Summary of Benefits and Coverage: What this Plan Covers & What You Pay for Covered Services HMO Louisiana, Inc.: Blue POS copay (PCP, Specialist, Urgent Care) 100/100 \$0 CSR 0005-02



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, visit <u>www.bcbsla.com</u> or call 1-800-495-2583. 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 1-800-495-2583 to request a copy.

Important Questions	Answers	Why This Matters:
What is the overall <u>deductible</u> ?	\$0.	See the Common Medical Events chart below for your costs for services this plan covers.
Are there services covered before you meet your <u>deductible</u> ?	Yes.	This plan covers some items and services even if you haven't yet met the deductible amount. But a copayment or coinsurance may apply.
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</u> <u>limit</u> for this <u>plan</u> ?	Not Applicable.	This <u>plan</u> does not have an <u>out-of-pocket limit</u> on your expenses.
What is not included in the out-of-pocket limit?	Not Applicable.	This <u>plan</u> does not have an <u>out-of-pocket limit</u> on your expenses.
Will you pay less if you use a <u>network provider</u> ?	Not Applicable.	This plan does not use a provider network . You can receive covered services from any provider .
Do you need a <u>referral</u> to see a <u>specialist</u> ?	No.	You can see the <u>specialist</u> you choose without a <u>referral</u> .

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

†Deductible does not apply.

		What You Will Pay		
Common Medical Event	Services You May Need	Indian Health Care Provider (IHCP) (You will pay the least)	Non-IHCP 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	No charge	No charge	If you have a <u>copayment plan</u> , the PCP <u>copayment</u> may be reduced or waived when services are rendered by a Quality Blue or Affinity Health Group <u>Provider</u> .
	<u>Specialist</u> Visit	No charge	No charge	If you have a <u>copayment plan</u> , the Specialist <u>copayment</u> may be reduced or waived when services are rendered by an Affinity Health Group <u>Provider</u> .
	Preventive care/screening/immunization	No charge	No charge	 Prostate Cancer <u>Screening</u>, Colorectal Cancer <u>Screening</u>, Flexible Sigmoidoscopy, Colonoscopy, Abdominal Aortic Aneurysm <u>Screening</u>, Mammography, Osteoporosis <u>Screening</u>, Routine Pap Smear, Autism <u>Screening</u>, Developmental <u>Screening</u>, Hearing <u>Screening</u>, Lead <u>Screening</u>, Tuberculosis <u>Screening</u>, Vision <u>Screening</u>. For more information about <u>Preventive Care</u> & Wellness limitations and exceptions, see the brochure at <u>https://www.bcbsla.com/preventive</u>. 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.
If you have a test	<u>Diagnostic Test</u> (x-ray, blood work)	No charge	No charge	May be required to obtain authorization.
	Imaging (CT/PET scans, MRIs)	No charge	No charge	Must obtain authorization

