SUMMARY OF BENEFITS

Blue Care® Elect Preferred 80 with Copayment
Student Health Plan
2019 - 2020

UMass - Lowell

Download the MyBlue Member App—Get instant and secure access to your personal health care information any time you need it. A simple tap connects you to your claims history, your ID card, financial accounts, even your doctor. Download the app from the App Store® or Google Play™.

This health plan meets Minimum Creditable Coverage Standards for Massachusetts residents that went into effect January 1, 2014, as part of the Massachusetts Health Care Reform Law.
Your Choice

Your Deductible
Your deductible is the amount of money you pay out-of-pocket each plan year before you can receive coverage for most benefits under this plan. If you are not sure when your plan year begins, contact Blue Cross Blue Shield of Massachusetts. Your deductible is $250 per member for in-network and out-of-network services combined.

When You Choose Preferred Providers
You receive the highest level of benefits under your health care plan when you obtain covered services from preferred providers. These are called your “in-network” benefits. See the charts for your cost share.

Note: If a preferred provider refers you to another provider for covered services (such as a lab or specialist), make sure the provider is a preferred provider in order to receive benefits at the in-network level. If the provider you use is not a preferred provider, you’re still covered, but your benefits, in most situations, will be covered at the out-of-network level, even if the preferred provider refers you.

How to Find a Preferred Provider
To find a preferred provider:

- Look up a provider in the Provider Directory. If you need a copy of your directory or help choosing a provider, call the Member Service number on your ID card.

- Visit the Blue Cross Blue Shield of Massachusetts website at bluecrossma.com/findadoctor

When You Choose Non-Preferred Providers
You can also obtain covered services from non-preferred providers, but your out-of-pocket costs are higher. These are called your “out-of-network” benefits. See the charts for your cost share.

Payments for out-of-network benefits are based on the Blue Cross Blue Shield allowed charge as defined in your subscriber certificate. You may be responsible for any difference between the allowed charge and the provider’s actual billed charge (this is in addition to your deductible and/or your coinsurance).

Your Out-of-Pocket Maximum
Your out-of-pocket maximum is the most that you could pay during a plan year for deductible, copayments, and coinsurance for covered services. Your out-of-pocket maximum for medical benefits is $4,000 per member (or $8,000 per family) for in-network and out-of-network services combined. Your out-of-pocket maximum for prescription drug benefits is $1,000 per member (or $2,000 per family).

Emergency Room Services
In an emergency, such as a suspected heart attack, stroke, or poisoning, you should go directly to the nearest medical facility or call 911 (or the local emergency phone number). You pay a copayment for in-network or out-of-network emergency room services. This copayment is waived if you are admitted to the hospital or for an observation stay. See the chart for your cost share.

Telehealth Services
You are covered for certain medical and behavioral health services for conditions that can be treated through video visits from an approved Telehealth provider. These Telehealth services are available by using your computer or mobile device when you prefer not to make an in-person visit for any reason to a doctor or therapist. For a list of Telehealth providers, visit the Blue Cross Blue Shield of Massachusetts website at bluecrossma.com; consult the Provider Directory; or call the Member Service number on your ID card.

Utilization Review Requirements
Certain services require pre-approval/prior authorization through Blue Cross Blue Shield of Massachusetts for you to have benefit coverage; this includes non-emergency and non-maternity hospitalization and may include certain outpatient services, therapies, procedures, and drugs. You should work with your health care provider to determine if pre-approval is required for any service your provider is suggesting. If your provider, or you, don’t get pre-approval when it’s required, your benefits will be denied, and you may be fully responsible for payment to the provider of the service. Refer to your subscriber certificate for requirements and the process you should follow for Utilization Review, including Pre-Admission Review, Pre-Service Approval, Concurrent Review and Discharge Planning, and Individual Case Management.

Dependent Benefits
This plan covers dependents until the end of the calendar month in which they turn age 26, regardless of their financial dependency, student status, or employment status. See your subscriber certificate (and riders, if any) for exact coverage details.

Pediatric Essential Dental Benefits
Your medical plan coverage includes a separate dental policy that covers pediatric essential dental benefits for members until the end of the calendar month in which they turn age 19 as required by federal law.

