blue of california

**Coverage Period: Beginning On or After 1/1/2024**

**PRISM/County of San Luis Obispo Blue Shield EPO Plan** **Coverage for: Individual + Family | Plan Type: EPO**

**The Summary of Benefits and Coverage (SBC) document will help you choose a health plan. The SBC shows you how you and the plan would share the cost for covered health care services. NOTE: Information about the cost of this plan (called the premium) 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 myoptions.blueshieldca.com/prism or call **1-866-406-1275**. For general definitions of common terms, such as allowed amount, balance billing, coinsurance, copayment, deductible, provider, or other underlined terms see the Glossary. You can view the Glossary at healthcare.gov/sbc-glossary or call **1-866-444-3272** to request a copy.

| Important Questions | Answers | Why This Matters: |
|---|---|---|
| **What is the overall deductible?** | **$250** per individual / **$750** per family for participating providers. | Generally, you must pay all of the costs from providers up to the deductible amount before this plan begins to pay. If you have other family members on the plan each family member must meet their own individual deductible until the total amount of deductible expenses paid by all family members meets the overall family deductible. |
| **Are there services covered before you meet your deductible?** | Yes. Preventive care and services listed in your complete terms of coverage. | This plan covers some items and services even if you haven't yet met the deductible amount. But a copayment or coinsurance may apply. For example, this plan covers certain preventive services without cost-sharing and before you meet your deductible. See a list of covered preventive services at healthcare.gov/coverage/preventive-care-benefits. |
| **Are there other deductibles for specific services?** | No. | You don't have to meet deductibles for specific services. |
| **What is the out-of-pocket limit for this plan?** | **$1,500** per individual / **$3,000** per family for participating providers. | The out-of-pocket limit is the most you could pay in a year for covered services. If you have other family members in this plan, they have to meet their own out-of-pocket limits until the overall family out-of-pocket limit has been met. |
| **What is not included in the out-of-pocket limit?** | Copayments for certain services, premiums, balance-billing charges, and health care this plan doesn't cover. | Even though you pay these expenses, they don't count toward the out-of-pocket limit. |
| **Will you pay less if you use a network provider?** | Yes. See blueshieldca.com/fad or call **1-866-406-1275** for a list of network providers. | This plan uses a provider network. You will pay less if you use a provider in the plan's network. You will pay the most if you use an out-of-network provider, and you might receive a bill from a provider for the difference between the provider's charge and what your plan pays (balance billing). Be aware, your network provider might use an out-of-network provider for some services (such as lab work). Check with your provider 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 **copayment** and **coinsurance** costs shown in this chart are after your **deductible** has been met, if a **deductible** applies.

| Common Medical Event | Services You May Need | What You Will Pay | | Limitations, Exceptions, & Other Important Information |
|---|---|---|---|---|
| | | Participating Provider (You will pay the least) | Non-Participating Provider (You will pay the most) | |
| **If you visit a health care provider's office or clinic** | Primary care visit to treat an injury or illness | $25/visit; deductible does not apply | Not Covered | ----------None---------- |
| | Specialist visit | $25/visit; deductible does not apply | Not Covered | |
| | Preventive care/screening /immunization | No Charge; deductible does not apply | Not Covered | You may have to pay for services that aren't preventive. Ask your provider if the services needed are preventive. Then check what your plan will pay for. |
| **If you have a test** | Diagnostic test (x-ray, blood work) | *Lab & Path*: $25/visit; deductible does not apply<br>*X-Ray & Imaging*: $25/visit; deductible does not apply<br>*Other Diagnostic Examination*: $25/visit; deductible does not apply | *Lab & Path*: Not Covered<br>*X-Ray & Imaging*: Not Covered<br>*Other Diagnostic Examination*: Not Covered | The services listed are at a freestanding location. |
| | Imaging (CT/PET scans, MRIs) | *Outpatient Radiology Center*: $25/visit; deductible does not apply<br>*Outpatient Hospital*: $25/visit; deductible does not apply | *Outpatient Radiology Center*: Not Covered<br>*Outpatient Hospital*: Not Covered | Preauthorization is required. Failure to obtain preauthorization may result in non-payment of benefits. |
| **If you need drugs to treat your illness or condition** | Tier 1 | *Retail*: Not Covered<br>*Mail Service*: Not Covered | *Retail*: Not Covered<br>*Mail Service*: Not Covered | Your Prescription Drug Coverage is covered by Express Scripts. For more information, please call 1-800-711-0917. |
| | Tier 2 | *Retail*: Not Covered<br>*Mail Service*: Not Covered | *Retail*: Not Covered<br>*Mail Service*: Not Covered | |
| | Tier 3 | *Retail*: Not Covered<br>*Mail Service*: Not Covered | *Retail*: Not Covered<br>*Mail Service*: Not Covered | |
| | Tier 4 | *Retail and Network Specialty Pharmacies*: Not Covered<br>*Mail Service*: Not Covered | *Retail*: Not Covered<br>*Mail Service*: Not Covered | |
| **If you have outpatient surgery** | Facility fee (e.g., ambulatory surgery center) | *Ambulatory Surgery Center*: No Charge<br>*Outpatient Hospital*: No Charge | *Ambulatory Surgery Center*: Not Covered<br>*Outpatient Hospital*: Not Covered | ----------None---------- |
| | Physician/surgeon fees | No Charge | Not Covered | |