	What You Will Pay		
Services You May Need	Indian Health Care Provider (IHCP) (You will pay the least)	Non-IHCP Provider (You will pay the most)	Limitations, Exceptions, & Other Important Information
Tier 1 - Typically Generic Drugs	No charge	No charge	This <u>plan</u> has a 3-tier pharmacy benefit. This chart shows what you will typically pay for Generic, Preferred Brand, Non-Preferred Brand, and Specialty Drugs. What you will ultimately pay for drugs will depend on the Tier assigned to that drug. More information about <u>prescription drug coverage</u> is available at http://www.bcbsla.com/pharmacy-3tier- formulary2025.
Tier 2 - Typically Preferred Brand Drugs	No charge	No charge	See Drug Tier 1 Limitations, Exceptions, & Other Important Information.
Tier 3 - Typically Non- Preferred Brand Drugs	No charge	No charge	See Drug Tier 1 Limitations, Exceptions, & Other Important Information.
Tier 4 - Typically Specialty Drugs	No charge	No charge	See Drug Tier 1 Limitations, Exceptions, & Other Important Information.
Facility fee (e.g., ambulatory surgery center)	No charge	No charge	Must obtain authorization. Failure to do so may result in a 30% penalty.
Physician/Surgeon Fees	No charge	No charge	Must obtain authorization. Failure to do so may result in a 30% penalty.
Emergency room care	No charge	No charge	Balance billing prohibited.
Emergency medical transportation	No charge	No charge	What you will pay for OON emergency ambulance services may be less in some cases. <u>Balance billing</u> may be prohibited.
Urgent care	No charge	No charge	None
Facility fee (e.g., hospital room)	No charge	No charge	Must obtain authorization
Physician/surgeon fees	No charge	No charge	None
	Tier 1 - Typically Generic Drugs Tier 2 - Typically Preferred Brand Drugs Tier 3 - Typically Non- Preferred Brand Drugs Tier 4 - Typically Specialty Drugs Tacility fee (e.g., ambulatory Brysician/Surgeon Fees Emergency room care Emergency medical Fransportation Drugent care Tacility fee (e.g., hospital com)	Services You May NeedProvider (IHCP) (You will pay the least)Tier 1 - Typically Generic DrugsNo chargeTier 2 - Typically Preferred Brand DrugsNo chargeTier 3 - Typically Non- Preferred Brand DrugsNo chargeTier 4 - Typically Specialty DrugsNo chargeScility fee (e.g., ambulatory urgery center)No chargeEmergency medical ransportationNo chargeMo chargeNo chargeMo chargeNo chargePhysician/Surgeon FeesNo chargeEmergency medical ransportationNo chargeIntegency medical ransportationNo chargeNo chargeNo chargeSacility fee (e.g., hospital oom)No charge	Services You May NeedProvider (IHCP) (You will pay the least)Non-IHCP Provider (You will pay the most)Tier 1 - Typically Generic DrugsNo chargeNo chargeTier 2 - Typically Preferred Brand DrugsNo chargeNo chargeTier 3 - Typically Non- Preferred Brand DrugsNo chargeNo chargeTier 4 - Typically Specialty DrugsNo chargeNo chargeNo chargeNo chargeNo chargePrescience Preferred Brand DrugsNo chargeNo chargeNo chargeNo chargeNo chargeNo chargeNo chargePhysician/Surgeon FeesNo chargeNo chargeNo chargeEmergency room care Emergency medical ransportationNo chargeNo chargeNo chargeNo chargeNo chargeNo chargeNo chargeIntergency medical ransportationNo chargeNo chargeNo chargeNo chargeNo chargeNo chargeNo chargeSecond Care racility fee (e.g., hospital com)No chargeNo chargeNo chargeNo chargeNo charge

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Common Medical Event	Services You May Need	Indian Health Care Provider (IHCP) (You will pay the least)	Non-IHCP Provider (You will pay the most)	Limitations, Exceptions, & Other Important Information
lf you need mental health, behavioral health or	Mental/Behavioral health outpatient services	No charge	No charge	May be required to obtain authorization
substance abuse services	Mental/Behavioral health inpatient services	No charge	No charge	Must obtain authorization
	Substance use disorder inpatient services	No charge	No charge	Must obtain authorization
	Substance use disorder outpatient services	No charge	No charge	May be required to obtain authorization
If you are pregnant	Office visits	No charge	No charge	None
	Childbirth/delivery professional services	No charge	No charge	May be required to obtain authorization
	Childbirth/delivery facility services	No charge	No charge	May be required to obtain authorization
If you need help recovering		No charge	No charge	Must obtain authorization
or have other special health needs	Rehabilitation services	No charge	No charge	None
liceus	Habilitation services	No charge	No charge	None
	Skilled nursing care	No charge	No charge	Must obtain authorization
	Durable medical equipment	No charge	No charge	May be required to obtain authorization
	Hospice services	No charge	No charge	Must obtain authorization

