribed not to exceed a 30-day supply except as otherwise stated below.**

See below for more information about how a brand contraceptive may be covered without a Copayment or Coinsurance.

Designated Specialty Drugs may be dispensed for a 15-day trial at a pro-rated Copayment or Coinsurance for an initial prescription, and with the Member's agreement. This Short Cycle Specialty Drug Program allows the Member to obtain a 15-day supply of their prescription to determine if they will tolerate the Specialty Drug before obtaining the complete 30-day supply, and therefore helps save the Member out-of-pocket expenses. The Network Specialty Pharmacy will contact the Member to discuss the advantages of the Short Cycle Specialty Drug Program, which the Member can elect at that time. At any time, either the Member, or Provider on behalf of the Member, may choose a full 30-day supply for the first fill.

If the Member has agreed to a 15-day trial, the Network Specialty Pharmacy will also contact the Member before dispensing the remaining 15-day supply to confirm if the Member is tolerating the Specialty Drug. To find a list of Specialty Drugs in the Short Cycle Specialty Drug Program, the Member may visit <https://www.blueshieldca.com/bzca/pharmacy/home.sp> or call the Customer Service number on the Blue Shield Member ID card.

Drug manufacturers or other third parties may offer Drug discounts or copayment assistance for certain Drugs. These types of programs can lower the Member's out-of-

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pocket costs. If the Member receives any discounts at a Network Specialty Pharmacy, only the amount the Member pays will be applied to any applicable Deductible and Out-of-Pocket Maximum.

Select over-the-counter (OTC) drugs with a United States Preventive Services Task Force (USPSTF) rating of A or B may be covered at a quantity greater than a 30-day supply.

The Member may receive up to a 12-month supply of hormonal contraceptive Drugs. Contraceptive Drugs and devices obtained from a Participating Pharmacy are covered without a Copayment or Coinsurance, except for brands that have a generic equivalent. If your Physician or Health Care Provider determines that the covered Generic Drug is not appropriate for you, the brand name equivalent contraceptive will be covered without a Copayment or Coinsurance upon submission of an exception request.

Drugs not listed on the Formulary may be covered if Blue Shield approves an exception request. If an exception request is approved, Drugs that are categorized as Tier 4 will be covered at the Tier 4 Copayment. For all other Drugs that are approved as an exception, the Tier 3 Copayment applies. If an exception is denied, the Non-Formulary Drug is not covered and you are responsible for the entire cost of the Drug.

If the participating pharmacy contracted rate charged by the participating pharmacy is less than or equal to the Member copayment, the Member will only be required to pay the participating pharmacy contracted rate.

Prescription drugs administered in a physician's office, except immunizations, are covered by the \$15 copayment for the office visit and do not require another copayment.

Some prescriptions are limited to a maximum allowable quantity based on medical necessity and appropriateness of therapy as determined by

Blue Shield's Pharmacy and Therapeutics Committee.

If the Member or Health Care Provider request a partial fill of a Schedule II Controlled Substance prescription, the Copayment or Coinsurance will be pro-rated. The remaining balance of any partially filled prescription cannot be dispensed more than 30 days from the date the prescription was written.

If the Member requests a brand name drug when a generic drug equivalent is available, the Member is responsible for paying the difference between the participating pharmacy contracted rate for the brand name drug and its generic drug equivalent, as well as the applicable Tier 1 copayment.

If the prescribing Physician requests a Brand Name Drug when a Generic Drug equivalent is available, the Member is responsible for paying the applicable tier Copayment. Drugs obtained at a non-participating pharmacy are not covered, unless medically necessary for a covered emergency, including drugs for emergency contraception. When drugs are obtained at a non-participating pharmacy for a covered emergency, including drugs for emergency contraception, the Member must first pay all charges for the prescription, and then submit a completed Prescription Drug Claim Form noting "emergency request" on the form to Blue Shield Pharmacy Services -Emergency Claims, 1606 Ave. Ponce de Leon, San Juan, PR 00909-4830. The Member will be reimbursed the purchase price of covered prescription drug(s) minus any applicable copayment(s). Claim forms are available by contacting Member Services. Claims must be received within 1 year from the date of service to be considered for payment.

### **Obtaining Outpatient Prescription Drugs Through the Mail Service Prescription Drug Program**

When Drugs have been prescribed on a regular basis to treat an ongoing chronic condition the Member may obtain the drug through Blue Shield's Mail Service Prescription Drug Program by enrolling via phone, mail or online. The Member's provider must indicate a prescription

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quantity which is equal to the amount to be dispensed. Specialty Drugs are not available through the Mail Service Prescription Drug Program.

The Member is responsible for paying the applicable copayment for each prescription Drug. Copayments will be tracked for the Member.

**Copayment: You pay nothing for contraceptive drugs and devices\*, \$20 Tier 1, \$50 Tier 2, \$100 Tier 3 per prescription not to exceed a 90-day supply. If the Member's provider indicates a prescription quantity of less than a 90-day supply, that amount will be dispensed and refill authorizations cannot be combined to reach a 90-day supply.**

See the Obtaining Outpatient Prescription Drugs at a Participating Pharmacy section for more information about how a brand contraceptive may be covered without a Copayment or Coinsurance.

If the participating pharmacy contracted rate is less than or equal to the Member copayment, the Member will only be required to pay the participating pharmacy contracted rate.

If the Member requests a mail service brand name drug when a mail service generic drug equivalent is available, the Member is responsible for the difference between the contracted rate for the mail service brand name drug and its mail service generic drug equivalent, as well as the applicable mail service Tier 1 copayment.

If the prescribing Physician requests a Mail Service Brand Name Drug when a Mail Service Generic Drug equivalent is available, the Member is responsible for paying the applicable tier Mail Service Copayment.

For information about the Mail Service Prescription Drug Program, the Member may visit [www.blueshieldca.com/bsca/pharmacy/home.sp](http://www.blueshieldca.com/bsca/pharmacy/home.sp), or call Blue Shield Member Services at 1-800-257-6213. The TTY telephone number is 1-866-346-7197.

### **Prior Authorization Process for Select Formulary, Non-Formulary and Specialty Drugs**

Select Formulary drugs, as well as most specialty drugs may require prior authorization for medical necessity. Select Non-Formulary drugs may require prior authorization for medical necessity, and to determine if lower cost alternatives are available and just as effective. Compounded drugs include at least two or more ingredients with at least one being a Drug, as defined under this Section P. They are not covered unless the following requirements are met: (1) there are no FDA-approved, commercially available, medically appropriate alternative(s), (2) the compounded medication is self-administered, (3) it does not contain a bulk chemical (except for bulk chemicals that meet FDA criteria for use as part of a Medically Necessary compound), and (4) a compounded medication includes at least one Drug. If a compounded medication is approved for coverage, the Non-Formulary Brand Name Drug Copayment applies. You or your physician may request prior authorization by submitting supporting information to Blue Shield. If the request does not include all necessary supporting information, Blue Shield will notify the requestor within 72 hours in routine circumstances or within 24 hours in exigent circumstances. Once all required supporting information is received, prior authorization approval or denial, based upon Medical Necessity, is provided within 72 hours of receipt in routine circumstances or 24 hours in exigent circumstances. Exigent circumstances exist when a Member has a health condition that may seriously jeopardize the Member's life, health, or ability to regain maximum function or when a Member is undergoing a current course of treatment using a Non-Formulary Drug.

To request coverage for a Non-Formulary Drug, the Member, representative, or the Provider may submit an exception request to Blue Shield. You can submit an exception request by calling Customer Service. Once all required supporting information is received, Blue Shield will approve or deny the exception request, based upon Medical Necessity, within 72 hours in routine circumstances or 24 hours in exigent

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circumstances. See the Obtaining Outpatient Prescription Drugs at a Participating Pharmacy section for more information about how a brand contraceptive may be covered without a Copayment or Coinsurance.

Step therapy is the process of beginning therapy for a medical condition with Drugs considered first-line treatment or that are more cost-effective, then progressing to Drugs that are the next line in treatment or that may be less cost-effective. Step therapy requirements are based on how the FDA recommends that a drug should be used, nationally recognized treatment guidelines, medical studies, information from the drug manufacturer, and the relative cost of treatment for a condition. If the Physician or Health Care Provider believes that step therapy coverage requirements for a prescription need not be met and that the medication is Medically Necessary, the step therapy exception process must be utilized and timeframes previously described (within 72 hours in routine circumstances or within 24 hours in exigent circumstances) will also apply.

If Blue Shield denies a request for prior authorization or an exception request, the Member, representative, or the Provider can file a grievance with Blue Shield, as described in the Grievance Process section.

### Exclusions

No benefits are provided under the Prescription Drugs benefit for the following (please note, certain services excluded below may be covered under other benefits/portions of this Evidence of Coverage – you should refer to the applicable section to determine if drugs are covered under that benefit):

1. Drugs obtained from a non-participating pharmacy, except for a covered emergency, and drugs obtained outside of California which are related to an urgently needed service and for which a participating pharmacy was not reasonably accessible;
2. Any drug provided or administered while the Member is an inpatient, or in a provider's office, skilled nursing facility, or outpatient facility (see A. Hospital Services and B. Physician Services);
3. Take home drugs received from a hospital, skilled nursing facility, or similar facility (see A. Hospital Services and N. Skilled Nursing Facility Services);
4. Drugs except as specifically listed as covered under this Section P., which can be obtained without a prescription or for which there is a non-prescription drug that is the identical chemical equivalent (i.e., same active ingredient and dosage) to a prescription drug;
5. Drugs for which the Member is not legally obligated to pay, or for which no charge is made;
6. Drugs that are considered to be experimental or investigational;
7. Medical devices or supplies, except as specifically listed as covered herein (see E. Durable Medical Equipment, Prostheses and Orthoses and Other Services). This exclusion also includes topically applied prescription preparations that are approved by the FDA as medical devices;
8. Drugs when prescribed for cosmetic purposes, including but not limited to drugs used to retard or reverse the effects of skin aging or to treat hair loss;
9. Dietary or nutritional products (see K. Home Health Care Services, PKU-Related Formulas and Special Food Products, and Home Infusion Therapy);
10. Any drugs which are not self-administered. These medications may be covered under Y. Additional Services;
11. Contraceptive injections and implants and any contraceptive drugs or devices which do not meet all of the following requirements: (1) are FDA-approved, (2) are generally purchased at an outpatient pharmacy, and (3) are self-administered;
12. Compounded medications unless: (1) the compounded medication(s) includes at least one Drug, as defined under this Section P., (2) there are no FDA-approved,

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commercially available medically appropriate alternative(s), 3) the Drug is self-administered and, (4) they are being prescribed for an FDA-approved indication.;

13. Replacement of lost, stolen or destroyed prescription drugs;
14. Drugs prescribed for treatment of dental conditions. This exclusion shall not apply to antibiotics prescribed to treat infection nor to medications prescribed to treat pain;
15. Drugs packaged in convenience kits that include non-prescription convenience items, unless the drug is not otherwise available without the non-prescription components. This exclusion shall not apply to items used for the administration of diabetes or asthma drugs.
16. All Drugs for the treatment of infertility;
17. Drugs that are reasonable and necessary for the palliation and management of terminal illness and related conditions if they are provided to a Member enrolled in a Hospice Program through a Participating Hospice Agency;
18. Drugs obtained from a pharmacy not licensed by the State Board of Pharmacy or included on a government exclusion list, except for a covered emergency;
19. Repackaged prescription drugs (drugs that are repackaged by an entity other than the original manufacturer).
20. A manufacturer's product may be excluded when the same or similar Drug (one with the same active ingredient or same therapeutic effect) is available under this Prescription Drug Benefit. Any dosage or formulation of a Drug may be excluded when the same Drug is available under this Prescription Drug Benefit in a different dosage or formulation.

Call Member Services at 1-800-257-6213 for further information;

See the Grievance Process section of this Evidence of Coverage for information on filing a grievance, your right to seek assistance from the Department of Managed Health Care and your rights to independent medical review.

### **Q. Inpatient Mental Health and Substance Use Disorder Services**

Blue Shield of California's MHSA administers Mental Health and Substance Use Disorder services for Blue Shield Members within California. These services are provided through a unique network of MHSA Participating Providers. All non-emergency Mental Health and Substance Use Disorder services, including Residential Care, must be prior authorized by the MHSA. For prior authorization for Mental Health and Substance Use Disorder services, Members should contact the MHSA at 1-877-263-8827.

All non-emergency Mental Health and Substance Use Disorder services must be obtained from MHSA Participating Providers. (See the How to Use the Plan section, the Mental Health and Substance Use Disorder Services paragraphs for more information.)

Benefits are provided for the following medically necessary covered Mental Health and Substance Use Disorders subject to applicable copayments and charges in excess of any benefit maximums. Coverage for these services is subject to all terms, conditions, limitations and exclusions of the Agreement, to any conditions or limitations set forth in the benefit description below, and to the Exclusions and Limitations set forth in this booklet.

Benefits are provided for inpatient and professional services in connection with Residential care admission for the treatment of Mental Health and Substance Use Disorders. All non-emergency Mental Health and Substance Use Disorder services must be prior authorized by the MHSA and obtained from MHSA Participating Providers.

See Section A. for information on medically necessary inpatient substance use disorder detoxification.

**Copayment: \$100 per admission.**

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Benefits are provided for inpatient professional services in connection with hospitalization for the treatment of mental health conditions and substance use disorder conditions. All non-emergency mental health and substance use disorder services must be prior authorized by the MHSA and obtained from MHSA Participating Providers.

### **Copayment: No charge.**

Benefits are provided for inpatient services in connection with a Residential Care admission for the treatment of Mental Health or Substance Use disorder Conditions.

### **Copayment: \$100 per admission.**

## **R. Outpatient Mental Health and Substance Use Disorder Services**

### **Office Visits for Outpatient Mental Health and Substance Use Disorder Services**

Benefits are provided for outpatient facility and professional (Physician) office visits for the diagnosis and treatment of Mental Health and Substance Use Disorders in the individual, family, or group setting.

### **Copayment: \$15 per visit.**

### **Other Outpatient Mental Health and Substance Use Disorder Services**

Benefits are provided for Outpatient Facility and professional services for the diagnosis and treatment of Mental Health and Substance Use Disorders. These services may also be provided in the office, home or other non-institutional setting. Other Outpatient Mental Health and Substance Use Disorder Services include, but may not be limited to the following:

1. Benefits are provided for hospital and professional services in connection with partial hospitalization for the treatment of Mental Health and Substance Use Disorders.

2. Psychosocial Support through LifeReferrals 24/7.

See the Mental Health and Substance Use Disorder Services paragraphs under the How to Use the Plan section for information on psychosocial support services.

3. Behavioral Health Treatment (BHT)

Professional services and treatment programs, including applied behavior analysis and evidence-based intervention programs, which develop or restore, to the maximum extent practicable, the functioning of an individual with pervasive developmental disorder or autism

Behavioral health treatment is covered when prescribed by a physician or licensed psychologist and provided under a treatment plan approved by the MHSA. Behavioral health treatment must be obtained from MHSA Participating Providers. Treatment used for the purposes of providing respite, day care, or educational services, or to reimburse a parent for participation in the treatment is not covered.

4. Telebehavioral health services

Online telebehavioral health services for Mental Health and Substance Use Disorder conditions are available through MHSA Participating Providers and are a Covered Service regardless of your age. Telebehavioral health includes counseling services, psychotherapy, and medication management with a mental health or substance use disorder provider. If you are currently receiving telebehavioral health services for Mental Health and Substance Use Disorders, you can continue to receive those services with the MHSA Participating Provider rather than switching to a Third-Party Corporate Telehealth Provider.

5. Electroconvulsive Therapy

Benefits are provided for electroconvulsive therapy, the passing of a small electric current through the brain to induce a small

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seizure, used in the treatment of severe mental health conditions.

