

**Summary of Benefits**

**Group Plan  
EPO Plan**

**Tandem EPO Zero Admit 20**

This Summary of Benefits shows the amount you will pay for Covered Services under this Blue Shield of California Plan. It is only a summary and it is included as part of the Evidence of Coverage (EOC).<sup>1</sup> Please read both documents carefully for details.

**Medical Provider Network:**

**Tandem PPO Network**

This Plan uses a specific network of Health Care Providers, called the Tandem PPO provider network. Providers in this network are called Participating Providers. This is an Exclusive Provider Organization (EPO) plan. You must receive all Covered Services from a Participating Provider, but there are some exceptions. Please review your Evidence of Coverage for details about how to access care under this Plan. You can find Participating Providers in this network at blueshieldca.com.

**Calendar Year Deductibles (CYD)<sup>2</sup>**

A Calendar Year Deductible (CYD) is the amount a Member pays each Calendar Year before Blue Shield pays for Covered Services under the Plan.

**When using a Participating Provider<sup>3</sup>**

|   |                            |                 |
|---|----------------------------|-----------------|
| <b>Calendar Year medical Deductible</b> | <i>Individual coverage</i> | \$0             |
|   | <i>Family coverage</i>     | \$0: individual |
|   |                            | \$0: Family     |

**Calendar Year Out-of-Pocket Maximum<sup>4</sup>**

An Out-of-Pocket Maximum is the most a Member will pay for Covered Services each Calendar Year. Any exceptions are listed in the Notes section at the end of this Summary of Benefits.

**No Annual or Lifetime Dollar Limit**

Under this Plan there is no annual or lifetime dollar limit on the amount Blue Shield will pay for Covered Services.

**When using a Participating Provider<sup>3</sup>**

|                            |                     |
|----------------------------|---------------------|
| <i>Individual coverage</i> | \$1,500             |
| <i>Family coverage</i>     | \$1,500: individual |
|                            | \$3,000: Family     |

**Benefits<sup>5</sup>**

**Your payment**

|   | <b>When using a Participating Provider<sup>3</sup></b> | <b>CYD<sup>2</sup> applies</b> |
|---|--|--------------------------------|
| <b>Preventive Health Services<sup>6</sup></b>   |  |                                |
| Preventive Health Services  | \$0  |                                |
| California Prenatal Screening Program   | \$0  |                                |
| <b>Physician services</b>   |  |                                |
| Primary care office visit   | \$20/visit   |                                |
| Specialist care office visit  | \$25/visit   |                                |
| Physician home visit  | \$20/visit   |                                |
| Physician or surgeon services in an Outpatient Facility   | \$0  |                                |
| Physician or surgeon services in an inpatient facility  | \$0  |                                |
| <b>Other professional services</b>  |  |                                |
| Other practitioner office visit<br><i>Includes nurse practitioners, physician assistants, therapists, and podiatrists.</i>  | \$20/visit   |                                |
| Acupuncture services<br><i>Up to 20 visits per Member, per Calendar Year.</i>   | \$20/visit   |                                |
| Chiropractic services<br><i>Up to 20 visits per Member, per Calendar Year.</i>  | \$20/visit   |                                |
| Teladoc consultation  | \$0  |                                |
| Family planning   |  |                                |
| <ul style="list-style-type: none"> <li>• Counseling, consulting, and education</li> <li>• Injectable contraceptive, diaphragm fitting, intrauterine device (IUD), implantable contraceptive, and related procedure.</li> <li>• Tubal ligation</li> <li>• Vasectomy</li> </ul> | \$0  |                                |
| Medical nutrition therapy, not related to diabetes  | \$0  |                                |
| <b>Pregnancy and maternity care</b>   |  |                                |
| Physician office visits: prenatal and postnatal   | \$0  |                                |
| Abortion and abortion-related services  | \$0  |                                |

