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# Strive – Metro Region Silver \$3,000 Plan 304

Summary of Benefits and Coverage: What this Plan Covers & What You Pay For Covered Services

Coverage Period: Beginning on or after 1/1/2020 Coverage for: Single and family | Plan Type: PPO

The Summary of Benefits and Coverage (SBC) document will help you choose a health <u>plan</u>. The SBC shows you how you and the <u>plan</u> would share the cost for covered health care services. NOTE: Information about the cost of this <u>plan</u> (called the <u>premium</u>) will be provided separately.

This is only a summary. For more information about your coverage, or to get a copy of the complete terms of coverage, visit <u>www.bluecrossmnonline.com</u> or call 1-855-379-2583. For general definitions of common terms, such as <u>allowed amount</u>, <u>balance billing</u>, <u>coinsurance</u>, <u>copayment</u>, <u>deductible</u>, <u>provider</u>, or other <u>underlined</u> terms see the Glossary. You can view the Glossary at <a href="https://www.healthcare.gov/sbc-glossary">https://www.healthcare.gov/sbc-glossary</a> or call 1-855-379-2583 to request a copy.

Important Questions	Answers	Why This Matters:
What is the overall deductible?	\$3,000/individual medical Network \$6,000/per family medical Network \$10,000/individual medical Out-of-Network \$20,000/per family medical Out-of-Network	Generally, you must pay all of the costs from <u>providers</u> up to the <u>deductible</u> amount before this <u>plan</u> begins to pay.  This <u>plan</u> has an embedded <u>deductible</u> . If you have other family members on the <u>plan</u> , each family member must meet their own individual <u>deductible</u> until the total amount of <u>deductible</u> expenses paid by all family members meets the overall family <u>deductible</u> .
Are there services covered before you meet your deductible?	Yes. Well-child care, prenatal care and Network  Preventive care services are covered before you meet your deductible.	This <u>plan</u> covers some items and services even if you haven't yet met the <u>deductible</u> amount. But a <u>copayment</u> or <u>coinsurance</u> may apply. For example, this <u>plan</u> covers certain <u>preventive services</u> without <u>cost-sharing</u> and before you meet your <u>deductible</u> . See a list of covered <u>preventive services</u> at <a href="https://www.healthcare.gov/coverage/preventive-care-benefits/">https://www.healthcare.gov/coverage/preventive-care-benefits/</a> .
Are there other deductibles for specific services?	No.	You don't have to meet <u>deductibles</u> for specific services.
What is the <u>out-of-</u> <u>pocket limit</u> for this <u>plan?</u>	\$6,500/individual medical and drug Network \$10,000/family medical and drug Network \$30,000/individual medical and drug Out-of-Network \$60,000/family medical and drug Out-of-Network	The <u>out-of-pocket limit</u> is the most you could pay in a year for covered services.  This <u>plan</u> has an embedded <u>out-of-pocket limit.</u> If you have other family members in this <u>plan</u> , they have to meet their own <u>out-of-pocket limits</u> until the overall family <u>out-of-pocket limit</u> has been met.
What is not included in the <u>out-of-pocket limit?</u>	<u>Premiums</u> , <u>balance-billing</u> charges, and health care this <u>plan</u> doesn't cover.	Even though you pay these expenses, they don't count toward the <u>out-of-pocket</u> <u>limit</u> .

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Will you pay less if you use a <u>network provider</u> ?	Yes. See www.bluecrossmnonline.com/find-a-doctor/#/home or call 1-855-379-2583 for a list of network providers.	This <u>plan</u> uses a <u>provider network</u> . You will pay less if you use a <u>provider</u> in the <u>plan's network</u> . You will pay the most if you use an <u>out-of-network provider</u> , and you might receive a bill from a <u>provider</u> for the difference between the <u>provider's</u> charge and what your <u>plan</u> pays ( <u>balance billing</u> ). Be aware your <u>network provider</u> might use an <u>out-of-network provider</u> for some services (such as lab work). Check with your <u>provider</u> before you get services.
Do you need a referral to see a specialist?	No.	You can see the specialist you choose without a referral.



All <u>copayment</u> and <u>coinsurance</u> costs shown in this chart are after your <u>deductible</u> has been met, if a <u>deductible</u> applies.

