

HealthKeepers

Anthem HealthKeepers 20/20/500 POS / \$10/\$30/\$50 or 20% with \$150 Ded

Coverage Period: 11/01/2013 - 10/31/2014

Summary of Benefits and Coverage: What this Plan Covers & What it Costs

Coverage for: Individual/Family | Plan Type: POS



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.anthem.com or by calling 1-855-333-5735.

Important Questions	Answers	Why this Matters:
What is the overall deductible?	\$500 Single/ \$1000 Family for In Plan provider \$1000 Single/ \$2000 Family for Out of plan provider Does not apply to In Plan Preventive Care, Copayments, Hospice and Routine Eye Exam. In Plan Provider and Out of Plan Provider deductibles are separate and do not count towards each other.	You must pay all the costs up to the deductible amount before this plan begins to pay for covered services you use. Check your policy or plan document to see when the deductible starts over (usually, but not always, January 1st). See the chart starting on page 3 for how much you pay for covered services after you meet the deductible .
Are there other deductibles for specific services?	Yes. \$150 person/ \$300 Family for tier 2 and tier 3 Prescription drugs.	You must pay all of the costs for these services up to the specific deductible amount before this plan begins to pay for these services.
Is there an out-of-pocket limit on my expenses?	Yes. In Plan provider Single: \$3500 , Family: \$7000 Out of Plan Provider Single: \$4500 , Family: \$9000 .	The out-of-pocket limit 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 out-of-pocket limit?	Balance-billed charges, Pre-Authorization Penalties, Infertility Treatment Copays, Health Care This plan Doesn't Cover, Premiums, Costs for	Even though you pay these expenses, they don't count toward the out-of-pocket limit .

Questions: Call or 1-855-333-5730 visit us www.anthem.com.

If you aren't clear about any of the underlined terms used in this form, see the Glossary. You can view the Glossary at www.anthem.com or call 1-855-333-5730 to request a copy.

HealthKeepers

Anthem HealthKeepers 20/20/500 POS / \$10/\$30/\$50 or 20% with \$150 Ded

Coverage Period: 11/01/2013 - 10/31/2014

Summary of Benefits and Coverage: What this Plan Covers & What it Costs

Coverage for: Individual/Family | Plan Type: POS

	Prescription Drugs in Tiers 1,2 and 3, Prescription Drugs Copays, Costs related to Covered Prescription Drugs, Costs related to Covered Prescription Drugs Covered Under the Prescription Drug plan, Out of pocket limit does not include Routine Vision Care.	
Is there an overall annual limit on what the plan pays?	No. This policy has no overall annual limit on the amount it will pay each year.	The chart starting on page 3 describes any limits on what the plan will pay for <i>specific</i> covered services, such as office visits.
Does this plan use a network of providers?	Yes. See www.anthem.com or call 1-855-333-5735 for a list of participating providers.	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. Plans use the term in-network, preferred, or participating for providers in their network.
Do I need a referral to see a <u>specialist</u> ?	Yes. You need written approval to see a specialist. There may be some providers or services for which referrals are not required. Please see the formal contract of coverage for details.	This plan will pay some or all of the costs to see a <u>specialist</u> for covered services but only if you have the plan's permission before you see the <u>specialist</u> .
Are there services this plan doesn't cover?	Yes.	Some of the services this plan doesn't cover are listed on page 9. See your policy or plan document for additional information about <u>excluded services</u> .



- **Copayments** are fixed dollar amounts (for example, \$15) you pay for covered health care, usually when you receive the service.

Questions: Call or 1-855-333-5730 visit us www.anthem.com.

If you aren't clear about any of the underlined terms used in this form, see the Glossary. You can view the Glossary at www.anthem.com or call 1-855-333-5730 to request a copy.

HealthKeepers

Anthem HealthKeepers 20/20/500 POS / \$10/\$30/\$50 or 20% with \$150 Ded

Coverage Period: 11/01/2013 - 10/31/2014

Summary of Benefits and Coverage: What this Plan Covers & What it Costs

Coverage for: Individual/Family | Plan Type: POS

- **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 participating **providers** by charging you lower **deductibles**, **copayments** and **coinsurance** amounts.