You must meet a plan-year deductible for certain covered dental services. Your deductible is $50 per member (no more than $150 for three or more members enrolled under the same family membership).

Your out-of-pocket maximum is the most that you could pay during a plan year for deductible and coinsurance for covered dental services. Your out-of-pocket maximum is $350 per member (no more than $700 for two or more members enrolled under the same family membership).

To find participating dental providers, visit the Blue Cross Blue Shield of Massachusetts website at bluecrossma.com/findadoctor or call the Member Service number on your ID card.
## Covered Services

### Preventive Care

Well-child care exams, including related tests, according to age-based schedule as follows:
- 10 visits during the first year of life
- Three visits during the second year of life (age 1 to age 2)
- Two visits for age 2
- One visit per calendar year age 3 and older

- **Preventive Care**
  - Your Cost In-Network: Nothing, no deductible
  - Your Cost Out-of-Network: 20% coinsurance after deductible

- **Routine adult physical exams, including related tests (one per calendar year)**
  - Your Cost In-Network: Nothing, no deductible
  - Your Cost Out-of-Network: 20% coinsurance after deductible

- **Routine GYN exams, including related lab tests (one per calendar year)**
  - Your Cost In-Network: Nothing, no deductible
  - Your Cost Out-of-Network: 20% coinsurance after deductible

- **Routine hearing exams, including routine tests**
  - Your Cost In-Network: Nothing, no deductible
  - Your Cost Out-of-Network: 20% coinsurance after deductible

- **Hearing aids (up to $2,000 per ear every 36 months for a member age 21 or younger)**
  - All charges beyond the maximum, no deductible
  - Your Cost Out-of-Network: 20% coinsurance after deductible and all charges beyond the maximum

- **Routine vision exams (one every 24 months, except one every 12 months until the end of the month a member turns age 19)**
  - Your Cost In-Network: Nothing, no deductible
  - Your Cost Out-of-Network: 20% coinsurance after deductible

- **Vision supplies (one set of prescription lenses and/or frames or contact lenses per calendar year until the end of the month a member turns age 19)**
  - 35% coinsurance after deductible
  - Your Cost Out-of-Network: 55% coinsurance after deductible

- **Family planning services–office visits**
  - Your Cost In-Network: Nothing, no deductible
  - Your Cost Out-of-Network: 20% coinsurance after deductible

### Outpatient Care

- **Emergency room visits**
  - $150 per visit, no deductible (waived if admitted or for observation stay)
  - Your Cost Out-of-Network: $150 per visit, no deductible (waived if admitted or for observation stay)

- **Office or health center visits**
  - $30 per visit, no deductible
  - Your Cost Out-of-Network: 20% coinsurance after deductible

- **Chiropractors’ office visits**
  - $30 per visit, no deductible
  - Your Cost Out-of-Network: 20% coinsurance after deductible

- **Mental health or substance abuse treatment**
  - $30 per visit, no deductible
  - Your Cost Out-of-Network: 20% coinsurance after deductible

- **Short-term rehabilitation therapy–physical and occupational (up to 100 visits for rehabilitation services and 100 visits for habilitation services per calendar year)*
  - $30 per visit, no deductible
  - Your Cost Out-of-Network: 20% coinsurance after deductible

- **Speech, hearing, and language disorder treatment–speech therapy**
  - $30 per visit, no deductible
  - Your Cost Out-of-Network: 20% coinsurance after deductible

- **Diagnostic tests**
  - Lab tests
  - X-rays
  - CT scans, MRIs, PET scans, and nuclear cardiac imaging tests
  - Your Cost In-Network: Nothing, no deductible
  - Your Cost Out-of-Network: 20% coinsurance after deductible
  - 20% coinsurance after deductible
  - 35% coinsurance after deductible
  - 20% coinsurance after deductible

- **Home health care and hospice services**
  - 20% coinsurance after deductible
  - 35% coinsurance after deductible

- **Oxygen and equipment for its administration**
  - 20% coinsurance after deductible
  - 35% coinsurance after deductible