### 6. Intensive Outpatient Program

Benefits are provided for intensive outpatient Mental Health or Substance use disorder treatment programs, utilized when a patient's condition requires structure, monitoring, and medical/psychological intervention at least three hours per day, three days per week.

### 7. Office-Based Opioid Treatment

Benefits are provided for Outpatient opioid detoxification and/or maintenance therapy including Methadone maintenance treatment.

### 8. Psychological Testing

Benefits are provided for testing to diagnose a Mental Health Condition when referred by an MHSA Participating Provider.

### 9. Transcranial Magnetic Stimulation

Benefits are provided for Transcranial Magnetic Stimulation, a non-invasive method of delivering electrical stimulation to the brain for the treatment of severe depression.

### 10. Behavioral Health Crisis Services

Benefits are provided for Behavioral Health Crisis Services and other services provided by a 988 center, a Mobile Crisis Team, or other provider of Behavioral Health Crisis Services, regardless of whether the service is rendered by a Plan Provider or non-Plan Provider.

For Behavioral Health Crisis Services rendered by a non-Plan Provider, you will pay the same Copayment or Coinsurance for Covered Services received from a Plan Provider. Prior authorization is not required for the Medically Necessary Treatment of a Mental Health or Substance Use Disorder provided by a 988 center, Mobile Crisis

Team, or other Behavioral Health Crisis Services.

**Copayment: No charge.**

## S. Medical Treatment of the Teeth, Gums, Jaw Joints or Jaw Bones

Hospital, outpatient surgery center and professional services provided for conditions of the teeth, gums or jaw joints and jaw bones, including adjacent tissues are a benefit only to the extent that they are provided for:

1. The treatment of odontogenic and non-odontogenic oral tumors (benign or malignant);
2. The treatment of damage to natural teeth caused solely by an accidental injury is limited to medically necessary services until the services result in initial, palliative stabilization of the Member as determined by the Plan;

Dental services provided after initial medical stabilization, prosthodontics, orthodontia and cosmetic services are not covered. This benefit does not include damage to the natural teeth that is not accidental (e.g., resulting from chewing or biting).

3. Medically necessary non-surgical treatment (e.g., splint and physical therapy) of Temporomandibular Joint Syndrome (TMJ);
4. Surgical and arthroscopic treatment of TMJ if prior history shows conservative medical treatment has failed;
5. Medically necessary treatment of maxilla and mandible (jaw joints and jaw bones);
6. Orthognathic surgery (surgery to reposition the upper and/or lower jaw) which is medically necessary to correct skeletal deformity; or
7. Dental and orthodontic services that are an integral part of reconstructive surgery for cleft palate repair.



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**Copayment:** See applicable copayments for Physician Services and Hospital Services.

This benefit does not include:

1. Services performed on the teeth, gums (other than for tumors and dental and orthodontic services that are an integral part of reconstructive surgery for cleft palate repair) and associated periodontal structures, routine care of teeth and gums, diagnostic dental services such as oral examinations, oral pathology, oral medicine, X-rays, and models of the teeth, except when related to surgical and non-surgical treatment of TMJ, preventive or periodontic services, dental orthosis and prosthesis, including hospitalization incident thereto;
2. Orthodontia (dental services to correct irregularities or malocclusion of the teeth) for any reason (except for orthodontic services that are an integral part of reconstructive surgery for cleft palate repair), including treatment to alleviate TMJ;
3. Any procedure (e.g., vestibuloplasty) intended to prepare the mouth for dentures or for the more comfortable use of dentures;
4. Dental implants (endosteal, subperiosteal or transosteal);
5. Alveolar ridge surgery of the jaws if performed primarily to treat diseases related to the teeth, gums or periodontal structures or to support natural or prosthetic teeth;
6. Fluoride treatments except when used with radiation therapy to the oral cavity or for Benefits covered under Preventive Health Services

See the Exclusions and Limitations section for additional services that are not covered.

### T. Special Transplant Benefits

Benefits are provided for certain procedures listed below only if: (1) performed at a Transplant Network Facility approved by Blue Shield of California to provide the procedure, (2) prior

authorization is obtained, in writing, from the Blue Shield Corporate Medical Director, and (3) the recipient of the transplant is a Member.

The Blue Shield Corporate Medical Director shall review all requests for prior authorization and shall approve or deny benefits, based on the medical circumstances of the patient, and in accordance with established Blue Shield medical policy. Failure to obtain prior written authorization as described above and/or failure to have the procedure performed at a Blue Shield approved Transplant Network Facility will result in denial of claims for this benefit.

Pre-transplant evaluation and diagnostic tests, transplantation and follow-ups will be allowed only at a Blue Shield approved Transplant Network Facility. Non-acute/non-emergency evaluations, transplantations and follow-ups at facilities other than a Blue Shield Transplant Network Facility will not be approved. Evaluation of potential candidates at a Blue Shield Transplant Network Facility is covered subject to prior authorization. In general, more than one evaluation (including tests) within a short time period and/or more than one Transplant Network Facility will not be authorized unless the medical necessity of repeating the service is documented and approved. For information on Blue Shield of California's approved Transplant Network, call 1-800-257-6213.

The following procedures are eligible for coverage under this provision:

1. Human heart transplants;
2. Human lung transplants;
3. Human heart and lung transplants in combination;
4. Human liver transplants;
5. Human kidney and pancreas transplants in combination (kidney only transplants are covered under Section U);
6. Human bone marrow transplants, including autologous bone marrow transplantation or autologous peripheral stem cell

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transplantation used to support high-dose chemotherapy when such treatment is medically necessary and is not experimental or investigational;

7. Pediatric human small bowel transplants;
8. Pediatric and adult human small bowel and liver transplants in combination.

Reasonable charges for services incident to obtaining the transplanted material from a living donor or an organ transplant bank will be covered.

**Copayment: Physician Services and Hospital Services copayments apply.**

### U. Organ Transplant Benefits

Hospital and professional services provided in connection with human organ transplants are a benefit to the extent that they are provided in connection with the transplant of a cornea, kidney, or skin, and the recipient of such transplant is a Member.

Services incident to obtaining the human organ transplant material from a living donor or an organ transplant bank will be covered.

**Copayment: Physician Services and Hospital Services copayments apply.**

### V. Diabetes Care

#### 1. Diabetic Equipment

Benefits are provided for the following devices and equipment, including replacement after the expected life of the item and when medically necessary, for the management and treatment of diabetes when medically necessary and authorized:

- a. blood glucose monitors, including continuous blood glucose monitors and those designed to assist the visually impaired, and all related necessary supplies;
- b. insulin pumps and all related necessary supplies;

- c. podiatric devices to prevent or treat diabetes-related complications, including extra-depth orthopedic shoes;
- d. visual aids, excluding eyewear and/or video-assisted devices, designed to assist the visually impaired with proper dosing of insulin;
- e. for coverage of diabetic testing supplies including blood and urine testing strips and test tablets, lancets and lancet puncture devices and pen delivery systems for the administration of insulin, see Section P.

**Copayment: No charge.**

#### 2. Diabetes Self-Management Training and Medical Nutrition Therapy

Diabetes outpatient self-management training, education and medical nutrition therapy that is medically necessary to enable a Member to properly use the diabetes-related devices and equipment and any additional treatment for these services if directed or prescribed by the Member's Personal Physician and authorized. These benefits shall include, but not be limited to, instruction that will enable diabetic patients and their families to gain an understanding of the diabetic disease process, and the daily management of diabetic therapy, in order to thereby avoid frequent hospitalizations and complications.

**Copayment: \$15 per visit.**

### W. Reconstructive Surgery

Medically necessary services in connection with reconstructive surgery when there is no other more appropriate covered surgical procedure, and with regards to appearance, when reconstructive surgery offers more than a minimal improvement appearance (including congenital anomalies) are covered. In accordance with the Women's Health & Cancer Rights Act, surgically implanted and other prosthetic devices (including prosthetic bras) and reconstructive surgery on either breast to restore and achieve symmetry incident to a mastectomy, and treatment of physical complications of a mastectomy,

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including lymphedemas, are covered. Surgery must be authorized as described herein. Benefits will be provided in accordance with guidelines established by the Plan and developed in conjunction with plastic and reconstructive surgeons.

No benefits will be provided for the following surgeries or procedures unless for reconstructive surgery:

1. Surgery to excise, enlarge, reduce, or change the appearance of any part of the body;
2. Surgery to reform or reshape skin or bone;
3. Surgery to excise or reduce skin or connective tissue that is loose, wrinkled, sagging, or excessive on any part of the body;
4. Hair transplantation; and
5. Upper eyelid blepharoplasty without documented significant visual impairment or symptomatology.

This limitation shall not apply to breast reconstruction when performed subsequent to a mastectomy, including surgery on either breast to achieve or restore symmetry.

**Copayment: Physician Services and Hospital Services copayments apply.**

### **X. Clinical Trials for Treatment of Cancer or Life Diseases or Threatening Conditions**

Benefits are provided for routine patient care for Members who have been accepted into an approved clinical trial for treatment of cancer or a life-threatening disease or condition when prior authorized through the Member's Personal Physician, and

1. The clinical trial has a therapeutic intent and the Personal Physician determines that the Member's participation in the clinical trial would be appropriate based on either the trial protocol or medical and scientific information provided by the participant or beneficiary; and

2. The hospital and/or physician conducting the clinical trial is a Plan provider, unless the protocol for the trial is not available through a Plan provider.

Services for routine patient care will be paid on the same basis and at the same benefit levels as other covered services.

"Routine patient care" consists of those services that would otherwise be covered by the Plan if those services were not provided in connection with an approved clinical trial, but does not include:

1. The investigational item, device, or service, itself;
2. Drugs or devices that have not been approved by the federal Food and Drug Administration (FDA);
3. Services other than health care services, such as travel, housing, companion expenses and other non-clinical expenses;
4. Any item or service that is provided solely to satisfy data collection and analysis needs and that is not used in the direct clinical management of the patient;
5. Services that, except for the fact that they are being provided in a clinical trial, are specifically excluded under the Plan;
6. Services customarily provided by the research sponsor free of charge for any enrollee in the trial.
7. Any service that is clearly inconsistent with widely accepted and established standards of care for a particular diagnosis.

An "approved clinical trial" means a phase I, phase II, phase III or phase IV clinical trial conducted in relation to the prevention, detection or treatment of cancer and other life-threatening disease or condition, and is limited to a trial that is:

1. federally funded and approved by one or more of the following:

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- a. one of the National Institutes of Health;
- b. the Centers for Disease Control and Prevention;
- c. the Agency for Health Care Research and Quality;
- d. the Centers for Medicare & Medicaid Services;
- e. a cooperative group or center of any of the entities in a to d, above; or the federal Departments of Defense or Veterans Administration;
- f. qualified non-governmental research entity identified in the guidelines issued by the National Institutes of Health for center support grants;
- g. the federal Veterans Administration, Department of Defense, or Department of Energy where the study or investigation is reviewed and approved through a system of peer review that the Secretary of Health & Human Services has determined to be comparable to the system of peer review of studies and investigations used by the National Institutes of Health, and assures unbiased review of the highest scientific standards by qualified individuals who have no interest in the outcome of the review; or

“Life-threatening disease or condition” means any disease or condition from which the likelihood of death is probable unless the course of the disease or condition is interrupted.

**Copayment: Physician Services and Hospital Services copayments apply.**

### Y. Additional Services

#### 1. Personal Health Management Program

Health education and health promotion services provided by Blue Shield’s Center for Health and Wellness offer a variety of wellness resources including, but not limited to: a member newsletter and a prenatal health education program.

**Copayment: No charge.**

#### 2. Injectable Medications

Injectable medications approved by the FDA are covered for the medically necessary treatment of medical conditions when prescribed or authorized by the Personal Physician or as described herein. See Section P. for information on insulin and specialty drugs coverage and copayment.

**Copayment: No charge.**

#### 3. Away From Home Care® Program

The CCPOA Medical Plan offers to CCPOA members who are students and families living apart as defined below, the Away From Home Care (AFHC) Program. Subscribers are not eligible for this program.

Families living apart - Available to qualified spouses or other dependents residing outside of California for 90 or more consecutive days. A subscriber is not eligible for this type of guest membership. To qualify for Families Apart guest membership, the subscriber must reside in California while the Guest Member resides in another state. This type of membership is typically used when a subscriber’s divorced or separated family permanently resides outside of California. Families living apart memberships may be in effect for a maximum of one full year; however, the membership may be extended through a renewal process and is subject to annual reviews.

Student - This type of guest membership is available to qualified dependents that will be residing outside of California for more than 90 consecutive days while attending school. The subscriber must maintain their permanent address and reside in California. Student memberships may be in effect for a maximum of one full year; however, the membership may be extended through a renewal process.

AFHC is coordinated by calling 1-800-622-9402.

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### 4. Hearing Aid Services

- a. Audiological Evaluation. To measure the extent of hearing loss and a hearing aid evaluation to determine the most appropriate make and model of hearing aid.

**Copayment: \$15 per visit. Evaluation is in addition to the \$500 maximum allowed each calendar year for both ears for the hearing aid and ancillary equipment.**

- b. Hearing Aid. Monaural or binaural including ear mold(s), the hearing aid instrument, the initial battery, cords and other ancillary equipment. Includes visits for fitting, counseling, adjustments, repairs, etc. at no charge for a 1-year period following the provision of a covered hearing aid.

Excludes the purchase of batteries or other ancillary equipment, except those covered under the terms of the initial hearing aid purchase and charges for a hearing aid which exceed specifications prescribed for correction of a hearing loss. Excludes replacement parts for hearing aids, repair of hearing aid after the covered 1-year warranty period and replacement of a hearing aid more than once in any period of 36 months. Also excludes surgically implanted hearing devices. Cochlear implants are not considered surgically implanted hearing devices and are covered as a prosthetic under Section E.

**Limitations: Up to maximum of \$500 per Member each calendar year for both ears for the hearing aid instrument, and ancillary equipment.**

To receive these services, you may either contact your Personal Physician to obtain a referral or self-refer to an Access+ Specialist as described under the Access+ Specialist section.

### 5. Biofeedback

Biofeedback therapy is covered only when it is reasonable and necessary for the individual patient for muscle re-education of specific muscle groups or for treating pathological muscle abnormalities or spasticity, incapacitating muscle spasm, or weakness, and more conventional treatments (heat, cold, massage, exercise, and support) have not been successful. This therapy is not covered for treatment of ordinary muscle tension states or for psychosomatic conditions.

**Copayment: \$15 per visit.**

### 6. Teladoc

Your Plan includes a service, Teladoc, a Third-Party Corporate Telehealth Provider, that provides you confidential general medical consultations by phone or over secure online video. Teladoc general medical Physicians can diagnose and treat basic non-emergency medical conditions, and can also prescribe certain medication. Teladoc is not meant to replace your Personal Physician but is meant to serve as a supplemental service. You do not need to contact your Personal Physician before using the Teladoc service.

Before this service can be accessed, you must complete a Medical History Disclosure (MHD) form. The MHD form can be completed online on Teladoc's website at no charge or can be printed, completed and mailed or faxed to Teladoc. If you choose to have a Teladoc agent assist you in completing the MHD form via telephone, you will be charged \$12.

If your Personal Physician's office is closed or you need quick access to a physician, you can call Teladoc toll free at 1-800-Teladoc (800-835-2362) or visit [blueshieldca.com/teladoc](https://blueshieldca.com/teladoc). The Teladoc physician can provide diagnosis and treatment for urgent and routine non-emergency medical conditions and can also issue prescriptions for certain medications.

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Teladoc physicians do not issue prescriptions for substances controlled by the DEA, non-therapeutic, and/or certain other drugs which may be harmful because of potential for abuse.