Common Medical Event	Services You May Need	Your Cost If You Use a PPO Provider	Your Cost If You Use a Non PPO Provider	Limitations & Exceptions
If you visit a health care provider's office or clinic	Primary care visit to treat an injury or illness	\$20 copay	30% coinsurance	—————none—————
	Specialist visit	\$40 copay	30% coinsurance	—————none—————
	Other practitioner office visit	<u>Manipulative Therapy</u> 20% coinsurance <u>Acupuncturist</u> Not Covered	<u>Manipulative Therapy</u> 20% coinsurance <u>Acupuncturist</u> Not Covered	<u>Manipulative Therapy</u> Coverage is limited to 30 visits per year per member. Failure to obtain preauthorization may result in non coverage or reduced coverage. Services must be received by provider that participates in the American Specialty Health Network(ASHN).
	Preventive care/screening/immunization	No Cost Share	30% Coinsurance	—————none—————

Questions: Call or 1-855-333-5730 visit us www.anthem.com.

If you aren't clear about any of the underlined terms used in this form, see the Glossary. You can view the Glossary at www.anthem.com or call 1-855-333-5730 to request a copy.

HealthKeepers

Anthem HealthKeepers 20/20/500 POS / \$10/\$30/\$50 or 20% with \$150 Ded

Coverage Period: 11/01/2013 - 10/31/2014

Summary of Benefits and Coverage: What this Plan Covers & What it Costs

Coverage for: Individual/Family | Plan Type: POS

Common Medical Event	Services You May Need	Your Cost If You Use a PPO Provider	Your Cost If You Use a Non PPO Provider	Limitations & Exceptions
If you have a test	Diagnostic test (x-ray, blood work)	<u>Lab - Office</u> \$20 copay <u>X - Ray- Office</u> \$20 copay	<u>Lab - Office</u> 30% Coinsurance <u>X - Ray- Office</u> 30% Coinsurance	<u>Lab – Office</u> Copay does not apply when services are provided by the same provider on the same day as the office visit. A Specialist copay may apply. <u>X - Ray- Office</u> Copay does not apply when services are provided by the same provider on the same day as the office visit. A Specialist copay may apply.
	Imaging (CT/PET scans, MRIs)	20% Coinsurance	30% Coinsurance	Failure to obtain preauthorization may result in non coverage or reduced coverage.

Questions: Call or 1-855-333-5730 visit us www.anthem.com.

If you aren't clear about any of the underlined terms used in this form, see the Glossary. You can view the Glossary at www.anthem.com or call 1-855-333-5730 to request a copy.

HealthKeepers

Anthem HealthKeepers 20/20/500 POS / \$10/\$30/\$50 or 20% with \$150 Ded

Coverage Period: 11/01/2013 - 10/31/2014

Summary of Benefits and Coverage: What this Plan Covers & What it Costs

Coverage for: Individual/Family | Plan Type: POS

Common Medical Event	Services You May Need	Your Cost If You Use a PPO Provider	Your Cost If You Use a Non PPO Provider	Limitations & Exceptions
<p>If you need drugs to treat your illness or condition</p> <p>More information about prescription drug coverage is available at www.anthem.com/Pharmacyinformation/</p>	Tier 1 – Typically Generic	\$10 Copay/ Prescription (retail and mail order)	\$10 Copay/ Prescription (retail order). Balance billing may apply.	Covers up to a 30 day supply (retail pharmacy), Covers up to a 90 day supply (mail order program)
	Tier 2 – Typically Preferred/Formulary Brand	\$30 Copay/ Prescription (retail only) and \$60 Copay/prescription (mail order only)	\$30 Copay/ Prescription (retail only). Balance billing may apply.	If the member selects a brand drug when a generic equivalent is available the member is responsible for the generic copay plus the cost difference between the generic and brand equivalent even if the physicians indicates no substitutions. Covers up to a 30 day supply (retail pharmacy), Covers up to a 90 day supply (mail order program)
	Tier 3 – Typically Non-preferred/Non-formulary and Specialty Drugs	\$50 or 20% coinsurance, whichever is the greatest upto \$200 per script maximum for retail. \$150 or 20% coinsurance, whichever is the greatest upto \$400 per script maximum for mail order.	\$50 or 20% coinsurance, whichever is the greatest upto \$200 per script maximum for retail. Balance billing may apply.	If the member selects a brand drug when a generic equivalent is available the member is responsible for the generic copay plus the cost difference between the generic and brand equivalent even if the physicians indicates no substitutions. Covers up to a 30 day supply (retail pharmacy), Covers up to a 90 day supply (mail order program)

Questions: Call or 1-855-333-5730 visit us www.anthem.com.

