



State of Michigan



# Your Benefit Guide

State High Deductible Health Plan  
with Health Savings Account

Medical and Behavioral Health/Substance Use Disorder  
Benefits for Employees\*

\* Deferred Retirement Option Plan (DROP) employees and Other Eligible Adult Individuals (OEALs) and their dependents are not eligible for this plan.

January 1, 2024

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# Welcome

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Welcome to the State High Deductible Health Plan with Health Savings Account (State HDHP with HSA), a self-insured benefit plan administered by Blue Cross Blue Shield of Michigan (Blue Cross) under the direction of the Michigan Civil Service Commission (MCSC). To be eligible for coverage under the State HDHP with HSA, you must reside in the U.S. or its territories. Additional information on eligibility can be found on page 3 of this booklet.

MCSC is responsible for implementing these benefits and any future benefit changes. Blue Cross provides certain services on behalf of MCSC through an administrative-service-only contract. Your benefits are administered by Blue Cross but will be paid using funds from MCSC.

Blue Cross is committed to providing you with excellent value and quality service and we want you to understand your health coverage. With this in mind, we have designed this booklet as an easy-to-read guide to your benefits. Please read through it to get an understanding of which health care services are covered and when you are responsible for out-of-pocket costs.

You can access this book as well as other State HDHP with HSA materials online anytime at [www.bcbsm.com/som](http://www.bcbsm.com/som).

## Contact information

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You can call or write the Blue Cross Customer Service Center when you have questions about your benefits and claims.

### Blue Cross Blue Shield of Michigan

To help us serve you better, here are a few things to remember.

- Have your Blue Cross ID card handy so you can provide your enrollee and group numbers.
- To ask about a medical or hearing claim, provide the following:
  - Enrollee's name
  - Enrollee's ID number
  - Member's name
  - Provider's name
  - Date the patient was treated
  - Charge for the service
- When writing to us, include copies (not originals) of your bills, any correspondence you may have received from us and other relevant documents. Keep your original bills and documents for your files.
- Include your daytime telephone number on all your letters.

This document is not a contract. Rather, it is intended to be a summary of your State HDHP with HSA benefits. Every effort has been made to ensure the accuracy of this information. However, if statements in this description differ from the official coverage documents, the terms and conditions in those documents will prevail.

Calling

We’re available by phone Monday through Friday from 7 a.m. to 7 p.m. We are closed on holidays.

Customer Service (for all claim and benefit questions).....	1-800-843-4876
Blue Cross Behavioral Health (formerly Lucet) (for BH/SU services 24 hours a day, 7 days a week) .....	1-866-503-3158
Telehealth through Virtual Care (formerly Blue Cross Online Visits <sup>SM</sup> ).....	1-844-606-1608
State of Michigan Employee Service Program (ESP) .....	1-800-521-1377
Anti-fraud hotline.....	1-800-482-3787
Hearing-impaired customers.....	TTY 711
Human organ transplant program .....	1-800-242-3504
Blue Cross’ network of Blue plan providers.....	1-800-810-BLUE-(2583)
HealthEquity .....	1-877-284-9840

Writing

Please send all correspondence to:

State of Michigan Customer Service Center  
Blue Cross Blue Shield of Michigan  
232 S. Capitol Avenue, L04A  
Lansing, MI 48933-1504

Online

**bcbsm.com/som** — Blue Cross’ site for State of Michigan employees  
For benefit materials, the State of Michigan claim form and disabled dependent application

**bcbsm.com/find-a-doctor** — Blue Cross’ provider search tool  
To find a participating health care provider or facility

State of Michigan

For eligibility questions:

**MI HR Service Center**  
P.O. Box 30002 Lansing, MI 48909  
Toll-free: 1-877-766-6447  
Fax: 1-517-241-5892

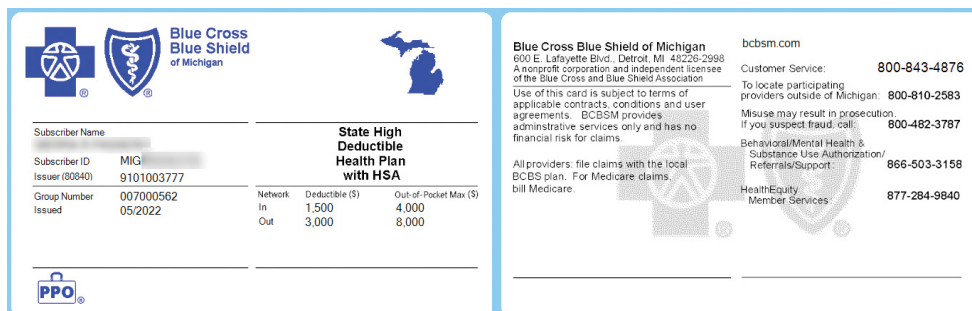
For benefit questions:

**Michigan Civil Service Commission**  
Employee Benefits Division  
P.O. Box 30002 Lansing, MI 48909  
Toll free: 1-800-505-5011



# Your ID card

Your Blue Cross ID card is issued once you enroll for coverage in the State HDHP with HSA. This ID card is applicable for your medical and behavioral health/substance use disorder benefits. Present this ID card every time you need services. Your card will look like the one below.