**Benefits<sup>5</sup>**

**Your payment**

|   | <b>When using a Participating Provider<sup>3</sup></b> | <b>CYD<sup>2</sup> applies</b> |
|---|--|--------------------------------|
| <b>Emergency Services</b>   |  |                                |
| Emergency room services   | \$100/visit  |                                |
| <i>If admitted to the Hospital, this payment for emergency room services does not apply. Instead, you pay the Participating Provider payment under Inpatient facility services/ Hospital services and stay.</i>   |  |                                |
| Emergency room Physician services   | \$0  |                                |
| <b>Urgent care center services</b>  |  |                                |
|   | \$20/visit   |                                |
| <b>Ambulance services</b>   |  |                                |
|   | \$100/transport  |                                |
| <i>This payment is for emergency or authorized transport.</i>   |  |                                |
| <b>Outpatient Facility services</b>   |  |                                |
| Ambulatory Surgery Center   | \$0  |                                |
| Outpatient Department of a Hospital: surgery  | \$0  |                                |
| Outpatient Department of a Hospital: treatment of illness or injury, radiation therapy, chemotherapy, and necessary supplies  | \$0  |                                |
| <b>Inpatient facility services</b>  |  |                                |
| Hospital services and stay  | \$0  |                                |
| Transplant services   |  |                                |
| <i>This payment is for all covered transplants except tissue and kidney. For tissue and kidney transplant services, the payment for Inpatient facility services/ Hospital services and stay applies.</i>  |  |                                |
| • Special transplant facility inpatient services  | \$0  |                                |
| • Physician inpatient services  | \$0  |                                |
| <b>Bariatric surgery services, designated California counties</b>   |  |                                |
| <i>This payment is for bariatric surgery services for residents of designated California counties. For bariatric surgery services for residents of non-designated California counties, the payments for Inpatient facility services/ Hospital services and stay and Physician inpatient and surgery services apply for inpatient services; or, if provided on an outpatient basis, the Outpatient Facility services and outpatient Physician services payments apply.</i> |  |                                |
| Inpatient facility services   | \$0  |                                |
| Outpatient Facility services  | \$0  |                                |
| Physician services  | \$0  |                                |

|  | When using a Participating Provider <sup>3</sup> | CYD <sup>2</sup> applies |
|--|--|--------------------------|
| <b>Diagnostic x-ray, imaging, pathology, and laboratory services</b>   |  |                          |
| <i>This payment is for Covered Services that are diagnostic, non-Preventive Health Services, and diagnostic radiological procedures. For the payments for Covered Services that are considered Preventive Health Services, see Preventive Health Services.</i> |  |                          |
| Laboratory and pathology services  |  |                          |
| <i>Includes diagnostic Papanicolaou (Pap) test.</i>  |  |                          |
| • Laboratory center  | \$0  |                          |
| • Outpatient Department of a Hospital  | \$0  |                          |
| Basic imaging services   |  |                          |
| <i>Includes plain film X-rays, ultrasounds, and diagnostic mammography.</i>  |  |                          |
| • Outpatient radiology center  | \$0  |                          |
| • Outpatient Department of a Hospital  | \$0  |                          |
| Other outpatient non-invasive diagnostic testing   |  |                          |
| <i>Testing to diagnose illness or injury such as vestibular function tests, EKG, cardiac monitoring, non-invasive vascular studies, sleep medicine testing, muscle and range of motion tests, EEG, and EMG.</i>  |  |                          |
| • Office location  | \$0  |                          |
| • Outpatient Department of a Hospital  | \$0  |                          |
| Advanced imaging services  |  |                          |
| <i>Includes diagnostic radiological and nuclear imaging such as CT scans, MRIs, MRAs, and PET scans.</i>   |  |                          |
| • Outpatient radiology center  | \$0  |                          |
| • Outpatient Department of a Hospital  | \$0  |                          |
| <b>Rehabilitative and Habilitative Services</b>  |  |                          |
| <i>Includes physical therapy, occupational therapy, respiratory therapy, and speech therapy services.</i>  |  |                          |
| Office location  | \$20/visit                                       |                          |
| Outpatient Department of a Hospital  | \$20/visit                                       |                          |
| <b>Durable medical equipment (DME)</b>   |  |                          |
| DME  | 20%  |                          |
| Breast pump  | \$0  |                          |
| Orthotic equipment and devices   | \$0  |                          |
| Prosthetic equipment and devices   | \$0  |                          |