If you aren't clear about any of the underlined terms used in this form, see the Glossary. You can view the Glossary at www.anthem.com or call 1-855-333-5730 to request a copy.

HealthKeepers

Anthem HealthKeepers 20/20/500 POS / \$10/\$30/\$50 or 20% with \$150 Ded

Coverage Period: 11/01/2013 - 10/31/2014

Summary of Benefits and Coverage: What this Plan Covers & What it Costs

Coverage for: Individual/Family | Plan Type: POS

Common Medical Event	Services You May Need	Your Cost If You Use a PPO Provider	Your Cost If You Use a Non PPO Provider	Limitations & Exceptions
	Specialty drugs	Must be filled through mail order.	Not Covered	\$3,500 annual out of pocket limit for all covered drugs including specialty drugs per member per benefit year.
If you have outpatient surgery	Facility fee (e.g., ambulatory surgery center)	20% coinsurance	30% Coinsurance	—————none—————
	Physician/surgeon fees	0% coinsurance	30% Coinsurance	—————none—————
If you need immediate medical attention	Emergency room services	20% coinsurance	30% Coinsurance	Out-of-Network Coverage for non emergency use of emergency room.
	Emergency medical transportation	\$150 Copay	30% Coinsurance	—————none—————
	Urgent care	\$20 PCP / \$40 Specialist	30% Coinsurance	—————none—————
If you have a hospital stay	Facility fee (e.g., hospital room)	20% coinsurance	30% Coinsurance	Failure to obtain preauthorization may result in non coverage or reduced coverage.
	Physician/surgeon fee	No cost share	30% Coinsurance	—————none—————

Questions: Call or 1-855-333-5730 visit us www.anthem.com.

If you aren't clear about any of the underlined terms used in this form, see the Glossary. You can view the Glossary at www.anthem.com or call 1-855-333-5730 to request a copy.

HealthKeepers

Anthem HealthKeepers 20/20/500 POS / \$10/\$30/\$50 or 20% with \$150 Ded

Coverage Period: 11/01/2013 - 10/31/2014

Summary of Benefits and Coverage: What this Plan Covers & What it Costs

Coverage for: Individual/Family | Plan Type: POS

Common Medical Event	Services You May Need	Your Cost If You Use a PPO Provider	Your Cost If You Use a Non PPO Provider	Limitations & Exceptions
If you have mental health, behavioral health, or substance abuse needs	Mental/Behavioral health outpatient services	<u>Mental/ Behavioral Health Office Visit</u> \$20 Copay <u>Mental/ Behavioral Health Facility Visit – Facility Charges</u> No cost share	<u>Mental/ Behavioral Health Office Visit</u> 30% Coinsurance <u>Mental/ Behavioral Health Facility Visit – Facility Charges</u> 30% Coinsurance	—————none—————
	Mental/Behavioral health inpatient services	20% coinsurance	30% Coinsurance	—————none—————
	Substance Abuse disorder outpatient services	<u>Substance Abuse Office Visit</u> \$20 Copay <u>Substance Abuse Facility Visit - Facility Charges</u> No cost share	<u>Substance Abuse Office Visit</u> 30% Coinsurance <u>Substance Abuse Facility Visit - Facility Charges</u> 30% Coinsurance	—————none—————
	Substance Abuse disorder inpatient services	20% coinsurance	30% Coinsurance	—————none—————
If you are pregnant	Prenatal and postnatal care	\$200 Copay	30% Coinsurance	Your doctor's charges for delivery are part of prenatal and postnatal care.
	Delivery and all inpatient services	20% coinsurance	30% Coinsurance	—————none—————

Questions: Call or 1-855-333-5730 visit us www.anthem.com.

