



SUPERIOR DESIGNS

# Small Group EmployeeElect Premier PPO \$20 Copay Plan

Helping you stay healthy all year long

# Robust benefits plus comprehensive brand-name drug coverage

## Premier PPO \$20 Copay: a high-end plan offering rich benefits, including comprehensive brand-name drug coverage

### It's all about you.

- You get up to \$5,000,000 in covered benefits over your lifetime
- You choose from over 53,000 doctors and specialists, and from over 400 hospitals
- You save money because we've negotiated lower rates with our in-network doctors
- You choose either an annual physical exam or a HealthyCheck<sup>SM</sup> preventive screening each year; deductible waived
- You get emergency care covered while traveling across the U.S. and throughout the world, 24/7

### Your plan is packed with valuable programs and services.

360° Health<sup>®</sup> is our unique health services program designed to help you achieve your own personal healthy best.

360° Health is a set of resources, programs, tools and services that we've brought together to surround you with a complete support environment. It can help you take care of yourself no matter what stage of health you're in and help you make informed health care decisions. It offers three levels of added support and engagement. *All at no additional cost!*

### 360° Health offers:

**1** *Level one starts with education plus key tools and discounts to maximize your health care dollars. **Health Tools and Resources*** From our website, and through MyHealth@Anthem<sup>®</sup>, powered by WebMD<sup>®</sup>, you get access to easy-to-use, personalized online tools and trusted health information to help you make more informed health care decisions. Our online lifestyle centers can point you to the health information that matters most to you.

And, our SpecialOffers program includes discounts on health and wellness products and certain alternative medicine services, plus access to online health programs.

**2** *The second level offers guidance so you can get help when you need care or it can simply help you achieve your wellness goals. **Health Guidance*** Our 24/7 NurseLine offers access to qualified registered nurses anytime to help you decide whether a problem requires medical attention so you can get the appropriate level of care and avoid unnecessary worry. Programs like MyHealth Assessment help you take an honest look at your health, plus there are tools to help guide you as you make important care decisions.

**3** *And finally, assistance for members with challenging health needs. **Health Management*** Members with acute or chronic health conditions like asthma, diabetes, coronary artery disease, chronic obstructive pulmonary disease and heart failure get an additional, specialized level of support.

**We're dedicated to improving your health.**

With Anthem Blue Cross, you'll have peace of mind knowing that you're covered by one of the most trusted names in health care coverage, and that you're getting more value in so many ways. While we've changed our name from Blue Cross of California to Anthem Blue Cross, we still have the same commitment to you that we've had to all Californians over the last 70 years — to deliver high-quality, affordable health coverage and help you be as healthy as you can be. As the health care plan more Californians depend on, we look forward to serving your health care needs.

Have a question? We're here to help. Just call Small Group Customer Service at 800-627-8797.

**Coverage you can trust. Robust benefits with comprehensive brand-name drug coverage. That's what makes our Premier PPO \$20 Copay Plan one of our Superior Designs.**

You're free to go to health care providers outside of the Anthem Blue Cross network, but you'll save a substantial amount by choosing from our 53,000 doctors and 400 hospitals. Staying in the Anthem Blue Cross network will help you get maximum value from your health care benefits — and from your health care dollar.

**Powerful savings from Anthem Blue Cross**

**With Anthem Blue Cross health coverage, you save in three significant ways:**

1. Our in-network doctors and hospitals charge you lower, Anthem Blue Cross-negotiated fees
2. Our BlueCard program gives you access to in-network providers at discounted rates all across the country
3. You pay only a portion of the fees for your eligible covered expenses (see example below) and we pay the rest

**EXPLANATION OF BENEFITS**

Member Name: JAMES SCHWENKER  
 Identification Number: 001-24-001  
 Group Name: WELLPOINT HEALTH BENEFITS

Service Date: 07/06/2000-07/08/2000  
 Total Billed: \$5,190.80  
 Amount Not Allowed: \$0.00  
 Patient Savings: \$2,840.80  
 Applied to Deductible: \$0.00  
 Coinsurance Copayment Amount: \$235.00  
 Blue Cross Amount: \$2,115.00

**THANK YOU FOR USING A NETWORK PARTICIPATING PROVIDER.**

SERVICES DATE(S)	TYPE OF SERVICE	TOTAL BILLED	AMOUNT NOT ALLOWED	PATIENT SAVINGS	APPLIED TO DEDUCTIBLE	COINSURANCE COPAYMENT AMOUNT	BLUE CROSS AMOUNT
07/06/2000-07/08/2000	INPATIENT SERVICES	\$5,190.80	\$0.00	\$2,840.80	\$0.00	\$235.00	\$2,115.00
TOTAL THIS CLAIM		\$5,190.80	\$0.00	\$2,840.80	\$0.00	\$235.00	\$2,115.00

Blue Cross Paid: \$2,115.00  
 It is your responsibility to pay: \$235.00  
 It is not your responsibility to pay: \$2,840.80

**THIS IS NOT A BILL**  
 SEE REVERSE SIDE FOR IMPORTANT INFORMATION

This is an example only. Your savings may vary based on your plan and services received.

