

# Highlights of your Health Care Coverage

Effective Date: 01/01/2021

Any deductibles, copays, and coinsurance percentages shown are amounts for which you're responsible.  
 Medical Benefits apply after the calendar-year deductible is met unless otherwise noted, or if the cost share is a copay.

<b>MEDICAL PLAN</b>		
<b>BALANCE 500 PLATINUM</b>		
	<b>HERITAGE SIGNATURE AND DENTAL CHOICE IN-NETWORK</b>	<b>OUT-OF-NETWORK</b>
<b>Deductible</b> (In-network only - Family embedded deductible 2X Individual)	\$500	\$1,000
<b>Coinsurance</b>	15%	50%
<b>Out of Pocket Maximum (includes deductible, copays, coinsurance and pharmacy)</b> (Family embedded OOP max 2X Individual)	\$5,000	Unlimited
<b>Office Visit Cost Share</b>	\$10 Copay designated PCP, applies to the \$5,000 Out of Pocket Maximum; \$35 Copay Specialist and non designated PCP, applies to the \$5,000 Out of Pocket Maximum	\$1,000 Deductible, then 50% Coinsurance, applies to Unlimited Out of Pocket Maximum
<b>Annual Maximum</b>	Unlimited	Unlimited
<b>1 Ambulatory Patient Services</b>		
<b>Professional Office Visit (Includes Telemedicine)</b>	\$10 Copay designated PCP, applies to the \$5,000 Out of Pocket Maximum; \$35 Copay Specialist and non designated PCP, applies to the \$5,000 Out of Pocket Maximum	\$1,000 Deductible, then 50% Coinsurance, applies to Unlimited Out of Pocket Maximum
<b>Virtual Care (Designated Provider)</b>	\$5 Copay, applies to the \$5,000 Out of Pocket Maximum	Not Covered
<b>Urgent Care Office Visits</b>	\$35 Copay Specialist and non designated PCP, applies to the \$5,000 Out of Pocket Maximum	\$1,000 Deductible, then 50% Coinsurance, applies to Unlimited Out of Pocket Maximum

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<b>Outpatient Professional Services</b>	\$500 Deductible, then 15% Coinsurance, applies to the \$5,000 Out of Pocket Maximum	\$1,000 Deductible, then 50% Coinsurance, applies to the Unlimited Out of Pocket Maximum
<b>Contraceptive Management Services</b> (Unlimited)	Covered In Full	\$1,000 Deductible, then 50% Coinsurance, applies to Unlimited Out of Pocket Maximum
<b>2 Emergency and Transportation Services</b>		
<b>Emergency Room - facility</b>	\$100 Copay then \$500 Deductible and 15% Coinsurance, applies to \$5,000 Out of Pocket Maximum	\$100 Copay then \$500 Deductible and 15% Coinsurance, applies to \$5,000 Out of Pocket Maximum
<b>Ambulance Service - ground</b> (Unlimited)	\$500 Deductible, then 15% Coinsurance, applies to \$5,000 Out of Pocket Maximum	\$500 Deductible, then 15% Coinsurance, applies to \$5,000 Out of Pocket Maximum
<b>Ambulance Service - air</b> (Unlimited)	\$500 Deductible, then 15% Coinsurance, applies to \$5,000 Out of Pocket Maximum	\$500 Deductible, then 15% Coinsurance, applies to \$5,000 Out of Pocket Maximum
<b>3 Hospitalization</b>		
<b>Inpatient Medical and Surgical Room and Board</b> (Unlimited)	\$500 Deductible, then 15% Coinsurance, applies to \$5,000 Out of Pocket Maximum	\$1,000 Deductible, then 50% Coinsurance, applies to Unlimited Out of Pocket Maximum
<b>Skilled Nursing Facility</b> (60 days PCY; includes room and board, and facility billed professional and ancillary fees)	\$500 Deductible, then 15% Coinsurance, applies to \$5,000 Out of Pocket Maximum	\$1,000 Deductible, then 50% Coinsurance, applies to Unlimited Out of Pocket Maximum
<b>Hospice Inpatient Facility</b> (Unlimited)	\$500 Deductible, then 15% Coinsurance, applies to \$5,000 Out of Pocket Maximum	\$1,000 Deductible, then 50% Coinsurance, applies to Unlimited Out of Pocket Maximum
<b>Inpatient Professional Services</b>	\$500 Deductible, then 15% Coinsurance, applies to the \$5,000 Out of Pocket Maximum	\$1,000 Deductible, then 50% Coinsurance, applies to the Unlimited Out of Pocket Maximum
<b>Organ Transplants</b> (Unlimited; \$5,000 travel and lodging limits)	Covered as any other service	Not Covered
<b>4 Maternity &amp; Newborn Care</b>		
<b>Prenatal, Delivery, Postnatal</b> (Coverage for subscriber, spouse, dependent)	\$500 Deductible, then 15% Coinsurance, applies to \$5,000 Out of Pocket Maximum	\$1,000 Deductible, then 50% Coinsurance, applies to Unlimited Out of Pocket Maximum
<b>5 Mental Health &amp; Substance Use Disorder Services, including Behavioral Health Treatment</b>		
<b>Chemical Dependency Office Visit</b> (Unlimited)	\$35 Copay Specialist and non designated PCP, applies to the \$5,000 Out of Pocket Maximum	\$1,000 Deductible, then 50% Coinsurance, applies to Unlimited Out of Pocket Maximum
<b>Chemical Dependency Outpatient Facility</b> (Unlimited)	Waive Deductible, then 15% Coinsurance, applies to \$5,000 Out of Pocket Maximum	\$1,000 Deductible, then 50% Coinsurance, applies to Unlimited Out of Pocket Maximum
<b>Chemical Dependency Inpatient Facility</b> (Unlimited)	\$500 Deductible, then 15% Coinsurance, applies to \$5,000 Out of Pocket Maximum	\$1,000 Deductible, then 50% Coinsurance, applies to Unlimited Out of Pocket Maximum

