Summary of Benefits and Coverage: What this <u>Plan</u> Covers & What You Pay For Covered Services Highmark Blue Shield: my Direct Blue Lehigh Valley EPO Gold 0 + Adult Dental and Vision

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, www.highmarkblueshield.com or call 1-877-986-4571. 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 <u>www.HealthCare.gov/sbc-glossary/</u> or call 1-877-986-4571 to request a copy.

Important Questions	Answers	Why This Matters:
What is the overall <u>deductible</u> ?	\$0 individual/\$0 family <u>network</u> .	See the Common Medical Events chart below for your costs for services this <u>plan</u> covers.
Are there services covered before you meet your <u>deductible</u> ?	No	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 https://www.healthcare.gov/coverage/ <u>preventive</u> -care-benefits/.
Are there other <u>deductibles</u> for specific services?	No.	You don't have to meet <u>deductibles</u> for specific services.
What is the <u>out-of-pocket limit</u> for this <u>plan</u> ?	\$7,500 individual/\$15,000 family <u>network</u> .	The <u>out-of-pocket limit</u> is the most you could pay in a year for covered services. If you have other family members in this <u>plan</u> , they have to meet their own <u>out-of-pocket</u> <u>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> , balance-billed 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 limit</u> .
Will you pay less if you use a <u>network provider</u> ?	Yes. See https://www.highmarkblueshield.com/fin d-a-doctor/ or call 1-877-986-4571 for a list of <u>network providers</u> .	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</u> <u>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 I need a <u>referral</u> to see a <u>specialist</u> ?	No.	You can see the specialist you choose without a referral.

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

A copy of your agreement can be found at <u>https://shop.highmark.com/sales/#!/sbc-agreements</u>.

Para ver el SBC en español, haga clic en el siguiente enlace: https://highmark.link/o2kv62

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		What You Will Pay		
Common Medical Event	Services You May Need	<u>Network Provider</u> (You will pay the least)	Out-of-Network Provider (You will pay the most)	Limitations, Exceptions, & Other Important Information
If you visit a health care <u>provider's</u> office or clinic	Primary care visit to treat an injury or illness Specialist visit Preventive care/screening/Immunization	\$20 <u>copay</u> /visit \$20 <u>copay</u> /visit No charge	Not covered Not covered Not covered	You may have to pay for services that aren't <u>preventive</u> . Ask your <u>provider</u> if the services needed are <u>preventive</u> . Then check what your <u>plan</u> will pay for. Please refer to your <u>preventive</u> schedule for additional information.
lf you have a test	<u>Diagnostic test (</u> x-ray, blood work) Imaging (CT/PET scans, MRIs)	\$35 <u>copay</u> /visit \$400 <u>copay</u> /visit	Not covered Not covered	Copayments, if any, do not apply to diagnostic services prescribed for the treatment of mental illness or substance abuse. Precertification may be required.
If you need drugs to treat your illness or condition More information about <u>prescription</u>	Tier 1	No charge per prescription (retail) No charge per prescription (mail order)	Not covered	Up to 31/60/90-day supply retail pharmacy. Up to 90-day supply maintenance <u>prescription drugs</u> through mail order.
drug coverage is available at https://www.highmar kblueshield.com/find- a-doctor/#/drug	Tier 2	\$30/\$60/\$90 <u>copay</u> per prescription (retail) \$60 <u>copay</u> per prescription (mail order)	Not covered	This <u>plan</u> uses an Essential <u>Formulary</u> .
	Tier 3	\$150/\$300/\$450 <u>copay</u> per prescription (retail) \$300 <u>copay</u> per prescription (mail order)	Not covered	

		What You	Will Pay	
Common Medical Event	Services You May Need	<u>Network Provider</u> (You will pay the least)	<u>Out-of-Network</u> <u>Provider</u> (You will pay the most)	Limitations, Exceptions, & Other Important Information
	Tier 4	50% <u>coinsurance</u> \$250/\$500/\$750 minimum \$1,000/\$2,000/\$3,000 maximum per prescription (retail) 50% <u>coinsurance</u> \$500 minimum \$2,000 maximum per prescription (mail order)	Not covered	
lf you have	Facility fee (e.g., ambulatory surgery center)	\$250 <u>copay</u> /visit	Not covered	Precertification may be required.
outpatient surgery	Physician/surgeon fees	\$250 <u>copay</u> /visit	Not covered	Precertification may be required.
If you need immediate medical attention	Emergency room care	\$300 <u>copay</u> /visit	\$300 <u>copay</u> /visit	<u>Copay</u> waived if admitted as an inpatient. Out-of- <u>network</u> : Subject to <u>network</u> <u>deductible</u> .
	Emergency medical transportation	30% <u>coinsurance</u>	30% coinsurance	Out-of- <u>network</u> : Subject to <u>network</u> deductible.
	<u>Urgent care</u>	\$40 <u>copay</u> /visit	\$40 <u>copay</u> /visit <u>Deductible</u> does not apply.	The copayment, if any, does not apply to urgent care services prescribed for the treatment of mental illness or substance abuse.
If you have a	Facility fee (e.g., hospital room)	\$715 <u>copay</u> /visit	Not covered	Precertification may be required.
hospital stay	Physician/surgeon fees	\$10 <u>copay</u> /visit	Not covered	Precertification may be required.
If you have mental health, behavioral	Outpatient services	\$20 <u>copay</u> /visit	Not covered	Precertification may be required.
health, or substance abuse services	Inpatient services	\$715 <u>copay</u> /visit	Not covered	Precertification may be required.