## Small Group Premier PPO \$20 Copay Plan

All amounts listed are the member's responsibility to pay after deductible(s), unless otherwise noted. In-network negotiated fees can result in 30 to 40% savings compared to providers' usual fees.

CORE FEATURES	IN-NETWORK Receive Negotiated Savings	OUT-OF-NETWORK Pay Higher Costs
<b>Annual Deductible</b> In-network and out-of-network combined, annual deductible applies toward annual out-of-pocket maximum	\$250 per member for all medical services except office visits, annual Physical Exam, HealthyCheck screenings and prescription drugs; two-member maximum	
<b>Maximum Lifetime Covered Charges Paid by Anthem Blue Cross</b> In-network and out-of-network combined	\$5,000,000	
<b>Annual Out-of-Pocket Maximum<sup>1</sup></b> In-network and out-of-network maximums accumulate separately	\$3,000 per member, two-member maximum Certain member payments do not apply <sup>1</sup>	\$5,000 per member, two-member maximum
<b>Office Visits</b> Not subject to annual deductible	\$20 copay for initial 12 office visits per member, additional office visits 40% of negotiated fee	40% of customary and reasonable charges plus 100% of excess charges
<b>Other Professional Services</b> Includes maternity, diagnostic lab and X-rays	20% of negotiated fee after annual deductible	40% of customary and reasonable charges plus 100% of excess charges after annual deductible
<b>Hospital Inpatient Facility Services</b> Pre-service Review required	20% of negotiated fee after annual deductible	40% of customary and reasonable charges plus 100% of excess charges after annual deductible
<b>Hospital Inpatient Professional Services</b> (lab, physician, anesthesia)	20% of negotiated fee after annual deductible	40% of customary and reasonable charges plus 100% of excess charges after annual deductible
<b>Outpatient Facility Services</b> Pre-service Review required for certain surgical services and diagnostic procedures	20% of negotiated fee after annual deductible	40% of customary and reasonable charges plus 100% of excess charges after annual deductible
<b>Ambulatory Surgical Centers</b> Pre-service Review required	20% of negotiated fee after annual deductible	All charges in excess of \$540 per day after annual deductible
<b>Prescription Drugs<sup>2</sup></b> 30-day supply retail; up to a 60-day supply available through mail order (amounts shown apply to each 30-day supply)	Generic: \$15 copay Brand-name Drugs: \$25 copay Self-injectable (except insulin): 30% of negotiated fee	40% of drug limited fee schedule plus 100% of excess charges if filled within California
<b>Annual Preventive Care Options (not subject to deductible):</b> each family member, ages 7-adult, may choose annually between physical exam or HealthyCheck screening.		
<b>Physical Exam</b> Maximum Anthem Blue Cross payment \$200 for members covered more than 6 months/\$100 if less; in-network and out-of-network combined	\$20 copay for office visit plus 20% of negotiated fee for all other covered services	40% of customary and reasonable charges plus 100% of excess charges
<b>HealthyCheck<sup>SM</sup> Screening</b> Includes certain lab tests, immunizations and health education information	\$25 or \$75 copay screening options	Not available

<sup>1</sup> Services that do not apply to the annual out-of-pocket maximum include, but are not limited to: copay paid under the pharmacy benefit; copay paid for acupuncture/acupressure; copay for mental or nervous disorders and substance abuse (except for treatment of severe mental illness and serious emotional disturbances of a child); copay for not obtaining pre-service review; HealthyCheck payments; \$500 copay for infertility services; non-covered services.

<sup>2</sup> Infertility Drugs: Infertility drug lifetime maximum Anthem Blue Cross payment is \$1,500 in-network and out-of-network combined. All drugs: if member selects a brand-name drug when a generic-equivalent drug is available, and the physician does not write a "dispense as written" or "do not substitute" prescription, the member will be responsible for the brand-name copay plus the difference in cost between the brand-name drug and the generic-equivalent drug.