Common		What You Will Pay		Limitations, Exceptions, &
Medical Event	Services You May Need	Network Provider (You will pay the least)	Out-of-Network Provider	Other Important Information
	Primary care visit to treat an injury or illness	40% coinsurance	50% <u>coinsurance</u>	None
	Specialist visit	40% coinsurance	50% coinsurance	None
If you visit a health care provider's office or clinic	Preventive care/screening/ immunization	No charge	Well child: No charge Adult: 50% <u>coinsurance</u>	You may have to pay for services that aren't preventive. Ask your provider if the services you need are preventive. Then check what your plan will pay for.
If you have a test	Diagnostic test (x-ray, blood work)	40% coinsurance	50% <u>coinsurance</u>	None
If you have a test	Imaging (CT/PET scans, MRIs)	40% coinsurance	50% <u>coinsurance</u>	
If you need drugs to treat your illness or condition. A Retail Pharmacy is any	Tier 1 Prescription Drugs	\$15 <u>copay</u> /retail \$45 <u>copay</u> /mail service \$45 <u>copay</u> /90dayRx Retail	Not covered	Covers up to a 31-day supply (retail prescription); 93-day supply (mail order prescription
licensed pharmacy that you can physically enter to obtain a prescription drug. A Mail	Tier 2 Prescription Drugs	\$60 <u>copay</u> /retail \$180 <u>copay</u> /mail service \$180 <u>copay</u> /90dayRx Retail	Not covered	and 90dayRx Retail prescription). Some over-the-counter drugs can be obtained with a prescription at the
Service Pharmacy dispenses prescription drugs through the U.S. Mail.	Tier 3 Prescription Drugs	\$150 <u>copay</u> /retail \$450 <u>copay</u> /mail service \$450 <u>copay</u> /90dayRx Retail	Not covered	with a prescription at the preventive level of benefits. No coverage for services from Out-of-Network Providers.

Common		What You Will Pay		Limitations, Exceptions, &
Medical Event	Services You May Need	Network Provider (You will pay the least)	Out-of-Network Provider	Other Important Information
More information about prescription drug coverage is available at www.bluecrossmn.com/basicrxin dividualsmallgroup2020	Tier 4 Prescription Drugs: <u>Specialty drugs</u>	20% <u>coinsurance</u>	Not covered	Covers up to a 31-day supply (participating Specialty Drug Network Supplier prescription). No coverage for services from Out-of-Network Providers.
If you have outpatient surgery	Facility fee (e.g., ambulatory surgery center)	40% <u>coinsurance</u> for outpatient hospital facility services 20% <u>coinsurance</u> for ambulatory surgery center services	50% <u>coinsurance</u>	- None
	Physician/surgeon fees	40% <u>coinsurance</u> for outpatient hospital facility services 20% <u>coinsurance</u> for ambulatory surgery center services	50% <u>coinsurance</u>	None
	Emergency room care	40% <u>coinsurance</u>	40% <u>coinsurance</u>	
If you need immediate medical attention	Emergency medical transportation	40% coinsurance	40% coinsurance	None
	<u>Urgent care</u>	40% <u>coinsurance</u>	50% <u>coinsurance</u>	
If you have a hospital stay	Facility fee (e.g., hospital room)	40% <u>coinsurance</u>	50% <u>coinsurance</u>	- None
ii you have a nospital stay	Physician/surgeon fees	40% <u>coinsurance</u>	50% <u>coinsurance</u>	None
If you need mental health,	Outpatient services	40% <u>coinsurance</u>	50% <u>coinsurance</u>	Services for marriage/couples
behavioral health, or substance abuse services	Inpatient services including residential adult mental health treatment	40% <u>coinsurance</u>	50% <u>coinsurance</u>	counseling are not covered.
If you are pregnant	Office visits	Prenatal Care: No charge Postnatal Care: 40% <u>coinsurance</u>	Prenatal Care: No charge Postnatal Care: 50% coinsurance	Cost sharing does not apply to certain preventive services. Depending on the type of
	Childbirth/delivery professional services	40% <u>coinsurance</u>	50% <u>coinsurance</u>	services, other <u>cost sharing</u> may apply. Maternity care
	Childbirth/delivery facility services	40% <u>coinsurance</u>	50% <u>coinsurance</u>	may include tests and services described elsewhere in the SBC (i.e. ultrasound).