How to Access Teladoc	
Teladoc Service	Availability
General medical	24 hours a day, 7 days a week by phone or secure online video  Consultations can be requested on-demand or by scheduled appointment

Teladoc service is not available for Mental Health and Substance Use Disorder services consultations.

**Copayment: \$0 per consultation. If medications are prescribed, the applicable prescription drug copayments apply.**

### 7. Travel expense reimbursement for transplant services

You may be eligible for reimbursement of your travel expenses for transplant services, including preoperative and postoperative visits, if you live at least 100 miles away from the nearest transplant services Participating Provider.

For travel expense reimbursement, you must submit receipts, claim forms, and any other documentation required by Blue Shield. You must also have a claim for the transplant service for which you traveled on file with Blue Shield prior to reimbursement. When you see a Participating Provider for transplant services, your provider submits the claim for those services to Blue Shield.

Blue Shield's maximum travel expense reimbursement will not exceed \$5,000 per Member, per lifetime. Expenses must be reasonably necessary. Reimbursable expenses include, if appropriate:

- Transportation to and from the facility to receive transplant services;
- Hotel accommodations if one or more overnight stays are required to obtain transplant services. Limited to 1 double-occupancy room up to \$200/day. Only the room is covered. All other hotel expenses are excluded;
- Meals. Limited to \$100/day. Expenses for tobacco, alcohol, drugs, phone, television, delivery, and recreation are excluded; and
- Companion expenses for reimbursable expenses as listed above.

Certain travel expense reimbursements may be tax reportable. When required, Blue Shield will issue a Form 1099-MISC to you, reporting travel expense reimbursements. Blue Shield does not provide tax advice. If you have tax questions about travel expense reimbursements, you should consult with your tax advisor.

You will be assigned a case manager who can help coordinate your health care services and submit your travel expense reimbursement forms. For additional questions, contact Blue Shield Customer Service.

## Z. Chiropractic Services

Benefits are provided for medically necessary chiropractic services up to a maximum of 20 visits per calendar year for routine chiropractic care when received from an American Specialty Health Plans of California, Inc. (ASHP) Participating Provider. This benefit includes an initial examination and subsequent office visits, adjustments, and conjunctive therapy as authorized by ASHP up to the benefit maximum specified above. Benefits are also provided for X-rays.

Chiropractic appliances are covered up to a maximum of \$50 in a calendar year as authorized by ASHP.

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You will be referred to your Personal Physician for evaluation of conditions not related to a neuromusculo-skeletal disorder, and for evaluation for non-covered services such as diagnostic scanning (CAT scans or MRIs).

A referral from your Personal Physician is not required. All covered services must be prior authorized by ASHP, except for (1) the medically necessary initial examination and treatment by a Plan provider, and (2) emergency services.

Note: ASHP will respond to all requests for prior authorization within 5 business days from receipt of the request.

Services received from a provider who does not participate in the ASHP network will not be covered except for emergency services and in certain circumstances, in counties in California in which there are no ASHP Participating Providers.

**Copayment: \$15 per visit.**

### Member Calendar Year Out-of-Pocket Maximum

The Member Calendar Year Out-of-Pocket Maximum amount for covered services excluding those specified, is listed in the Summary of Benefits. (Also, see the Member Calendar Year Out-of-Pocket Maximum paragraphs under How to Use the Plan.)

Note that copayments and charges for services not accruing to the Member Calendar Year Out-of-Pocket Maximum continue to be the Member's responsibility after the Calendar Year Out-of-Pocket Maximum is reached.

### Exclusions and Limitations

#### General Exclusions and Limitations

Unless exceptions to the following exclusions are specifically made elsewhere in the Agreement, no benefits are provided for services which are:

1. **Acupuncture.** For or incident to acupuncture;

2. **Cosmetic Surgery.** For cosmetic surgery, or any resulting complications, except medically necessary services to treat complications of cosmetic surgery (e.g., infections or hemorrhages) will be a benefit, but only upon review and approval by a Blue Shield physician consultant.
3. **Custodial or Domiciliary Care.** For or incident to services rendered in the home or hospitalization or confinement in a health facility primarily for custodial, maintenance, domiciliary care or residential care, except as provided under O.; or rest;
4. **Dental Care, Dental Appliances.** For dental care or services incident to the treatment, prevention or relief of pain or dysfunction of the temporomandibular joint and/or muscles of mastication, except as specifically provided under S.; for or incident to services and supplies for treatment of the teeth and gums (except for tumors and dental and orthodontic services that are an integral part of reconstructive surgery for cleft palate procedures) and associated periodontal structures, including but not limited to diagnostic, preventive, orthodontic, and other services such as dental cleaning, tooth whitening, x-rays, topical fluoride treatment except when used with radiation therapy to the oral cavity, fillings and root canal treatment; treatment of periodontal disease or periodontal surgery for inflammatory conditions; tooth extraction; dental implants; braces, crowns, dental orthoses and prostheses; except as specifically provided under A. and S.;
5. **Experimental or Investigational Procedures.** Experimental or investigational medicine, surgery or other experimental or investigational health care procedures as defined, except for services for Members who have been accepted into an approved clinical trial for cancer as provided under X.;

See section entitled "External Independent Medical Review" for information concerning the availability of a review of services denied under this exclusion.

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6. **Eye Surgery.** For surgery to correct refractive error (such as but not limited to radial keratotomy, refractive keratoplasty), orthoptics or vision training except when Medically Necessary, lenses and frames for eyeglasses, contact lenses, except as provided under E., and video-assisted visual aids or video magnification equipment for any purpose;
7. **Foot Care.** For routine foot care and services that are not Medically Necessary, including callus, corn paring or excision and toenail trimming (except as may be provided through a participating hospice agency); treatment (other than surgery) of chronic conditions of the foot, including but not limited to weak or fallen arches, flat or pronated foot, pain or cramp of the foot, bunions, muscle trauma due to exertion or any type of massage procedure on the foot; special footwear (e.g., non-custom made or over-the-counter shoe inserts or arch supports), except as specifically provided under E. and V.;
8. **Genetic Testing.** For genetic testing except as described under D. and F.;
9. **Home Monitoring Equipment.** For home testing devices and monitoring equipment, except for COVID-19 at-home testing kits, sexually transmitted disease home testing kits or as specifically provided under E.;
10. **Infertility Reversal.** For or incident to the treatment of infertility or any form of assisted reproductive technology, including but not limited to the reversal of a vasectomy or tubal ligation, or any resulting complications, except for medically necessary treatment of medical complications;
11. **Infertility Services.** For any services related to assisted reproductive technology (including associated services such as radiology, laboratory, medications, and procedures) including but not limited to the harvesting or stimulation of the human ovum, ovum transplants, in vitro fertilization, Gamete Intrafallopian Transfer (GIFT) procedure, Zygote Intrafallopian Transfer (ZIFT), Intracytoplasmic Sperm Injection (ICSI), pre-implantation genetic screening, donor services of procurement and storage of donor embryos, oocytes, ovarian tissue, and sperm (except for artificial insemination), services or medications to treat low sperm count or services incident to or resulting from procedures for a surrogate mother who is otherwise not eligible for covered pregnancy and maternity care under a Blue Shield health plan;
12. **Learning Disabilities.** For learning disabilities or for testing for intelligence or learning disabilities. This exclusion shall not apply to medically necessary services which Blue Shield is required by law to cover for a severe mental illness or a serious emotional disturbance of a child;
13. **Miscellaneous Equipment.** For orthopedic shoes except for therapeutic footwear for diabetics and except as provided under V., environmental control equipment, generators, exercise equipment, self-help/educational devices, vitamins, any type of communicator, voice enhancer, voice prosthesis, electronic voice producing machine, or any other language assistance devices, except as provided under E. and comfort items;
14. **Nutritional and Food Supplements.** For prescription or non-prescription nutritional and food supplements except as provided under K., and except as provided through a hospice agency;
15. **Organ Transplants.** Incident to an organ transplant, except as provided under T. and U.;
16. **Over-the-Counter Medical Equipment or Supplies.** For non-prescription (over-the-counter) medical equipment or supplies such as oxygen saturation monitors, prophylactic knee braces, and bath chairs, that can be purchased without a licensed provider's prescription order, even if a licensed provider writes a prescription order for a non-prescription item, except as specifically provided under E., K., O. and V.;



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17. **Over-the-Counter Medications.** For over-the-counter medications not requiring a prescription, except as provided for smoking cessation drugs and contraceptive Drugs and devices;

18. **Personal Comfort Items.** Convenience items or services such as internet, telephones, televisions, guest trays, personal hygiene items, and food delivery services;

19. **Physical Examinations.** For physical exams required for licensure, employment, or insurance unless the examination corresponds to the schedule of routine physical examinations provided under C. This exclusion does not apply to services deemed Medically Necessary Treatment of a Mental Health or Substance Use Disorder;

20. **Prescription Orders.** Prescription orders or refills which exceed the amount specified in the prescription, or prescription orders or refills dispensed more than a year from the date of the original prescription.

Prescription orders or refills in quantities exceeding a 30-day supply, except for mail order.

Prescription orders or refills which are equal to or less than the amount of your copayment.

21. **Continuous Nursing Services.** Continuous Nursing Services, private duty nursing, or nursing shift care, except as provided under O.;

22. **Select physical and occupational therapies.** Select physical and occupational therapies, such as:

- Massage therapy, unless it is a component of a multimodality rehabilitative treatment plan or physical therapy treatment plan;
- Training or therapy for the treatment of learning disabilities or behavioral problems;
- Social skills training or therapy;

- Vocational, educational, recreational, art, dance, music, or reading therapy; and
- Testing for intelligence or learning disabilities.

This exclusion does not apply to services deemed Medically Necessary Treatment of a Mental Health or Substance Use Disorder;

23. **Services by Close Relatives.** Services performed by a close relative or by a person who ordinarily resides in the Member's home;

24. **Therapeutic Devices.** Devices or apparatuses, regardless of therapeutic effect (e.g., hypodermic needles and syringes, except as needed for insulin and covered injectable medication), support garments and similar items;

25. **Transportation Services.** transportation by car, taxi, bus, gurney van, wheelchair van, and any other type of transportation (other than a licensed ambulance or psychiatric transport van as provided for under Section H.);

26. **Unapproved Drugs/Medicines.** Drugs and medicines which cannot be lawfully marketed without approval of the U.S. Food and Drug Administration (FDA); however, drugs and medicines which have received FDA approval for marketing for one or more uses will not be denied on the basis that they are being prescribed for an off-label use if the conditions set forth in California Health & Safety Code Section 1367.21 have been met;

27. **Not Generally Accepted Drugs.** Drugs, medications or other substances that are not generally accepted under professional medical standards as being safe and effective, or whose use is in question even though they are approved by the FDA;

28. **Unauthorized Non-Emergency Services.** For unauthorized non-emergency services;

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29. **Unauthorized Treatment.** Not provided, prescribed, referred, or authorized as described herein except for Access+ Specialist visits, OB/GYN services provided by an obstetrician/gynecologist or a family practice physician within the same medical group or IPA as the Personal Physician, emergency services or urgent services as provided under the Agreement provisions, when specific authorization has been obtained in writing for such services as described herein, for Mental Health and Substance Use Disorder services which must be arranged through the MHSA or for hospice services received by a participating hospice agency;
30. **Unlicensed Services.** For services provided by an individual or entity that is not licensed, certified, or otherwise authorized by the state to provide health care services, or is not operating within the scope of such license, certification, or state authorization, except as specifically stated herein;
31. **Weight control programs and exercise programs.** This exclusion does not apply to nutritional counseling provided under C. or V., or to services deemed Medically Necessary Treatment of a Mental Health or Substance Use Disorder;
32. **Workers' Compensation/Work-Related Injury.** For or incident to any injury or disease arising out of, or in the course of, any employment for salary, wage or profit if such injury or disease is covered by any workers' compensation law, occupational disease law or similar legislation. However, if Blue Shield provides payment for such services it will be entitled to establish a lien upon such other benefits up to the reasonable cash value of benefits provided by Blue Shield for the treatment of the injury or disease as reflected by the providers' usual billed charges;

See the Grievance Process section for information on filing a grievance, your right to seek assistance from the Department of Managed Health Care, and your rights to independent medical review.

31. **Hospital care programs.** Hospital care programs or services provided in a home setting (Hospital-at-home programs).

### Medical Necessity Exclusion

All services must be medically necessary. The fact that a physician or other provider may prescribe, order, recommend, or approve a service or supply does not, in itself, make it medically necessary, even though it is not specifically listed as an exclusion or limitation. Blue Shield may limit or exclude benefits for services which are not medically necessary. This exclusion does not apply to services which Blue Shield is required by law to cover for reconstructive surgery.

### Limitations for Duplicate Coverage

In the event that you are covered under the Plan and are also entitled to benefits under any of the conditions listed below, Blue Shield's liability for services (including room and board) provided to the Member for the treatment of any one illness or injury shall be reduced by the amount of benefits paid, or the reasonable value or the amount of Blue Shield's fee-for-service payment to the provider, whichever is less, of the services provided without any cost to you, because of your entitlement to such other benefits. This limitation is applicable to benefits received from any of the following sources:

1. Benefits provided under Title 18 of the Social Security Act ("Medicare"). If a Member receives services to which the Member is entitled under Medicare and those services are also covered under this Plan, the Plan provider may recover the amount paid for the services under Medicare. This provision does not apply to Medicare Part D (outpatient prescription drug) benefits. This exclusion for Medicare does not apply when the employer is subject to the Medicare Secondary Payor Laws and the employer maintains:
  - a. an employer group health plan that covers
    - 1) persons entitled to Medicare solely because of end-stage renal disease, and

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- 2) active employees or spouses or domestic partners entitled to Medicare by reason of age, and/or
- b. a large group health plan as defined under the Medicare Secondary Payor laws that covers persons entitled to Medicare by reason of disability.

This paragraph shall also apply to a Member who becomes eligible for Medicare on the date that the Member received notice of his eligibility for such enrollment.

2. Benefits provided by any other federal or state governmental agency, or by any county or other political subdivision, except that this exclusion does not apply to Medi-Cal; or Subchapter 19 (commencing with Section 1396) of Chapter 7 of Title 42 of the United States Code; or for the reasonable costs of services provided to the person at a Veterans Administration facility for a condition unrelated to military service or at a Department of Defense facility, provided the person is not on active duty.

### Exception for Other Coverage

A Plan provider may seek reimbursement from other third party payors for the balance of its reasonable charges for services rendered under this Plan.

### Claims and Services Review

Blue Shield reserves the right to review all claims and services to determine if any exclusions or other limitations apply. Blue Shield may use the services of physician consultants, peer review committees of professional societies or hospitals and other consultants to evaluate claims.

### General Provisions

#### Grievance Process

Blue Shield of California has established a grievance procedure for receiving, resolving and tracking Members' grievances with Blue Shield of California.

### For all services other than mental health and substance use disorder

The Member, a designated representative, or a provider on behalf of the Member, may contact the Member Services Department by telephone, letter or online to request a review of an initial determination concerning a claim or service. Members may contact the Plan at the telephone number as noted on the back cover of this booklet. If the telephone inquiry to Member Services does not resolve the question or issue to the Member's satisfaction, the Member may request a grievance at that time, which the Member Services Representative will initiate on the Member's behalf.

The Member, a designated representative, or a provider on behalf of the Member, may also initiate a grievance by submitting a letter or a completed "Grievance Form." The Member may request this form from Member Services. The completed form should be submitted to Member Services at the address as noted on the back cover of this booklet. The Member may also submit the grievance online by visiting our web site at <http://www.blueshieldca.com>.

