Blue Shield 65 Plus (HMO) benefit overview

Effective January 1, 2014 through December 31, 2014

blue of california

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Hello, CalPERS Member,

Thank you for considering Blue Shield for you and your family's healthcare coverage needs. Blue Shield 65 Plus, offered through the California Public Employees' Retirement System (CalPERS), is the Blue Shield plan available to CalPERS retiree members who elect Blue Shield for the 2014 plan year, have Medicare Part A and Part B, and live in the Blue Shield 65 Plus service area.*

Fairness, equality, compassion, accountability: these are the values you grew up with and still hold dear. At Blue Shield, we share those values. Our aim is to provide Medicare beneficiaries with the most affordable and comprehensive benefits in the marketplace, along with the highest level of care, customer service, and ethical business practices. We’re a leading voice on affordable care for everyone in California. Starting with you.

Founded by physicians in 1939, Blue Shield of California proudly serves the health coverage needs of more than 2.9 million Californians.† As fellow Californians, we understand how unique your healthcare coverage needs are, and what it takes to provide you with affordable access to quality care. So you can rest easy, knowing that you’ve got the coverage you need from a company you know and trust.

Please take some time to learn more about our plan benefits and other services. If you have any questions, we’re here to help.

Simply call us at (800) 776-4466 [TTY: (800) 794-1099], 7 a.m. to 8 p.m., seven days a week, from October 1 through February 14. After February 14, your call will be handled by our automated phone system on weekends and holidays.

* For a complete listing of ZIP codes, please read the Blue Shield 65 Plus Summary of Benefits, which is available online at blueshieldca.com/calpers.

† About Blue Shield, Fast Facts at blueshieldca.com/bsca/about-blue-shield/corporate/fast-facts.sp as of March 2013.
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Why choose Blue Shield 65 Plus

You may be asking yourself what to look for when picking a health plan. Or maybe you’re trying to decide between two plans that appear similar. Here are some of the things we think you should consider before enrolling.

**Plan costs**
You can use this brochure and our Summary of Benefits to compare what you will pay with our plan versus the other plan.

**Extensive network**
We know having a good relationship with your doctor is important. That’s why our large network gives you many doctors and other providers to choose from. Chances are, your doctor is already part of our network, and you can keep seeing your current doctor.

We have over 5,700 pharmacies in California, including those that are independently owned as well as all major chains like Costco, Walmart, Rite Aid, Safeway/Vons, Albertsons/Osco/Sav-on and CVS, to name a few.*

**Easy-to-use coverage**
With Blue Shield 65 Plus, you can see your primary care physician (PCP) as often as you need to, and he or she will coordinate all your care. There is virtually no paperwork or forms to fill out. We also have experienced Member Services representatives who are available to help answer any questions you have from 7 a.m. to 8 p.m., seven days a week, from October 1 through February 14. After February 14, your call will be handled by our automated phone system on weekends and holidays.

**We serve California, not shareholders**
As a not-for-profit corporation, Blue Shield does not answer to shareholders. Instead, we reinvest profits to benefit our members and our communities.

**Financially sound**
In addition, Blue Shield has the following ratings as of March 2013:†
- A (excellent) rating from A.M. Best
- “A” rating from Standard & Poor’s
- A (excellent) rating by Weiss Ratings

* Accepts e-prescribing.
2. Summary of 2014 medical benefits

Available in select areas of California* for CalPERS retirees and eligible spouses and dependents. The benefit information provided is a brief summary, not a complete description of benefits. For more information, contact the plan.