*** For more information about limitations and exceptions, see the plan or policy document at myoptions.blueshieldca.com/prism.**

| Common Medical Event | Services You May Need | What You Will Pay | | Limitations, Exceptions, & Other Important Information |
|---|---|---|---|---|
| | | Participating Provider (You will pay the least) | Non-Participating Provider (You will pay the most) | |
| **If you need immediate medical attention** | Emergency room care | *Facility Fee*: $150/visit; deductible does not apply<br>*Physician Fee*: No Charge | *Facility Fee*: $150/visit; deductible does not apply<br>*Physician Fee*: No Charge | ----------None---------- |
| | Emergency medical transportation | No Charge | No Charge | This payment is for emergency or authorized transport. |
| | Urgent care | $25/visit; deductible does not apply | Not Covered | ----------None---------- |
| **If you have a hospital stay** | Facility fee (e.g., hospital room) | $250/admission; deductible does not apply | Not Covered | Preauthorization is required. Failure to obtain preauthorization may result in non-payment of benefits. |
| | Physician/surgeon fees | No Charge | Not Covered | ----------None---------- |
| **If you need mental health, behavioral health, or substance abuse services** | Outpatient services | *Office Visit*: $25/visit; deductible does not apply<br>*Other Outpatient Services*: No Charge<br>*Partial Hospitalization*: No Charge<br>*Psychological Testing*: No Charge | *Office Visit*: Not Covered<br>*Other Outpatient Services*: Not Covered<br>*Partial Hospitalization*: Not Covered<br>*Psychological Testing*: Not Covered | Preauthorization is required except for office visits and office-based opioid treatment. Failure to obtain preauthorization may result in non-payment of benefits. |
| | Inpatient services | *Physician Inpatient Services*: No Charge<br>*Hospital Services*: $250/admission; deductible does not apply<br>*Residential Care*: $250/admission; deductible does not apply | *Physician Inpatient Services:* Not Covered<br>*Hospital Services:* Not Covered<br>*Residential Care:* Not Covered | Preauthorization is required. Failure to obtain preauthorization may result in non-payment of benefits. |
| **If you are pregnant** | Office visits | No Charge | Not Covered | ----------None---------- |
| | Childbirth/delivery professional services | No Charge | Not Covered | |
| | Childbirth/delivery facility services | $250/admission; deductible does not apply | Not Covered | |
| **If you need help recovering or have other special health** | Home health care | No Charge | Not Covered | Preauthorization is required. Failure to obtain preauthorization may result in non-payment of benefits. |