If you aren't clear about any of the underlined terms used in this form, see the Glossary. You can view the Glossary at www.anthem.com or call 1-855-333-5730 to request a copy.

HealthKeepers

Anthem HealthKeepers 20/20/500 POS / \$10/\$30/\$50 or 20% with \$150 Ded

Coverage Period: 11/01/2013 - 10/31/2014

Summary of Benefits and Coverage: What this Plan Covers & What it Costs

Coverage for: Individual/Family | Plan Type: POS

Common Medical Event	Services You May Need	Your Cost If You Use a PPO Provider	Your Cost If You Use a Non PPO Provider	Limitations & Exceptions
If you need help recovering or have other special health needs	Home health care	20% Coinsurance	30% Coinsurance	Coverage is limited to 100 visits per year.
	Rehabilitation services	20% coinsurance	30% Coinsurance	Coverage is limited to 30 visits per year for Physical therapy and Occupational therapy combined, 30 visits per year for speech therapy. Limit does not apply to autism services, if applicable. Services from In Plan provider and Out of plan provider count towards your limit.
	Habilitation services	20% coinsurance	30% Coinsurance	Rehabilitation and Habilitation visits count towards your Rehabilitation limit.
	Skilled nursing care	20% Coinsurance	30% Coinsurance	Coverage is limited to 100 days per stay. Services from In Plan provider and Out of plan provider count towards your limit.
	Durable medical equipment	20% Coinsurance	30% Coinsurance	—————none—————
	Hospice service	No Cost share	30% Coinsurance	—————none—————
If your child needs dental or eye care	Eye exam	\$15 Copay	Total cost less \$30 Allowance	Limited to one per calendar year.
	Glasses	Refer to vision rider	Refer to vision rider	—————none—————
	Dental check-up	Not Covered	Not Covered	—————none—————

Questions: Call or 1-855-333-5730 visit us www.anthem.com.

If you aren't clear about any of the underlined terms used in this form, see the Glossary. You can view the Glossary at www.anthem.com or call 1-855-333-5730 to request a copy.

HealthKeepers

Anthem HealthKeepers 20/20/500 POS / \$10/\$30/\$50 or 20% with \$150 Ded

Coverage Period: 11/01/2013 - 10/31/2014

Summary of Benefits and Coverage: What this Plan Covers & What it Costs

Coverage for: Individual/Family | Plan Type: POS

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 excluded services.)

- Acupuncture
- Bariatric surgery
- Cosmetic surgery
- Dental care (Adult)
- Hearing aids
- Infertility treatment
- Long-term care
- Most coverage provided outside the United States. See www.bcbs.com/bluecardworldwide
- Private-duty nursing
- Routine foot care Unless you have been diagnosed with diabetes. Consult your formal contract of coverage.
- 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.)

- Chiropractic care
- Routine eye care (adult). Coverage is limited to 1 screening exam. Consult your formal contract of coverage.
- Non-emergency care when traveling outside the U.S.

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 1-855-333-5735. 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, or the U.S. Department of Health and Human Services at 1-877-267-2323 x61565 or www.cciio.cms.gov.

Questions: Call or 1-855-333-5730 visit us www.anthem.com.

If you aren't clear about any of the underlined terms used in this form, see the Glossary. You can view the Glossary at www.anthem.com or call 1-855-333-5730 to request a copy.

HealthKeepers

Anthem HealthKeepers 20/20/500 POS / \$10/\$30/\$50 or 20% with \$150 Ded

Coverage Period: 11/01/2013 - 10/31/2014

Summary of Benefits and Coverage: What this Plan Covers & What it Costs

Coverage for: Individual/Family | Plan Type: POS

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:

Department of Labour's Employee

Benefits Security Administration at

1-866-444-EBSA(3272) or

www.dol.gov/ebsa/healthreform

Office of the Managed Care

Ombudsman Bureau of Insurance

P.O. Box 1157 Richmond,

VA 23218 Telephone: Toll-free(877) 310-6560

E- Mail: Ombudsman@scv.virginia.gov

Web Page: <http://www.scc.virginia.gov>

Questions: Call or 1-855-333-5730 visit us www.anthem.com.

