

BASIC PLAN

Intensive Outpatient Program - an outpatient mental health (or substance use disorder) treatment program utilized when a patient's condition requires structure, monitoring, and medical/psychological intervention at least 3 hours per day, 3 times per week.

Life-Threatening Condition – having a disease or condition where the likelihood of death is high unless the course of the disease is interrupted, or diseases or conditions with potentially fatal outcomes where the end point of clinical intervention is survival.

Medical Necessity (Medically Necessary) -

1. Benefits are provided only for services which are medically necessary.
2. Services which are medically necessary include only those which have been established as safe and effective and are furnished in accordance with generally accepted professional standards to treat an illness, injury or medical condition, and which, as determined by Blue Shield, are:
 - a. consistent with Blue Shield medical policy; and,
 - b. consistent with the symptoms or diagnosis; and,
 - c. not furnished primarily for the convenience of the patient, the attending physician or other provider;
 - d. furnished at the most appropriate level which can be provided safely and effectively to the patient: and,
 - e. not more costly than an alternative service or sequence of services at least as likely to produce equivalent therapeutic or diagnostic results as to the diagnosis or treatment of the Member's illness, injury, or disease.
3. Hospital inpatient services which are medically necessary include only those services which satisfy the above requirements, require the acute bed-patient (overnight) setting, and

which could not have been provided in a physician's office, the Outpatient Department of a Hospital, or in another lesser facility without adversely affecting the patient's condition or the quality of medical care rendered.

4. Inpatient services which are not medically necessary include hospitalization:
 - a. for diagnostic studies that could have been provided on an outpatient basis; or,
 - b. for medical observation or evaluation; or,
 - c. for personal comfort; or,
 - d. in a pain management center to treat or cure chronic pain; or
 - e. for inpatient rehabilitative services that can be provided on an outpatient basis.
5. Blue Shield reserves the right to review all services to determine whether they are medically necessary, and may use the services of Physician consultants, peer review committees of professional societies or Hospitals, and other consultants.

Medicare - refers to the program of medical care coverage set forth in Title XVIII of the Social Security Act as amended by Public Law 89-97 or as thereafter amended.

Member - an employee, annuitant, or family member as those terms are defined in Sections 22760, 22772 and code 22775 and domestic partner as defined in Sections 22770 and 22771 of the Government code.

Mental Health Condition - mental disorders listed in the most current edition of the "Diagnostic & Statistical Manual of Mental Disorders" (DSM) including Severe Mental Illnesses and Serious Emotional Disturbances of a Child.

Mental Health Service Administrator (MHSA) - Blue Shield of California has contracted with the Plan's Mental Health Service Administrator (MHSA). The MHSA is a specialized health care service plan licensed by the California Department of Managed Health Care, and will

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underwrite and deliver Blue Shield's mental health and substance use disorder services through a unique network of MHSA Participating Providers.

Mental Health Services - services provided to treat a mental health condition.

MHSA Non-Participating Provider - a provider who does not have an agreement in effect with the MHSA for the provision of mental health and substance use disorder services. Note: MHSA Non-Participating Providers may include Blue Shield Preferred/Participating Providers if the provider does not also have an agreement with the MHSA.

MHSA Participating Provider - a provider who has an agreement in effect with the MHSA for the provision of mental health and substance use disorder services.

Non-Participating Home Health Care and Home Infusion Agency - an agency which has not contracted with Blue Shield and whose services are not covered unless prior authorized by Blue Shield.

Non-Participating/Non-Preferred Provider - any provider who has not contracted with Blue Shield to accept Blue Shield's payment, plus any applicable copayment or amount in excess of specified benefit maximums, as payment in full for covered services. Note: This definition does not apply to mental health and substance use disorder services. For Non-Participating Providers for mental health and substance use disorder services, see the MHSA Non-Participating Provider definition above.

Non-Preferred Hemophilia Infusion Provider - a provider that has not contracted with Blue Shield to furnish blood factor replacement products and services for in-home treatment of blood disorders such as hemophilia and accept reimbursement at negotiated rates, and that has not been designated as a contracted hemophilia infusion product provider by Blue Shield. Note: Non-Preferred Hemophilia Infusion Providers may include Participating Home Health Care and

Home Infusion Agency providers if that provider does not also have an agreement with Blue Shield to furnish blood factor replacement products and services.

Occupational Therapy - treatment under the direction of a physician and provided by a certified occupational therapist, utilizing arts, crafts, or specific training in daily living skills, to improve and maintain a patient's ability to function.

Open Enrollment Period - a fixed time period designated by CalPERS to initiate enrollment or change enrollment from one plan to another.

Orthosis - an orthopedic appliance or apparatus used to support, align, prevent or correct deformities or to improve the function of movable body parts.