		What You Will Pay		
Common Medical Event	Services You May Need	Indian Health Care Provider (IHCP) (You will pay the least)	Non-IHCP Provider (You will pay the most)	Limitations, Exceptions, & Other Important Information
If your child needs dental or eye care	Children's eye exam	No charge	100% Coinsurance	These services are for members under the age of nineteen (19). Members who attain age 19 during a Policy Year will continue to have these Benefits until the end of that Policy Year.
	Children's glasses	No charge	100% Coinsurance	These services are for members under the age of nineteen (19). Members who attain age 19 during a Policy Year will continue to have these Benefits until the end of that Policy Year.
	Children's dental check-up	No charge	No charge	These services are for members under the age of nineteen (19). Members who attain age 19 during a Policy Year will continue to have these Benefits until the end of that Policy Year.

Additional information about Limitations and Exceptions: If an <u>out-of-network provider</u> charges more than the <u>allowed amount</u>, you may have to pay the difference (<u>balance billing</u>).

Additional information about Limitations and Exceptions: <u>Cost sharing</u> waived at non-IHCP with IHCP <u>referral</u>. If an <u>out-of-network provider</u> charges more than the <u>allowed amount</u>, you may have to pay the difference (<u>balance billing</u>).

Excluded Services & Other Covered Services:

Services four <u>Plan</u> Generally Does N	NOT Cover (Check your policy or <u>plan</u> document for more inic	ormation and a list of any other <u>excluded services</u>)		
Acupuncture	 Expected abortions (except when the life of the second seco	he mother is • Routine eye care (Adult)		
 Bariatric surgery 	endangered) Infertility treatment 	 Routine foot care 		
Cosmetic surgery	Long-term care	 Weight Loss Programs 		
Dental care (Adult)				
Other Covered Services (Limitations may apply to these services. This isn't a complete list. Please see your plan document)				

Services Your Dan Constally Dees NOT Cover (Check your policy or plan decument for more information and a list of any other evoluted corvices

Chiropractic care	 Non-emergency care when traveling outside the United 	 Private-Duty Nursing
Hearing aids	States	

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: Louisiana Department of Insurance, Office of Consumer Services, P.O. Box 94214, Baton Rouge La 70804-9214 or call 1-800-259-5300. Other coverage options may be available to you too, including buying individual insurance coverage through the Health Insurance <u>Marketplace</u>. For more information about the <u>Marketplace</u>, visit <u>www.Healthcare.gov</u> or call 1-800-318-2596.

Your Grievance and Appeals 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 explanation of benefits you will receive for that medical <u>claim</u>. Your <u>plan</u> documents also provide complete information to submit a <u>claim</u>, <u>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 Louisiana Department of Insurance, Office of Consumer Services, P.O. Box 94214, Baton Rouge La 70804-9214 or call 1-800-259-5300.

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 Minimum Value Standards? Not Applicable

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.

Language Access Services:

Spanish (Español): Para obtener asistencia en Español, llame al 1-800-495-2583. Tagalog(Tagalog): Kung kailangan ninyo ang tulong sa Tagalog tumawag sa 1-800-495-2583. Chinese(中文): 如果需要中文的帮助,请拨打这个号码 1-800-495-2583. Navajo (Dine): Dinek'ehgo shika at'ohwol ninisingo, kwiijigo holne' 1-800-495-2583.

------ To see examples of how this plan 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 <u>plan</u> might cover medical care. Your actual costs will be different depending on the actual care you receive, the prices your <u>providers</u> charge, and many other factors. Focus on the <u>cost sharing</u> amounts (<u>deductibles</u>, <u>copayments</u> and <u>coinsurance</u>) and <u>excluded services</u> under the <u>plan</u>. Use this information to compare the portion of costs you might pay under different health <u>plans</u>. Please note these coverage examples are based on self-only coverage.