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	<b>HERITAGE SIGNATURE AND DENTAL CHOICE IN-NETWORK</b>	<b>OUT-OF-NETWORK</b>
<b>Mental Health Office Visit</b> (Unlimited)	\$35 Copay Specialist and non designated PCP, applies to the \$5,000 Out of Pocket Maximum	\$1,000 Deductible, then 50% Coinsurance, applies to Unlimited Out of Pocket Maximum
<b>Mental Health Outpatient Facility</b> (Unlimited)	Waive Deductible, then 15% Coinsurance, applies to \$5,000 Out of Pocket Maximum	\$1,000 Deductible, then 50% Coinsurance, applies to Unlimited Out of Pocket Maximum
<b>Mental Health Inpatient Facility</b> (Unlimited)	\$500 Deductible, then 15% Coinsurance, applies to \$5,000 Out of Pocket Maximum	\$1,000 Deductible, then 50% Coinsurance, applies to Unlimited Out of Pocket Maximum
<b>6 Prescription Drug</b>		
<b>Drug List</b>	M4 Tier 1 = preferred generic Tier 2 = preferred brand Tier 3 = non-preferred generic and brand Tier 4 = specialty	Not Covered
<b>Retail (preferred generic/preferred brand/non-preferred)</b> (Retail & Specialty drugs 30 day Supply/Mail Order 90 day and Specialty 30 day supply)	Waive Deductible, then \$10/ Waive Deductible, then \$30/ Waive Deductible, then \$70; all cost shares apply to the \$5,000 Out of Pocket Maximum	Not Covered
<b>Mail Order (preferred generic/preferred brand/non-preferred)</b> (Retail & Specialty drugs 30 day Supply/Mail Order 90 day and Specialty 30 day supply)	Waive Deductible, then \$30/ Waive Deductible, then \$90/ Waive Deductible, then \$210; all cost shares apply to the \$5,000 Out of Pocket Maximum	Not Covered
<b>Specialty Rx</b> (Retail & Specialty drugs 30 day Supply/Mail Order 90 day and Specialty 30 day supply)	\$500 Deductible, then 25% Coinsurance, applies to \$5,000 Out of Pocket Maximum	Not Covered
<b>7 Rehabilitative &amp; Habilitative Services &amp; Devices</b>		
<b>Inpatient Rehabilitation</b> (30 days PCY combined limit for inpatient services)	\$500 Deductible, then 15% Coinsurance, applies to \$5,000 Out of Pocket Maximum	\$1,000 Deductible, then 50% Coinsurance, applies to Unlimited Out of Pocket Maximum
<b>Inpatient Habilitation</b> (30 days PCY combined limit for inpatient services)	\$500 Deductible, then 15% Coinsurance, applies to \$5,000 Out of Pocket Maximum	\$1,000 Deductible, then 50% Coinsurance, applies to Unlimited Out of Pocket Maximum
<b>Rehab Outpatient Professional - physical, speech, occupational therapy</b> (25 visits PCY combined limit for outpatient services)	\$35 Copay Specialist and non designated PCP, applies to the \$5,000 Out of Pocket Maximum	\$1,000 Deductible, then 50% Coinsurance, applies to Unlimited Out of Pocket Maximum
<b>Habilitation Outpatient Professional - physical, speech, occupational therapy</b> (25 visits PCY combined limit for outpatient services)	\$35 Copay Specialist and non designated PCP, applies to the \$5,000 Out of Pocket Maximum	\$1,000 Deductible, then 50% Coinsurance, applies to Unlimited Out of Pocket Maximum
<b>Massage Therapy</b> (Applies to rehab)	\$35 Copay Specialist and non designated PCP, applies to the \$5,000 Out of Pocket Maximum	\$1,000 Deductible, then 50% Coinsurance, applies to Unlimited Out of Pocket Maximum