- **Durable medical equipment–such as wheelchairs, crutches, hospital beds**
  - 20% coinsurance after deductible
  - 35% coinsurance after deductible

- **Prosthetic devices**
  - 20% coinsurance after deductible
  - 35% coinsurance after deductible

- **Surgery and related anesthesia**
  - Office or health center services
  - Ambulatory surgical facility, hospital outpatient department, or surgical day care unit
  - $30 per visit***, no deductible
  - 20% coinsurance after deductible
  - 20% coinsurance after deductible
  - 35% coinsurance after deductible
  - 35% coinsurance after deductible

### Inpatient Care (including maternity care)

- **General or chronic disease hospital care (as many days as medically necessary)**
  - 20% coinsurance after deductible
  - 35% coinsurance after deductible

- **Mental hospital or substance abuse facility care (as many days as medically necessary)**
  - 20% coinsurance after deductible
  - 35% coinsurance after deductible

- **Rehabilitation hospital care (up to 60 days per calendar year)**
  - 20% coinsurance after deductible
  - 35% coinsurance after deductible

- **Skilled nursing facility care (up to 100 days per calendar year)**
  - 20% coinsurance after deductible
  - 35% coinsurance after deductible

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* No visit limit applies when short-term rehabilitation therapy is furnished as part of covered home health care or for the treatment of autism spectrum disorders.

** In-network cost share waived for one breast pump per birth (20% coinsurance after deductible for out-of-network).

*** Copayment waived for restorative dental services and orthodontic treatment or prosthetic management therapy for members under age 18 to treat conditions of cleft lip and cleft palate.
Prescription Drug Benefits* | Your Cost In-Network** | Your Cost Out-of-Network
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At designated retail pharmacies (up to a 30-day formulary supply for each prescription or refill) | No deductible $15 for Tier 1 $30 for Tier 2 $50 for Tier 3 | Not covered
Through the designated mail service pharmacy (up to a 90-day formulary supply for each prescription or refill) | No deductible $30 for Tier 1*** $60 for Tier 2 $150 for Tier 3 | Not covered

* Generally, Tier 1 refers to generic drugs; Tier 2 refers to preferred brand-name drugs; Tier 3 refers to non-preferred drugs.
** Cost share may be waived for certain covered drugs and supplies.
*** Certain generic medications are available through the mail service pharmacy at $9. For more information, go to bluecrossma.com/mail-service-pharmacy.

Get the Most from Your Plan
Visit us at studentbluema.com or call 1-888-753-6615 to learn about discounts, savings, resources, and special programs available to you, like those listed below.

Fitness Reimbursement: a benefit that rewards participation in qualified fitness programs
This fitness benefit applies for fees paid to: a health club with cardiovascular and strength-training equipment; or a fitness studio offering instructor-led group classes for certain cardiovascular and strength-training programs. (See your subscriber certificate for details.)
Reimbursement for up to 3 consecutive months membership fees of one membership or, alternatively up to 10 fitness classes, per individual or family per calendar year

Weight Loss Reimbursement: a benefit that rewards participation in a qualified weight loss program
This weight loss program benefit applies for fees paid to: hospital-based or non-hospital-based weight loss programs that focus on eating and physical activity habits and behavioral/lifestyle counseling with certified health professionals. (See your subscriber certificate for details.)
Reimbursement for up to 3 months participation fees, per individual or family per calendar year

24/7 Nurse Care Line—A 24-hour nurse line to answer your health care questions—call 1-888-247-BLUE (2583)
No additional charge

Pediatric Essential Dental Benefits* | Your Cost In-Network**
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**Group 1—Preventive and Diagnostic Services:** oral exams, X-rays, and routine dental care | Nothing, no deductible
**Group 2—Basic Restorative Services:** fillings, root canals, stainless steel crowns, periodontal care, oral surgery, and dental prosthetic maintenance | 25% coinsurance after deductible
**Group 3—Major Restorative Services:** tooth replacement, resin crowns, and occlusal guards | 50% coinsurance after deductible
**Orthodontic Services:** medically necessary orthodontic care pre-authorized for a qualified member | 50% coinsurance, no deductible

* All covered services are limited to members until the end of the month they turn age 19, and may be subject to an age-based schedule or frequency. For a complete list of covered services or additional information, refer to your subscriber certificate.
** There are no out-of-network benefits for dental services.