Blue Shield will acknowledge receipt of a grievance within 5 calendar days. Grievances are resolved within 30 days. The grievance system allows Members to file grievances for at least 180 days following any incident or action that is the subject of the Member's dissatisfaction. See the Member Services Department section for information on the expedited decision process.

### For all Mental Health and Substance Use Disorder services

The Member, a designated representative, or a provider on behalf of the Member, may contact the MHSA by telephone, letter or online to request a review of an initial determination concerning a claim or service. Members may contact the MHSA at the telephone number as noted below. If the telephone inquiry to the MHSA's Customer Service Department does not resolve the question or issue to the Member's satisfaction, the Member may request a grievance at that time, which the Customer Service Representative will initiate on the Member's behalf.

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The Member, a designated representative, or a provider on behalf of the Member, may also initiate a grievance by submitting a letter or a completed "Grievance Form." The Member may request this form from the MHSA's Customer Service Department. If the Member wishes, the MHSA's Customer Service staff will assist in completing the Grievance Form. Completed grievance forms must be mailed to the MHSA at the address provided below. The Member may also submit the grievance to the MHSA online by visiting <http://www.blueshieldca.com>.

1-877-263-9952

Blue Shield of California  
Mental Health Service Administrator  
P. O. Box 719002  
San Diego, CA 92171-9002

The MHSA will acknowledge receipt of a grievance within 5 calendar days. Grievances are resolved within 30 days. The grievance system allows Members to file grievances for at least 180 days following any incident or action that is the subject of the Member's dissatisfaction. See the Member Services Department section for information on the expedited decision process.

### External Independent Medical Review

If your grievance involves a claim or services for which coverage was denied by Blue Shield or by a contracting provider in whole or in part on the grounds that the service is not medically necessary or is experimental/investigational (including the external review available under the Friedman-Knowles Experimental Treatment Act of 1996), you may choose to make a request to the Department of Managed Health Care to have the matter submitted to an independent agency for external review in accordance with California law. You normally must first submit a grievance to Blue Shield and wait for at least 30 days before you request external review; however, if your matter would qualify for an expedited decision as described under the Member Services Department section or involves a determination that the requested service is experimental/investigational, you may immediately request an external review following receipt of notice of denial. You may initiate this review by completing an application for external review, a

copy of which can be obtained by contacting Member Services. The Department of Managed Health Care will review the application and, if the request qualifies for external review, will select an external review agency and have your records submitted to a qualified specialist for an independent determination of whether the care is medically necessary. You may choose to submit additional records to the external review agency for review. There is no cost to you for this external review. You and your physician will receive copies of the opinions of the external review agency. The decision of the external review agency is binding on Blue Shield; if the external reviewer determines that the service is medically necessary, Blue Shield will promptly arrange for the service to be provided or the claim in dispute to be paid. This external review process is in addition to any other procedures or remedies available to you and is completely voluntary on your part; you are not obligated to request external review. However, failure to participate in external review may cause you to give up any statutory right to pursue legal action against Blue Shield regarding the disputed service. In addition, you have six months from the date you receive a written denial from Blue Shield or a contracting provider that your claim or services was denied to request an external review from the Department of Managed Health Care. For more information regarding the external review process, or to request an application form, please contact Member Services.

### Appeal Procedure Following Disposition of Plan Grievance Procedure

If no resolution of your complaint is achieved by the internal grievance process described above, you have several options depending on the nature of your complaint.

1. **Eligibility Issues.** CCPOA Members may refer these matters directly to CalPERS. Contact CalPERS Health Account Management Division at P.O. Box 942715, Sacramento, CA 94229-2714, Fax (916) 795-2545, or telephone CalPERS at **888 CalPERS** (or 888-225-7377), TTY (877) 249-7442.

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2. **Coverage Issues.** A coverage issue concerns the denial or approval of health care services substantially based on a finding that the provision of a particular service is included or excluded as a covered benefit under this Evidence of Coverage booklet. It does not include a plan or contracting provider decision regarding a disputed health care service.

If you are dissatisfied with the outcome of Blue Shield's internal grievance process or if you have been in the process for 30 days or more, you may request review by the Department of Managed Health Care, proceed to court or Small Claims Court, if your coverage dispute is within the jurisdictional limits of Small Claims Court.

3. **Malpractice.** *You must proceed directly to court.*
4. **Bad Faith.** *You must proceed directly to court.*
5. **Disputed Health Care Service Issue.** A disputed health care service issue concerns any health care service eligible for coverage and payment under this Evidence of Coverage booklet that has been denied, modified, or delayed in whole or in part due to a finding that the service is not medically necessary. A decision regarding a disputed health care service relates to the practice of medicine and is not a coverage issue, and includes decisions as to whether a particular service is experimental or investigational.

If you are dissatisfied with the outcome of Blue Shield's internal grievance process or if you have been in the process for 30 days or more, you may request an external independent medical review from the Department of Managed Health Care.

If you are dissatisfied with the outcome of Blue Shield's internal grievance process or the external independent medical review process, you may proceed to court.

### Department of Managed Health Care Review

The California Department of Managed Health Care is responsible for regulating health care service plans. If you have a grievance against your health plan, you should first telephone your health plan at **1-800-257-6213** and use your health plan's grievance process before contacting the Department. Utilizing this grievance procedure does not prohibit any potential legal rights or remedies that may be available to you. If you need help with a grievance involving an emergency, a grievance that has not been satisfactorily resolved by your health plan, or a grievance that has remained unresolved for more than 30 days, you may call the Department for assistance. You may also be eligible for an Independent Medical Review (IMR). If you are eligible for IMR, the IMR process will provide an impartial review of medical decisions made by a health plan related to the medical necessity of a proposed service or treatment, coverage decisions for treatments that are experimental or investigational in nature and payment disputes for emergency or urgent medical services. The Department also has a toll-free telephone number (**1-888-466-2219**) and a TDD line (**1-877-688-9891**) for the hearing and speech impaired. The Department's internet website (<http://www.dmhca.ca.gov>) has complaint forms, IMR application forms and instructions online.

In the event that Blue Shield should cancel or refuse to renew enrollment for you or your dependents and you feel that such action was due to health or utilization of benefits, you or your dependents may request a review by the Department of Managed Health Care Director.

Matters of eligibility should be referred directly to CalPERS – contact:

CalPERS Health Account Management Division

Attn: Enrollment Administration

P.O. Box 942715

Sacramento, CA 94229-2715

**888 CalPERS** (or **888-225-7377**) CalPERS Customer Service and Outreach Division toll free telephone number

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1-916-795-1277 fax number

### **Alternate Arrangements**

Blue Shield will make a reasonable effort to secure alternate arrangements for the provision of care by another Plan provider without additional expense to you in the event a Plan provider's contract is terminated, or a Plan provider is unable or unwilling to provide care to you.

If such alternate arrangements are not made available, or are not deemed satisfactory to the CCPOA Board of Trustees, then Blue Shield will provide all services and/or benefits of the Agreement to you on a fee-for-service basis (less any applicable copayments), and the limitation contained herein with respect to use of a Plan provider shall be of no force or effect.

Such fee-for-service arrangements shall continue until any affected treatment plan has been completed or until such time as you agree to obtain services from another Plan provider, your enrollment is terminated, or your enrollment is transferred to another plan administered by the Board, whichever occurs first. In no case, however, will such fee-for-service arrangements continue beyond the term of the Plan, unless the Continuity of Care or Extension of Benefits provisions apply to you.

### **Physician-Patient or Plan-Member Relationship**

In the event that Blue Shield of California shall be unable to establish satisfactory physician-patient or plan-member relationship with any member, after reasonable efforts to do so, then Blue Shield may either submit the matter for consideration under Blue Shield's grievance procedures or submit the matter for consideration to the CCPOA Board of Trustees. In any event, if it is determined that a satisfactory physician-patient or plan-member relationship cannot be maintained, then the member shall be provided with the opportunity to change enrollment to another plan.

### **Advance Directives**

It is important that you know about your rights to make health care decisions on your own behalf and to execute advance directives. An

advance directive is a formal document written by you in advance of an incapacitating illness or injury. As long as you can speak for yourself, health care providers will honor your wishes. But, if you become so ill that you cannot speak for yourself, then this directive will guide your health care providers in treating you and will save your family, friends, and health care providers from having to guess what you would have wanted. We suggest you set aside some time to review and discuss your wishes with your Personal Physician and family members.

There are three types of advance directives to choose from. They are: (1) Durable Power of Attorney for Health Care (DPAHC), (2) Living Wills, and (3) Natural Death Act Declarations. In California, the preferred document is DPAHC, which allows you to appoint an agent (family, friend, or other person) whom you trust to make treatment decisions for you should there come a time you are unable to make them yourself. You can purchase the DPAHC from a stationery store or from the California Medical Association.

You should provide copies of your completed directive to: (1) your Personal Physician, (2) your agent, and (3) your family. Be sure to keep a copy with you and take a copy to the hospital if you are hospitalized for medical care.

### **Termination of Group Membership - Continuation of Coverage Termination of Benefits**

Coverage for you or your dependents terminates at 11:59 p.m. Pacific Time on the earliest of these dates: (1) the date the group Agreement is discontinued, (2) the last day of the month in which the subscriber's employment terminates, unless a different date has been agreed to between Blue Shield and your employer, (3) the end of the period for which the premium is paid, or (4) the last day of the month in which you or your dependents become ineligible. A spouse also becomes ineligible following legal separation from the subscriber, entry of a final decree of divorce, annulment or dissolution of marriage from the subscriber. A domestic partner becomes ineligible upon termination of the domestic partnership.

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Except as specifically provided under the Continuity of Care, Extension of Benefits and COBRA provisions, there is no right to receive benefits for services provided following termination of this group Agreement.

If you cease work because of retirement, disability, leave of absence, temporary layoff or termination, see your employer about possibly continuing group coverage. Also, see the COBRA and/or Cal-COBRA provisions described in this booklet for information on continuation of coverage.

If the subscriber no longer lives or works in the Plan service area, coverage will be terminated for him and all his dependents. If a dependent no longer lives or works in the Plan service area, then that dependent's coverage will be terminated. (Special arrangements may be available for dependents who are full-time students, dependents of subscribers who are required by court order to provide coverage, and dependents and subscribers who are long-term travelers. Please contact the Member Services Department to request a brochure which explains these arrangements including how long coverage is available. This brochure is also available at <http://www.blueshieldca.com> for HMO Members.)

If the relationship between a Plan physician and a Member is unsatisfactory, or if the relationship between Blue Shield and a Member is unsatisfactory, then the Member may submit the matter to CalPERS under the change of enrollment procedure in Section 22841 of the Government Code. If the Member does not access the change of enrollment procedure, Blue Shield will undertake reasonable efforts to make a Plan physician available to the Member with whom a satisfactory relationship may be developed.

In the event any Member believes that his or her benefits under this Agreement have been terminated because of his or her health status or health requirements, the Member may seek from the Department of Managed Health Care, review of the termination as provided in California Health & Safety Code Section 1365(b).

### Reinstatement

If you cancel or your coverage is terminated, refer to the CalPERS "Health Program Guide."

### Cancellation

No benefits will be provided for services rendered after the effective date of cancellation, except as specifically provided under the Continuity of Care, Extension of Benefits and COBRA provisions in this booklet.

The group Agreement also may be cancelled by CalPERS at any time provided written notice is given to Blue Shield to become effective upon receipt, or on a later date as may be specified on the notice. Information pertaining to cancellation can be obtained through the CalPERS website at [www.calpers.ca.gov](http://www.calpers.ca.gov), or by calling CalPERS.

### Extension of Benefits

If a person becomes totally disabled while validly covered under this Plan and continues to be totally disabled on the date group coverage terminates, Blue Shield will extend the benefits of this Plan, subject to all limitations and restrictions, for covered services and supplies directly related to the condition, illness or injury causing such total disability until the first to occur of the following: (1) the date the covered person is no longer totally disabled, (2) 12 months from the date group coverage terminated, (3) the date on which the covered person's maximum benefits are reached, (4) the date on which a replacement carrier provides coverage to the person without limitation as to the totally disabling condition.

No extension will be granted unless Blue Shield receives written certification by a Plan physician of such total disability within 90 days of the date on which coverage was terminated, and thereafter at such reasonable intervals as determined by Blue Shield.

### COBRA and/or Cal-COBRA

Please examine your options carefully before declining this coverage. You should be aware that companies selling individual health insurance typically require a review of your medical history that could result in a higher premium or you could be denied coverage entirely.

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## COBRA

If a Member is entitled to elect continuation of group coverage under the terms of the Consolidated Omnibus Budget Reconciliation Act (COBRA) as amended, the following applies:

The COBRA group continuation coverage is provided through federal legislation and allows an enrolled active or retired employee or his/her enrolled family member who lose their regular group coverage because of certain “qualifying events” to elect continuation for 18, 29, or 36 months.

An eligible active or retired employee or his/her family member(s) is entitled to elect this coverage provided an election is made within 60 days of notification of eligibility and the required premiums are paid. The benefits of the continuation coverage are identical to the group plan and the cost of coverage shall be 102% of the applicable group premiums rate. No employer contribution is available to cover the premiums.

Two “qualifying events” allow enrollees to request the continuation coverage for 18 months. The Member's 18-month period may also be extended to 29 months if the Member was disabled on or before the date of termination or reduction in hours of employment, or is determined to be disabled under the Social Security Act within the first 60 days of the initial qualifying event and before the end of the 18-month period (non-disabled eligible family members are also entitled to this 29-month extension).

1. The covered employee's separation from employment for reasons other than gross misconduct.
2. Reduction in the covered employee's hours to less than half-time.

Four “qualifying events” allow an active or retired employee's enrolled family member(s) to elect the continuation coverage for up to 36 months. Children born to or placed for adoption with the Member during a COBRA continuation period may be added as dependents, provided the employer is properly notified of the birth or placement for adoption, and such children are

enrolled within 30 days of the birth or placement for adoption.

1. The employee's or retiree's death (and the surviving family member is not eligible for a monthly survivor allowance from CalPERS).
2. Divorce or legal separation of the covered employee or retiree from the employee's or retiree's spouse or termination of the domestic partnership.
3. A dependent child ceases to be a dependent child.
4. The primary COBRA subscriber becomes entitled to Medicare.

If elected, COBRA continuation coverage is effective on the date coverage under the group plan terminates.

The COBRA continuation coverage will remain in effect for the specified time, or until one of the following events terminates the coverage:

1. The termination of all employer provided group health plans, or
2. The enrollee fails to pay the required premium(s) on a timely basis, or
3. The enrollee becomes covered by another health plan without limitations as to pre-existing conditions, or
4. The enrollee becomes eligible for Medicare benefits, or
5. The continuation of coverage was extended to 29 months and there has been a final determination that the Member is no longer disabled.

You will receive notice from your employer of your eligibility for COBRA continuation coverage if your employment is terminated or your hours are reduced.



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Contact CCPOA directly if you need more information about your eligibility for COBRA group continuation coverage.

### **Cal-COBRA**

COBRA enrollees who became eligible for COBRA coverage on or after January 1, 2003, and who reach the 18-month or 29-month maximum available under COBRA, may elect to continue coverage under Cal-COBRA for a maximum period of 36 months from the date the Member's continuation coverage began under COBRA. If elected, the Cal-COBRA coverage will begin after the COBRA coverage ends.

COBRA enrollees must exhaust all the COBRA coverage to which they are entitled before they can become eligible to continue coverage under Cal-COBRA.

In no event will continuation of group coverage under COBRA, Cal-COBRA or a combination of COBRA and Cal-COBRA be extended for more than 3 years from the date the qualifying event has occurred which originally entitled the Member to continue group coverage under this Plan.

Monthly rates for Cal-COBRA coverage shall be 110% of the applicable group monthly rates.

