




**This is only a summary.** If you want more detail about your coverage and costs, you can get the complete terms in the policy or plan document at [www.blueshieldca.com/shclpch](http://www.blueshieldca.com/shclpch) or by calling 1-800-873-3605.

| Important Questions                                       | Answers  | Why this Matters:   |
|---|--|---|
| What is the overall <u>deductible</u> ?                   | <b>\$400</b> per individual / <b>\$1,000</b> per individual<br>Does not apply to preventive care and prescription drugs.   | You must pay all the costs up to the <b>deductible</b> amount before this plan begins to pay for covered services you use. Check your policy or plan document to see when the <b>deductible</b> starts over (usually, but not always, January 1st). See the chart starting on page 2 for how much you pay for covered services after you meet the <b>deductible</b> .   |
| Are there other <u>deductibles</u> for specific services? | No.  | You don't have to meet <b>deductibles</b> for specific services, but see the chart starting on page 2 for other costs for services this plan covers.  |
| Is there an <u>out-of-pocket limit</u> on my expenses?    | <b>\$1,800</b> per individual / <b>\$3,600</b> per individual  | The <b>out-of-pocket limit</b> is the most you could pay during a coverage period (usually one year) for your share of the cost of covered services. This limit helps you plan for health care expenses.  |
| What is not included in the <u>out-of-pocket limit</u> ?  | Prescription drug <b>copayments</b> , premiums, balance-billed charges, and health care this plan doesn't cover.   | Even though you pay these expenses, they don't count toward the <b>out-of-pocket limit</b> .  |
| Is there an overall annual limit on what the plan pays?   | No.  | The chart starting on page 2 describes any limits on what the plan will pay for specific covered services, such as office visits.   |
| Does this plan use a <u>network of providers</u> ?        | Yes. For a list of <b>preferred providers</b> , see <a href="http://www.stanfordhealthcarealliance.com">www.stanfordhealthcarealliance.com</a> for PCPs and specialists and <a href="http://www.blueshieldca.com">www.blueshieldca.com</a> for hospital/ancillary services | If you use an in-network doctor or other health care provider, this plan will pay some or all of the costs of covered services. Be aware, your in-network doctor or hospital may use an out-of-network provider for some services. Plans use the term in-network, <b>preferred</b> , or participating for providers in their network. See the chart starting on page 2 for how this plan pays different kinds of providers. |
| Do I need a referral to see a <u>specialist</u> ?         | Yes  | This plan will pay some or all of the costs to see a <b>specialist</b> for covered services but only if you have the plan's permission before you see the <b>specialist</b> .   |
| Are there services this plan doesn't cover?               | Yes.   | Some of the services this plan doesn't cover are listed on page 6. See your policy or plan document for additional information about <b>excluded services</b> .   |

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| Important Questions | Answers | Why this Matters: |
|---------------------|---------|-------------------|
|---------------------|---------|-------------------|

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**Copayments** are fixed dollar amounts (for example, \$15) you pay for covered health care, usually when you receive the service.
- Coinsurance** is *your* share of the costs of a covered service, calculated as a percent of the **allowed amount** for the service. For example, if the plan's **allowed amount** for an overnight hospital stay is \$1,000, your **coinsurance** payment of 20% would be \$200. This may change if you haven't met your **deductible**.
- The amount the plan pays for covered services is based on the **allowed amount**. If an out-of-network **provider** charges more than the **allowed amount**, you may have to pay the difference. For example, if an out-of-network hospital charges \$1,500 for an overnight stay and the **allowed amount** is \$1,000, you may have to pay the \$500 difference. (This is called **balance billing**.)
- This plan may encourage you to use **SHCA providers** by charging you lower **deductibles**, **copayments** and **coinsurance** amounts.