	What You Will Pay			
Common Medical Event	Services You May Need	<u>Network Provider</u> (You will pay the least)	<u>Out-of-Network</u> <u>Provider</u> (You will pay the most)	Limitations, Exceptions, & Other Important Information
lf you are pregnant	Office visits	30% <u>coinsurance</u>	Not covered	<u>Cost sharing</u> does not apply for <u>preventive services</u> . Depending on the type of services, a <u>copayment</u> , <u>coinsurance</u> , or <u>deductible</u> may apply.
	Childbirth/delivery professional services	\$10 <u>copay</u> /visit	Not covered	Maternity care may include tests and services described elsewhere in the SBC (i.e. ultrasound.) <u>Network</u> : The first visit to determine
	Childbirth/delivery facility services	\$715 <u>copay</u> /visit	Not covered	pregnancy is covered at no charge. Please refer to the Women's Health <u>Preventive</u> Schedule for additional information. Precertification may be required.
If you need help recovering or have other special health	Home health care	30% <u>coinsurance</u>	Not covered	<u>Network</u> : 60 visits per benefit period, aggregate with visiting nurse. Precertification may be required.
needs	Rehabilitation services	\$20 <u>copay</u> /visit	Not covered	<u>Network</u> : 30 combined physical medicine and occupational therapy visits and 30 speech therapy visits per benefit period. Limit does not apply to services for the treatment of a mental health or substance use disorder diagnosis. The copayment, if any, does not apply to therapy services prescribed for the treatment of mental illness or substance abuse. Precertification may be required.

		What You Will Pay		
Common Medical Event	Services You May Need	<u>Network Provider</u> (You will pay the least)	<u>Out-of-Network</u> <u>Provider</u> (You will pay the most)	Limitations, Exceptions, & Other Important Information
	<u>Habilitation services</u>	\$20 <u>copay</u> /visit	Not covered	<u>Network</u> : 30 combined physical medicine and occupational therapy visits and 30 speech therapy visits per benefit period. Limit does not apply to services for the treatment of a mental health or substance use disorder diagnosis. The copayment, if any, does not apply to therapy services prescribed for the treatment of mental illness or substance abuse. Precertification may be required.
	Skilled nursing care	\$715 <u>copay</u> /visit	Not covered	<u>Network</u> : 120 days per benefit period. Precertification may be required.
	Durable medical equipment	30% coinsurance	Not covered	Precertification may be required.
	Hospice services	30% <u>coinsurance</u>	Not covered	<u>Network</u> : Respite care limit of 7 days every six months. Precertification may be required.
If your child needs dental or eye care	Children's eye exam	No charge	Not covered	<u>Network</u> : One eye exam per 12 month period up to age 19.
	Children's glasses	No charge	Not covered	<u>Network</u> : One pair frames/lenses every 12 months.
	Children's dental check-up	No charge	Not covered	Network: One exam every 6 months.

Excluded Services & Other Covered Services:

Services Your <u>Plan</u> Generally Does NOT Cover (Che	ck your policy or <u>plan</u> document for more	e information and a list of any other <u>excluded services</u> .)
 Abortion, except where a pregnancy is the result of rape or incest, or for a pregnancy 	Bariatric surgery	 Non-emergency care when traveling outside the U.S.
which, as certified by a physician, places the life of the woman in danger unless an	Cosmetic surgery	 Private-duty nursing
abortion is performed.	Hearing aids	Routine foot care

Acupuncture

• Long-term care

• Weight loss programs

Other Covered Comisses	(Limitationa may)	annly to these services.	This isn't a samplate lief	Diagon and your plan degument)
Uther Covered Services i	Limitations may a	aboly to these services.	. This isn't a complete list	. Please see your <u>plan</u> document.)
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• Chiropractic care

• Infertility treatment

• Routine eye care (Adult)

• Dental 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: U.S. Department of Labor, Employee Benefits Security Administration at 1-866-444-3272 or at https://www.dol.gov/agencies/ebsa/about-ebsa/ask-a-guestion/ask-ebsa, or the U.S. Department of Health and Human Services at 1-877-267-2323 x61565 or www.cciio.cms.gov. Other options to continue coverage are available to you too, including buying individual insurance coverage through the Health Care.gov or call 1-800-318-2596.

Your <u>Grievance</u> and <u>Appeals</u> Rights: There are agencies that can help if you have a complaint against your <u>plan</u> 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 <u>explanation of benefits</u> you will receive for that medical <u>claim</u>. Your <u>plan</u> documents also provide complete information to submit a <u>claim 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:

- Highmark, Inc. at 1-877-986-4571.
- Additionally, a consumer assistance program can help you file your <u>appeal</u>. Contact the Pennsylvania Department of Consumer Services at 1-877-881-6388.