**1<sup>st</sup> line:** **Subscriber Name** is the name of the person who holds the contract. All communications are addressed to this name. Only the enrollee's name appears on the ID card. However, the cards are for use by all covered members.

**2<sup>nd</sup> line:** **Subscriber ID** identifies your records in our files.  
The **alpha prefix** preceding the enrollee ID number identifies that you have coverage through the State HDHP with HSA.

**3<sup>rd</sup> line:** **Issuer** identifies you as a Blue Cross member. The number 80840 identifies our industry as a health insurance carrier.

**4<sup>th</sup> line:** **Group Number** tells us you are a Blue Cross group member through the State of Michigan.

**Note:** This sample ID card includes individual in-network and out-of-network deductible and out-of-pocket maximum amounts. For additional information on deductibles, go to page 32.

**The suitcase** tells providers about your travel benefits. For additional information, go to page 36. On the back of your ID card, you will find:

- Blue Cross's toll-free customer service telephone numbers to call us when you have a claim or benefit question, or when you need a behavioral health/substance use disorder authorization or referral.

If you or anyone in your family needs an ID card, log in to your account at [bcbsm.com](http://bcbsm.com) or call our Customer Service Center for assistance.

- If your card is lost or stolen, call us. You can still receive services by giving the provider your Enrollee ID number to verify your coverage while your new set of cards is on its way.
- You can also log in to your account at [bcbsm.com](http://bcbsm.com) to access your virtual ID card. This is a great way to show your coverage to a provider using your mobile phone.

Only you and your eligible dependents may use the cards issued for your contract. Lending your card to anyone not eligible to use it is illegal and subject to possible fraud investigation and termination of coverage.

## Eligibility

To be eligible for coverage under the State HDHP with HSA, you must reside in the U.S. or its territories. For more information about the State of Michigan's eligibility requirements for employee health insurance coverage, visit [www.michigan.gov/employeebenefits](http://www.michigan.gov/employeebenefits).

### In the event you lose your coverage

You can purchase an individual plan from Blue Cross Blue Shield of Michigan, or coverage from the Health Insurance Marketplace. If you'd like information about which individual plan is best for you, contact a Blue Cross Blue Shield Health Plan Advisor at **1-855-237-3500** or visit [bcbsm.com/stayblue](http://bcbsm.com/stayblue).

For more information on plans on the Health Insurance Marketplace, visit [healthcare.gov](http://healthcare.gov).

# Your medical and behavioral health and substance use disorder benefits, A-Z

Unless otherwise specified, a service must be medically necessary to be covered by the State HDHP with HSA. A service is deemed medically necessary if it is required to diagnose or treat a condition, and which Blue Cross determines is:

- Appropriate regarding the standards of good medical practice and not experimental or investigational
- Not primarily for your convenience or the convenience of a provider; and
- The most appropriate supply or level of service which can be safely provided to you. “Appropriate” means the type, level and length of care, treatment or supply and setting that are needed to provide safe and adequate care and treatment.

<b>Acupuncture</b>	<b>Covered 60% after deductible (No network required)</b>
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Covered up to a maximum of 20 visits in a calendar year when performed by an acupuncturist or a licensed physician (MD or DO) or supervised and billed by a licensed physician (MD or DO).

Acupuncture is covered only for the treatment of the following conditions:

- Sciatica
- Neuritis
- Postherpetic neuralgia
- Tic douloureux
- Chronic headaches such as migraines
- Osteoarthritis
- Rheumatoid arthritis
- Myofascial complaints such as neck and lower back pain

**Note:** Services received by a non-participating acupuncturist are not covered.

<b>Allergy tests and treatments</b>	<b>In-network – Covered 80% after deductible</b>	<b>Out-of-network – Covered 60% after deductible</b>
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Allergy testing, including survey and therapeutic injections, are covered when performed by or under the supervision of a physician. Coverage also includes:

- Allergy extract and extract injections
- Intradermal, scratch and puncture tests
- Patch and photo tests
- Bronchial challenge tests

Benefits are not payable for:

- Fungal or bacterial skin tests, such as those given for tuberculosis or diphtheria
- Self-administration, over-the-counter medications
- Psychological testing, evaluation or therapy for allergies
- Environmental studies, evaluation or control

<b>Ambulance services</b>	<b>Covered 80% after deductible (No network required)</b>
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You are covered for ambulance services to transport a patient to the nearest medical facility capable of treating the patient's condition.

To be covered, the services must be:

- Medically necessary because transport by any other means would endanger the patient's health
- Prescribed by a physician (when used for transferring a patient)
- Provided in a vehicle qualified as an ambulance and part of a licensed ambulance operation
- Used to transport only the patient to a hospital or to transfer the patient from a hospital to another treatment location such as another hospital, skilled nursing facility or the patient's home

Air or water ambulance is also covered if it meets the criteria above and the patient's emergent condition requires air or water transport rather than ground ambulance. Air or water ambulance providers must be licensed to provide air or water ambulance services and not as a commercial air carrier.

Your coverage does not pay for transportation for the convenience of the patient, the patient's family or the preference of the physician.