Cal-COBRA enrollees must submit monthly rates directly to Blue Shield. The initial monthly rates must be paid within 45 days of the date the Member provided written notification to the Plan of the election to continue coverage and be sent to Blue Shield by first-class mail or other reliable means. The monthly rate payment must equal an amount sufficient to pay any required amounts that are due. Failure to submit the correct amount within the 45-day period will disqualify the Member from continuation coverage.

Blue Shield of California is responsible for notifying COBRA enrollees of their right to possibly continue coverage under Cal-COBRA at least 90 calendar days before their COBRA coverage will end. The COBRA enrollee should contact Blue Shield for more information about continuing coverage. If the enrollee elects to apply for continuation of coverage under Cal-COBRA, the

enrollee must notify Blue Shield at least 30 days before COBRA termination.

### **Continuation of Group Coverage for Members on Military Leave**

Continuation of group coverage is available for Members on military leave if the Member's employer is subject to the Uniformed Services Employment and Re-employment Rights Act (USERRA). Members who are planning to enter the Armed Forces should contact their employer for information about their rights under the USERRA. Employers are responsible to ensure compliance with this act and other state and federal laws regarding leaves of absence including the California Family Rights Act, the Family and Medical Leave Act, and Labor Code requirements for medical disability.

### **Payment by Third Parties Third Party Recovery Process and the Member's Responsibility**

If a Member is injured or becomes ill due to the act or omission of another person (a "third party"), Blue Shield, the Member's designated medical group, or the IPA shall, with respect to services required as a result of that injury, provide the benefits of the Plan and have an equitable right to restitution, reimbursement or other available remedy to recover the amounts Blue Shield paid for services provided to the Member from any recovery (defined below) obtained by or on behalf of the Member, from or on behalf of the third party responsible for the injury or illness or from uninsured/underinsured motorist coverage.

This right to restitution, reimbursement or other available remedy is against any recovery the Member receives as a result of the injury or illness, including any amount awarded to or received by way of court judgment, arbitration award, settlement or any other arrangement, from any third party or third party insurer, or from uninsured or underinsured motorist coverage, related to the illness or injury (the "recovery"), without regard to whether the Member has been "made whole" by the recovery. The right to restitution, reimbursement or other available remedy is with respect to that portion of the total recovery that is due for the benefits

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paid in connection with such injury or illness, calculated in accordance with California Civil Code Section 3040.

The Member is required to:

1. Notify Blue Shield, the Member's designated medical group or the IPA in writing of any actual or potential claim or legal action which such Member expects to bring or has brought against the third party arising from the alleged acts or omissions causing the injury or illness, not later than 30 days after submitting or filing a claim or legal action against the third party; and,
2. Agree to fully cooperate and execute any forms or documents needed to enforce this right to restitution, reimbursement or other available remedies; and,
3. Agree in writing to reimburse Blue Shield for benefits paid by Blue Shield from any recovery when the recovery is obtained from or on behalf of the third party or the insurer of the third party, or from uninsured or underinsured motorist coverage; and,
4. Provide a lien calculated in accordance with California Civil Code section 3040. The lien may be filed with the third party, the third party's agent or attorney, or the court unless otherwise prohibited by law; and,
5. Periodically respond to information requests regarding the claim against the third party, and notify Blue Shield and the Member's designated medical group or IPA, in writing, within 10 days after any recovery has been obtained.

A Member's failure to comply with 1 through 5, above, shall not in any way act as a waiver, release, or relinquishment of the rights of Blue Shield, the Member's designated medical group, or the IPA.

Further, if the Member receives services from a Plan hospital for such injuries or illness, the hospital has the right to collect from the Member the difference between the amount paid by Blue Shield and the hospital's reasonable and

necessary charges for such services when payment or reimbursement is received by the Member for medical expenses. The hospital's right to collect shall be in accordance with California Civil Code Section 3045.1.

### Workers' Compensation

No benefits are provided for or incident to any injury or disease arising out of, or in the course of, any employment for salary, wage or profit if such injury or disease is covered by any workers' compensation law, occupational disease law or similar legislation.

However, if Blue Shield provides payment for such services it will be entitled to establish a lien upon such other benefits up to the reasonable cash value of benefits provided by Blue Shield for the treatment of the injury or disease as reflected by the providers' usual billed charges.

### Coordination of Benefits

When a person who is covered under this group Plan is also covered under another group plan, or selected group, or blanket disability insurance contract, or any other contractual arrangement or any portion of any such arrangement whereby the members of a group are entitled to payment of or reimbursement for hospital or medical expenses, such person will not be permitted to make a "profit" on a disability by collecting benefits in excess of actual value or cost during any calendar year.

Instead, payments will be coordinated between the plans in order to provide for "allowable expenses" (these are the expenses that are incurred for services and supplies covered under at least one of the plans involved) up to the maximum benefit value or amount payable by each plan separately.

If the covered person is also entitled to benefits under any of the conditions as outlined under the Limitations for Duplicate Coverage provision, benefits received under any such condition will not be coordinated with the benefits of this Plan. The following rules determine the order of benefit payments:

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When the other plan does not have a coordination of benefits provision, it will always provide its benefits first. Otherwise, the plan covering the patient as an employee will provide its benefits before the plan covering the patient as a dependent.

Except for cases of claims for a dependent child whose parents are separated or divorced, the plan which covers the dependent child of a person whose date of birth (excluding year of birth) occurs earlier in a calendar year, shall determine its benefits before a plan which covers the dependent child of a person whose date of birth (excluding year of birth) occurs later in a calendar year. If either plan does not have the provisions of this paragraph regarding dependents, which results either in each plan determining its benefits before the other or in each plan determining its benefits after the other, the provisions of this paragraph shall not apply, and the rule set forth in the plan which does not have the provisions of this paragraph shall determine the order of benefits.

1. In the case of a claim involving expenses for a dependent child whose parents are separated or divorced, plans covering the child as a dependent shall determine their respective benefits in the following order: First, the plan of the parent with custody of the child; then, if that parent has remarried, the plan of the stepparent with custody of the child; and finally the plan(s) of the parent(s) without custody of the child.
2. Notwithstanding 1. above, if there is a court decree which otherwise establishes financial responsibility for the medical, dental or other health care expenses of the child, then the plan which covers the child as a dependent of the parent with that financial responsibility shall determine its benefits before any other plan which covers the child as a dependent child.
3. If the above rules do not apply, the plan which has covered the patient for the longer period of time shall determine its benefits first, provided that:

- a. A plan covering a patient as a laid-off or retired employee, or as a dependent of such an employee, shall determine its benefits after any other plan covering that person as an employee, other than a laid-off or retired employee, or such dependent; and,
- b. If either plan does not have a provision regarding laid-off or retired employees, which results in each plan determining its benefits after the other, then the provisions of a. above shall not apply.

If this Plan is the primary carrier with respect to a covered person, then this Plan will provide its benefits without reduction because of benefits available from any other plan.

When this Plan is secondary in the order of payments, and Blue Shield is notified that there is a dispute as to which plan is primary, or that the primary plan has not paid within a reasonable period of time, this Plan will provide the benefits that would be due as if it were the primary plan, provided that the covered person: (1) assigns to Blue Shield the right to receive benefits from the other plan the extent of the difference between the value of the benefits which Blue Shield actually provides and the value of the benefits that Blue Shield would have been obligated to provide as the secondary plan, (2) agrees to cooperate fully with Blue Shield in obtaining payment of benefits from the other plan, and (3) allows Blue Shield to obtain confirmation from the other plan that the benefits which are claimed have not previously been paid.

If payments which should have been made under this Plan in accordance with these provisions have been made by another Plan, Blue Shield may pay to the other Plan the amount necessary to satisfy the intent of these provisions. This amount shall be considered as benefits paid under this Plan. Blue Shield shall be fully discharged from liability under this Plan to the extent of these payments.

If payments have been made by Blue Shield in excess of the maximum amount of payment necessary to satisfy these provisions, Blue Shield shall have the right to recover the excess from

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any person or other entity to or with respect to whom such payments were made.

Blue Shield may release to or obtain from any organization or person any information which Blue Shield considers necessary for the purpose of determining the applicability of and implementing the terms of these provisions or any provisions of similar purpose of any other Plan. Any person claiming benefits under this Plan shall furnish Blue Shield with such information as may be necessary to implement these provisions.

### Definitions

**Access+ Provider** - a medical group or IPA, and all associated physicians and Plan Specialists, that participate in the CCPOA Medical Plan and for Mental Health and Substance Use Disorder services, a MHSA Participating Provider.

**Accidental Injury** - definite trauma resulting from a sudden unexpected and unplanned event, occurring by chance, caused by an independent external source.

**Activities of Daily Living (ADL)** - mobility skills required for independence in normal everyday living. Recreational, leisure, or sports activities are not included.

**Acute Care** - care rendered in the course of treating an illness, injury or condition marked by a sudden onset or change of status requiring prompt attention, which may include hospitalization, but which is of limited duration and which is not expected to last indefinitely.

**Adverse Childhood Experiences** - An event, series of events, or set of circumstances that is experienced by an individual as physically or emotionally harmful or threatening and that has lasting adverse effects on the individual's functioning and physical, social, emotional, or spiritual well-being.

**Agreement** - see Agreement for Group Coverage.

**Agreement for Group Coverage** (Agreement) - the Agreement issued by the Plan to the

contractholder that establishes the services Members are entitled to from the Plan.

**Allowed Charges** - (1) the amount a Plan provider agrees to accept as payment from Blue Shield or (2) the billed amount for non-Plan providers (except that physicians rendering emergency services and hospitals rendering any services who are not Plan providers will be paid based on the reasonable and customary charge, as defined) or, if applicable, the amount determined under state and federal law.

**American Specialty Health Plans of California, Inc. (ASHP)** - ASHP is a licensed, specialized health care service plan that has entered into an agreement with Blue Shield of California to arrange for the delivery of chiropractic services.

**ASHP Participating Provider** - a participating chiropractor or other licensed health care provider under contract with ASHP to provide covered services to Members.

**Behavioral Health Crisis Services** – the continuum of services to address crisis intervention, crisis stabilization, and crisis residential treatment needs of those with a mental health or substance use disorder crisis that are wellness, resiliency, and recovery oriented. These include, but are not limited to, crisis intervention, including counseling provided by 988 centers, Mobile Crisis Teams, and crisis receiving and stabilization services.

**Behavioral Health Treatment** – professional services and treatment programs, including applied behavior analysis and evidence-based intervention programs that develop or restore, to the maximum extent practicable, the functioning of an individual with pervasive developmental disorder or autism.

**Benefits (Covered Services)** - those services which a Member is entitled to receive pursuant to the terms of the Agreement for Group Coverage.

**BlueCard Service Area** – the United States, Commonwealth of Puerto Rico, and U.S. Virgin Islands.

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**Calendar Year** - a period beginning at 12:01 a.m. on January 1 and ending at 12:01 a.m. January 1 of the following year.

**Chronic Care** - care (different from acute care) furnished to treat an illness, injury or condition, which does not require hospitalization (although confinement in a lesser facility may be appropriate), which may be expected to be of long duration without any reasonably predictable date of termination, and which may be marked by recurrences requiring continuous or periodic care as necessary.

**Close Relative** - the spouse, domestic partner, child, brother, sister or parent of a Member.

**Continuous Nursing Services** — Nursing care provided on a continuous hourly basis, rather than intermittent home visits for Members enrolled in a Hospice Program. Continuous home care can be provided by a registered or licensed vocational nurse, but is only available for brief periods of crisis and only as necessary to maintain the terminally ill patient at home.

**Copayment** - the amount that a Member is required to pay for specific covered services.

**Cosmetic Surgery** - surgery that is performed to alter or reshape normal structures of the body to improve appearance.

**Covered Services (Benefits)** - those services which a Member is entitled to receive pursuant to the terms of the Agreement for Group Coverage.

**Custodial or Maintenance Care** - care furnished in the home primarily for supervisory care or supportive services, or in a facility primarily to provide room and board or meet the activities of daily living (which may include nursing care, training in personal hygiene and other forms of self care or supervisory care by a physician); or care furnished to a Member who is mentally or physically disabled, and

1. who is not under specific medical, surgical or psychiatric treatment to reduce the disability to the extent necessary to enable the

patient to live outside an institution providing such care; or,

2. when, despite such treatment, there is no reasonable likelihood that the disability will be so reduced.

**Dental Care and Services** - services or treatment on or to the teeth or gums whether or not caused by accidental injury, including any appliance or device applied to the teeth or gums.

**Dependent** – a Subscriber's spouse, domestic partner, as defined in California Government Code section 22770, or child, as defined in Title 2, California Code of Regulations, Section 599.500.

**Domiciliary Care** - care provided in a hospital or other licensed facility because care in the patient's home is not available or is unsuitable.

**Dues** - the monthly prepayment that is made to the Plan on behalf of each Member by the contractholder.

**Durable Medical Equipment** - equipment designed for repeated use which is medically necessary to treat an illness or injury, to improve the functioning of a malformed body member, or to prevent further deterioration of the patient's medical condition. Durable medical equipment includes wheelchairs, hospital beds, respirators, required dialysis equipment and medical supplies, and other items that the Plan determines are durable medical equipment.

**Emergency Medical Condition (including a psychiatric emergency)** - a medical condition manifesting itself by acute symptoms of sufficient severity (including severe pain) such that the absence of immediate medical attention could reasonably be expected to result in any of the following:

- 1) placing the Member's health in serious jeopardy;
- 2) serious impairment to bodily functions;
- 3) serious dysfunction of any bodily organ or part.

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**Emergency Services** – the following services for an Emergency Medical Condition:

- 1) A medical screening examination that is within the capability of the emergency department of a Hospital, including ancillary services routinely available to the emergency department to evaluate the emergency medical condition,
- 2) Such further medical examination and treatment, to the extent they are within the capabilities of the staff and facilities available at the Hospital, to stabilize the Member.
- 3) Care and treatment necessary to relieve or eliminate a psychiatric Emergency Medical Condition may include admission or transfer to a psychiatric unit within a general acute care Hospital or to an acute psychiatric Hospital; and
- 4) Solely to the extent required under the federal law, Emergency Services also include any additional items or services that are covered under the plan and furnished by a non-Plan Provider or emergency facility, regardless of the department where furnished, after stabilization and as part of outpatient observation or inpatient or outpatient stay.

‘Stabilize’ means to provide medical treatment of the condition as may be necessary to assure, with reasonable medical probability, that no material deterioration of the condition is likely to result from or occur during the transfer of the individual from a facility, or, with respect to a pregnant woman who is having contractions, when there is inadequate time to safely transfer her to another Hospital before delivery (or the transfer may pose a threat to the health or safety of the woman or unborn child), “Stabilize” means to deliver (including the placenta).

Post-Stabilization Care means Medically Necessary services received after the treating Physician determines the emergency medical condition is stabilized.

**Employer** - The State of California and any of its departments or agencies that employ individuals in the R06, S06, C06 or M06 classifications.

In addition, the California Correctional Peace Officers Association (CCPOA) or the California Correctional Peace Officers Association Benefit Trust Fund (CCPOA BTF).

**Experimental or Investigational in Nature** - any treatment, therapy, procedure, drug or drug usage, facility or facility usage, equipment or equipment usage, device or device usage, or supplies shall be considered experimental or investigational if, as determined by Blue Shield, at least one of the following elements is met:

1. Is not recognized in accordance with generally accepted professional medical standards as being safe and effective for use in the treatment of the illness, injury, or condition at issue, but nevertheless are authorized by law or by a government agency for use; or
2. Requires approval by the federal government or any agency thereof, or by any State government agency, prior to use and where such approval has not been granted at the time the services or supplies were rendered;
3. Is not recognized or not recommended by nationally recognized treatment guidelines by a specialty society or medical review organization specializing in treatment of the illness, injury, or condition at issue, but nevertheless are authorized by law or by a government agency for use; or
4. Where the consensus amongst experts in recognized published medical literature is that further studies, research, or real-world experience are necessary to determine effectiveness and safety that confirms a net health benefit in treatment of illness, injury, or condition at issue, but nevertheless are authorized by law or by a government agency for use; or
5. Is not approved or recognized in accordance with accepted professional medical standards, but nevertheless are authorized by law or by a government agency for use in testing, trials, or other studies on human patients.