This is an overview of coverage. A comprehensive description of coverage, benefits and limitations is contained in the Combined Evidence of Coverage and Disclosure Form. Review the Exclusions and Limitations prior to applying for coverage.

ADDITIONAL FEATURES	IN-NETWORK Receive Negotiated Savings	OUT-OF-NETWORK Pay Higher Costs
<b>Well-Baby Immunizations and Adult Screening Tests</b> <b>Children through age 6</b> Regular check-ups and immunizations <b>Ages 7-Adult</b> Includes annual Pap, breast exam and mammogram for women, and Prostate Specific Antigen study for men	<b>\$20</b> office visit copay (not subject to deductible) plus <b>20%</b> of negotiated fee for all other covered services after annual deductible	<b>40%</b> of customary and reasonable charges plus <b>100%</b> of excess charges after annual deductible
<b>Emergency Care</b> <b>\$100</b> Emergency Room copay for each visit - waived if admitted	<b>20%</b> of negotiated fee after annual deductible	<b>20%</b> of customary and reasonable charges, plus <b>100%</b> of excess charges for first 48 hours after annual deductible; after 48 hours, <b>40%</b> of customary and reasonable charges plus <b>100%</b> of excess charges after annual deductible
<b>Ambulance</b>	<b>20%</b> of negotiated fee after annual deductible	<b>40%</b> of customary and reasonable charges plus <b>100%</b> of excess charges after annual deductible (in a medical emergency)
<b>Skilled Nursing Facility</b> 100 days per year, in-network and out-of-network combined; Pre-service Review required	<b>20%</b> of negotiated fee after annual deductible	All charges in excess of \$150 per day after annual deductible
<b>Home Health Care</b> 100 four-hour visits per year, in-network and out-of-network combined; Pre-service Review required	<b>20%</b> of negotiated fee after annual deductible	All charges in excess of \$75 per visit after annual deductible
<b>Physical/Occupational Therapy, Chiropractic Care</b> 12 visits per year, in-network and out-of-network combined	<b>20%</b> of negotiated fee after annual deductible	All charges in excess of \$25 per visit after annual deductible
<b>Acupuncture/Acupressure</b> 24 visits per year, in-network and out-of-network combined	<b>20%</b> of negotiated fee after annual deductible	All charges in excess of \$25 per visit after annual deductible
<b>Mental Health/Inpatient*</b> Includes chemical dependency; 30 days per year, in-network and out-of-network combined; Pre-service Review required	All of negotiated fee in excess of \$175 per day after annual deductible	All charges in excess of \$175 per day after annual deductible
<b>Mental Health/Outpatient Professional Services*</b> Includes chemical dependency One visit per day, 20 visits per year, in-network and out-of-network combined	All of negotiated fee in excess of \$25 per visit after annual deductible	All charges in excess of \$25 per visit after annual deductible
<b>Infusion Therapy</b> Includes chemotherapy Pre-service Review required	<b>20%</b> of negotiated fee after annual deductible	All charges in excess of \$50 per day for all infusion therapy expenses except drugs; all charges in excess of the average wholesale price for all infusion therapy drugs; all charges in excess of the combined maximum Anthem Blue Cross payment of \$500 per day after annual deductible
<b>Infertility Services</b> Maximum lifetime Anthem Blue Cross payment \$2,000, in-network and out-of-network combined	<b>\$500</b> copay plus <b>20%</b> of the balance of negotiated fee after annual deductible	<b>\$500</b> copay plus <b>40%</b> of the balance of customary and reasonable charges plus <b>100%</b> of excess charges after annual deductible

\* Except for coverage of severe mental illness and serious emotional disturbances of a child.

## Exclusions and Limitations

Following is an abbreviated list of exclusions and limitations; please see the Combined Evidence of Coverage and Disclosure Form for comprehensive details.