<b>Ambulatory surgery facility</b>	<b>In-network – Covered 80% after deductible</b>	<b>Out-of-network – Covered 60% after deductible</b>
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Coverage is provided for medically necessary facility services provided by a Blue Cross participating ambulatory surgery facility. A patient must be under the care of a licensed Doctor of Medicine, osteopathy, podiatry or oral surgery to be admitted to an ambulatory surgery facility. The services must be directly related to performing surgical procedures identified by Blue Cross as covered ambulatory surgery.

<b>Anesthesia</b>	<b>Covered 80% after deductible</b>
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Medically necessary anesthesia services are a covered benefit under the State's medical plan regardless if the diagnosis is medical or behavioral health.

<b>Autism spectrum disorders Applied Behavioral Analysis (ABA) (Requires authorization)</b>	<b>In-network – Covered 80% after deductible</b>	<b>Out-of-network – Covered 60% after deductible</b>
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You are covered for ABA services administered by a licensed clinician, such as a board-certified behavior analyst, working in association with a paraprofessional. To be eligible for benefits, the paraprofessional must be supervised by the licensed clinician. Your benefit covers autism spectrum disorders to treat ABA.

<b>Bariatric surgery</b>	<b>In-network – Covered 80% after deductible</b>	<b>Out-of-network – Covered 60% after deductible</b>
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Bariatric surgery is covered when you meet certain conditions related to morbid obesity.

<b>Blood</b>	<b>In-network – Covered 80% after deductible</b>	<b>Out-of-network – Covered 60% after deductible</b>
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Coverage includes whole blood, blood derivatives, blood plasma or packed red blood cells and supplies used for administering the services, as well as the cost of drawing and storing self-donated blood intended for scheduled surgery.

<b>Breast reconstruction surgery</b>	<b>In-network – Covered 80% after deductible</b>	<b>Out-of-network – Covered 60% after deductible</b>
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Surgery is covered for:

- Reconstruction of the breast on which the mastectomy was performed
- Surgery and reconstruction of the other breast to produce a symmetrical appearance
- Prostheses and treatment of physical complications at all stages of the mastectomy, including lymph edemas

<b>Cardiac rehabilitation (Phase I and Phase 2)</b>	<b>In-network – Covered 80% after deductible</b>	<b>Out-of-network – Covered 60% after deductible</b>
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Coverage provides intensive monitoring (using EKGs) and/or supervision during exercise in the outpatient department of hospital or physician-directed facility.

<b>Cataract surgery</b>	<b>In-network – Covered 80% after deductible</b>	<b>Out-of-network – Covered 60% after deductible</b>
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Cataract surgery and first lens implants are covered.

<b>Certified nurse midwife</b>	<b>Cost share depends on rendered service. See the individual health care benefit detail or the health care summary chart for cost-share.</b>
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Covered services provided by a certified nurse midwife include:

- Gynecological exam
- Health maintenance exam
- Injections
- Normal vaginal delivery when provided in:
  - An inpatient hospital setting
  - A hospital-affiliated birthing center that is owned and operated by a participating state-licensed and accredited hospital, as defined by Blue Cross
- Pre-natal care
- Post-natal care

<b>Certified nurse practitioner</b>	<b>Cost share depends on rendered service. See the individual health care benefit detail or the benefit summary chart for cost-share.</b>
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Services are covered when performed by a certified nurse practitioner if the services are within their scope of licensure.

<b>Chelation therapy</b>	<b>In-network – Covered 80% after deductible</b>	<b>Out-of-network – Covered 60% after deductible</b>
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Chelation therapy is used as a treatment for acute mercury, iron, arsenic, lead, uranium, plutonium and other forms of toxic metal poisoning.



<b>Chemotherapy</b>	<b>In-network – Covered 80% after deductible</b>	<b>Out-of-network – Covered 60% after deductible</b>
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Your benefits for chemotherapy are payable in a hospital, outpatient department of a hospital, or in a physician's office. Benefits include the administration and cost of chemotherapy drugs when they are:

- Ordered by a physician for the treatment of a specific type of disease
- Approved by the Food and Drug Administration for use in chemotherapy treatment
- Provided as part of a chemotherapy program

You are also covered for:

- Physician services to administer the chemotherapy drug, except those taken orally
- The chemotherapy drug administered in a medically approved manner
- Other FDA-approved drugs classified as:
  - Anti-emetic drugs used to combat the toxic effects of chemotherapeutic drugs
  - Drugs used to enhance chemotherapeutic drugs
  - Drugs to prevent or treat the side effects of chemotherapy treatment
- Infusion pumps used for the administration of chemotherapy, administration sets, refills and maintenance of implantable or portable pumps and ports

Benefits also include three follow-up visits within 30 days of your last chemotherapy treatment to monitor the effects of chemotherapy.

<b>Chiropractic mechanical traction and massage therapy</b>	<b>In-network – Covered 80% after deductible</b>	<b>Out-of-network – Covered 60% after deductible</b>
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Chiropractic mechanical traction as well as massage therapy are included with physical, occupational and speech therapy for a combined maximum of 90 visits. Massage therapy is only payable as part of the overall physical therapy treatment plan. Massage therapy alone, either as a one-time service or as a series of massages over time is not a covered benefit. Massage therapy performed by a massage therapist must be supervised by a chiropractor and be part of a formal course of physical therapy.