| Common Medical Event   | Services You May Need   | Your Cost If You Use a SHCA Provider  | Your Cost If You Use a Non-Preferred Provider | Limitations & Exceptions  |
|--|---|---|---|---|
| <b>If you visit a health care <u>provider's</u> office or clinic</b> | Primary care visit to treat an injury or illness                        | \$20 / visit  | Not Covered                                   | -----None-----  |
|  | Specialist visit  | \$35 / visit  | Not Covered                                   | -----None-----  |
|  | Other practitioner office visit   | \$35 / visit chiropractic<br>\$35 / visit acupuncture   | Not Covered                                   | Up to 30 visits per calendar year for chiropractic and 12 visits per calendar year for acupuncture. |
|  | Preventive care/screening /immunization                                 | No Charge   | Not Covered                                   | -----None-----  |
| <b>If you have a test</b>  | Basic lab and x-ray, such as Diagnostic tests (basic x-ray, blood work) | \$25 /visit at SHC/LPCH hospitals or SHCA physicians office<br>10% <b>Preferred Provider</b> after <b>deductible</b>  | Not Covered                                   | -----None-----  |
|  | Complex lab and x-ray, such as Imaging (CT/PET scans, MRIs)             | \$100 /visit at SHC/LPCH hospitals or SHCA physicians office<br>10% <b>Preferred Provider</b> after <b>deductible</b> | Not Covered                                   | -----None-----  |

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| Common Medical Event   | Services You May Need                          | Your Cost If You Use a SHCA Provider   | Your Cost If You Use a Non-Preferred Provider | Limitations & Exceptions  |
|--|--|--|---|---|
| <b>If you need drugs to treat your illness or condition</b><br><br>More information about <b>prescription drug coverage</b> is available at <a href="http://www.blueshieldca.com/shclpch">www.blueshieldca.com/shclpch</a> | Generic drugs                                  | \$10 / prescription (retail)<br>\$20 / prescription (mail)                               | Not Covered                                   | Covers up to a 30-day supply (retail prescription); 31-90 day supply (mail order prescription). |
|  | Preferred brand drugs                          | \$25 / prescription (retail)<br>\$50 / prescription (mail)                               | Not Covered                                   |   |
|  | Non-preferred brand drugs                      | \$50 / prescription (retail)<br>\$100 / prescription (mail)                              | Not Covered                                   | Selected formulary and non-formulary drugs require prior authorization.                         |
|  | Specialty drugs                                | Applicable Retail Drug Tier Applies  | Not Covered                                   | Prior authorization is required.  |
| <b>If you have outpatient surgery</b>  | Facility fee (e.g., ambulatory surgery center) | No Charge at SHC/LPCH hospitals<br>10% <b>Preferred Provider</b> after <b>deductible</b> | Not Covered                                   | -----None-----  |
|  | Physician/surgeon fees                         | \$200 / visit  | Not Covered                                   | -----None-----  |
| <b>If you need immediate medical attention</b>   | Emergency room services                        | \$200 / visit  | \$200 / visit                                 |   |
|  | Emergency medical transportation               | No Charge  | No Charge                                     | -----None-----  |
|  | Urgent care                                    | \$20 / visit Physician<br>\$35/ visit Specialist<br>freestanding urgent care center      | Not Covered                                   | -----None-----  |
| <b>If you have a hospital stay</b>   | Facility fee (e.g., hospital room)             | No Charge at SHC/LPCH hospitals<br>10% <b>Preferred Provider</b> after <b>deductible</b> | Not Covered                                   | -----None-----  |
|  | Physician/surgeon fee                          | No Charge  | Not Covered                                   | -----None-----  |

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| Common Medical Event  | Services You May Need                        | Your Cost If You Use a SHCA Provider   | Your Cost If You Use a Non-Preferred Provider | Limitations & Exceptions |
|---|--|--|---|--------------------------|
| <b>If you have mental health, behavioral health, or substance abuse needs</b> | Mental/Behavioral health outpatient services | \$20 / visit   | Not Covered                                   | -----None-----           |
|   | Mental/Behavioral health inpatient services  | No Charge at SHC/LPCH hospitals<br>10% <b>Preferred Provider</b> after <b>deductible</b> | Not Covered                                   | -----None-----           |
|   | Substance use disorder outpatient services   | \$20 / visit   | Not Covered                                   | -----None-----           |
|   | Substance use disorder inpatient services    | No Charge at SHC/LPCH hospitals<br>10% <b>Preferred Provider</b> after <b>deductible</b> | Not Covered                                   | -----None-----           |
| <b>If you are pregnant</b>  | Prenatal and postnatal care                  | \$20 copay for initial visit,<br>No Charge thereafter                                    | Not Covered                                   | -----None-----           |
|   | Delivery and all inpatient services          | No Charge at SHC/LPCH hospitals<br>10% <b>Preferred Provider</b> after <b>deductible</b> | Not Covered                                   | -----None-----           |