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**Family** - the subscriber and all enrolled dependents.

**Former Plan Provider** - A Former Plan Provider is a provider of services to the Member under any of the following conditions:

1. A provider who is no longer available to the Member as a Plan Provider or an MHSA Participating Provider, but at the time of the provider's contract termination with Blue Shield or the MHSA, the Member was receiving Covered Services from that provider for one of the conditions listed in the "Continuity of care with a Former Plan Provider" table in the Continuity of Care section.
2. A Non-Plan Provider to a newly-covered Member whose health plan was withdrawn from the market, and at the time the Member's coverage with Blue Shield became effective, the Member was receiving Covered Services from that provider for one of the conditions listed in the "Continuity of care with a Former Plan Provider" table in the Continuity of Care section.
3. A provider who is a Plan Provider with Blue Shield or the MHSA but no longer available to the Member as a Plan Provider or an MHSA Participating Provider because:
  - a) The Employer has terminated its contract with Blue Shield; and
  - b) The Employer currently contracts with a new health plan (insurer) that does not include the Blue Shield Plan Provider or the MHSA Participating Provider in its network; and
  - c) At the time of the Employer's contract termination the Member was receiving Covered Services from that provider for one of the conditions listed in the "Continuity of

care with a Former Plan Provider table" in the Continuity of Care section.

### **Generally Accepted Standards of Mental Health and Substance Use Disorder Care**

Standards of care and clinical practice that are generally recognized by Health Care Providers practicing in relevant clinical specialties such as psychiatry, psychology, clinical sociology, addiction medicine and counseling, and behavioral health treatment. Valid, evidence-based sources establishing generally accepted standards of Mental Health and Substance Use Disorder care include:

- Peer-reviewed scientific studies and medical literature;
- Clinical practice guidelines and recommendations of nonprofit health care provider professional associations;
- Specialty societies and federal government agencies; and
- Drug labeling approved by the United States Food and Drug Administration.

**Grievance** – complaint regarding dissatisfaction with the care or services that you received from your plan or some other aspect of the plan.

**Health Care Provider** - An appropriately licensed or certified professional who provides health care services within the scope of that license, including, but not limited to: acupuncturist; associate clinical social worker; associate marriage and family therapist or marriage and family therapist trainee; associate professional clinical counselor or professional clinical counselor trainee; audiologist; board certified behavior analyst (BCBA); certified nurse midwife; chiropractor; clinical nurse specialist; dentist; hearing aid supplier; licensed clinical social worker; licensed midwife; licensed professional clinical counselor (LPCC); licensed vocational nurse; marriage and family therapist; massage therapist; naturopath; nurse anesthetist (CRNA); nurse practitioner; occupational therapist; optician; optometrist; pharmacist; physical therapist; physician; physician assistant; podiatrist;

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psychiatric/mental health registered nurse; psychologist; psychology trainee or person supervised as required by law; qualified autism service provider or qualified autism service professional certified by a national entity; registered dietitian; registered nurse; registered psychological assistant; registered respiratory therapist; speech and language pathologist.

**Hemophilia Infusion Provider** - a provider who has an agreement with Blue Shield to provide hemophilia therapy products and necessary supplies and services for covered home infusion and home intravenous injections by Members.

**Hospice or Hospice Agency** - an entity which provides hospice services to terminally ill persons and holds a license, currently in effect as a hospice pursuant to Health and Safety Code Section 1747, or a home health agency licensed pursuant to Health and Safety Code Sections 1726 and 1747.1 which has Medicare certification.

**Hospital** - either 1., 2. or 3. below:

1. a licensed and accredited health facility which is primarily engaged in providing, for compensation from patients, medical, diagnostic and surgical facilities for the care and treatment of sick and injured Members on an inpatient basis, and which provides such facilities under the supervision of a staff of physicians and 24 hour a day nursing service by registered nurses. A facility which is principally a rest home, nursing home or home for the aged is not included; or,
2. a psychiatric hospital licensed as a health facility accredited by the Joint Commission on Accreditation of Health Care Organizations; or,
3. a "psychiatric health facility" as defined in Section 1250.2 of the Health & Safety Code.

**Host Blue** — the local Blue Cross and/or Blue Shield Licensee in a geographic area outside of California, within the BlueCard Service Area.

**Independent Practice Association (IPA)** - a group of physicians with individual offices who form an organization in order to contract,

manage and share financial responsibilities for providing benefits to Members. For Mental Health and Substance Use disorder services, this definition includes the MHSA.

**Infertility** –

- 1) a demonstrated condition recognized by a licensed physician and surgeon as a cause for infertility; or
- 2) the inability to conceive a pregnancy or to carry a pregnancy to a live birth after a year of regular sexual relations without contraception.

**Inpatient** - an individual who has been admitted to a hospital as a registered bed patient and is receiving services under the direction of a physician.

**Intensive Outpatient Program** - an outpatient mental health (or substance use disorder) treatment program utilized when a patient's condition requires structure, monitoring, and medical/psychological intervention at least 3 hours per day, 3 times per week.

**Inter-Plan Arrangements** – Blue Shield's relationships with other Blue Cross and/or Blue Shield Licensees, governed by the Blue Cross Blue Shield Association.

**Life-Threatening Disease or Condition** – having a disease or condition where the likelihood of death is high unless the course of the disease is interrupted, or diseases or conditions with potentially fatal outcomes where the end point of clinical intervention is survival.

**Medical Group** - an organization of physicians who are generally located in the same facility and provide benefits to Members. For Mental Health and Substance use Disorder services, this definition includes the MHSA.

**Medical Necessity (Medically Necessary)** -

1. Benefits are provided only for services which are medically necessary.
2. Services which are medically necessary include only those which have been



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established as safe and effective and are furnished in accordance with generally accepted professional standards to treat an illness, injury or medical condition, and which, as determined by Blue Shield, are:

- a. consistent with Blue Shield medical policy; and,
  - b. consistent with the symptoms or diagnosis; and,
  - c. not furnished primarily for the convenience of the patient, the attending physician or other provider; and,
  - d. furnished at the most appropriate level which can be provided safely and effectively to the patient; and,
  - e. not more costly than an alternative service or sequence of services at least as likely to produce equivalent therapeutic or diagnostic results as to the diagnosis or treatment of the Member's illness, injury, or disease.
3. Hospital inpatient services which are medically necessary include only those services which satisfy the above requirements, require the acute bed-patient (overnight) setting, and which could not have been provided in a physician's office, the Outpatient Department of a Hospital, or in another lesser facility without adversely affecting the patient's condition or the quality of medical care rendered.
  4. Inpatient services which are not medically necessary include hospitalization:
    - a. for diagnostic studies that could have been provided on an outpatient basis; or,
    - b. for medical observation or evaluation; or,
    - c. for personal comfort; or,
    - d. in a pain management center to treat or cure chronic pain; or
    - e. for inpatient rehabilitative services that can be provided on an outpatient basis.

5. Blue Shield reserves the right to review all services to determine whether they are medically necessary, and may use the services of Physician consultants, peer review committees of professional societies or Hospitals, and other consultants.

This definition does not apply to Mental Health and Substance Use Disorders. Medically Necessary Treatment of a Mental Health or Substance Use Disorder is defined separately.

**Medically Necessary Treatment of a Mental Health or Substance Use Disorder** - A Covered Service or product addressing the specific needs of a Member, for the purpose of preventing, diagnosing, or treating an illness, injury, condition, or its symptoms, including minimizing the progression of an illness, injury, condition, or its symptoms, in a manner that is all of the following:

- In accordance with the Generally Accepted Standards of Mental Health and Substance Use Disorder Care;
- Clinically appropriate in terms of type, frequency, extent, site, and duration; and
- Not primarily for the economic benefit of the disability insurer and Members or for the convenience of the patient, treating Physician, or other Health Care Provider.

**Medicare** - refers to the program of medical care coverage set forth in Title XVIII of the Social Security Act as amended by Public Law 89-97 or as thereafter amended.

**Member** - an individual who is a CCPOA Member, an employee of CCPOA or CCPOA Benefit Trust Fund.

**Mental Health Service Administrator (MHSA)** - Blue Shield of California has contracted with the Plan's Mental Health Services Administrator (MHSA). The MHSA is a specialized health care service plan licensed by the California Department of Managed Health Care, and will underwrite and deliver Blue Shield's Mental Health and Substance Use Disorder

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services through a unique network of MHSA Participating Providers.

**Mental Health and Substance Use Disorder(s)** - A mental health condition or substance use disorder that falls under any of the diagnostic categories listed in the mental and behavioral disorders chapter of the most recent edition of the International Statistical Classification of Diseases or listed in the most recent version of the Diagnostic and Statistical Manual of Mental Disorders (DSM)

**MHSA Participating Provider** - a provider who has an agreement in effect with the MHSA for the provision of Mental Health and Substance Use Disorder services.

**Mobile Crisis Team** - a multidisciplinary team of trained behavioral health professionals who provide Behavioral Health Crisis Services in the least restrictive setting 24 hours a day, 7 days a week, 365 days per year.

**Neuromusculo-skeletal Disorders** - conditions with associated signs and symptoms related to the nervous, muscular, and/or skeletal systems. Neuromusculo-skeletal disorders are conditions typically categorized as structural, degenerative or inflammatory disorders, or biomechanical dysfunction of the joints of the body and/or related components of the motor unit (muscles, tendons, fascia, nerves ligaments/capsules, discs, and synovial structures) and related to neurological manifestations or conditions.

**Office Visits for Outpatient Mental Health and Substance Use Disorder Services** – Professional (Physician) office visits for the diagnosis and treatment of Mental Health and Substance Use Disorder Conditions, including the individual, Family or group setting.

**Occupational Therapy** - treatment under the direction of a physician and provided by a certified occupational therapist, utilizing arts, crafts, or specific training in daily living skills, to improve and maintain a patient's ability to function.

**Open Enrollment Period** - a fixed time period designated by CalPERS to initiate enrollment or change enrollment from one plan to another.

**Orthosis** - an orthopedic appliance or apparatus used to support, align, prevent or correct deformities or to improve the function of movable body parts.

**Out-of-Area Covered Health Care Services** - Medically Necessary Emergency Services, Urgent Services, or Out-of-Area Follow-up Care provided outside the Plan Service Area.

**Other Outpatient Mental Health and Substance Use Disorder Services** – Outpatient Facility and professional services for the diagnosis and treatment of Mental Health and Substance Use Disorder Conditions including, but not limited to, the following:

- 1) Partial Hospitalization
- 2) Intensive Outpatient Program
- 3) Electroconvulsive Therapy
- 4) Office-Based Opioid Treatment
- 5) Transcranial Magnetic Stimulation
- 6) Behavioral Health Treatment
- 7) Psychological Testing

These services may also be provided in the office, home or other non-institutional setting.

**Out-of-Area Follow-up Care** - non-emergent medically necessary services to evaluate the Member's progress after Emergency or Urgent Services provided outside the service area.

**Outpatient** - an individual receiving services under the direction of a Plan provider, but not as an inpatient.

**Outpatient Department of a Hospital** — any department or facility integrated with the Hospital that provides outpatient services under the Hospital's license, which may or may not be physically separate from the Hospital.

**Outpatient Facility** - a licensed facility, not a physician's office, or a hospital that provides

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medical and/or surgical services on an outpatient basis.

**Partial Hospitalization Program/Day Treatment** - an outpatient treatment program that may be free-standing or hospital-based and provides services at least 5 hours per day, 4 days per week. Patients may be admitted directly to this level of care, or transferred from acute inpatient care following stabilization.

**Participating Hospice or Participating Hospice Agency** - an entity which: 1) provides hospice services to terminally ill Members and holds a license, currently in effect, as a hospice pursuant to Health and Safety Code Section 1747, or a home health agency licensed pursuant to Health and Safety Code Sections 1726 and 1747.1 which has Medicare certification and 2) either has contracted with Blue Shield of California or has received prior approval from Blue Shield of California to provide hospice service benefits pursuant to the California Health and Safety Code Section 1368.2.

**Personal Physician** - a general practitioner, board-certified or eligible family practitioner, internist, obstetrician/gynecologist or pediatrician who has contracted with the Plan as a Personal Physician to provide primary care to Members and to refer, authorize, supervise and coordinate the provision of all benefits to Members in accordance with the Agreement.

**Personal Physician Service Area** - that geographic area served by the Personal Physician's medical group or IPA.

**Physical Therapy** - treatment provided by a physician or under the direction of a physician and provided by a registered physical therapist, certified occupational therapist or licensed doctor of podiatric medicine. Treatment utilizes physical agents and therapeutic procedures, such as ultrasound, heat, range of motion testing, and massage, to improve a patient's musculoskeletal, neuromuscular and respiratory systems.

**Physician** - an individual licensed and authorized to engage in the practice of medicine or osteopathy.

**Plan** - the CCPOA Medical Plan and/or Blue Shield of California.

**Plan Hospital** - a hospital licensed under applicable state law contracting specifically with Blue Shield to provide benefits to Members under the Plan.

**Plan Non-Physician Health Care Practitioner** - a health care professional who is not a physician and has an agreement with one of the contracted IPAs, medical groups, Plan hospitals or Blue Shield to provide covered services to Members when referred by a Personal Physician. For all Mental Health and Substance Use Disorder services, this definition includes MHSA Participating Providers.

**Plan Provider** - a provider who has an agreement with Blue Shield to provide Plan benefits to Members and a MHSA Participating Provider.

**Plan Service Area** - the designated geographical area, approved by the CCPOA Board of Trustees, within which a Member must live or work to be eligible for enrollment in this Plan.

**Plan Specialist** - a physician other than a Personal Physician, psychologist, licensed clinical social worker, or licensed marriage and family therapist who has an agreement with Blue Shield to provide services to Members either according to an authorized referral by a Personal Physician, or according to the Access+ Specialist program, or for OB/GYN physician services. For Mental Health and Substance Use Disorder services, this definition includes MHSA Participating Providers.

**Preventive Health Services** — mean those primary preventive medical covered services provided by a physician, including related laboratory services, for early detection of disease as specifically listed below:

1. Evidence-based items or services that have in effect a rating of “A” or “B” in the current recommendations of the United States Preventive Services Task Force;

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2. Immunizations that have in effect a recommendation from either the Advisory Committee on Immunization Practices of the Centers for Disease Control and Prevention, or the most current version of the Recommended Childhood Immunization Schedule/United States, jointly adopted by the American Academy of Pediatrics, the Advisory Committee on Immunization Practices, and the American Academy of Family Physicians. Includes immunizations required for travel and immunizations, such as Hepatitis B, for individuals at occupational risk;
3. With respect to infants, children, and adolescents, evidence-informed preventive care and screenings provided for in the comprehensive guidelines supported by the Health Resources and Services Administration;
4. Adverse Childhood Experiences screenings;
5. With respect to women, such additional preventive care and screenings not described in paragraph 1. as provided for in comprehensive guidelines supported by the Health Resources and Services Administration.

Preventive health services include, but are not limited to, cancer screening (including, but not limited to, colorectal cancer screening, cervical cancer and HPV screening, breast cancer screening and prostate cancer screening), osteoporosis screening, screening for blood lead levels in children at risk for lead poisoning, and health education. More information regarding covered preventive health services is available in Blue Shield's Preventive Health Guidelines. The Guidelines are available at <http://www.blueshieldca.com/preventive> or by calling Member Services and requesting that a copy be mailed to you.