<b>Chiropractic office visits</b>	<b>In-network – Covered 80% after deductible</b>	<b>Out-of-network – Covered 60% after deductible</b>
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Coverage includes office visits for:

- New patient: 1 visit every 36 months
- Established patient: 1 visit per calendar year

<b>Chiropractic spinal manipulation</b>	<b>In-network – Covered 80% after deductible</b>	<b>Out-of-network – Covered 60% after deductible</b>
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Coverage includes spinal manipulation of the spine if medically necessary to correct a subluxation. 24 visits per calendar year. Note: Maintenance therapy is not a covered benefit.

<b>Chiropractic X-rays</b>	<b>In-network – Covered 80% after deductible</b>	<b>Out-of-network – Covered 60% after deductible</b>
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Covered for accidental injuries.

<b>Clinic Visits – Facility Services</b>	<b>In-network – Covered 80% after deductible</b>	<b>Out-of-network – Covered 60% after deductible</b>
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Your benefit covers visits when rendered in a clinic setting for the medically necessary diagnosis or treatment of an injury or sickness.

<b>Clinic Visits – Physician Services</b>	<b>In-network - Covered 80% after deductible</b>	<b>Out-of-network – Covered 60% after deductible</b>
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Your benefit covers visits when rendered in a clinic setting for the medically necessary diagnosis or treatment of an injury or sickness. Additionally, your benefit covers clinic visits for behavioral health diagnoses rendered by your primary care physician.

<b>Consultations – hospital</b>	<b>In-network – Covered 80% after deductible</b>	<b>Out-of-network – Covered 60% after deductible</b>
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Medical consultations are payable when a physician requires assistance in diagnosing or treating a medical or behavioral health conditions.

#### **What is not covered**

Consultations and/or pre-anesthesia evaluations are not payable when billed with one of the following diagnostic conditions:

- Experimental
- Obesity
- Research
- Routine
- Routine foot care
- Screening
- Psychological
- Staff consultations required by a facility's or program's rules

<b>Consultations – office</b>	<b>In-network – Covered 80% after deductible</b>	<b>Out-of-network – Covered 60% after deductible</b>
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In a physicians' office setting, services are covered when they are performed by a physician whose advice or opinion is requested by another physician or other appropriate source for further evaluation of the patient and generally includes exam of patient, patient's record and written report.

<b>Consultations – pre-surgical</b>	<b>In-network – Covered 80% after deductible</b>	<b>Out-of-network – Covered 60% after deductible</b>
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When your physician recommends surgery, you have the option of having a pre-surgical consultation with another physician who is a Doctor of Medicine, osteopathy, podiatry or an oral surgeon.

You may obtain pre-surgical consultations if the surgery will take place in an inpatient or outpatient hospital setting or ambulatory surgery facility and is covered under the State HDHP with HSA.

You are limited to three pre-surgical consultations for each surgical diagnosis. The three consultations consist of a:

- Second opinion – a consultation to confirm the need for surgery
- Third opinion – allowed if the second opinion differs from the initial proposal for surgery
- Nonsurgical opinion – given to determine your medical tolerance for the proposed surgery

<b>Contraceptive devices</b>	<b>In-network – Covered 100%</b>	<b>Out-of-network – Covered 60% after deductible</b>
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Contraceptive devices, their insertion, removal and reinsertion are covered one per year for women only. Benefits include Depo Provera injections, intrauterine devices and diaphragms. Includes initial exam for measurement.

<b>Cosmetic surgery</b>	<b>In-network – Covered 80% after deductible</b>	<b>Out-of-network – Covered 60% after deductible</b>
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Cosmetic surgery is payable only for:

- Correction of deformities present at birth. Congenital deformities of the teeth are not covered.
- Correction of deformities resulting from cancer surgery, including reconstructive surgery after a mastectomy
- Conditions caused by accidental injuries
- Traumatic scars

**NOTE:** Physician services for cosmetic surgery are **not payable** when services are primarily performed to improve appearance.

<b>Dental surgery</b>	<b>In-network – Covered 80% after deductible</b>	<b>Out-of-network – Covered 60% after deductible</b>
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Dental surgery performed on an inpatient basis is covered if a patient has a medical condition that makes it unsafe for dental treatment to be performed in the office setting. Surgery must be performed by an MD or DO. Dental procedures performed by a DDS must be billed to the dental program.

Dental surgery is payable **only** for:

- Multiple extractions or removal of unerupted teeth, alveoplasty or gingivectomy when a hospitalized patient has a dental condition that is adversely affecting a medical condition and treatment of the dental condition is expected to improve the medical condition
- Surgery directly to the temporomandibular joint (jaw joint)
- Arthrocentesis performed for the treatment of temporomandibular joint (jaw joint) dysfunction

<b>Dental treatment (accidental dental – emergency only)</b>	<b>In-network – Covered 80% after deductible</b>	<b>Out-of-network – Covered 60% after deductible</b>
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Accidental dental services are covered to provide relief of pain and discomfort following an injury, as well as repair of those injuries. These services must be completed within six months of the initial injury to be payable under the State HDHP with HSA. An accidental injury is defined as an external force to the lower half of the face or jaw that damages or breaks sound natural teeth, periodontal structures (gums) or bone. Injury as a result of chewing or biting is not considered an accidental injury.