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| Common Medical Event  | Services You May Need     | Your Cost If You Use a SHCA Provider           | Your Cost If You Use a Non-Preferred Provider | Limitations & Exceptions  |
|---|---------------------------|--|---|---|
| <b>If you need help recovering or have other special health needs</b> | Home health care          | 10% <u>coinsurance</u> after <u>deductible</u> | Not Covered                                   | Up to 100 visits per calendar year  |
|   | Rehabilitation services   | \$35 / visit                                   | Not Covered                                   | Up to 60 visits per calendar year combined with occupational, physical and speech therapy |
|   | Habilitation services     | \$35 / visit                                   | Not Covered                                   | Up to 60 visits per calendar year combined with occupational, physical and speech therapy |
|   | Skilled nursing care      | 10% <u>coinsurance</u> after <u>deductible</u> | Not Covered                                   | Up to 100 days per calendar year; semi-private accommodations.                            |
|   | Durable medical equipment | 10% <u>coinsurance</u> after <u>deductible</u> | Not Covered                                   | Limited to one hearing aid per ear every 24 months.                                       |
|   | Hospice service           | 10% <u>coinsurance</u> after <u>deductible</u> | Not Covered                                   | -----None-----  |
| <b>If your child needs dental or eye care</b>                         | Eye exam                  | Not Covered                                    | Not Covered                                   | -----None-----  |
|   | Glasses                   | Not Covered                                    | Not Covered                                   | -----None-----  |
|   | Dental check-up           | Not Covered                                    | Not Covered                                   | -----None-----  |

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## Excluded Services & Other Covered Services:

| Services Your Plan Does NOT Cover (This isn't a complete list. Check your policy or plan document for other <u>excluded services</u> .) |  |   |
|---|--|---|
| • Cosmetic surgery  | • Private -duty nursing                              | • Routine eye care (Adult)                |
| • Dental care (Adult/Child)   | • Routine foot care                                  | • Services not deemed medically necessary |
| • Long-term care  | • Non-emergency care when traveling outside the U.S. | • Weight loss programs                    |

| Other Covered Services (This isn't a complete list. Check your policy or plan document for other covered services and your costs for these services.) |                     |   |
|---|---------------------|---|
| • Acupuncture   | • Chiropractic care | • Infertility (diagnosis of underlying condition) |
| • Bariatric surgery   | • Hearing aids      |   |

## Your Rights to Continue Coverage:

If you lose coverage under the plan, then, depending upon the circumstances, Federal and State laws may provide protections that allow you to keep health coverage. Any such rights may be limited in duration and will require you to pay a **premium**, which may be significantly higher than the premium you pay while covered under the plan. Other limitations on your rights to continue coverage may also apply.

For more information on your rights to continue coverage, contact the plan at **1-800-894-5565**. You may also contact your state insurance department, the U.S. Department of Labor, Employee Benefits Security Administration at 1-866-444-3272 or [www.dol.gov/ebsa](http://www.dol.gov/ebsa), or the U.S. Department of Health and Human Services at 1-877-267-2323 X 61565 or [www.cciio.cms.gov](http://www.cciio.cms.gov).

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## Your Grievance and Appeals Rights:

If you have a complaint or are dissatisfied with a denial of coverage for claims under your plan, you may be able to appeal or file a grievance. For questions about your rights, this notice, or assistance, you can contact: 1-800-873-3605 or the Department of Labor's Employee Benefits Security Administration at 1-866-444-EBSA (3272) or [www.dol.gov/ebsa/healthreform](http://www.dol.gov/ebsa/healthreform). Additionally, a consumer assistance program can help you file your appeal. Contact California Department of Managed Health Care Help at [helpline@dmhc.ca.gov](mailto:helpline@dmhc.ca.gov) or visit <http://www.healthhelp.ca.gov>.

## Does this Coverage Provide Minimum Essential Coverage?

The Affordable Care Act requires most people to have health care coverage that qualifies as "minimum essential coverage." **This plan or policy does provide minimum essential coverage.**

## Does this Coverage Meet the Minimum Value Standard?

The Affordable Care Act establishes a minimum value standard of benefits of a health plan. The minimum value standard is 60% (actuarial value). **This health coverage does meet the minimum value standard for the benefits it provides.**

## Language Access Services:

Spanish (Español): Para obtener asistencia en Español, llame al 1-866-346-7198.

Tagalog (Tagalog): Kung kailangan ninyo ang tulong sa Tagalog tumawag sa 1-866-346-7198.

Chinese (中文): 如果需要中文的帮助, 请拨打这个号码 1-866-346-7198.