If you aren't clear about any of the underlined terms used in this form, see the Glossary. You can view the Glossary at www.anthem.com or call 1-855-333-5730 to request a copy.

HealthKeepers

Anthem HealthKeepers 20/20/500 POS / \$10/\$30/\$50 or 20% with \$150 Ded

Coverage Period: 11/01/2013 - 10/31/2014

Summary of Benefits and Coverage: What this Plan Covers & What it Costs

Coverage for: Individual/Family | Plan Type: POS

Language Access Services:

Si no es miembro todavía y necesita ayuda en idioma español, le suplicamos que se ponga en contacto con su agente de ventas o con el administrador de su grupo. Si ya está inscrito, le rogamos que llame al número de servicio de atención al cliente que aparece en su tarjeta de identificación.

如果您是非會員並需要中文協助，請聯絡您的銷售代表或小組管理員。如果您已參保，則請使用您 ID 卡上的號碼聯絡客戶服務人員。

Kung hindi ka pa miyembro at kailangan ng tulong sa wikang Tagalog, mangyaring makipag-ugnayan sa iyong sales representative o administrator ng iyong pangkat. Kung naka-enroll ka na, mangyaring makipag-ugnayan sa serbisyo para sa customer gamit ang numero sa iyong ID card.

Doo bee a'tah ni'liigoo eí dooda'í, shikáa adoolwoł íínízinigo t'áá diné k'éjígó, t'áá shoodí ba na'aln'íhí ya sidáhí bich'í naabídíłkiid. Eí doo biigha daago ni ba'nija'go ho'aalágí bich'í hodiilní. Hai'daał iini'taago eíya, t'áá shoodí diné ya atáh halne'ígú ní béesh bee hane'í wólta' bi'ki si'núłígú bi'kéhgo bich'í hodiilní.

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

Questions: Call or 1-855-333-5730 visit us www.anthem.com.

If you aren't clear about any of the underlined terms used in this form, see the Glossary. You can view the Glossary at www.anthem.com or call 1-855-333-5730 to request a copy.

HealthKeepers

Anthem HealthKeepers 20/20/500 POS / \$10/\$30/\$50 or 20% with \$150 Ded

Coverage Period: 11/01/2013 - 10/31/2014

Summary of Benefits and Coverage: What this Plan Covers & What it Costs

Coverage for: Individual/Family | Plan Type: POS

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 \$5,470
- Patient pays \$2,070

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
Total	\$7,540

Patient pays:

Deductibles	\$500
Copays	\$490
Coinsurance	\$930
Limits or exclusions	\$150
Total	\$2,070

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

- Amount owed to providers: \$5,400
- Plan pays \$3,700
- Patient pays \$1,700

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
Total	\$5,400

Patient pays:

Deductibles	\$500
Copays	\$910
Coinsurance	\$210
Limits or exclusions	\$80
Total	\$1,700

Note: These numbers assume the patient is participating in our diabetes wellness program. If you have diabetes and do not participate in the wellness program, your costs may be higher. For more information about the diabetes wellness program, please contact: [insert].

Questions: Call or 1-855-333-5730 visit us www.anthem.com.

If you aren't clear about any of the underlined terms used in this form, see the Glossary. You can view the Glossary at www.anthem.com or call 1-855-333-5730 to request a copy.

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.

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

Questions: Call or 1-855-333-5730 visit us www.anthem.com.

If you aren't clear about any of the underlined terms used in this form, see the Glossary. You can view the Glossary at www.anthem.com or call 1-855-333-5730 to request a copy.

HealthKeepers

Anthem HealthKeepers 20/20/500 POS / \$10/\$30/\$50 or 20% with \$150 Ded

Coverage Period: 11/01/2013 - 10/31/2014

Summary of Benefits and Coverage: What this Plan Covers & What it Costs

Coverage for: Individual/Family | Plan Type: POS

(HRAs) that help you pay out-of-pocket expenses.

Questions: Call or 1-855-333-5730 visit us www.anthem.com.

If you aren't clear about any of the underlined terms used in this form, see the Glossary. You can view the Glossary at www.anthem.com or call 1-855-333-5730 to request a copy.