Emergency dental treatments must be completed within 24 hours following the trauma to relieve the patient of pain and discomfort.

<b>Determination of refractive state</b>	<b>In-network – Covered 80% after deductible</b>	<b>Out-of-network – Covered 60% after deductible</b>
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Determination of refractive state is necessary for obtaining glasses and is covered under these circumstances:

- A provider must identify your refractive state to determine an injury, illness or disease
- An ophthalmologist or an optometrist must determine the refractive date for corrective lenses
- Your refractive state is determined as part of a surgical procedure.

<b>Diabetic supplies</b>	<b>Participating provider – Covered 80% after deductible</b>	<b>Nonparticipating provider – Covered 60% after deductible (plus, the difference between charge and approved amount)</b>
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The State HDHP with HSA covers blood sugar testing monitors, blood sugar and urine test strips, lancet devices and lancets, blood sugar control solutions, and diabetic therapeutic shoes.

<b>Diabetic training</b>	<b>In-network – Covered 80% after deductible</b>	<b>Out-of-network – Covered 60% after deductible</b>
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Self-management diabetic training is considered medically necessary depending on diagnosis by an MD or DO who is managing your diabetic condition. Medical necessity may be a significant change with long-term implications in the symptoms or conditions that necessitate changes in self-management. Medical necessity can also be a significant change in medical protocol or treatment.

<b>Diagnostic tests and radiation services</b>	<b>In-network – Covered 80% after deductible</b>	<b>Out-of-network – Covered 60% after deductible</b>
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Coverage includes physician services for diagnostic and radiation services to diagnose and treat disease, illness, pregnancy or injury through:

- Diagnostic radiology that includes X-rays, ultrasound, radioactive isotopes, and MRI and CAT scans of the head and body when performed for an eligible diagnosis
- Laboratory and pathology tests
- Diagnostic tests which include EKGs, EEGs, EMGs, thyroid function tests, nerve conduction and pulmonary function studies
- Radiation therapy, which includes radiological treatment by X-ray, isotopes or cobalt for a malignancy
- Medically necessary mammography
- Position emission tomography (PET) scans

Services must be provided by your physician or by another physician, if prescribed by your physician.

<b>Dialysis services – facility</b>	<b>In-network – Covered 80% after deductible</b>	<b>Out-of-network – Covered 60% after deductible</b>
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Coverage includes medically necessary services provided to treat patients with chronic, irreversible kidney disease are payable.

The following services are covered:

- Use of the freestanding end stage renal disease facility
- Ultrafiltration
- Equipment
- Solutions
- Routine laboratory tests
- Drugs
- Supplies
- Other medically necessary services related to dialysis treatment

<b>Dialysis services – home</b>	<b>In-network – Covered 80% after deductible</b>	<b>Out-of-network – Covered 60% after deductible</b>
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Dialysis services (hemodialysis and peritoneal dialysis), supplies and equipment are payable when provided in the home to treat chronic, irreversible kidney failure. Services must be billed by a hospital or freestanding End Stage Renal Disease facility participating with Blue Cross and must meet the following conditions:

- The treatment must be arranged by the patient’s attending physician and the physician director or a committee of staff physicians of a self-dialysis training program.
- The owner of the patient’s home must give the hospital prior written permission to install the equipment.

Covered services:

- Placement and maintenance of a dialysis machine in the patient’s home
- Expenses to train the patient and any other person who will assist the patient in the home in operating the equipment
- Laboratory tests related to the dialysis
- Supplies required during the dialysis, such as dialysis membrane, solution, tubing and drugs
- Removal of the equipment after it is no longer needed

#### **What is not covered**

- Services provided by persons under contract with the hospital, agencies or organizations assisting in the dialysis or acting as “back-ups,” including hospital personnel sent to the patient’s home
- Electricity or water used to operate the dialyzer
- Installation of electric power, a water supply or a sanitary waste disposal system
- Transfer of the dialyzer to another location in the patient’s home
- Physician services not paid by the hospital

<b>Durable medical equipment; prosthetic and orthotic, and medical supplies</b>	<b>Participating provider – Covered 80% after deductible</b>	<b>Nonparticipating provider - Covered 60% after deductible (plus, the difference between charge and approved amount)</b>
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Coverage includes items like oxygen, CPAP and related respiratory equipment and supplies, ostomy supplies, and parenteral and enteral nutrition therapy, wheelchairs, walkers, canes, crutches and hospital beds ordered by a doctor or other health care provider for use in the home. Some items must be rented.

<b>Electroconvulsive Therapy (ECT)</b>	<b>In-network – 80% after deductible</b>	<b>Out-of-network – 60% after deductible</b>
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You are covered for medically necessary ECT treatment including anesthesia services for this benefit.