Navajo (Dine): Dinek'ehgo shika at'ohwol ninisingo, kwijigo holne' 1-866-346-7198.

—————*To see examples of how this plan might cover costs for a sample medical situation, see the next page.*—————

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## About these Coverage Examples:

These examples show how this plan might cover medical care in given situations. Use these examples to see, in general, how much financial protection a sample patient might get if they are covered under different plans.



**This is not a cost estimator.**

Don't use these examples to estimate your actual costs under this plan. The actual care you receive will be different from these examples, and the cost of that care will also be different.

See the next page for important information about these examples.

### Having a baby (normal delivery)

- **Amount owed to providers: \$7,540**
- **Plan pays \$7,370**
- **Patient pays \$170**

#### Sample care costs:

|                            |                |
|----------------------------|----------------|
| Hospital charges (mother)  | \$2,700        |
| Routine obstetric care     | \$2,100        |
| Hospital charges (baby)    | \$900          |
| Anesthesia                 | \$900          |
| Laboratory tests           | \$500          |
| Prescriptions              | \$200          |
| Radiology                  | \$200          |
| Vaccines, other preventive | \$40           |
| <b>Total</b>               | <b>\$7,540</b> |

#### Patient pays:

|                      |              |
|----------------------|--------------|
| Deductibles          | \$0          |
| Copays               | \$20         |
| Coinsurance          | \$0          |
| Limits or exclusions | \$150        |
| <b>Total</b>         | <b>\$170</b> |

### Managing type 2 diabetes (routine maintenance of a well-controlled condition)

- **Amount owed to providers: \$5,400**
- **Plan pays \$4,590**
- **Patient pays \$810**

#### Sample care costs:

|                                |                |
|--------------------------------|----------------|
| Prescriptions                  | \$2,900        |
| Medical Equipment and Supplies | \$1,300        |
| Office Visits and Procedures   | \$700          |
| Education                      | \$300          |
| Laboratory tests               | \$100          |
| Vaccines, other preventive     | \$100          |
| <b>Total</b>                   | <b>\$5,400</b> |

#### Patient pays:

|                      |              |
|----------------------|--------------|
| Deductibles          | \$0          |
| Copays               | \$600        |
| Coinsurance          | \$130        |
| Limits or exclusions | \$80         |
| <b>Total</b>         | <b>\$810</b> |

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## Questions and answers about the Coverage Examples:

### What are some of the assumptions behind the Coverage Examples?

- Costs don't include **premiums**.
- Sample care costs are based on national averages supplied by the U.S. Department of Health and Human Services, and aren't specific to a particular geographic area or health plan.
- The patient's condition was not an excluded or preexisting condition.
- All services and treatments started and ended in the same coverage period.
- There are no other medical expenses for any member covered under this plan.
- Out-of-pocket expenses are based only on treating the condition in the example.
- The patient received all care from in-network **providers**. If the patient had received care from out-of-network **providers**, costs would have been higher.
- Plan and patient payments are based on a single-party.

### What does a Coverage Example show?

For each treatment situation, the Coverage Example helps you see how **deductibles**, **copayments**, and **coinsurance** can add up. It also helps you see what expenses might be left up to you to pay because the service or treatment isn't covered or payment is limited.

### Does the Coverage Example predict my own care needs?

- ✗ **No.** Treatments shown are just examples. The care you would receive for this condition could be different based on your doctor's advice, your age, how serious your condition is, and many other factors.

### Does the Coverage Example predict my future expenses?

- ✗ **No.** Coverage Examples are **not** cost estimators. You can't use the examples to estimate costs for an actual condition. They are for comparative purposes only. Your own costs will be different depending on the care you receive, the prices your **providers** charge, and the reimbursement your health plan allows.

### Can I use Coverage Examples to compare plans?

- ✓ **Yes.** When you look at the Summary of Benefits and Coverage for other plans, you'll find the same Coverage Examples. When you compare plans, check the "Patient Pays" box in each example. The smaller that number, the more coverage the plan provides.

### Are there other costs I should consider when comparing plans?

- ✓ **Yes.** An important cost is the **premium** you pay. Generally, the lower your **premium**, the more you'll pay in out-of-pocket costs, such as **copayments**, **deductibles**, and **coinsurance**. You should also consider contributions to accounts such as health savings accounts (HSAs), flexible spending arrangements (FSAs) or health reimbursement accounts (HRAs) that help you pay out-of-pocket expenses.

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