In the event there is a new recommendation or guideline in any of the resources described in paragraphs 1. through 4. above, the new recommendation will be covered as a preventive health service no later than 12 months following the issuance of the recommendation. However, for COVID-19 Preventive Health Services and Preventive Health Services for a disease for which

the Governor of the State of California has declared a public health emergency, a new recommendation will be covered within 15 business days.

**Prosthesis** - an artificial part, appliance or device used to replace or augment a missing or impaired part of the body.

**Reasonable and Customary Charge** - in California: The lower of (1) the provider's billed charge, or (2) the amount determined by the Plan to be the reasonable and customary value for the services rendered by a non-Plan provider based on statistical information that is updated at least annually and considers many factors including, but not limited to, the provider's training and experience, and the geographic area where the services are rendered; outside of California: The lower of (1) the provider's billed charge, or, (2) the amount, if any, established by state and federal laws to be paid for emergency services.

**Reconstructive Surgery** - surgery to correct or repair abnormal structures of the body caused by congenital defects, developmental abnormalities, trauma, infection, tumors or disease to do either of the following: (1) to improve function, or (2) to create a normal appearance to the extent possible, including dental and orthodontic services that are an integral part of this surgery for cleft palate procedures.

**Rehabilitative Services** - inpatient or outpatient care furnished to an individual disabled by injury or illness, including Severe Mental Illnesses, in order to develop or restore an individual's ability to function to the maximum extent practical. Rehabilitative services may consist of physical therapy, occupational therapy, and/or respiratory therapy. Benefits for speech therapy are described in the section on Speech Therapy.

**Residential Care** – mental health services provided in a facility or a free-standing residential treatment center that provides overnight/extended-stay services for Members who do not require acute inpatient care.

**Respiratory Therapy** - treatment, under the direction of a physician and provided by a certified

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respiratory therapist, to preserve or improve a patient's pulmonary function.

**Services** - includes medically necessary health care services and medically necessary supplies furnished incident to those services.

**Skilled Nursing Facility** - a facility licensed by the California Department of Health Services as a "skilled nursing facility" or any similar institution licensed under the laws of any other state, territory, or foreign country.

**Special Food Products** - a food product which is both of the following:

1. Prescribed by a physician or nurse practitioner for the treatment of phenylketonuria (PKU) and is consistent with the recommendations and best practices of qualified health professionals with expertise germane to, and experience in the treatment and care of, PKU. It does not include grocery store foods including shakes, snack bars, used by the general population, additives such as thickeners, enzyme products, or a food that is naturally low in protein, but may include a food product that is specially formulated to have less than one gram of protein per serving;
2. Used in place of normal food products, such as grocery store foods, used by the general population.

**Speech Therapy** - treatment under the direction of a physician and provided by a licensed speech pathologist or speech therapist, to improve or retrain a patient's vocal skills which have been impaired by diagnosed illness or injury.

**Subacute Care** - skilled nursing or skilled rehabilitative services provided in a hospital or skilled nursing facility to patients who require skilled care such as nursing services, physical, occupational or speech therapy, a coordinated program of multiple therapies or who have medical needs that require daily Registered Nurse monitoring. A facility which is primarily a rest home, convalescent facility or home for the aged is not included.

**Subscriber** - the person enrolled who is responsible for payment of premiums to the plan, and whose employment or other status, except family dependency, is the basis for eligibility for enrollment under this plan.

**Supplement to Original Medicare Plan** - refers to the supplement of Medicare services by a Health Maintenance Organization (HMO). Medicare HMO coordinated care plans cover Medicare deductibles and coinsurance charges when services are preauthorized or obtained from HMO contracting providers. Members are not restricted to the HMO to receive covered Medicare services. However, if services are not received through the Blue Shield HMO, the services and charges will not be covered by the HMO.

**Third-Party Corporate Telehealth Provider** - A corporation directly contracted with Blue Shield that provides health care services exclusively through a telehealth technology platform and has no physical location at which a Member can receive services.

**Total Disability** -

1. In the case of an employee or Member otherwise eligible for coverage as an employee, a disability which prevents the individual from working with reasonable continuity in the individual's customary employment or in any other employment in which the individual reasonably might be expected to engage, in view of the individual's station in life and physical and mental capacity.
2. In the case of a dependent, a disability which prevents the individual from engaging with normal or reasonable continuity in the individual's customary activities or in those in which the individual otherwise reasonably might be expected to engage, in view of the individual's station in life.

**Urgent Services** - those covered services rendered outside of the Plan Service Area (other than emergency services) which are Medically Necessary to prevent serious deterioration of a Member's health resulting from unforeseen

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illness, injury or complications of an existing medical condition, for which treatment cannot reasonably be delayed until the Member returns to the Plan Service Area.

### **Members Rights and Responsibilities You, as a CCPOA Medical Plan Member, have the right to:**

1. Receive considerate and courteous care, with respect for your right to personal privacy and dignity;
2. Receive information about all health services available to you, including a clear explanation of how to obtain them;
3. Receive information about your rights and responsibilities;
4. Receive information about your CCPOA Medical Plan, the services we offer you, the physicians and other practitioners available to care for you;
5. Select a Personal Physician and expect his/her team of health workers to provide or arrange for all the care that you need;
6. Have reasonable access to appropriate medical services;
7. Participate actively with your physician in decisions regarding your medical care. To the extent permitted by law, you also have the right to refuse treatment;
8. A candid discussion of appropriate or medically necessary treatment options for your condition, regardless of cost or benefit coverage;
9. Receive from your physician an understanding of your medical condition and any proposed appropriate or medically necessary treatment alternatives, including available success/outcomes information, regardless of cost or benefit coverage, so you can make an informed decision before you receive treatment;
10. Receive preventive health services;
11. Know and understand your medical condition, treatment plan, expected outcome and the effects these have on your daily living;
12. Have confidential health records, except when disclosure is required or permitted by state law (California) or federal law or permitted in writing by you. With adequate notice, you have the right to review your medical record with your Personal Physician;
13. Communicate with and receive information from Member Services in a language you can understand;
14. Know about any transfer to another hospital, including information as to why the transfer is necessary and any alternatives available;
15. Obtain a referral from your Personal Physician for a second opinion;
16. Be fully informed about the Blue Shield grievances procedure and understand how to use it without fear of interruption of health care;
17. Voice complaints about the CCPOA Medical Plan or the care provided to you;
18. Participate in establishing public policy of the CCPOA Medical Plan, as outlined in your Evidence of Coverage and Disclosure Form or Health Service Agreement;
19. Make recommendations regarding Blue Shield's Member rights and responsibilities policy.

### **You, as a CCPOA Medical Plan Member, have the responsibility to:**

1. Carefully read all the CCPOA Medical Plan materials immediately after you are enrolled so you understand how to use your benefits and how to minimize your out of pocket costs. Ask questions when necessary. You have the responsibility to follow the provisions of your CCPOA Medical Plan membership as explained in the Evidence of

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- Coverage and Disclosure Form or Health Service Agreement;
2. Maintain your good health and prevent illness by making positive health choices and seeking appropriate care when it is needed;
  3. Provide, to the extent possible, information that your physician, and/or the Plan need to provide appropriate care for you;
  4. Understand your health problems and take an active role in making health care decisions with your medical care provider, whenever possible;
  5. Follow the treatment plans and instructions you and your physician have agreed to and consider the potential consequences if you refuse to comply with treatment plans or recommendations;
  6. Ask questions about your medical condition and make certain that you understand the explanations and instructions you are given;
  7. Make and keep medical appointments and inform the Plan physician ahead of time when you must cancel;
  8. Communicate openly with the Personal Physician you choose so you can develop a strong partnership based on trust and cooperation;
  9. Offer suggestions to improve the CCPOA Medical Plan;
  10. Help Blue Shield to maintain accurate and current medical records by providing timely information regarding changes in address, family status and other health plan coverage;
  11. Notify Blue Shield as soon as possible if you are billed inappropriately or if you have any complaints;
  12. Select a Personal Physician for your newborn before birth, when possible, and notify Blue Shield as soon as you have made this selection;

13. Treat all Plan personnel respectfully and courteously as partners in good health care;
14. Pay your dues, copayments and charges for non-covered services on time;
15. For all mental health and substance use disorder services, follow the treatment plans and instructions agreed to by you and the MHSA and obtain prior authorization for all non-emergency mental health and substance use disorder services.

### Public Policy Participation Procedure

This procedure enables you to participate in establishing public policy for Blue Shield of California. It is not to be used as a substitute for the grievance procedure, complaints, inquiries or requests for information.

Public policy means acts performed by a plan or its employees and staff to assure the comfort, dignity, and convenience of patients who rely on the plan's facilities to provide health care services to them, their families, and the public (Health & Safety Code Section 1369).

At least one third of the Board of Directors of Blue Shield is comprised of subscribers who are not employees, providers, subcontractors or group contract brokers and who do not have financial interests in Blue Shield. The names of the members of the Board of Directors may be obtained from:

Sr. Manager, Regulatory Filings  
Blue Shield of California  
601 12<sup>th</sup> Street  
Oakland, CA 94607  
Phone Number: 510-607-2065

Please follow these procedures:

- Your recommendations, suggestions or comments should be submitted in writing to the Director, Consumer Affairs, at the above address, who will acknowledge receipt of your letter;
- Your name, address, phone number, subscriber number and group number should be included with each communication;

## BASIC PLAN

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- The policy issue should be stated so that it will be readily understood. Submit all relevant information and reasons for the policy issue with your letter;
- Policy issues will be heard at least quarterly as agenda items for meetings of the Board of Directors. Minutes of Board meetings will reflect decisions on public policy issues that were considered. If you have initiated a policy issue, appropriate extracts of the minutes will be furnished to you within 10 business days after the minutes have been approved.

### **Confidentiality of Medical Records and Personal Health Information**

Blue Shield of California protects the confidentiality/privacy of your personal health information. Personal and health information includes both medical information and individually identifiable information, such as your name, address, telephone number or social security number. Blue Shield will not disclose this information without your authorization, except as permitted by state or federal law.

A STATEMENT DESCRIBING BLUE SHIELD'S POLICIES AND PROCEDURES FOR PRESERVING THE CONFIDENTIALITY OF MEDICAL RECORDS IS AVAILABLE AND WILL BE FURNISHED TO YOU UPON REQUEST. Blue Shield's policies and procedures regarding our confidentiality/privacy practices are contained in the "Notice of Privacy Practices," which you may obtain either by calling the Member Services Department at the number listed on the back cover of this booklet, or by accessing Blue Shield of California's internet site located at <http://www.blueshieldca.com> and printing a copy.

If you are concerned that Blue Shield may have violated your confidentiality/privacy rights, or you disagree with a decision we made about access to your personal and health information, you may contact us at:

### **Correspondence Address:**

Blue Shield of California Privacy Official  
P.O. Box 272540  
Chico, CA 95927-2540

### **Toll-Free Telephone:**

1-888-266-8080

### **Email Address:**

[blueshieldca\\_privacy@blueshieldca.com](mailto:blueshieldca_privacy@blueshieldca.com)

### **Access to Information**

Blue Shield of California may need information from medical providers, from other carriers or other entities, or from you, in order to administer benefits and eligibility provisions of this Agreement. You agree that any provider or entity can disclose to Blue Shield that information that is reasonably needed by Blue Shield. You agree to assist Blue Shield in obtaining this information, if needed, (including signing any necessary authorizations) and to cooperate by providing Blue Shield with information in your possession. Failure to assist Blue Shield in obtaining necessary information or refusal to provide information reasonably needed may result in the delay or denial of benefits until the necessary information is received. Any information received for this purpose by Blue Shield will be maintained as confidential and will not be disclosed without your consent, except as otherwise permitted by law.

### **Non-Assignability**

Benefits of this Plan are not assignable.

### **Facilities**

The Plan has established a network of physicians, hospitals, participating hospice agencies and non-physician health care practitioners in your service area.

The Personal Physician(s) you and your dependents select will provide telephone access 24 hours a day, 7 days a week so that you can obtain assistance and prior approval of medically necessary care. The hospitals in the Plan network provide access to 24-hour emergency services.



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The list of the hospitals, physicians and participating hospice agencies in your service area indicates the location and phone numbers of these providers. Contact Member Services at the number listed on the back cover of this booklet for information on Plan non-physician health care practitioners in your Personal Physician Service Area.

For urgent services when you are within the United States, you simply call toll-free 1-800-810-BLUE (2583) 24 hours a day, 7 days a week. For urgent services when you are outside the United States, you can call collect 1-804-673-1177 24 hours a day. We will identify the Blue-Card Program participating provider closest to you. Urgent services when you are outside the United States are available through the Blue Shield Global Core™ Network. For urgent services when you are within California, but outside of your Personal Physician Service Area, you should contact Blue Shield Member Services in accordance with the How to Use the Plan section. For urgent care services when you are within your Personal Physician Service Area, contact your Personal Physician or follow instructions provided by your assigned medical group or IPA.

### **Independent Contractors**

Plan providers are neither agents nor employees of the Plan but are independent contractors. Blue Shield of California conducts a process of credentialing and certification of all physicians who participate in the HMO network. However, in no instance shall the Plan be liable for the negligence, wrongful acts or omissions of any

person receiving or providing services, including any physician, hospital, or other provider or their employees.

### **Access+ Satisfaction**

You may provide Blue Shield with feedback regarding the service you receive from Plan physicians. If you are dissatisfied with the service provided during an office visit with a Plan physician, you may contact Member Services to request a refund of your office visit copayment, as shown in the Summary of Covered Services under Physician Services.

### **Web Site**

Blue Shield's Web site is located at <http://www.blueshieldca.com>. Members with Internet access and a Web browser may view and download health care information.

### **Utilization Review Process**

State law requires that health plans disclose to Members and health plan providers the process used to authorize or deny health care services under the plan.

Blue Shield has completed documentation of this process ("Utilization Review"), as required under Section 1363.5 of the California Health & Safety Code.

To request a copy of the document describing this Utilization Review, call the Member Services Department at 1-800-257-6213.

## **Notice Informing Individuals about Nondiscrimination and Accessibility Requirements**

### **DISCRIMINATION IS AGAINST THE LAW**

Blue Shield of California complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, ancestry, religion, age, disability, sex, marital status, gender, gender identity, or sexual orientation. Blue Shield of California does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Blue Shield of California:

- Provides aids and services at no cost to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (including large print, audio, accessible electronic formats and other formats)
- Provides language services at no cost to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact the Blue Shield of California Civil Rights Coordinator.

If you believe that Blue Shield of California has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with:

Blue Shield of California Civil Rights Coordinator  
P.O. Box 629007

El Dorado Hills, CA 95762-9007

Phone: (844) 831-4133 (TTY: 711)

Fax: (916) 350-7405

Email: [BlueShieldCivilRightsCoordinator@blueshieldca.com](mailto:BlueShieldCivilRightsCoordinator@blueshieldca.com)

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, our Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue SW.  
Room 509F, HHH Building  
Washington, DC 20201

(800) 368-1019; TTY: (800) 537-7697

Complaint forms are available at [www.hhs.gov/ocr/office/file/index.html](http://www.hhs.gov/ocr/office/file/index.html).

## Notice of the Availability of Language Assistance Services

**IMPORTANT:** Can you read this letter? If not, we can have somebody help you read it. You may also be able to get this letter written in your language. For help at no cost, please call right away at the Member/Customer Service telephone number on the back of your Blue Shield ID card, or (866) 346-7198.