Questions?
For questions about Blue Cross Blue Shield of Massachusetts, call 1-888-753-6615, or visit us online at studentbluema.com. Interested in receiving information from us via e-mail? Go to studentbluema.com to sign up.

Limitations and Exclusions. These pages summarize the benefits of your health care plan. Your subscriber certificate and riders define the full terms and conditions in greater detail. Should any questions arise concerning benefits, the subscriber certificate and riders will govern. Some of the services not covered are: cosmetic surgery; custodial care; most dental care; and any services covered by workers’ compensation. For a complete list of limitations and exclusions, refer to your subscriber certificate and riders.
Blue Cross Blue Shield of Massachusetts complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, sexual orientation, or gender identity. It does not exclude people or treat them differently because of race, color, national origin, age, disability, sex, sexual orientation, or gender identity.

Blue Cross Blue Shield of Massachusetts 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 or other formats).
- 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, call Member Service at the number on your ID card.

If you believe that Blue Cross Blue Shield of Massachusetts has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, sex, sexual orientation, or gender identity, you can file a grievance with the Civil Rights Coordinator by mail at Civil Rights Coordinator, Blue Cross Blue Shield of Massachusetts, One Enterprise Drive, Quincy, MA 02171-2126; phone at 1-800-472-2689 (TTY: 711); fax at 1-617-246-3616; or email at civilrightscoordinator@bcbsma.com.

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, online at ocrportal.hhs.gov; by mail at U.S. Department of Health and Human Services, Office of Civil Rights, 200 Independence Ave, SW Room 509F, HHH Building, Washington, DC 20201; by phone at 1-800-368-1019 or 1-800-537-7697 (TDD).

Complaint forms are available at hhs.gov.
Translation Resources
Proficiency of Language Assistance Services

Spanish/Español: ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia con el idioma. Llame al número de Servicio al Cliente que figura en su tarjeta de identificación (TTY: 711).

Portuguese/Português: ATENÇÃO: Se fala português, são-lhe disponibilizados gratuitamente serviços de assistência de idiomas. Telefone para os Serviços aos Membros, através do número no seu cartão ID (TTY: 711).

Chinese/简体中文: 注意: 如果您讲中文，我们可向您免费提供语言协助服务。请拨打您 ID 卡上的号码联系会员服务部（TTY 号码：711）。

Haitian Creole/Kreyòl Ayisyen: ATANSYON: Si ou pale kreyòl ayisyen, sèvis asistans nan lang disponib pou ou gratis. Rele nimewo Sèvis Manm nan ki sou kat Idantifikasyon w lan (Sèvis pou Malantandan TTY: 711).


Italian/Italiano: ATTENZIONE: se parlate italiano, sono disponibili per voi servizi gratuiti di assistenza linguistica. Chiamate il Servizio per i membri al numero riportato sulla vostra scheda identificativa (TTY: 711).


UWAGA: Osoby posługujące się językiem polskim mogą bezpłatnie skorzystać z pomocy językowej. Należy zadzwonić do Działu obsługi ubezpieczonych pod numer podany na identyfikatorze (TTY: 711).

Hindi/हिंदी: ध्यान दें: यदि आप हिंदी बोलते हैं, तो भाषा सहायता सेवाएं, आप के लिए निश्चित उपलब्ध हैं। सदस्य सेवाओं को आपके आई.डी. कार्ड पर दिए गए नंबर पर कॉल करें (टी.टी.वाई: 711).

Gujarati/ગુજરાતી: ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો છો, તો તમારી માધ્યમાં સહાયતા સેવાઓ બીજા મૂળભૂત છે. તમારા આઈડી કાર્ડ પર આપણી સંખ્યા પર મંડર સેવા નામબર પર કોલ કરો (TTY: 711).


Japanese/日本語: お知らせ: 日本語をお話しになる方は無料の言語アシスタンスサービスをご利用いただけます。IDカードに記載の電話番号を使用してメンバーサービスまでお電話ください（TTY: 711）。