<table>
<thead>
<tr>
<th>Benefits</th>
<th>With Blue Shield 65 Plus, you pay:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual deductible</td>
<td>$0</td>
</tr>
<tr>
<td>Annual out-of-pocket maximum for Medicare-covered services</td>
<td>$6,700</td>
</tr>
<tr>
<td>Primary care physician office visits</td>
<td>$10 copay per visit</td>
</tr>
<tr>
<td>Specialist office visits</td>
<td>$10 copay per visit</td>
</tr>
<tr>
<td>(with primary care physician referral)</td>
<td></td>
</tr>
<tr>
<td>Inpatient hospital care</td>
<td>$0 copay per admission</td>
</tr>
<tr>
<td>Outpatient surgery</td>
<td>$0 copay per visit</td>
</tr>
<tr>
<td>Basic outpatient diagnostic tests, X-rays, and lab services (according to Medicare guidelines; prior authorization required)</td>
<td>$0 copay for basic Medicare-covered:</td>
</tr>
<tr>
<td></td>
<td>• Lab services</td>
</tr>
<tr>
<td></td>
<td>• X-rays</td>
</tr>
<tr>
<td>Ambulance services</td>
<td>$0 copay per one-way trip</td>
</tr>
<tr>
<td>Routine hearing services</td>
<td>You will be reimbursed up to $1,000 every 36 months – after you reach the maximum, you pay 100% of all costs</td>
</tr>
<tr>
<td>Hearing-aid examination, fitting evaluation, and hearing aids – services may be obtained from provider of your choice</td>
<td>$10 copay</td>
</tr>
<tr>
<td>Routine vision care exam</td>
<td></td>
</tr>
<tr>
<td>(once every 12-month period through network providers)</td>
<td></td>
</tr>
</tbody>
</table>

* Refer to the Summary of Benefits or Evidence of Coverage for a complete description of the service area.

blueshieldca.com/calpers
Summary of 2014 medical benefits

A benefit period starts the day you go into a hospital or skilled nursing facility. It ends when you go for 60 days in a row without hospital or skilled nursing care. If you go into the hospital after one benefit period has ended, a new benefit period begins.

<table>
<thead>
<tr>
<th>Benefits</th>
<th>With Blue Shield 65 Plus, you pay:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chiropractic services</td>
<td>$10 copay for each Medicare-covered visit (unlimited visits through your PCP or physician group)</td>
</tr>
<tr>
<td>Dental services</td>
<td>$10 copay for Medicare-covered dental services</td>
</tr>
<tr>
<td>Durable medical equipment</td>
<td>$0 copay</td>
</tr>
<tr>
<td>Emergency services</td>
<td>$50 copay per visit (waived if admitted to hospital); $10,000 annual limit for emergency services or urgently needed services outside the United States</td>
</tr>
<tr>
<td>Skilled nursing facility</td>
<td>$0 copay per day for days 1 to 100</td>
</tr>
</tbody>
</table>

(network providers only)
3. Summary of 2014 prescription drug coverage

Available in select areas of California for CalPERS retirees and eligible spouses and dependents. The benefit information provided is a brief summary, not a complete description of benefits. For more information, contact the plan.

<table>
<thead>
<tr>
<th></th>
<th>For a 30-day supply at a Preferred Network or Other Network Pharmacy, you pay:</th>
<th>For a 90-day supply at a Preferred Network Pharmacy or through mail service, you pay:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual deductible</td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td>Tier 1: Preferred Generic Drugs</td>
<td>$5 copayment</td>
<td>$10 copayment</td>
</tr>
<tr>
<td>Tier 2: Preferred Brand Drugs</td>
<td>$20 copayment</td>
<td>$40 copayment</td>
</tr>
<tr>
<td>Tier 3: Non-Preferred Brand Drugs</td>
<td>$50 copayment</td>
<td>$100 copayment</td>
</tr>
<tr>
<td>Tier 4: Injectable Drugs</td>
<td>$30 copayment (drugs that are generally self-administered by injection)</td>
<td>$60 copayment</td>
</tr>
<tr>
<td>Tier 5: Specialty Tier Drugs</td>
<td>$30 copayment</td>
<td>$60 copayment</td>
</tr>
<tr>
<td>Coverage gap</td>
<td>There is no coverage gap. Prescription drugs are covered at the copayments listed above through the coverage gap.</td>
<td></td>
</tr>
</tbody>
</table>

All Tiers: Sexual dysfunction drugs are covered at 50% of Blue Shield’s contracted rate for up to a three-month (90-day) supply from a Preferred Network or Other Network Pharmacy.