- Any amounts in excess of maximums stated in the Combined Evidence of Coverage and Disclosure Form.
- Services or supplies that are not medically necessary.
- Services received before your effective date.
- Services received after your coverage ends.
- Any conditions for which benefits can be recovered under any workers' compensation law or similar law.
- Services you receive for which you are not legally obligated to pay.
- Services for which no charge is made to you in the absence of insurance coverage.
- Services not listed as covered in the Combined Evidence of Coverage and Disclosure Form.
- Services from relatives.
- Vision care except as specifically stated in the Combined Evidence of Coverage and Disclosure Form.
- Eye surgery performed solely for the purpose of correcting refractive defects.
- Hearing aids and routine hearing tests except as specifically stated in the Combined Evidence of Coverage and Disclosure Form.
- Sex changes.
- Dental and orthodontic services except as specifically stated in the Combined Evidence of Coverage and Disclosure Form.
- Cosmetic surgery.
- Routine physical examinations except as specifically stated in the Combined Evidence of Coverage and Disclosure Form.
- Treatment of mental or nervous disorders and substance abuse (including nicotine use) or psychological testing, except as specifically stated in the Combined Evidence of Coverage and Disclosure Form.
- Custodial care.
- Experimental or investigational services.
- Services provided by a local, state or federal government agency, unless you have to pay for them.
- Diagnostic admissions.
- Telephone or facsimile machine consultations.
- Personal comfort items.
- Nutritional counseling.
- Health club memberships.
- Any services to the extent you are entitled to receive Medicare benefits for those services without payment of additional premium for Medicare coverage.
- Food or dietary supplements, except for formulas and special food products to prevent complications of phenylketonuria (PKU).
- Genetic testing for non-medical reasons or when there is no medical indication or no family history of genetic abnormality.
- Outdoor treatment programs.
- Replacement of prosthetics and durable medical equipment when lost or stolen.
- Any services or supplies provided to any person not covered under the Agreement in connection with a surrogate pregnancy.
- Immunizations for travel outside the United States.
- Services or supplies related to a pre-existing condition.
- Educational services except as specifically provided or arranged by Anthem Blue Cross.
- Infertility services (including sterilization reversal) except as specifically stated in the Combined Evidence of Coverage and Disclosure Form.
- Care or treatment provided in a non-contracting hospital.
- Private duty nursing except as specifically stated in the Combined Evidence of Coverage and Disclosure Form.
- Services primarily for weight reduction except medically necessary treatment of morbid obesity.
- Outpatient drugs, medications or other substances dispensed or administered in any outpatient setting.
- Contraceptive devices unless your physician determines that oral contraceptive drugs are not medically appropriate.

## General Provisions

### Member Privacy

Our complete **Notice of Privacy Practices** provides a comprehensive overview of the policies and practices we enforce to preserve our members' privacy rights and control use of their health care information, including: the right to authorize release of information; the right to limit access to medical information; protection of oral, written and electronic information; use of data; and information shared with employers. This notice can be downloaded from our website at [anthem.com/ca](http://anthem.com/ca) or obtained by calling Small Group Customer Service at 800-627-8797.

### Utilization Review

The Anthem Blue Cross Utilization Review Program helps members receive coverage for appropriate treatment in the appropriate setting. Four review processes are included: 1) Pre-service Review assesses medical necessity before services are provided; 2) Admission Review determines at the time of admission if the stay or surgery is Medically Necessary in the event Pre-service Review is not conducted; 3) Continued Stay Review determines if a continued stay is Medically Necessary; 4) Retrospective Review determines if the stay or surgery was Medically Necessary after care has been provided if none of the first three reviews were performed. Utilization Review is not the practice of medicine or the provision of medical care to you. Only your doctor can provide you with medical advice and medical care.

### Grievances

All complaints and disputes relating to a member's coverage must be resolved in accordance with Anthem Blue Cross' grievance procedure. You can report your grievance by phone or in writing; see your Anthem Blue Cross ID card for the appropriate contact information. All grievances received by Anthem Blue Cross that cannot be resolved by phone (when appropriate) to the mutual satisfaction of the member and Anthem Blue Cross will be acknowledged in writing, together with a description of how Anthem Blue Cross proposes to resolve the grievance. Grievances that cannot be resolved by these procedures shall be resolved as indicated through binding arbitration, or if the plan you are covered under

is subject to the Employee Retirement Income Security Act of 1974 (ERISA), in compliance with ERISA rules.

If the group is subject to ERISA, and a member disagrees with Anthem Blue Cross' proposed resolution of a grievance, the member may submit an appeal by phone or in writing, by contacting the phone number or address printed on the letterhead of the Anthem Blue Cross response letter.

For the purposes of ERISA, there is one level of appeal. For urgent care requests for benefits, Anthem Blue Cross will respond within 72 hours from the date the appeal is received. For pre-service requests for benefits, the member will receive a response within 30 calendar days from the date the appeal is received. For post-service claims, Anthem Blue Cross will respond within 60 calendar days from the date the appeal is received.

If the member disagrees with Anthem Blue Cross' decision on the appeal, the member may elect to have the dispute settled through alternative resolution options, such as voluntary binding arbitration.