Peg is Having a Baby (9 months of in-network pre-natal care and a

	nospital delivery)	
The <u>plan's</u>	overall <u>deductible</u>	

\$0

0%

- <u>Specialist coinsurance</u>
 0%
 Hospital (facility) <u>coinsurance</u>
 0%
- Other <u>coinsurance</u>

This EXAMPLE event includes services like:

Specialist office visits (*prenatal care*) Childbirth/Delivery Professional Service Childbirth/Delivery Facility Services Diagnostic tests (*ultrasounds and blood work*) Specialist visit (*anesthesia*)

Total Example Cost \$12,700 In this example Deg would pay:

In this example, Peg would pay:

Cost Sharing		
Deductibles	\$0	
Copayments	\$0	
Coinsurance	\$0	
What isn't covered		
Limits or exclusions	\$60	
The total Peg would pay is	\$60	

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

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

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:

Cost Sharing	
Deductibles	\$0
Copayments	\$0
Coinsurance	\$0
What isn't covered	
Limits or exclusions	\$60
The total Joe would pay is	\$60

Mia's Simple Fracture

(in-network emergency room and follow up care)

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

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	
Deductibles	\$0
Copayments	\$0
Coinsurance	\$0
What isn't covered	
Limits or exclusions	\$0
The total Mia would pay is	\$0

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



Nondiscrimination Notice

Discrimination is Against the Law

origin, age, disability or sex in its health programs or activities Insurance Company, Inc., does not exclude people or treat them differently on the basis of race, color, national Blue Cross and Blue Shield of Louisiana and its subsidiaries, HMO Louisiana, Inc. and Southern National Life

Blue Cross and Blue Shield of Louisiana and its subsidiaries:

- Provide free aids and services to people with disabilities to communicate effectively with us, such as: Qualified sign language interpreters
- Written information in other formats (audio, accessible electronic formats)
- Provide free language services to people whose primary language is not English, such as
- Qualified interpreters
- Information written in other languages

MeaningfulAccessLanguageTranslation@bcbsla.com. If you are hearing impaired call 1-800-711-5519 (TTY 711). If you need these services, you can call the Customer Service number on the back of your ID card or email

If you believe that Blue Cross, one of its subsidiaries or your employer-insured health plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you have the right to take the following steps;

1. If you are fully insured through Blue Cross, file a grievance with Blue Cross by mail, fax, or email

Section 1557 Coordinator P. O. Box 98012 Baton Rouge, LA 70898-9012 225-298-7238 or 1-800-711-5519 (TTY 711) Fax: 225-298-7240 Email: Section1557Coordinator@bcbsla.com

 \mathbf{N} If your employer owns your health plan and Blue Cross administers the plan, contact your employer or your company's Human Resources Department. Cross or owned by your employer, go to www.bcbsla.com/checkmyplan. To determine if your plan is fully insured by Blue

Department of Health and Human Services, Office for Civil Rights by mail or phone at: Whether Blue Cross or your employer owns your plan, you can file a civil rights complaint with the U.S

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)

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http://www.hhs.gov/ocr/office/file/index.html. https://ocrportal.hhs.gov/ocr/portal/lobby.jsf. Electronically through the Office for Civil Rights Complaint Portal, available at Complaint forms are available at