*** For more information about limitations and exceptions, see the plan or policy document at myoptions.blueshieldca.com/prism.**

| Common Medical Event | Services You May Need | What You Will Pay | | Limitations, Exceptions, & Other Important Information |
|---|---|---|---|---|
| | | Participating Provider (You will pay the least) | Non-Participating Provider (You will pay the most) | |
| **needs** | Rehabilitation services | *Office Visit*: $25/visit; deductible does not apply *Outpatient Hospital*: $25/visit; deductible does not apply | *Office Visit*: Not Covered *Outpatient Hospital*: Not Covered | ----------None---------- |
| | Habilitation services | *Office Visit*: $25/visit; deductible does not apply *Outpatient Hospital*: $25/visit; deductible does not apply | *Office Visit*: Not Covered *Outpatient Hospital*: Not Covered | |
| | Skilled nursing care | *Freestanding SNF*: No Charge *Hospital-based SNF*: No Charge | *Freestanding SNF*: Not Covered *Hospital-based SNF*: Not Covered | Preauthorization is required. Failure to obtain preauthorization may result in non-payment of benefits. Coverage limited to 100 days per member per benefit period. |
| | Durable medical equipment | 20% coinsurance | Not Covered | Preauthorization is required. Failure to obtain preauthorization may result in non-payment of benefits. |
| | Hospice services | No Charge | Not Covered | Preauthorization is required except for pre-hospice consultation. Failure to obtain preauthorization may result in non-payment of benefits. |
| **If your child needs dental or eye care** | Children's eye exam | Not Covered | Not Covered | ----------None---------- |
| | Children's glasses | Not Covered | Not Covered | |
| | Children's dental check-up | Not Covered | Not Covered | |

**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.)**

- Cosmetic surgery
- Dental care (Adult)
- Infertility Treatment
- Long-term care
- Non-emergency care when traveling outside the U.S.
- Private-duty nursing
- Routine eye care (Adult)
- 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.)**

- Acupuncture
- Bariatric surgery
- Chiropractic Care
- Hearing Aids

**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: Department of Health and Human Services, Center for Consumer Information and Insurance Oversight, at 1-877-267-2323 x61565 or cciio.cms.gov. Other coverage

*** For more information about limitations and exceptions, see the plan or policy document at myoptions.blueshieldca.com/prism.**

options may be available to you too, including buying individual insurance coverage through the Health Insurance Marketplace. For more information about the Marketplace, visit HealthCare.gov or call 1-800-318-2596.

**Your Grievance and Appeals Rights:** There are agencies that can help if you have a complaint against your plan for a denial of a claim. This complaint is called a grievance or appeal. For more information about your rights, look at the explanation of benefits you will receive for that medical claim. Your plan documents also provide complete information to submit a claim, appeal, or a grievance for any reason to your plan. For more information about your rights, this notice or assistance, contact: Blue Shield Customer Service at 1-866-406-1275 or the Department of Labor's Employee Benefits Security Administration at **1-866-444-EBSA (3272)** or dol.gov/ebsa/healthreform.

**Does this plan provide Minimum Essential Coverage? Yes**

Minimum Essential Coverage generally includes plans, health insurance available through the Marketplace or other individual market policies, Medicare, Medicaid, CHIP, TRICARE, and certain other coverage. If you are eligible for certain types of Minimum Essential Coverage, you may not be eligible for the premium tax credit.

**Does this plan meet the 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 the Marketplace.

*** For more information about limitations and exceptions, see the plan or policy document at myoptions.blueshieldca.com/prism.**

## Language Access Services:

English: For assistance in English at no cost, call 1-866-346-7198.

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

Tagalog (Tagalog): Kung kailanganninyo ang libreng tulongsa Tagalog tumawag sa 1-866-346-7198.

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

Navajo (Dine): Diné k'ehjí doo bąąh ílínígó shíka' at'oowoł nínízingo, kwiji' hodíílnih 1-866-346-7198.

Vietnamese (Tiếng Việt): Để được hỗ trợ miễn phí tiếng Việt, vui lòng gọi đến số 1-866-346-7198.

Korean (한국어): 한국어도움이필요하시면, 1-866-346-7198 무료전화 로전화하십시오.

Armenian (Հայերեն): Հայերեն լեզվով անվճար օգնություն ստանալու համար խնդրում ենք զանգահարել 1-866-346-7198.

Russian (Русский): если нужна бесплатная помощь на русском языке, то позвоните 1-866-346-7198.

Japanese (日本語): 日本語支援が必要な場合1-866-346-7198に電話をかけてください。無料で提供します。

Persian (فارسی): برای دریافت کمک رایگان زبان فارسی،لطفاً با شماره تلفن 1-866-346-7198 تماس بگیرید.