* Refer to the Summary of Benefits or Evidence of Coverage for a complete description of the service area.

† Get a 90-day supply of drugs for only the cost of your mail service copay when you visit one of our Preferred Network Pharmacies:

- Albertsons/Osco/Sav-on (877) 932-7948 [TTY: 711]
- CVS Pharmacies (800) 865-6647 [TTY: 711]
- Safeway/Vons (877) 723-3929 [TTY: 711]
How to find a doctor, hospital, or other network provider

At Blue Shield, we work diligently to select physician groups, doctors, and hospitals that meet our strict requirements, to help ensure that excellent care is provided to our members. To find a network provider, just use one of the three methods below:

1. Visit blueshieldca.com/findaprovider
   For a primary care physician (PCP):
   Visit blueshieldca.com/findaprovider and click on Select a Plan. Select Blue Shield 65 Plus (HMO) from the first plan drop-down list, then in the second drop-down list, select Blue Shield 65 Plus (HMO) Group as your specific plan. Enter your location. Answer a few questions about the type of doctor you are looking for. The website will give you a list of names, numbers, and addresses of doctors who meet your needs. Click on Advanced Search to further filter your search such as by name, specialty, languages spoken, facility type, and more.

   For a hospital or other facilities:
   Once you’ve selected your plan according to the instructions above, you can search by facility type or name.

2. Call us
   To get the most up-to-date list of providers and hospitals, call Member Services at (800) 776-4466 [TTY: (800) 794-1099].

3. Use the provider directory
   Please call Member Services for a printed copy of our provider directory. We will make sure to send you the right directory for your area so you can find the provider you need.
   Remember, when you choose your primary care physician, you are also choosing the hospital(s) and specialists associated with your PCP’s medical group.
5. How to find a drug on our formulary

To view our most up-to-date drug formulary, go to the Pharmacy section of blueshieldca.com, click on More under “Medicare Drug Formulary,” choose Blue Shield Medicare Part D Drug Plans and Benefits, and then choose the Blue Shield 65 Plus HMO Group Plan Formulary link for the most recent plan year.

**Find a pharmacy in our network**

The Blue Shield pharmacy network includes network chain pharmacies and other local and community pharmacies. There are three easy ways to find out if a pharmacy is in our network.

You can:

- Go to the Pharmacy section of blueshieldca.com and click on the Find a Pharmacy link
- Call Member Services
- Search the Pharmacy Directory that comes with your new-member welcome kit.

**Our network mail service pharmacy**

If you take medication for a chronic condition such as diabetes or high blood pressure, our mail service is a convenient way to have your prescriptions filled, and you can even order refills online. You must order at least a 60-day supply, and no more than a 90-day supply of the drug. The formulary list tells you which drugs are available through our mail service.

PrimeMail mail service pharmacy
(866) 346-7200  
TTY (866) 346-7197  
www.MyPrimeMail.com

Get a 90-day supply of drugs for only the cost of your mail service copay when you visit one of our preferred pharmacies!

- Albertsons/Osco/Sav-on* (877) 932-7948 [TTY: 711]
- CVS Pharmacies* (800) 865-6647 [TTY: 711]
- Safeway/Vons* (877) 723-3929 [TTY: 711]

* Accepts e-prescribing.
6. Services to help you save money

We want to help you feel your best, so we offer many convenient discounts that can help you save money while you get (or stay) healthy. These discounts are available automatically, without any extra cost or paperwork.

The products and services described below are neither offered nor guaranteed under Blue Shield’s contract with the Medicare program, but are made available from contracting providers to all enrollees who are members of Blue Shield 65 Plus. In addition, they are not subject to the Medicare appeals process. Any disputes regarding these products and services may be subject to the Blue Shield 65 Plus grievance process.

**Hearing-aid discounts**
Members can save 32% on hearing aids purchased through Newport Audiology, and receive other discounts on products and services.

**Vision care discounts**
Members save 20% on a wide range of products and services, including frames, lenses, and eye exams through MESVision.