### **Department of Managed Health Care**

The California Department of Managed Health Care (DMHC) is responsible for regulating health care service plans. If you have a grievance against your health plan, you should first telephone your health plan at 800-627-8797 and use your health plan's grievance process before contacting the DMHC. Utilizing this grievance procedure does not prohibit any potential legal rights or remedies that may be available to you. If you need help with a grievance involving an emergency, a grievance that has not been satisfactorily resolved by your health plan, or a grievance that has remained unresolved for more than 30 days, you may call the DMHC for assistance. Your case may also be eligible for an Independent Medical Review (IMR). If you are eligible for IMR, the IMR process will provide an impartial review of medical decisions made by a health plan related to the medical necessity of a proposed service or treatment, coverage decisions for treatments that are experimental or investigational in nature, and payment disputes for emergency or urgent medical services. The DMHC also has a toll-free telephone number (888-HMO-2219), and TDD line (877-688-9891)

for the hearing- and speech-impaired. The department's Internet website, [www.hmohelp.ca.gov](http://www.hmohelp.ca.gov), has complaint forms, IMR application forms and instructions online.

### **Binding Arbitration**

If the plan is subject to ERISA, any dispute involving an adverse benefit decision must be resolved under ERISA claims procedure rules, and is not subject to mandatory binding arbitration. Members may pursue voluntary binding arbitration after they have completed an appeal under ERISA rules. If the member has another dispute that does not involve an adverse benefit decision, or if the group does not provide a plan that is subject to ERISA, the following provisions apply: any and all disputes between the employer and/or the member and Anthem Blue Cross, including but not limited to claims of medical malpractice, must be resolved by binding arbitration (not by lawsuit or trial by court or jury or other court process, except as California's law provides for judicial review of arbitration proceedings), if the amount in dispute exceeds the jurisdictional limit of the Small Claims Court. Under this coverage, both the member and Anthem Blue Cross are giving up the right to participate in class arbitration or have any dispute decided by a court or jury trial.

### **Medicare**

Under TEFRA/DEFRA, Medicare is the primary coverage for groups of less than 20 employees. Anthem Blue Cross coverage is considered primary coverage for groups of 20 or more employees. This Anthem Blue Cross coverage is not a supplement to Medicare, but provides benefits according to the non-duplication of Medicare clause.

If Medicare is a member's primary health plan, Anthem Blue Cross will not provide benefits that duplicate any benefits you are entitled to receive under Medicare. This means that when Medicare is the primary health coverage, benefits are provided in accordance with the benefits of the plan, less any amount paid by Medicare. If you are entitled to Part A and B of Medicare, you will be eligible for non-duplicate Medicare coverage, with supplemental coordination of benefits. However, if you are required to pay the Social Security Administration an additional premium for any part of Medicare, then the above policy will only apply if you are enrolled in that part of

Medicare. Note: Medicare-eligible employees/dependents enrolled in plans where Medicare is primary may obtain an Individual Anthem Blue Cross Medicare Supplement plan with the pre-existing condition exclusion waived.

### **Coordination of Benefits**

The benefits of a member's plan may be reduced if the member has other group health, dental, drug or vision coverage, so that benefits and services the member receives from all group coverages do not exceed 100 percent of the covered expense.

### **Third-Party Liability**

If a member is injured, the responsible party may be legally obligated to pay for medical expenses related to that injury. Anthem Blue Cross may recover benefits paid for medical expenses if the member recovers damages from a legally liable third-party. Examples of third-party liability situations include car accidents and work-related injuries.

### **Voiding Coverage for False and Misleading Information**

False or misleading information or failure to submit any required enrollment materials may form the basis for voiding coverage from the date a plan was issued or retroactively adjusting the premium to what it would have been if the correct information had been furnished. No benefits will be paid for any claim submitted if coverage is made void. Premiums already paid for the time period for which coverage was rescinded will be refunded, minus any claims paid.

### **Incurred Medical Care Ratio**

As required by law, we are advising you that Anthem Blue Cross and its affiliated companies' incurred medical care ratio for 2007 was 80.43 percent. This ratio was calculated after provider discounts were applied.



Anthem Blue Cross is an NCQA Accredited health plan.

Goods and services available through discount programs are not benefits of coverage. Anthem Blue Cross does not endorse or recommend any goods or services provided at a discount by these vendors or practitioners. These programs may be changed or withdrawn at any time without notice by the offering vendor or practitioner.

Premier PPO \$20 Copay Plan is offered by Anthem Blue Cross.

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