<b>Emergency care</b>	<b>Covered 80% after deductible</b>
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Your benefit plan covers the sudden and unexpected condition that threatens life or could result in serious bodily harm if prompt medical attention is not received. The patient’s condition must be such that failure to obtain care or treatment could reasonably result in significant impairment to bodily functions, permanent health condition is placed in jeopardy, or condition could result in death. Initial examination must occur within 48 hours of the injury or 72 hours of the medical emergency.



Your coverage provides payment for the initial examination and treatment of accidental injuries and conditions determined by Blue Cross to be medical emergencies.

**What is not covered**

- Follow-up care
- Chronic conditions unless an acute, life-threatening attack occurs
- Care and treatment once you are stabilized
- Continuation of care beyond that needed to evaluate or stabilize your condition in an emergency department

<b>End Stage Renal Disease (ESRD)</b>	<b>See “Dialysis services” for additional benefit information.</b>
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ESRD is a medical condition in which a person’s kidneys cease functioning on a permanent basis leading to the need for a regular course of long-term dialysis or a kidney transplant to maintain life. You may become entitled to Medicare based on ESRD. Benefits on the basis on ESRD are for all covered services, not only those related to the kidney failure condition. Eligible individuals should contact Social Security to enroll in Medicare.

Medicare is the secondary payer to the State HDHP with HSA for individuals entitled to Medicare solely based on ESRD for a coordination period of 30 months. After the 30-month coordination period ends, the State HDHP with HSA is secondary, and Medicare is your primary plan.

**Dual entitlement**

If you have dual entitlement to Medicare **and** have the State HDHP with HSA benefits, the following Medicare guidelines apply:

- If you first become eligible to enroll in Medicare because of ESRD and subsequently also become entitled to Medicare because of Disability or Age, the ESRD guidelines continues to apply. The State HDHP with HSA is primary through the end of the 30-month coordination period. At the end of the 30-month coordination period, Medicare becomes the primary payer of benefits, even if Medicare would otherwise be secondary under the Working Aged or Disability guidelines.
- If you are entitled to Medicare based on ESRD and entitled based on Working Aged or Disability, the following Medicare guidelines apply:
  - If you are a Working Aged or a Disabled individual in your first month of dual entitlement, the State HDHP with HSA is primary through the end of the 30-month coordination period. At the end of the 30-month coordination period, Medicare becomes the primary payer of benefit.
  - If you are already entitled to Medicare based on age or disability and you are not actively working in the first month of dual entitlement, Medicare is your primary plan.

<b>Foot care</b>	<b>In-network – Covered 80% after deductible</b>	<b>Out-of-network – Covered 60% after deductible</b>
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Certain services to the foot and ankle are covered. This includes cutting or removal of corns, calluses or trimming of nails or application of skin areas, and other hygienic and preventive maintenance care when related to diabetes or peripheral heart disease.

**Hearing care**

Your hearing care coverage is designed to identify hearing problems and provide benefits for corrective hearing problems. Hearing benefits are covered only when services are received from a participating provider and are payable once every 36-months, unless significant hearing loss occurs earlier and is certified by your physician. An example of severe hearing loss would be when a person wearing the hearing aid cannot distinguish normal speech 25 percent of the time.

All out-of-state providers are paid the amount that is approved by the local Blue Cross Blue Shield Plan.

<b>Hearing care: Audiometric examination</b>	<b>Participating provider – Covered 80% after deductible</b>	<b>Nonparticipating provider – Not covered</b>
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Audiometric examinations must be performed by a participating physician-specialist, audiologist, or hearing aid dealer. Covered services include tests for measuring hearing perception relating to air conduction, bone conduction, speech reception threshold and speech discrimination and providing a summary of findings.

<b>Hearing care: Hearing aid evaluation and conformity test</b>	<b>Participating provider – Covered 80% after deductible</b>	<b>Nonparticipating provider – Not covered</b>
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Evaluation and test must be prescribed by a physician and performed by a participating physician-specialist, audiologist, or hearing aid dealer.

<b>Hearing care: Hearing aids</b>	<b>Participating provider – Covered 80% after deductible</b>	<b>Nonparticipating provider – Not covered</b>
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Hearing benefits are payable once every 36 months, unless significant hearing loss occurs earlier and is certified by your physician. An example of severe hearing loss would be when a person wearing the hearing aid cannot distinguish normal speech 25 percent of the time. Coverage includes payment for standard or binaural hearing aids. Deluxe hearing aids are covered up to the amount paid for standard hearing aids. You are liable for the balance of the cost.

<b>Hearing care: Medical hearing clearance exam</b>	<b>In-network – Covered 80% after deductible</b>	<b>Out-of-network – Covered 60% after deductible</b>
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You are covered for exams to evaluate sensory neural and conductive hearing losses. Services must be provided prior to receiving hearing aids. Exams may include a basic hearing screening, which is a brief evaluation done during a routine office visit.

For members 17 years or younger, the exam is required for each hearing aid purchase. For members over age 17, the exam is only required on the initial hearing aid purchase.

<b>Hearing care: Ordering and fitting of the hearing aid</b>	<b>Participating provider – Covered 80% after deductible</b>	<b>Nonparticipating provider – Not covered</b>
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Includes basic hearing aids in-the-ear, behind-the-ear, and worn on the body with ear molds, if necessary, as well as dispensing fees for the normal services required for fitting the hearing aid.