NOTICE
Free language services are available. If needed, please call the Customer Service number on the back of your ID card. Hearing-impaired customers call 1-800-711-5519 (TTY 711).
Tiene a su disposición servicios lingüísticos gratuitos. De necesitarlos, por favor, llame al número del Servicio de Atención al Cliente que aparece en el reverso de su tarjeta de identificación. Clientes con dificultades auditivas, llamen al 1-800-711-5519 (TTY 711).
Des services linguistiques gratuits sont disponibles. Si nécessaire, veuillez appeler le numéro du Service clientèle figurant au verso de votre carte d'identification. Si vous souffrez d'une déficience auditive, veuillez appeler le 1-800- 711-5519 (TTY 711).
Có dịch vụ thông dịch miễn phí. Nếu cần, xin vui lòng gọi cho Phục Vụ Khách Hàng theo số ở mặt sau thẻ ID của quý vị. Khách hàng nào bị suy giảm thính lực hãy gọi số 1-800-711-5519 (TTY 711).
我们为您提供免费的语言服务。如有需要,请致电您 ID 卡背面的客户服务号码。听障客户请拨 1-800-711- 5519 (TTY 711)。
الخدمات اللغوية متاحة مجاتاً. يرجى، إذا اقتضى الأمر، الاتصال برقم خدمة العملاء المدون على ظهر بطاقة التعريف الخاصة بك. إذا كنت تعاني من إعاقة في السمع، فيرجى الاتصال بالرقم TTY 711) 1-800-711-5519).
Magagamit ang mga libreng serbisyo sa wika. Kung kinakailangan, pakitawagan ang numero ng Customer Service sa likod ng iyong ID kard. Para sa mga may kapansanan sa pandinig tumawag sa 1-800-711-5519 (TTY 711).
무료 언어 서비스를 이용하실 수 있습니다. 필요한 경우 귀하의 ID 카드 뒤에 기재되어 있는 고객 서비스 번호로 연락하시기 바랍니다. 청각 장애가 있는 분은 1-800-711-5519 (TTY 711)로 연락하십시오.
Oferecemos serviços linguísticos grátis. Caso necessário, ligue para o número de Atendimento ao Cliente indicado no verso de seu cartão de identificação. Caso tenha uma deficiência auditiva, ligue para 1-800-711-5519 (TTY 711).
ພວກເຮົາມີບໍລິການແປພາສາໃຫ້ທ່ານຟຣີ. ຖ້າທ່ານຕ້ອງການບໍລິການນັ້ນ, ກະລຸນາໂທຫາພະແນກບໍລິການລູກຄ້າຕາມເບີໂທທີ່ຢູ່ທາງຫຼັງຂອງບັດປະຈາຕົວຂອງທ່ານ. ຖ້າທ່ານຫູບໍ່ດີ, ຂໍໃຫ້ໂທເບີ 1-800-711-5519 (TTY 711).
無料の言語サービスをご利用頂けます。あなたのIDカードの裏面に記載されているサポートセンターの電話番号までご連絡ください。聴覚障害がある場合は、1-800-711-5519 (TTY711)までご連絡ください。
زبان سے متعلق مفت خدمات دستیاب ہیں۔ اگر ضرورت ہو تو، بر اہ کرم اپنے آئی ڈی کارڈ کی پشت پر موجود کسٹمر سروس نمبر پر کال کریں۔ سمعی نقص والے کسٹمرز (TTY 711) 1-800-711 پر کال کریں۔
Kostenlose Sprachdienste stehen zur Verfügung. Falls Sie diese benötigen, rufen Sie bitte die Kundendienstnummer auf der Rückseite Ihrer ID-Karte an. Hörbehinderte Kunden rufen bitte unter der Nummer 1-800-711-5519 (TTY 711) an.
خدمات رایگان زبان در دسترس است. در صورت نیاز، لطفاً با شماره خدمات مشتریان که در پشت کارت شناسایی تان درج شده است تماس بگیرید. مشتریانی که مشکل شنوایی دارند با شماره (TTY 711) 1-800-711-5519 تماس بگیرند.
Предлагаются бесплатные переводческие услуги. При необходимости, пожалуйста, позвоните по номеру Отдела обслуживания клиентов, указанному на оборотной стороне Вашей идентификационной карты. Клиенты с нарушениями слуха могут позвонить по номеру 1-800-711-5519 (Телефон с текстовым выходом: 711).
มีบริการด้านภาษาให้ใช้ได้ฟรี หากต้องการ โปรดโทรศัพท์ติดต่อฝ่ายการบริการลูกค้าตามหมายเลขที่อยู่ด้านหลังบัตรประจำตัวประชาชนของท่าน สำหรับลูกค้าที่มีปัญหาทางการได้ยิน โปรดโทรศัพท์ไปที่หมายเลข 1-800-711-5519 (TTY 711)
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