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<b>Durable Medical Equipment</b> (Unlimited)	\$500 Deductible, then 15% Coinsurance, applies to \$5,000 Out of Pocket Maximum	\$1,000 Deductible, then 50% Coinsurance, applies to Unlimited Out of Pocket Maximum
<b>8 Laboratory/Imaging Services</b>		
<b>Pathology</b>	Waive Deductible, then 15% Coinsurance, applies to \$5,000 Out of Pocket Maximum	\$1,000 Deductible, then 50% Coinsurance, applies to Unlimited Out of Pocket Maximum
<b>Imaging - basic</b>	Waive Deductible, then 15% Coinsurance, applies to \$5,000 Out of Pocket Maximum	\$1,000 Deductible, then 50% Coinsurance, applies to Unlimited Out of Pocket Maximum
<b>Imaging - major (MRI, CT, PET)</b>	\$500 Deductible, then 15% Coinsurance, applies to \$5,000 Out of Pocket Maximum	\$1,000 Deductible, then 50% Coinsurance, applies to Unlimited Out of Pocket Maximum
<b>Diagnostic Mammography</b>	Waive Deductible, then 15% Coinsurance, applies to \$5,000 Out of Pocket Maximum	\$1,000 Deductible, then 50% Coinsurance, applies to Unlimited Out of Pocket Maximum
<b>9 Preventive/Wellness Services &amp; Chronic Disease Management</b>		
<b>Preventive Office Visit</b> (Unlimited, subject to standard medical guidelines)	Covered In Full	Not Covered
<b>Immunizations</b> (Unlimited, subject to standard medical guidelines)	Covered In Full	Not Covered
<b>Preventive Laboratory Screens</b>	Covered In Full	\$1,000 Deductible, then 50% Coinsurance, applies to Unlimited Out of Pocket Maximum
<b>Preventive Imaging</b>	Covered In Full	\$1,000 Deductible, then 50% Coinsurance, applies to Unlimited Out of Pocket Maximum
<b>Preventive Routine Mammography</b>	Covered In Full	\$1,000 Deductible, then 50% Coinsurance, applies to Unlimited Out of Pocket Maximum
<b>10 Pediatric Services, including Oral &amp; Vision Care</b>		
<b>Pediatric Vision Exam</b> (1 PCY Under age 19)	\$35 Copay Specialist and non designated PCP, applies to the \$5,000 Out of Pocket Maximum	\$35 Copay Specialist and non designated PCP, applies to the \$5,000 Out of Pocket Maximum
<b>Pediatric Eyewear</b> (Under age 19: One pair of glasses PCY (frames & lenses). 12 month supply of contacts PCY, in lieu of glasses (frames & lenses).)	Covered In Full	Covered In Full
<b>Pediatric Dental (preventive)</b>	Covered In Full	Medical \$1,000 Deductible, then 30% Coinsurance, applies to Unlimited Out of Pocket Maximum
<b>Pediatric Dental (basic)</b>	Waive Medical Deductible, then 20% Coinsurance, applies to \$5,000 Out of Pocket Maximum	Medical \$1,000 Deductible, then 40% Coinsurance, applies to Unlimited Out of Pocket Maximum
<b>Pediatric Dental (major)</b>	Medical \$500 Deductible, then 50% Coinsurance, applies to \$5,000 Out of Pocket Maximum	Medical \$1,000 Deductible, then 50% Coinsurance, applies to Unlimited Out of Pocket Maximum
<b>Routine Hearing</b>		