**IMPORTANTE:** ¿Puede leer esta carta? Si no, podemos hacer que alguien le ayude a leerla. También puede recibir esta carta en su idioma. Para ayuda sin cargo, por favor llame inmediatamente al teléfono de Servicios al miembro/cliente que se encuentra al reverso de su tarjeta de identificación de Blue Shield o al (866) 346-7198. (Spanish)

**重要通知：**您能讀懂這封信嗎？如果不能，我們可以請人幫您閱讀。這封信也可以用您所講的語言書寫。如需免費幫助，請立即撥打登列在您的Blue Shield ID卡背面上的會員/客戶服務部的電話，或者撥打電話 (866) 346-7198。(Chinese)

**QUAN TRỌNG:** Quý vị có thể đọc lá thư này không? Nếu không, chúng tôi có thể nhờ người giúp quý vị đọc thư. Quý vị cũng có thể nhận lá thư này được viết bằng ngôn ngữ của quý vị. Để được hỗ trợ miễn phí, vui lòng gọi ngay đến Ban Dịch vụ Hội viên/Khách hàng theo số ở mặt sau thẻ ID Blue Shield của quý vị hoặc theo số (866) 346-7198. (Vietnamese)

**MAHALAGA:** Nababasa mo ba ang sulat na ito? Kung hindi, maari kaming kumuha ng isang tao upang matulungan ka upang mabasa ito. Maari ka ring makakuha ng sulat na ito na nakasulat sa iyong wika. Para sa librang tulong, mangyaring tumawag kaagad sa numerong telepono ng Miyembro/Customer Service sa likod ng iyong Blue Shield ID kard, o (866) 346-7198. (Tagalog)

**Baa' ákohwiindzindooígí:** Díí naaltsoosish yíiniłta'go bííniǵah? Doo bííniǵahgóó éí, naaltsoos nich'í' yíidóoltahígíí ła' nihee hółó. Díí naaltsoos ałdó' t'áa Diné k'ehjí ádoolnííł nínízingo bííghah. Doo baǵah ilínígó shíká' adoowoł nínízingo nihich'í' béesh bee hodíilnih dóó námbóo éí díí Blue Shield bee néího'díłzinígí bine'déé' bikáá' éí doodagó éí (866) 346-7198 jì' hodíilnih. (Navajo)

**중요:** 이 서신을 읽을 수 있으세요? 읽으실 수 경우, 도움을 드릴 수 있는 사람이 있습니다. 또한 다른 언어로 작성된 이 서신을 받으실 수도 있습니다. 무료로 도움을 받으시려면 Blue Shield ID 카드 뒷면의 회원/고객 서비스 전화번호 또는 (866) 346-7198로 지금 전환하세요. (Korean)

**ԿԱՐԵՎՈՐ Է.** Կարողանում ե՞ք կարդալ այս նամակը: Եթե ոչ, ապա մենք կօգնենք ձեզ: Դուք պետք է նաև կարողանաք ստանալ այս նամակը ձեր լեզվով: Օտարալեզուներն անվճար է: Խնդրում ենք անմիջապես զանգահարել Հաճախորդների սպասարկման բաժնի հեռախոսահամարով, որը նշված է ձեր Blue Shield ID քարտի ետևի մասում, կամ (866) 346-7198 համարով: (Armenian)

**ВАЖНО:** Не можете прочесть данное письмо? Мы поможем вам, если необходимо. Вы также можете получить это письмо написанное на вашем родном языке. Позвоните в Службу клиентской/членской поддержки прямо сейчас по телефону, указанному сзади идентификационной карты Blue Shield, или по телефону (866) 346-7198, и вам помогут совершенно бесплатно. (Russian)

**重要：**お客様は、この手紙を読むことができますか？もし読むことができない場合、弊社が、お客様をサポートする人物を手配いたします。また、お客様の母国語で書かれた手紙をお送りすることも可能です。無料のサポートを希望される場合は、Blue Shield IDカードの裏面に記載されている会員/お客様サービスの電話番号、または、(866) 346-7198にお電話をおかけください。 (Japanese)

**મહમ:** آیا می‌توانید این نامه را بخوانید؟ اگر پاسختان منفی است، می‌توانیم کسی را برای کمک به شما در اختیارتان قرار دهیم. حتی می‌توانید نسخه مکتوب این نامه را به زبان خودتان دریافت کنید. برای دریافت کمک رایگان، لطفاً بدون فوت وقت از طریق شماره تلفنی که در پشت کارت شناسایی Blue Shield تان درج شده است و یا از طریق شماره تلفن 346-7198 (866) با خدمات مشتری تماس بگیرید.  
(Persian)

**ਮਹੱਤਵਪੂਰਨ:** ਕੀ ਤੁਸੀਂ ਇਸ ਪੱਤਰ ਨੂੰ ਪੜ੍ਹ ਸਕਦੇ ਹੋ? ਜੇ ਨਹੀਂ ਤਾਂ ਇਸ ਨੂੰ ਪੜ੍ਹਨ ਵਿਚ ਮਦਦ ਲਈ ਅਸੀਂ ਕਿਸੇ ਵਿਅਕਤੀ ਦਾ ਪ੍ਰਬੰਧ ਕਰ ਸਕਦੇ ਹਾਂ। ਤੁਸੀਂ ਇਹ ਪੱਤਰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿਚ ਲਿਖਿਆ ਹੋਇਆ ਵੀ ਪ੍ਰਾਪਤ ਕਰ ਸਕਦੇ ਹੋ। ਮੁਫਤ ਵਿਚ ਮਦਦ ਪ੍ਰਾਪਤ ਕਰਨ ਲਈ ਤੁਹਾਡੇ Blue Shield ID ਕਾਰਡ ਦੇ ਪਿੱਛੇ ਦਿੱਤੇ ਮੈਂਬਰ/ਕਸਟਮਰ ਸਰਵਿਸ ਟੈਲੀਫੋਨ ਨੰਬਰ ਤੇ, ਜਾਂ (866) 346-7198 ਤੇ ਕਾਲ ਕਰੋ। (Punjabi)

**ប្រការសំខាន់៖** តើអ្នកអាចលិខិតនេះ បានដែរឬទេ? បើមិនអាចទេ យើងអាចឱ្យគេជួយអ្នកក្នុងការអានលិខិតនេះ។ អ្នកក៏អាចទទួលបានលិខិតនេះជាភាសារបស់អ្នកផងដែរ។ សម្រាប់ជំនួយដោយឥតគិតថ្លៃ សូមហៅទូរស័ព្ទភ្លាមៗទៅកាន់លេខទូរស័ព្ទសេវាសមាជិក/អភិជនដែលមាននៅលើខ្នងប័ណ្ណសម្គាល់ Blue Shield របស់អ្នក ឬតាមរយៈលេខ (866) 346-7198។ (Khmer)

**المهم:** هل تستطيع قراءة هذا الخطاب؟ أن لم تستطع قراءته، يمكننا إحضار شخص ما ليساعدك في قراءته. قد نحتاج أيضاً إلى الحصول على هذا الخطاب مكتوباً بلغتك. للحصول على المساعدة بدون تكلفة، يرجى الاتصال الآن على رقم هاتف خدمة العملاء/أحد الأعضاء المدون على الجانب الخلفي من بطاقة الهوية Blue Shield أو على الرقم 346-7198 (866). (Arabic)

**TSEEM CEEB:** Koj pos tuaj yeem nyeem tau tsab ntawv no? Yog hais tias nyeem tsis tau, peb tuaj yeem nrhiav ib tug neeg los pab nyeem nws rau koj. Tej zaum koj kuj yuav tau txais muab tsab ntawv no sau ua koj hom lus. Rau kev pab txhais dawb, thov hu kias rau tus xov tooj Kev Pab Cuam Tub Koom Xeeb/Tub Lag Luam uas nyob rau sab nraum nrob qaum ntawm koj daim npav Blue Shield ID, los yog hu rau tus xov tooj (866) 346-7198.  
(Hmong)

**สำคัญ:** คุณอ่านจดหมายฉบับนี้ได้หรือไม่ หากไม่ได้ โปรดขอความช่วยเหลือจากผู้อ่านได้  
คุณอาจได้รับจดหมายฉบับนี้เป็นภาษาของคุณ หากต้องการความช่วยเหลือโดยไม่มีค่าใช้จ่าย  
โปรดติดต่อฝ่ายบริการลูกค้า/สมาชิกทางเบอร์โทรศัพท์ในบัตรประจำตัว Blue Shield ของคุณ หรือโทร  
(866) 346-7198 (Thai)

**महत्वपूर्ण:** क्या आप इस पत्र को पढ़ सकते हैं? यदि नहीं, तो हम इसे पढ़ने में आपकी मदद के लिए किसी व्यक्ति का प्रबंध कर सकते हैं। आप इस पत्र को अपनी भाषा में भी प्राप्त कर सकते हैं। निःशुल्क मदद प्राप्त करने के लिए अपने Blue Shield ID कार्ड के पीछे दिए गये मੈबर/कस्टमर सर्विस टेलीफोन नंबर, या (866) 346-7198 पर कॉल करें। (Hindi)

**ສິ່ງສຳຄັນ:** ທ່ານສາມາດອ່ານຈົດໝາຍນີ້ໄດ້ບໍ່? ຖ້າອ່ານບໍ່ໄດ້, ພວກເຮົາສາມາດໃຫ້ບາງຄົນຊ່ວຍອ່ານໃຫ້ທ່ານຟັງໄດ້. ທ່ານຍັງສາມາດຂໍໃຫ້ແປຈົດໝາຍນີ້ເປັນພາສາຂອງທ່ານໄດ້. ສຳລັບຄວາມຊ່ວຍເຫຼືອແບບບໍ່ເສຍຄ່າ, ກະລຸນາ ໂທຫາເບີໂທຂອງຝ່າຍບໍລິການສະມາຊິກ/ລູກຄ້າໃນທັນທີເບີໂທລະສັບຢູ່ດ້ານຫຼັງບັດສະມາຊິກ Blue Shield ຂອງທ່ານ, ຫຼືໂທໂປຫາເບີ(866) 346-7198. (Laotian)

## Service Area

The service areas and providers of this Plan are identified in the Blue Shield HMO Physician and Hospital Directories. **Contact the Plan for up-to-date confirmation.** You **must** live or work in the service area(s) identified below to enroll in this Plan and to maintain eligibility in this Plan. If you choose to enroll in the Plan based on your **work** ZIP code because your home is not within a service area, you and each enrolled dependent will be obligated to travel to providers located within the service area you have selected to receive non-emergency care. You, as the subscriber, and each of your enrolled dependents **must** select providers within the service area in which you enroll; however, if a dependent also works within the plan's service area, that dependent should select a provider which is near his place of work. A dependent who does not reside within the State of California cannot be enrolled in the Plan, except for a child covered by a support order.

The intent of this section is to provide flexibility for those CCPOA members who reside in a community that is not within the service area of the plan, but where the subscriber works in a **nearby** community that is within the plan's service area. However, providers cannot effectively coordinate care for patients who do not reside or work near the provider's service area, and may decline to accept a member due to lack of proximity.

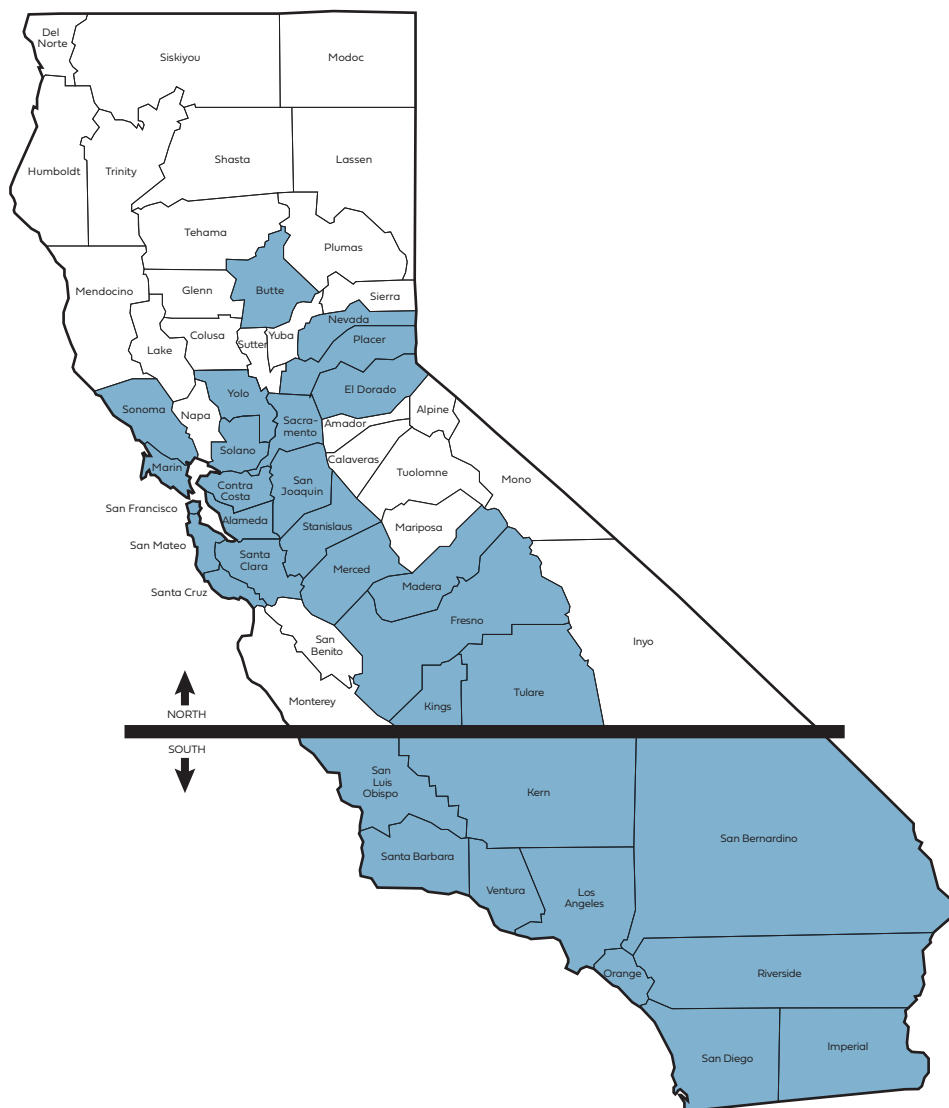
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Alameda County (Entire County Served)	Madera County (Entire County Served)	San Bernardino County (Partial County Served)	Solano County (Entire County Served)
Butte County (Entire County Served)	Marin County (Entire County Served)	San Diego County (Entire County Served)	Sonoma County (Entire County Served)
Contra Costa County (Entire County Served)	Merced County (Entire County Served)	San Francisco County (Entire County Served)	Stanislaus County (Entire County Served)
El Dorado County (Partial County Served)	Monterey County (Partial County Served)	San Joaquin County (Entire County Served)	Tulare County (Entire County Served)
Fresno County (Entire County Served)	Nevada County (Partial County Served)	San Luis Obispo County (Entire County Served)	Ventura County (Entire County Served)
Imperial County (Entire County Served)	Orange County (Entire County Served)	San Mateo County (Entire County Served)	Yolo County (Entire County Served)
Kern County (Partial County Served)	Placer County (Partial County Served)	Santa Barbara County (Entire County Served)	
Kings County (Entire County Served)	Riverside County (Entire County Served)	Santa Clara County (Entire County Served)	
Los Angeles County (Entire County Served)	Sacramento County (Entire County Served)	Santa Cruz County (Entire County Served)	

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## Notes

## CCPOA Medical Plan service areas by geographical cluster and county



Refer to the Service Area section in this booklet for an alphabetical list of all counties in the service areas. Contact the Plan for up-to-date confirmation of service areas and providers.

### Blue Shield of California Access+HMO

For inquiries, issues, or requests, please contact Blue Shield of California  
Member Services: **(800) 257-6213**