Punjabi (ਪੰਜਾਬੀ): ਪੰਜਾਬੀ ਵਿਚ ਸਹਾਇਤਾ ਲਈ ਕਿਰਪਾ ਕਰਕੇ 1-866-346-7198 'ਤੇ ਕਾੱਲ ਕਰੋ।

Khmer (ភាសាខ្មែរ)៖ សូមជំនួយភាសាអង់គ្លេសដោយឥតគិតថ្លៃ សូមទាក់ទងមកលេខ 1-866-346-7198។

Arabic (العربية): لحصول على المساعدة في اللغة العربية مجانا، تفضل باتصال على هذا الرقم: 1-866-346-7198.

Hmong (Hnoob): Xav tau kev pab dawb lub Hmoob, thov hu rau 1-866-346-7198.

Hindi (हिन्दी): हिन्दी में बिना खर्च के सहायता के लिए, 1-866-346-7198 पर कॉल करें।

Thai (ไทย): สำหรับความช่วยเหลือเป็นภาษาไทยโดยไม่มีค่าใช้จ่ายโปรดโทร 1-866-346-7198

Laotian (ພາສາລາວ): ສໍາລັບການຊ່ວຍເຫຼືອເປັນພາສາລາວແບບບໍ່ເສຍຄ່າ, ກະລຸນາໂທ1-866-346-7198.

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

**PRA Disclosure Statement**

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is **0938-1146**. The time required to complete this information collection is estimated to average **0.08** hours per response, including the time to review instructions, search existing data resources, gather the data needed, and complete and review the information collection. If you have comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to: CMS, 7500 Security Boulevard, Attn: PRA Reports Clearance Officer, Mail Stop C4-26-05, Baltimore, Maryland 21244-1850.

*** For more information about limitations and exceptions, see the plan or policy document at myoptions.blueshieldca.com/prism.**

## About these Coverage Examples:

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

### Peg is Having a Baby
(9 months of participating pre-natal care and a hospital delivery)

- **The plan's overall deductible** **$250**
- **Specialist copayment** **$25**
- **Hospital (facility) copayment** **$250**
- **Other copayment** **$25**

**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** | **$12,700** |
|---|---|

**In this example, Peg would pay:**

| *Cost Sharing* | |
|---|---|
| Deductibles | $250 |
| Copayments | $700 |
| Coinsurance | $0 |
| *What isn't covered* | |
| Limits or exclusions | $70 |
| **The total Peg would pay is** | **$1,020** |

### Managing Joe's Type 2 Diabetes
(a year of routine participating care of a well-controlled condition)

- **The plan's overall deductible** **$250**
- **Specialist copayment** **$25**
- **Hospital (facility) copayment** **$250**
- **Other copayment** **$25**

**This EXAMPLE event includes services like:**
Primary care physician office visits (*including disease education)*
Diagnostic tests *(blood work)*
Prescription drugs
Durable medical equipment *(glucose meter)*

| **Total Example Cost** | **$5,600** |
|---|---|

**In this example, Joe would pay:**

| *Cost Sharing* | |
|---|---|
| Deductibles | $250 |
| Copayments | $400 |
| Coinsurance | $100 |
| *What isn't covered* | |
| Limits or exclusions | $3,500 |
| **The total Joe would pay is** | **$4,250** |

### Mia's Simple Fracture
(participating emergency room visit and follow up care)

- **The plan's overall deductible** **$250**
- **Specialist copayment** **$25**
- **Hospital (facility) copayment** **$250**
- **Other copayment** **$25**

**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** | **$2,800** |
|---|---|

**In this example, Mia would pay:**

| *Cost Sharing* | |
|---|---|
| Deductibles | $250 |
| Copayments | $200 |
| Coinsurance | $20 |
| *What isn't covered* | |
| Limits or exclusions | $10 |
| **The total Mia would pay is** | **$480** |

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

blue california

## NONDISCRIMINATION NOTICE

Discrimination is against the law. Blue Shield of California complies with federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. 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 (large print, audio, accessible electronic formats, other formats)
- 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: (844) 696-6070
Email: BlueShieldCivilRightsCoordinator@blueshieldca.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 Avenue, 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.**