**Your hearing care coverage does not cover:**

- A hearing aid ordered while the patient is a member, but delivered more than 60 days after the patient's coverage terminates
- Additional charges for unusual or cosmetic equipment such as canal, one half shell or low-profile hearing aids (sometimes called "deluxe" hearing aids) that exceed the amount Blue Cross pays for a basic hearing aid
- All hearing care services and supplies provided by a nonparticipating provider
- Medical clearance examination to determine possible loss of hearing (covered under medical benefit)
- Repairs and replacement of parts including batteries and ear molds
- Replacement of hearing aids that is lost or broken, unless this occurs after 36 months, when benefits are renewed

- The trial and testing of different makes and models of hearing aids when the tests are not supported by the results of the most recent audiometric examination
- Charges for audiometric examinations, hearing aid evaluation tests, conformity tests and hearing aids which are not necessary, according to professionally accepted standards of practice, or which are not prescribed by the physician-specialist
- Charges for spare hearing aids
- Examinations related to medical-surgical procedures such as tonsillectomies or myringotomies
- Two hearing aids ordered on different dates. These are not considered binaural hearing aids

<b>Hemophilia</b>	<b>In-network – Covered 80% after deductible</b>	<b>Out-of-network – Covered 60% after deductible</b>
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Your benefit covers human antihemophilic factor to reduce the incidence of bleeding episodes and resultant joint damage for individuals who have severe hemophilia A or B.

<b>Home health care</b>	<b>In-network – Covered 80% after deductible (participating providers only)</b>	<b>Out-of-network – Not covered</b>
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Your home health care benefit covers services when the service is prescribed by an attending physician and provided and billed by a participating home health care agency. The physician must certify that the home health care services are being used instead of inpatient hospital care, and that the patient is confined to the home due to illness. This means that transporting the patient to a health care facility, physician's office or hospital for care and services would be difficult due to the nature or degree of the illness.

Covered services include:

- Skilled nursing care provided or supervised by a registered nurse employed by the home health care agency
- Social services by a licensed social worker, if requested by the patient's attending physician
- Physical therapy, speech and language pathology services and occupational therapy are payable when provided for rehabilitation

If equipment for therapy and speech evaluation cannot be taken to the patient's home, therapy and speech evaluation in an outpatient department of a hospital or a freestanding outpatient physical therapy facility are covered, and are subject to the physical, speech and occupational therapy 90-visit maximum.

Your home health care coverage does not cover:

- Custodial care, non-skilled care rest therapy and care in nursing or rest home facilities
- Health care services provided by persons who are not legally qualified or licensed to provide such services
- General housekeeping services
- Transportation to or from a hospital or other facility

<b>Home infusion therapy (HIT)</b>	<b>Participating provider – Covered 80% after deductible</b>	<b>Nonparticipating provider – Not covered</b>
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Home infusion therapy services are covered whether you are confined to the home. To be eligible for home infusion therapy services, your condition must be such that home infusion therapy is:

- Prescribed by the attending physician to manage an incurable or chronic condition or treat a condition that requires acute care if it can be safely managed in the home
- Medically necessary
- Given by participating HIT providers

Services include:

- Drugs required for HIT
- Nursing services needed to administer HIT and treat home infusion therapy-related wound care  
**NOTE:** Nursing services must meet Blue Cross medical necessity guidelines to be payable.
- Durable medical equipment, medical supplies and solutions needed for home infusion therapy  
**NOTE:** Except for chemotherapeutic drugs. HIT is only covered under the home health care benefit.

<b>Home visits</b>	<b>In-network – Covered 80% after deductible</b>	<b>Out-of-network – Covered 60% after deductible</b>
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Home visits by a physician are covered.

<b>Hospice care</b>	<b>In-network – Covered 80% after deductible (Limited to the lifetime dollar maximum that is adjusted annually by the State; participating provider only)</b>	<b>Out-of-network – Covered 60% after deductible</b>
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Hospice services are health care services provided to a member who is terminally ill. Services must be provided by a participating hospice program. While regular benefits for conditions related to the terminal illness are not in force while hospice benefits are being used, benefits for conditions unrelated to the terminal illness remain in effect. Hospice services include meetings with the hospice staff for a maximum of 28 visits for preadmission counseling, evaluation, education and support services. Hospice services also include routine home care.

### Hospital services

- Inpatient care provided by a:
  - Participating hospice inpatient unit
  - Participating hospital contracting with the hospice program or
  - Skilled nursing facility contracting with the hospice program
- Short-term general inpatient care when the patient is admitted for pain control or to manage symptoms. (These services are payable if they meet the plan of care established for the patient.)
- Five days of occasional respite care during a 30-day period
- Physician services by a member of the hospice interdisciplinary team
- Nursing care provided by, or under the supervision of, a registered nurse
- Medical social services by a licensed social worker, provided under the direction of a physician
- Counseling services to the patient and to caregivers, when care is provided at home
- Blue Cross - approved medical appliances and supplies (these include drugs and biologicals to provide comfort to the patient)
- Blue Cross - approved durable medical equipment furnished by the hospice program for use in the patient's home
- Physical therapy, speech and language pathology services and occupational therapy when provided to control symptoms and maintain the patient's daily activities and basic functional skills
- Bereavement counseling for the family after the patient's death

### Physician services

Services provided by the attending physician (not part of the hospice team) to make the patient comfortable and to manage the terminal illness and related conditions.