Common		What You Will Pay		Limitations, Exceptions, &
Medical Event	Services You May Need	Network Provider (You will pay the least)	Out-of-Network Provider	Other Important Information
	Home health care	40% <u>coinsurance</u>	Not covered	Network: 120 visits per person per benefit period. No coverage for services from Out-of-Network Providers.
If you need help recovering or	Rehabilitation services	40% coinsurance for occupational therapy 40% coinsurance for physical therapy 40% coinsurance for speech therapy	50% <u>coinsurance</u> for occupational therapy 50% <u>coinsurance</u> for physical therapy 50% <u>coinsurance</u> for speech therapy	None
have other special health needs	Habilitation services	40% coinsurance for occupational therapy 40% coinsurance for physical therapy 40% coinsurance for speech therapy	50% coinsurance for occupational therapy 50% coinsurance for physical therapy 50% coinsurance for speech therapy	None
	Skilled nursing care	40% coinsurance	50% <u>coinsurance</u>	Combined Network and Outof-Network: 120 days per person per benefit period.
	<u>Durable medical equipment</u>	40% <u>coinsurance</u>	50% <u>coinsurance</u>	None
	Hospice services	40% <u>coinsurance</u>	Not covered	None
	Children's eye exam	No charge	Through age 5: No charge Age 6 through 18: 50% coinsurance	None
If your child needs dental or eye care	Children's glasses	40% <u>coinsurance</u>	Not covered	Maximum of one standard frame and one pair of lenses or one pair of contact lenses or one year supply of disposable contact lenses per cal year for members age 18 and younger. No Coverage for services from Out-of-Network Providers.
	Children's dental check-up	Not covered	Not covered	No coverage for these services.

## **Excluded Services & Other Covered Services:**

## Services Your Plan Generally Does NOT Cover (Check your policy or plan document for more information and a list of any other excluded services.)

- Acupuncture (except as specified in <u>plan</u> benefits)
- Bariatric Surgery
- Cosmetic Surgery (except as specified in <u>plan</u> benefits)
- Dental Care (except as specified in plan benefits)
- Infertility Treatment
- Long-Term Care

- Routine Foot Care
- Weight Loss Programs

## Other Covered Services (Limitations may apply to these services. This isn't a complete list. Please see your plan document.)

- Chiropractic Care
- Hearing Aids for individuals 18 years of age or younger (as required by state law)
- Non-emergency care when traveling outside the U.S.
- Private Duty Nursing (as required by state law)
- Routine eye care (Adult)

Your Rights to Continue Coverage: There are agencies that can help if you want to continue your coverage after it ends. The contact information for those agencies is: Minnesota Department of Commerce, Attention: Consumer Concerns/Market Assurance Division, 85 7th Place East Suite 280, St. Paul, MN 55101-2198, or call 1-800-657-3602; for group health coverage subject to ERISA, contact the Department of Labor's Employee Benefits Security Administration at 1-866-444-EBSA (3272) or <a href="www.dol.gov/ebsa/healthreform">www.dol.gov/ebsa/healthreform</a>; or, Department of Health and Human Services, Center for Consumer Information and Insurance Oversight at 1-877-267-2323, extension 61565 or <a href="www.cciio.cms.gov">www.cciio.cms.gov</a>. Other coverage options may be available to you too, including buying individual insurance coverage through MNsure. For more information about MNsure, visit <a href="www.mnsure.org">www.mnsure.org</a> or call 1-855-366-7873.

Your Grievance and Appeals Rights: There are agencies that can help if you have a complaint against your plan for a denial of a <u>claim</u>. This complaint is called a <u>grievance</u> or <u>appeal</u>. For more information about your rights, look at the explanation of benefits you will receive for that medical <u>claim</u>. Your <u>plan</u> documents also provide complete information to submit a <u>claim</u>, <u>appeal</u>, or a <u>grievance</u> for any reason to your <u>plan</u>. For more information about your rights, this notice, or assistance, contact: Member Service at <u>www.bluecrossmnonline.com</u> or call 1-855-379-2583 or the Minnesota Commissioner of Commerce by calling (651) 539-1600 or toll-free 1-800-657-3602. For group health coverage subject to ERISA, contact the Department of Labor's Employee Benefits Security Administration at 1-866-444-EBSA (3272) or <u>www.dol.gov/ebsa/healthreform</u>. If you are covered under a plan offered by the State Health <u>plan</u>, a city, county, school district, or Service Coop, you may contact the Department of Health and Human Services Health Insurance team at 1-888-393-2789.

## Does this plan provide Minimum Essential Coverage? Yes.

If you don't have Minimum Essential Coverage for a month, you'll have to make a payment when you file your tax return unless you qualify for an exemption from the requirement that you have health coverage for that month.

### Does this plan meet Minimum Value Standards? Yes.

If your plan doesn't meet the Minimum Value Standards, you may be eligible for a premium tax credit to help you pay for a plan through MNsure/the Marketplace.