**Benefits<sup>5</sup>**

**Your payment**

|  | <b>When using a Participating Provider<sup>3</sup></b> | <b>CYD<sup>2</sup> applies</b> |
|--|--|--------------------------------|
| <p><b>Home health care services</b></p> <p><i>Up to 100 visits per Member, per Calendar Year, by a home health care agency. All visits count towards the limit, including visits during any applicable Deductible period. Includes home visits by a nurse, Home Health Aide, medical social worker, physical therapist, speech therapist, or occupational therapist, and medical supplies.</i></p> | \$20/visit   |                                |
| <p><b>Home infusion and home injectable therapy services</b></p> <p>Home infusion agency services<br/><i>Includes home infusion drugs, medical supplies, and visits by a nurse.</i></p> <p>Hemophilia home infusion services<br/><i>Includes blood factor products.</i></p>  | \$0  |                                |
| <p><b>Skilled Nursing Facility (SNF) services</b></p> <p><i>Up to 100 days per Member, per benefit period, except when provided as part of a Hospice program. All days count towards the limit, including days during any applicable Deductible period and days in different SNFs during the Calendar Year.</i></p> <p>Freestanding SNF</p> <p>Hospital-based SNF</p>                              | \$0  |                                |
| <p><b>Hospice program services</b></p> <p><i>Includes pre-Hospice consultation, routine home care, 24-hour continuous home care, short-term inpatient care for pain and symptom management, and inpatient respite care.</i></p>  | \$0  |                                |
| <p><b>Other services and supplies</b></p> <p>Diabetes care services</p> <ul style="list-style-type: none"> <li>• Devices, equipment, and supplies</li> <li>• Self-management training</li> <li>• Medical nutrition therapy</li> </ul> <p>Dialysis services</p> <p>PKU product formulas and special food products</p> <p>Allergy serum billed separately from an office visit</p>                   | 20%  |                                |

**Mental Health and Substance Use Disorder Benefits**

**Your payment**

| <i>Mental health and substance use disorder Benefits are provided through Blue Shield's Mental Health Service Administrator (MHSA).</i> | <b>When using a MHSA Participating Provider<sup>3</sup></b> | <b>CYD<sup>2</sup> applies</b> |
|---|---|--------------------------------|
| <p><b>Outpatient services</b></p> <p>Office visit, including Physician office visit</p> <p>Teladoc mental health</p>                    | \$20/visit  |                                |

## Mental Health and Substance Use Disorder Benefits

## Your payment

| Mental health and substance use disorder Benefits are provided through Blue Shield's Mental Health Service Administrator (MHSA).  | When using a MHSA Participating Provider <sup>3</sup> | CYD <sup>2</sup> applies |
|---|---|--------------------------|
| Other outpatient services, including intensive outpatient care, electroconvulsive therapy, transcranial magnetic stimulation, Behavioral Health Treatment for pervasive developmental disorder or autism in an office setting, home, or other non-institutional facility setting, and office-based opioid treatment<br>Partial Hospitalization Program<br>Psychological Testing | \$0<br>\$0<br>\$0                                     |                          |
| <b>Inpatient services</b>   |   |                          |
| Physician inpatient services  | \$0   |                          |
| Hospital services   | \$0   |                          |
| Residential Care  | \$0   |                          |

## Prior Authorization

The following are some frequently-utilized Benefits that require prior authorization:

- Advanced imaging services
- Outpatient mental health services, except office visits and office-based opioid treatment
- Inpatient facility services
- Hospice program services

Please review the Evidence of Coverage for more about Benefits that require prior authorization.

## Notes

### 1 Evidence of Coverage (EOC):

The Evidence of Coverage (EOC) describes the Benefits, limitations, and exclusions that apply to coverage under this Plan. Please review the EOC for more details of coverage outlined in this Summary of Benefits. You can request a copy of the EOC at any time.

Capitalized terms are defined in the EOC. Refer to the EOC for an explanation of the terms used in this Summary of Benefits.

### 2 Calendar Year Deductible (CYD):

Calendar Year Deductible explained. A Calendar Year Deductible is the amount you pay each Calendar Year before Blue Shield pays for Covered Services under the Plan.