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<b>Routine Hearing Exam</b> (1 every 2 calendar years)	\$35 Copay	\$35 Copay
<b>Routine Hearing Aids and Hardware</b> (\$1000 every 3 calendar years)	Covered In Full	Covered In Full
<b>Alternative Care</b>		
<b>Chiropractic</b> (10 visits PCY)	\$10 Copay, applies to the \$5,000 Out of Pocket Maximum	\$1,000 Deductible, then 50% Coinsurance, applies to Unlimited Out of Pocket Maximum
<b>Acupuncture</b> (12 visits PCY)	\$10 Copay, applies to the \$5,000 Out of Pocket Maximum	\$1,000 Deductible, then 50% Coinsurance, applies to Unlimited Out of Pocket Maximum
<b>Naturopath</b> (Unlimited)	\$10 Copay designated PCP, applies to the \$5,000 Out of Pocket Maximum; \$35 Copay Specialist and non designated PCP, applies to the \$5,000 Out of Pocket Maximum	\$1,000 Deductible, then 50% Coinsurance, applies to Unlimited Out of Pocket Maximum
<b>Premera Designated Centers of Excellence</b>		
<b>Centers of Excellence Packaged Services</b> (Eligible Services Include: Total Joint Replacement (Knee & Hip Replacement))	Designated Provider: Covered in Full; Non-Designated Provider: Not Covered	Not Covered
<b>Travel and Care Coordination</b> (Limited to IRS Guidelines)	Covered In Full	Not Covered

Prior Authorization is required for many services to be covered. For more information please refer to your benefit booklet.

PCY = Per Calendar Year. Balance billing may apply if a provider is not contracted with Premera Blue cross. Members are responsible for amounts in excess of the allowable charge.

*This is not a complete explanation of covered services, exclusions, limitations, reductions or the terms under which the program may be continued in force. This benefit highlight is not a contract. For full coverage provisions, including a description of waiting periods, limitations and exclusions please contact Customer Service.*

**Discrimination is Against the Law**

Premera Blue Cross (Premera) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Premera does not exclude people or treat them differently because of race, color, national origin, age, disability, sex, gender identity, or sexual orientation. Premera provides free aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters and written information in other formats (large print, audio, accessible electronic formats, other formats). Premera provides free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages. If you need these services, contact the Civil Rights Coordinator. If you believe that Premera 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: Civil Rights Coordinator — Complaints and Appeals, PO Box 91102, Seattle, WA 98111, Toll free: 855-332-4535, Fax: 425-918-5592, TTY: 711, Email [AppealsDepartmentInquiries@Premera.com](mailto:AppealsDepartmentInquiries@Premera.com). You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the 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 Ave SW, Room 509F, HHH Building, Washington, D.C. 20201, 1-800-368-1019, 800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

**Language Assistance**

**ATENCIÓN:** si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 800-722-1471 (TTY: 711).

**注意:** 如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 800-722-1471 (TTY: 711)。

**CHÚ Ý:** Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 800-722-1471 (TTY: 711).

**주의:** 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 800-722-1471 (TTY: 711) 번으로 전화해 주십시오.

**ВНИМАНИЕ:** Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 800-722-1471 (телетайп: 711).

**PAUNAWA:** Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 800-722-1471 (TTY: 711).

**УВАГА!** Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 800-722-1471 (телетайп: 711).

**ប្រយ័ត្ន:** បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតល្អល

គឺអាចមានសំរាប់បំរើអ្នក។ ចូរ ទូរស័ព្ទ 800-722-1471 (TTY: 711)។

**注意事項:** 日本語を話される場合、無料の言語支援をご利用いただけます。800-722-1471 (TTY:711) まで、お電話にてご連絡ください。

**ማስታወሻ:** የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች በነጻ ሊያግዝዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ 800-722-1471 (መስማት ለተሳናቸው: 711)።

**XIYYEEFFANNA:** Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 800-722-1471 (TTY: 711). *ملحوظة:* إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 800-722-1471 (رقم هاتف الصم والبكم: 711).

**ਧਿਆਨ ਦਿਓ:** ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। 800-722-1471 (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ।

**ACHTUNG:** Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 800-722-1471 (TTY: 711).

**ໂປດອຸບ:** ຖ້າວ່າທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສຍຄ່າ, ແມ່ນມີສ່ວນໃຫ້ທ່ານ. ໂທ 800-722-1471 (TTY: 711).

**ATANSYON:** Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 800-722-1471 (TTY: 711).

**ATTENTION:** Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 800-722-1471 (ATS : 711).

**UWAGA:** Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 800-722-1471 (TTY: 711).

**ATENÇÃO:** Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 800-722-1471 (TTY: 711).

**ATTENZIONE:** In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 800-722-1471 (TTY: 711).

**توجه:** اگر بہ زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 800-722-1471 (TTY: 711) تماس بگیرید.