Other Providers -

1. Independent Practitioners - licensed vocational nurses; licensed practical nurses; registered nurses; licensed psychiatric nurses; certified nurse anesthetists; registered dietitians, certified nurse midwives; licensed occupational therapists; certificated acupuncturists; certified respiratory therapists; enterostomal therapists; licensed speech therapists or pathologists; dental technicians; and lab technicians.
2. Healthcare Organizations - nurses registry; licensed mental health, freestanding public health, rehabilitative services, hemodialysis and outpatient clinics not MD owned; portable x-ray companies; lay-owned independent laboratories; blood banks; speech and hearing centers; dental laboratories; dental supply companies; nursing homes; ambulance companies; Easter Seal Society; American Cancer Society and Catholic Charities.

Outpatient - an individual receiving services but not as an inpatient.

Outpatient Department of a Hospital — any department or facility integrated with the Hospital that provides outpatient services under the

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Hospital's license, which may or may not be physically separate from the Hospital.

Outpatient Facility - a licensed facility, not a physician's office, or a hospital that provides medical and/or surgical services on an outpatient basis.

Partial Hospitalization Program / Day Treatment - an outpatient treatment program that may be free-standing or hospital-based and provides services at least 5 hours per day, 4 days per week. Patients may be admitted directly to this level of care, or transferred from acute inpatient care following stabilization.

Participating Ambulatory Surgery Center - a licensed ambulatory surgery facility which has contracted with Blue Shield of California to provide surgical services on an outpatient basis and accept reimbursement at negotiated rates.

Participating Home Health Care and Home Infusion Agency - an agency which has contracted with Blue Shield to furnish services and accept reimbursement at negotiated rates, and which has been designated as a Participating Home Health Care and Home Infusion Agency by Blue Shield. (See Non-Participating Home Health Care and Home Infusion Agency definition above.)

Participating Hospice or Participating Hospice Agency - an entity which: 1) provides hospice services to terminally ill Members and holds a license, currently in effect, as a hospice pursuant to Health and Safety Code Section 1747, or a home health agency licensed pursuant to Health and Safety Code Sections 1726 and 1747.1 which has Medicare certification and 2) either has contracted with Blue Shield of California or has received prior approval from Blue Shield of California to provide hospice service benefits pursuant to the California Health and Safety Code Section 1368.2.

Participating Physician - a physician or a physician member who has contracted with Blue Shield to furnish services and to accept Blue Shield's payment, plus applicable copayments, as payment in full for covered services.

Participating Provider - a physician, a hospital, an ambulatory surgery center, an alternate care services provider, or a home health care and home infusion agency that has contracted with Blue Shield of California to furnish services and to accept Blue Shield of California's payment, plus applicable copayments, as payment in full for covered services. Note: This definition does not apply to mental health and substance use disorder services or hospice program services. For Participating Providers for mental health and substance use disorder services and hospice program services, see the MHPA Participating Provider and Participating Hospice or Participating Hospice Agency definitions above.

Physical Therapy - treatment provided by a physician or under the direction of a physician and provided by a registered physical therapist, certified occupational therapist or licensed doctor of podiatric medicine. Treatment utilizes physical agents and therapeutic procedures, such as ultrasound, heat, range of motion testing, and massage, to improve a patient's musculoskeletal, neuromuscular and respiratory systems.

Physician - a licensed Doctor of Medicine, clinical psychologist, research psychoanalyst, dentist, licensed clinical social worker, optometrist, chiropractor, podiatrist, audiologist, registered physical therapist, or licensed marriage and family therapist.

Physician Member - a Doctor of Medicine who has enrolled with Blue Shield as a physician member.

Plan - the Blue Shield EPO Health Plan and/or Blue Shield of California.

Preferred Hospital - a hospital which has contracted with Blue Shield to furnish services and accept reimbursement at negotiated rates, and which has been designated as a preferred hospital by Blue Shield. Note: For Participating Providers for mental health and substance use disorder services, see the MHPA Participating Provider definition above.

Preferred Hemophilia Infusion Provider - a provider that has contracted with Blue Shield to

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furnish blood factor replacement products and services for in-home treatment of blood disorders such as hemophilia and accept reimbursement at negotiated rates, and that has been designated as a contracted hemophilia infusion provider by Blue Shield.

Preferred Provider - a physician member, a preferred hospital, or a Participating Provider. Note: For Participating Providers for mental health and substance use disorder services, see the MHSA Participating Provider definition above.

Preventive Health Services — mean those primary preventive medical covered services provided by a physician, including related laboratory services, for early detection of disease as specifically listed below:

1. Evidence-based items or services that have in effect a rating of “A” or “B” in the current recommendations of the United States Preventive Services Task Force;
2. Immunizations that have in effect a recommendation from either the Advisory Committee on Immunization Practices of the Centers for Disease Control and Prevention, or the most current version of the Recommended Childhood Immunization Schedule/United States, jointly adopted by the American Academy of Pediatrics, the Advisory Committee on Immunization Practices, and the American Academy of Family Physicians;
3. With respect to infants, children, and adolescents, evidence-informed preventive care and screenings provided for in the comprehensive guidelines supported by the Health Resources and Services Administration;
4. With respect to women, such additional preventive care and screenings not described in paragraph 1. as provided for in comprehensive guidelines supported by the Health Resources and Services Administration.