------To see examples of how this plan might cover costs for a sample medical situation, see the next section.------

### **About these Coverage Examples:**



This is not a cost estimator. Treatments shown are just examples of how this <u>plan</u> might cover medical care. Your actual costs will be different depending on the actual care you receive, the prices your <u>providers</u> charge, and many other factors. Focus on the <u>cost sharing</u> amounts (<u>deductibles</u>, <u>copayments</u> and <u>coinsurance</u>) and <u>excluded services</u> under the <u>plan</u>. Use this information to compare the portion of costs you might pay under different health <u>plans</u>. Please note these coverage examples are based on self-only coverage.

## Peg is Having a Baby

(9 months of network prenatal care and a hospital delivery)

■ The <u>plan's</u> overall <u>deductible</u>	\$3,000
■ Specialist copayment	\$0
■ Hospital (facility) coinsurance	40%
Other <u>coinsurance</u>	40%

#### This EXAMPLE event includes services like:

Specialist office visits (prenatal care)
Childbirth/Delivery Professional Services
Childbirth/Delivery Facility Services
Diagnostic tests (ultrasounds and blood work)
Specialist visit (anesthesia)

Total Example Cost	\$12,800

In this example, Peg would pay:

Cost Sharing		
Deductibles	\$2,498	
Copayments	\$0	
Coinsurance	\$4,002	
What isn't covered		
Limits or exclusions	\$60	
The total Peg would pay is	\$6,560	

## Managing Joe's type 2 Diabetes

(a year of routine network care of a well-controlled condition)

■ The <u>plan's</u> overall <u>deductible</u>	\$3,000
■ Specialist copayment	\$0
■ Hospital (facility) coinsurance	40%
Other <u>coinsurance</u>	40%

### This EXAMPLE event includes services like:

Primary care physician office visits (including disease education)
Diagnostic tests (blood work)
Prescription drugs
Durable medical equipment (alucose meter)

Total Example Cost	\$7,400

In this example, Joe would pay:

\$1,756		
\$1,245		
\$1,170		
What isn't covered		
\$55		
\$4,226		

## Mia's Simple Fracture

(network emergency room visit and follow up care)

■ The <u>plan's</u> overall <u>deductible</u>	\$3,000
■ Specialist copayment	\$0
■ Hospital (facility) coinsurance	40%
■ Other <u>coinsurance</u>	40%

### This EXAMPLE event includes services like:

Emergency room care (including medical supplies)

Diagnostic test (x-ray)
Durable medical equipment (crutches)
Rehabilitation services (physical therapy)

Total Example Cost	\$1,900
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In this example, Mia would pay:

Cost Sharing	
Deductibles	\$1,155
Copayments	\$0
Coinsurance	\$745
What isn't covered	
Limits or exclusions	\$0
The total Mia would pay is	\$1,900

The total patient would pay amount assumes the patient is not using funds from a Flexible Spending Account (FSA), Health Savings Account (HSA), or an integrated Health Reimbursement Account (HRA), including an integrated HRA funded through a Voluntary Employee Beneficiary Association (VEBA-HRA). Account balances may provide you funds to help cover out-of-pocket expenses.

Note: These numbers assume the patient does not participate in the <u>plan's</u> wellness program. If you participate in the <u>plan's</u> wellness program, you may be able to reduce your costs.

The plan would be responsible for the other costs of these EXAMPLE covered services.

#### **Notice of Nondiscrimination Practices**

## Effective July 18, 2016

Blue Cross and Blue Shield of Minnesota and Blue Plus (Blue Cross) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or gender. Blue Cross does not exclude people or treat them differently because of race, color, national origin, age, disability, or gender.

Blue Cross provides resources to access information in alternative formats and languages:

- Auxiliary aids and services, such as qualified interpreters and written information available in other formats, are available free of charge to people with disabilities to assist in communicating with us.
- Language services, such as qualified interpreters and information written in other languages, are available free of charge to people whose primary language is not English.

If you need these services, contact us at 1-800-382-2000 or by using the telephone number on the back of your member identification card. TTY users call 711.

If you believe that Blue Cross has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or gender, you can file a grievance with the Nondiscrimination Civil Rights Coordinator

- by email at: <u>Civil.Rights.Coord@bluecrossmn.com</u>
- by mail at: Nondiscrimination Civil Rights Coordinator

Blue Cross and Blue Shield of Minnesota and Blue Plus

M495

PO Box 64560

Eagan, MN 55164-0560

• or by telephone at: 1-800-509-5312

Grievance forms are available by contacting us at the contacts listed above, by calling 1-800-382-2000 or by using the telephone number on the back of your member identification card. TTY users call 711. If you need help filing a grievance, assistance is available by contacting us at the numbers listed above.