If this Plan has any Calendar Year Deductible(s), Covered Services subject to that Deductible are identified with a check mark (✓) in the Benefits chart above.

## Notes

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### 3 Using Participating Providers:

Participating Providers have a contract to provide health care services to Members. When you receive Covered Services from a Participating Provider, you are only responsible for the Copayment or Coinsurance, once any Calendar Year Deductible has been met.

Teladoc. Teladoc mental health and substance use disorder consultations are provided through Teladoc. These services are not administered by Blue Shield's Mental Health Service Administrator (MHSA).

"Allowable Amount" is defined in the EOC. In addition:

- Coinsurance is calculated from the Allowable Amount or Benefit maximum, whichever is less.
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### 4 Calendar Year Out-of-Pocket Maximum (OOPM):

Calendar Year Out-of-Pocket Maximum explained. The Out-of-Pocket Maximum is the most you are required to pay for Covered Services in a Calendar Year. Once you reach your Out-of-Pocket Maximum, Blue Shield will pay 100% of the Allowable Amount for Covered Services for the rest of the Calendar Year.

Your payment after you reach the Calendar Year OOPM. You will continue to pay all charges for services that are not covered, charges above the Allowable Amount, and charges for services above any Benefit maximum.

This Plan has a combined Participating Provider and Non-Participating Provider OOPM.

Family coverage has an individual OOPM within the Family OOPM. This means that the OOPM will be met for an individual with Family coverage who meets the individual OOPM prior to the Family meeting the Family OOPM within a Calendar Year.

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### 5 Separate Member Payments When Multiple Covered Services are Received:

Each time you receive multiple Covered Services, you might have separate payments (Copayment or Coinsurance) for each service. When this happens, you may be responsible for multiple Copayments or Coinsurance. For example, you may owe an office visit payment in addition to an allergy serum payment when you visit the doctor for an allergy shot.

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### 6 Preventive Health Services:

If you only receive Preventive Health Services during a Physician office visit, there is no Copayment or Coinsurance for the visit. If you receive both Preventive Health Services and other Covered Services during the Physician office visit, you may have a Copayment or Coinsurance for the visit.

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Plans may be modified to ensure compliance with State and Federal requirements.



## NOTICES AVAILABLE ONLINE

### Nondiscrimination and Language Assistance Services

Blue Shield complies with applicable state and federal civil rights laws. We also offer language assistance services at no additional cost.

View our nondiscrimination notice and language assistance notice: [blueshieldca.com/notices](https://blueshieldca.com/notices). You can also call for language assistance services: **(866) 346-7198 (TTY: 711)**.

If you are unable to access the website above and would like to receive a copy of the nondiscrimination notice and language assistance notice, please call Customer Care at **(888) 256-3650 (TTY: 711)**.

### Servicios de asistencia en idiomas y avisos de no discriminación

Blue Shield cumple con las leyes de derechos civiles federales y estatales aplicables. También, ofrecemos servicios de asistencia en idiomas sin costo adicional.

Vea nuestro aviso de no discriminación y nuestro aviso de asistencia en idiomas en [blueshieldca.com/notices](https://blueshieldca.com/notices). Para obtener servicios de asistencia en idiomas, también puede llamar al **(866) 346-7198 (TTY: 711)**.

Si no puede acceder al sitio web que aparece arriba y desea recibir una copia del aviso de no discriminación y del aviso de asistencia en idiomas, llame a Atención al Cliente al **(888) 256-3650 (TTY: 711)**.

### 非歧視通知和語言協助服務

Blue Shield 遵守適用的州及聯邦政府的民權法。同時，我們免費提供語言協助服務。

如需檢視我司的非歧視通知和語言幫助通知，請造訪 [blueshieldca.com/notices](https://blueshieldca.com/notices)。您還可致電尋求語言協助服務：**(866) 346-7198 (TTY: 711)**。

如果您無法造訪上述網站，且希望收到一份非歧視通知和語言幫助通知的副本，請致電客戶服務部，電話：**(888) 256-3650 (TTY: 711)**。