Preventive health services include, but are not limited to, cancer screening (including, but not

limited to, colorectal cancer screening, cervical cancer and HPV screening, breast cancer screening and prostate cancer screening), osteoporosis screening, screening for blood lead levels in children at risk for lead poisoning, and health education. More information regarding covered preventive health services is available in Blue Shield’s Preventive Health Guidelines. The Guidelines are available at <http://www.blueshieldca.com/preventive> or by calling Member Services and requesting that a copy be mailed to you.

In the event there is a new recommendation or guideline in any of the resources described in paragraphs 1. through 4. above, the new recommendation will be covered as a preventive health service no later than 12 months following the issuance of the recommendation.

Prosthesis - an artificial part, appliance or device used to replace or augment a missing or impaired part of the body.

Reasonable and Customary Charge - in California: The lower of (1) the provider’s billed charge, or (2) the amount determined by the Plan to be the reasonable and customary value for the services rendered by a non-Plan provider based on statistical information that is updated at least annually and considers many factors including, but not limited to, the provider’s training and experience, and the geographic area where the services are rendered; outside of California: The lower of (1) the provider’s billed charge, or, (2) the amount, if any, established by the laws of the state to be paid for emergency services.

Reconstructive Surgery - surgery to correct or repair abnormal structures of the body caused by congenital defects, developmental abnormalities, trauma, infection, tumors or disease to do either of the following: (1) to improve function, or (2) to create a normal appearance to the extent possible, including dental and orthodontic services that are an integral part of this surgery for cleft palate procedures.

Rehabilitative Services— inpatient or outpatient care furnished to an individual disabled by injury

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or illness, including severe mental illnesses, in order to develop or restore an individual's ability to function to the maximum extent practical. Rehabilitative services may consist of physical therapy, occupational therapy, and/or respiratory therapy. Benefits for speech therapy are described in Speech Therapy in the Benefit Descriptions section.

Residential Care - Mental Health services provided in a facility or a free-standing residential treatment center that provides overnight/extended-stay services for Members who do not require acute inpatient care.

Respiratory Therapy - treatment, under the direction of a physician and provided by a certified respiratory therapist, to preserve or improve a patient's pulmonary function.

Serious Emotional Disturbances of a Child - refers to individuals who are minors under the age of 18 years who:

1. have one or more mental disorders in the most recent edition of the Diagnostic and Statistical Manual of Mental Disorders (other than a primary substance use disorder or developmental disorder), that results in behavior inappropriate for the child's age according to expected developmental norms, and
2. meet the criteria in paragraph (2) of subdivision (a) of Section 5600.3 of the Welfare and Institutions Code. This section states that members of this population shall meet one or more of the following criteria:
 - a. As a result of the mental disorder the child has substantial impairment in at least two of the following areas: self-care, school functioning, family relationships, or ability to function in the community; and either of the following has occurred: the child is at risk of removal from home or has already been removed from the home or the mental disorder and impairments have been present for more than 6 months or are likely to continue for more than 1 year without treatment;

- b. The child displays one of the following: psychotic features, risk of suicide or risk of violence due to a mental disorder.

Seriously Debilitating Condition – having a disease or condition that could cause major irreversible morbidity

Services - includes medically necessary health care services and medically necessary supplies furnished incident to those services.

Severe Mental Illnesses - conditions with the following diagnoses: schizophrenia, schizoaffective disorder, bipolar disorder (manic depressive illness), major depressive disorders, panic disorder, obsessive-compulsive disorder, pervasive developmental disorder or autism, anorexia nervosa, bulimia nervosa.

Skilled Nursing Facility - a facility with a valid license issued by the California Department of Health Services as a "skilled nursing facility" or any similar institution licensed under the laws of any other state, territory, or foreign country.

Special Food Products - a food product which is both of the following:

1. Prescribed by a physician or nurse practitioner for the treatment of phenylketonuria (PKU) and is consistent with the recommendations and best practices of qualified health professionals with expertise germane to, and experience in the treatment and care of, PKU. It does not include a food that is naturally low in protein, but may include a food product that is specially formulated to have less than one gram of protein per serving;
2. Used in place of normal food products, such as grocery store foods, used by the general population.

Speech Therapy - treatment under the direction of a physician and provided by a licensed speech pathologist or speech therapist, to improve or retrain a patient's vocal skills which have been impaired by diagnosed illness or injury.

Blue Shield of California EPO Service Areas By County



Blue Shield of California Exclusive Provider Organization

For inquiries, issues, or requests, please
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Blue Shield of California is an independent member of the Blue Shield Association