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: <a href="https://ocrportal.hhs.gov/ocr/portal/lobby.jsf">https://ocrportal.hhs.gov/ocr/portal/lobby.jsf</a>
- by telephone at: 1-800-368-1019 or 1-800-537-7697 (TDD)
- or by mail at: U.S. Department of Health and Human Services

200 Independence Avenue SW Room 509F, HHH Building Washington, DC 20201

Complaint forms are available at <a href="http://www.hhs.gov/ocr/office/file/index.html">http://www.hhs.gov/ocr/office/file/index.html</a>.

## **Language Access Services:**

This information is available in other languages. Free language assistance services are available by calling the toll free number below. For TTY, call 711.

Si habla español, tiene a su disposición servicios gratuitos de asistencia con el idioma. Llame al 1-855-903-2583. Para TTY, llame al 711.

Yog tias koj hais lus Hmoob, muaj kev pab txhais lus pub dawb rau koj. Hu rau 1-800-793-6931. Rau TTY, hu rau 711.

Haddii aad ku hadasho Soomaali, adigu waxaad heli kartaa caawimo luqad lacag la'aan ah. Wac 1-866-251-6736. Markay tahay dad maqalku ku adag yahay (TTY), wac 711.

နမ္ါကတိုးကညီကျိုာ်င်ိဳး, တါကဟ္္ဒာနားကျိုာ်တါမှာစားကလိတဖ္ခာန္ခာ်လီး. ကိုး 1-866-251-6744 လ၊ TTY အင်္ဂါ, ကိုး 711 တက္နါ.

إذا كنت تتحدث العربية، تتوفر لك خدمات المساعدة اللغوية المجانية. اتصل بالرقم 9123-569-569-1. للهاتف النصى اتصل بالرقم 711.

Nếu quý vị nói Tiếng Việt, có sẵn các dịch vụ hỗ trợ ngôn ngữ miễn phí cho quý vị. Gọi số 1-855-315-4015. Người dùng TTY xin gọi 711.

Afaan Oromoo dubbattu yoo ta'e, tajaajila gargaarsa afaan hiikuu kaffaltii malee. Argachuuf 1-855-315-4016 bilbilaa. TTY dhaaf, 711 bilbilaa.

如果您說中文,我們可以為您提供免費的語言協助服務。請撥打 1-855-315-4017。聽語障專 (TTY),請撥打 711。

Если Вы говорите по-русски, Вы можете воспользоваться бесплатными услугами переводчика. Звоните 1-855-315-4028. Для использования телефонного аппарата с текстовым выходом звоните 711.

Si vous parlez français, des services d'assistance linguistique sont disponibles gratuitement. Appelez le +1-855-315-4029. Pour les personnes malentendantes, appelez le 711.

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한국어를 사용하시는 경우, 무료 언어 지원 서비스가 제공됩니다. 1-855-904-2583 으로 전화하십시오. TTY 사용자는 711 로 전화하십시오.

ຖ້າເຈົ້າເວົ້າພາສາລາວໄດ້, ມີການບໍລິການຊ່ວຍເຫຼືອພາສາໃຫ້ເຈົ້າຟຣີ. ໃຫ້ໂທຫາ 1-866-356-2423 ສໍາລັບ. TTY, ໃຫ້ໂທຫາ 711.

Kung nagsasalita kayo ng Tagalog, mayroon kayong magagamit na libreng tulong na mga serbisyo sa wika. Tumawag sa 1-866-537-7720. Para sa TTY, tumawag sa 711.

Wenn Sie Deutsch sprechen, steht Ihnen fremdsprachliche Unterstützung zur Verfügung. Wählen Sie 1-866-289-7402. Für TTY wählen Sie 711.

ប្រសិនបើអ្នកនិយាយភាសាខ្មែរមន អ្នកអាចរកបានសេវាជំនួយភាសាឥតគិតថ្លៃ។ ទូរស័ព្ទមកលេខ 1-855-906-2583។ សម្រាប់ TTY សូមទូរស័ព្ទមកលេខ 711។

Diné k'ehjí yánílt'i'go saad bee yát'i' éí t'áájíík'e bee níká'a'doowołgo éí ná'ahoot'i'. Kojį éí béésh bee hodíílnih 1-855-902-2583. TTY biniiyégo éí 711 jį' béésh bee hodíílnih.