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.

----To see examples of how this <u>plan</u> 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 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 in-network pre-natal care a	nd a
hospital delivery)	
The plan's overall deductible	\$0
Specialist copayment	\$20

\$715

30%

Specialist copayment Hospital (facility) copayment Other coinsurance

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			
<u>Deductibles</u>	\$0		
Copayments	\$1,200		
Coinsurance	\$0		
What isn't covered			
Limits or exclusions	\$60		
The total Peg would pay is	\$1,260		

Managing Joe's type 2 Diabetes (a year of routine in-network care of a wellcontrolled condition)

The <u>plan's</u> overall <u>deductible</u>	\$0
Specialist copayment	\$20
Hospital (facility) <u>copayment</u>	\$715
Other coinsurance	30%

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:

<u>Cost Sharing</u>		
Deductibles	\$0	
<u>Copayments</u>	\$700	
Coinsurance	\$200	
What isn't covered		
Limits or exclusions	\$20	
The total Joe would pay is \$92		

Mia's Simple Fracture

(in-network emergency room visit and follow up care)

The plan's overall deductible	\$0
Specialist copayment	\$20
Hospital (facility) copayment	\$715
Other coinsurance	30%

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		
<u>Deductibles</u>	\$0	
<u>Copayments</u>	\$500	
<u>Coinsurance</u>	\$400	
What isn't covered		
Limits or exclusions	\$0	
The total Mia would pay is	\$900	

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

Insurance or benefit administration may be provided by Highmark Blue Shield, Highmark Benefits Group, Highmark Select Resources, or Highmark <u>Health Insurance</u> Company, all of which are independent licensees of the Blue Cross and Blue Shield Association.

To find more information about Highmark's benefits and operating procedures, such as accessing the drug <u>formulary</u> or using <u>network providers</u>, please go to DiscoverHighmark.com; or for a paper copy, call 1-855-873-4106.

Discrimination is Against the Law

The Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex, including sex stereotypes and gender identity. The Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex assigned at birth, gender identity or recorded gender. Furthermore, the Plan will not deny or limit coverage to any health service based on the fact that an individual's sex assigned at birth, gender identity, or recorded gender is different from the one to which such health service is ordinarily available. The Plan will not deny or limit coverage for a specific health service related to gender transition if such denial or limitation results in discriminating against a transgender individual. The Plan:

• Provides free aids and services 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)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
- Information written in other languages

If you need these services, contact the Civil Rights Coordinator.

If you believe that the Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, including sex stereotypes and gender identity, you can file a grievance with: Civil Rights Coordinator, P.O. Box 22492, Pittsburgh, PA 15222, Phone: 1-866-286-8295, TTY: 711, Fax: 412-544-2475, email: CivilRightsCoordinator@highmarkhealth.org. 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. If you speak English, language assistance services, free of charge, are available to you. Call 1-800-876-7639.

Si usted habla español, servicios de asistencia lingüística, de forma gratuita, están disponibles para usted. Llame al 1-800-876-7639.

如果您说中文,可向您提供免费语言协助服务。請致電 1-800-876-7639.

Nếu quý vị nói tiếng Việt, chúng tôi cung cấp dịch vụ hỗ trợ ngôn ngữ miễn phí cho quý vị. Xin gọi số 1-800-876-7639. 한국어를 사용하시는 분들을 위해 무료 통역이 제공됩니다. 1-800-876-7639 로 전화.

Kung nagsasalita ka ng Tagalog, may makukuha kang mga libreng serbisyong tulong sa wika. Tumawag sa 1-800-876-7639.

Если вы говорите по-русски, вы можете воспользоваться бесплатными услугами языковой поддержки. Звоните 1-800-876-7639.

إذا كنت تتحدث اللغة العربية، فهناك خدمات المعاونة في اللغة المجانية متاحة لك. اتصل على الرقم 7639-876-1.

Si se Kreyòl Ayisyen ou pale, gen sèvis entèprèt, gratis-ticheri, ki la pou ede w. Rele nan 1-800-876-7639.

Si vous parlez français, les services d'assistance linguistique, gratuitement, sont à votre disposition. Appelez au 1-800-876-7639.

Dla osób mówiących po polsku dostępna jest bezpłatna pomoc językowa. Zadzwoń 1-800-876-7639.

Se a sua língua é o português, temos atendimento gratuito para você no seu idioma. Ligue para 1-800-876-7639.

Se parla italiano, per lei sono disponibili servizi di assistenza linguistica a titolo gratuito. Chiamare l'1-800-876-7639.

Wenn Sie Deutsch sprechen, steht Ihnen unsere fremdsprachliche Unterstützung kostenlos zur Verfügung. Rufen Sie 1-800-876-7639.

日本語が母国語の方は言語アシスタンス・ サービスを無料でご利用いただけます。 1-800-876-7639 を呼び出します。

اگر شما به زبان فارسی صحبت می کنید، خدمات کمک زبان رایگان با تماس با شماره 7639-876-1-800 .