**24 Hour Fitness discount**
As a Blue Shield 65 Plus member, you can visit a 24 Hour Fitness gym and show your Blue Shield member ID card to receive waived enrollment and processing fees, and discounted initiation fees and dues – as low as $24.99 a month!

**Weight Watchers**
Members save while losing extra pounds and keeping them off:
- **Online subscription** – Special rates on three- and 12-month subscriptions
- **Monthly Pass** – Special rates for unlimited local meetings each month, comes with free access to eTools

To sign up, go online to the Health & Wellness section of blueshieldca.com.

**Learn more**
For more information on the wellness discount program, visit blueshieldca.com/wellnessdiscounts. Members can access complete program details by logging in to blueshieldca.com.
At Blue Shield, we want you to stay healthy, so we offer tools and information to help you make good lifestyle choices and healthcare decisions, including:

**Member newsletter**
As a Blue Shield 65 Plus member, you will receive the Better Living newsletter twice a year with information to help keep you up to date on current health topics and in touch with your health plan.

**NurseHelp 24/7SM**
Connect with a registered nurse who will listen and offer you immediate, reliable information about treating minor illnesses and injuries, or help you choose the most appropriate treatment, medical tests, medications, and preventive care. This personal service is available 24/7 by calling the toll-free number at (877) 304-0504 [TTY: (800) 855-2881].

**LifeReferrals 24/7SM**
Get convenient support from counselors ready to assist you with personal, child, and elder care, legal aid, and financial issues. Counselors are available to you 24 hours a day, seven days a week at (800) 985-2405.

**Healthy Lifestyle Rewards**
This confidential, online program helps you track your healthy activities. You'll find tools to help your goals of getting in shape, eating right, reducing stress, or quitting smoking. To learn more, visit blueshieldca.com/hlr.

**Blueshieldca.com/calpers**
Our custom website for CalPERS members gives you full-time access to health and wellness resources that can help you make informed decisions about your health care.

**Routine care**
We believe that early detection is essential to good health. We provide coverage for preventive care, including wellness checkups, vaccinations, and routine screenings. Log in to blueshieldca.com for age-specific health recommendations including preventive health screenings, immunizations, and more. Just select the Health & Wellness tab and click on Seniors’ Health.

**Health management programs**
We have designed a suite of health management programs to help you get practical resources and support for conditions such as arthritis and diabetes at no additional charge. Participation does not affect coverage in any way, and all information is kept confidential.
What to expect once you enroll

1. **Acknowledgement letter** – We will notify you that we received your completed enrollment form and are waiting for Medicare to approve your enrollment. The letter will include a copy of your enrollment form for your records.

2. **Confirmation letter** – Confirmation that Medicare has approved your enrollment in our plan.

3. **Other health insurance survey** – Allows us to tell Medicare whether or not you have other insurance in addition to our plan.

4. **Welcome Kit** – A full explanation of how to use your new plan. Be sure to read the *Member Handbook* and the *Evidence of Coverage*.

5. **Plan ID card** – Present this card every time you receive healthcare services or prescription drugs.

6. **Health survey** – Your answers can help us provide you and your doctor with information that may better help you effectively manage your health.

The *Member Handbook* in your Welcome Kit will give you more details about what to expect as a member of Blue Shield 65 Plus. We hope to welcome you to our plan!

The benefit information provided is a brief summary, not a complete description of benefits. For more information, contact the plan. Limitations, copayments, and restrictions may apply. Benefits, formulary, provider network, pharmacy network, premium, and/or copayments/coinsurance may change on January 1 of each year.

Blue Shield of California is an HMO plan with a Medicare contract. Enrollment in Blue Shield of California depends on contract renewal.
Blue Shield has been dedicated to offering quality healthcare coverage and member service since 1939 – an ongoing tradition you can trust.

We hope this booklet made our health plan information easy to understand. It’s one of the ways we’re working to make your health plan selection simple.

**Need help?**
Contact Blue Shield for more information at **(800) 776-4466** [TTY: **(800) 794-1099**], 7 a.m. to 8 p.m., seven days a week, from October 1 through February 14. However, after February 14, your call will be handled by our automated phone system on weekends and holidays.