Hospice care is limited to a maximum amount that is reviewed and adjusted periodically. Please call the Blue Cross State of Michigan Service Center for information about the current maximum amount.

Your hospice services coverage does not cover:

- Costs of transportation
- Estate planning
- Financial or legal counseling
- Funeral arrangements
- Pastoral counseling

<b>Hospice respite care</b>	<b>Blue Cross or Medicare-certified hospice program – Covered 80% after deductible</b>	<b>Nonparticipating provider – Not covered</b>
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Your coverage includes a short-term relief for in-home hospice caregivers. Your benefits pay for patient transport and up to five consecutive days of inpatient care at a Medicare-approved nursing facility or hospital. You can get respite care more than once, but only on an occasional basis.

<b>Hospital care – inpatient for medical and behavioral health (Requires authorization)</b>	<b>In-network – Covered 80% after deductible</b>	<b>Out-of-network – Covered 60% after deductible</b>
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Your coverage includes the following inpatient hospital services when medically necessary:

- Semi-private room and board, general nursing services and special diets
- Services provided in a special care unit, such as intensive care
- Inpatient rehabilitation
- Physician services
- Unlimited days for medical and behavioral health
- Anesthesia, laboratory, oxygen, radiology and pathology services, drugs, durable medical equipment, medical and surgical supplies, prosthetic and orthotic appliances
- Chemotherapy, inhalation therapy and hemodialysis
- Diagnostic and radiology services
- Maternity care, and routine nursery care for a newborn during an eligible mother's hospital stay
- Operating and other surgical treatment rooms, delivery room and special care units
- Physical, speech and occupational therapy (Note: Not subject to the 90-visit benefit maximum)
- Pain management
- Cardiac rehabilitation services
- Whole blood, blood derivatives, blood plasma or packed red blood cells, supplies and their administration
- Hyperbaric oxygenation (therapy given in a pressure chamber)
- Organ transplants
- Other inpatient services and supplies necessary for treatment

**Note:** If you choose to go to a non-participating hospital when you have adequate access to a network hospital, the State HDHP with HSA will not cover the charges.



<b>Hospital care – Inpatient substance use disorder (Requires authorization)</b>	<b>In-network – Covered 80% after deductible</b>	<b>Out-of-network – Covered 60% after deductible</b>
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You are covered for inpatient substance use disorder services as well as sub-acute detoxification services. Your benefit allows for 28 days per treatment period with a maximum of 2-treatment periods per calendar year. Treatment period renews after 60 days.

<b>Hospital care – outpatient</b>	<b>In-network – Covered 80% after deductible</b>	<b>Out-of-network – Covered 60% after deductible</b>
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The services listed under “Hospital care – inpatient” are also payable when provided as outpatient care when performed in the outpatient department of a hospital or, where noted, in a freestanding facility approved by Blue Cross. See the individual benefit listing for details.

**NOTE:** If you choose to go to a non-participating hospital when you have adequate access to a network hospital, the State HDHP with HSA will not cover the charges.

<b>Human organ transplants</b> <b>Call HOTP at 1-800-242-3504 for more information</b>		
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<b>Human organ transplants and bone marrow</b>	<b>In-network – Covered 80% after deductible (in designated facilities)</b>	<b>Out-of-network – Not covered</b>
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Specified human organ transplants and bone marrow are covered when performed in a designated facility. All services must be pre-certified. We cover transplantation of the following organs:

- Combined small intestine-liver
- Heart
- Heart-lung(s)
- Liver
- Lobar lung
- Lung(s)
- Pancreas
- Partial liver
- Kidney-liver
- Simultaneous pancreas-kidney
- Small intestine (small bowel)
- Multivisceral transplants (as determined by Blue Cross)

All payable specified human organ transplant services, except anti-rejection drugs and other transplant-related prescription drugs, must be provided during the benefit period which begins five days before, and ends one year after, the organ transplant.

When directly related to the transplant, we cover:

- Facility and professional services
- Anti-rejection drugs and other transplant-related prescription drugs, during and after the benefit period, as needed. Payment will be based on Blue Cross’s approved amount
- Immunization against certain common infectious diseases during the first 24 months post-transplant (as recommended by the Advisory Committee on Immunization Practices (ACIP))

- Medically necessary services to treat a condition arising out of the organ transplant surgery if the condition:
  - Occurs **during** the benefit period and
  - Is a **direct** result of the organ transplant surgery

**NOTE:** We will cover any service needed to treat a condition as a **direct** result of the organ transplant surgery if it is a benefit under any of our certificates.

When directly related to two tandem transplants, two single transplants or a single and a tandem transplant per member, per condition, the following services are covered:

- Allogeneic transplants are covered for the following services:
  - Blood tests on first degree relatives to evaluate them as donors (if the tests are not covered by their insurance)
  - Search of the National Bone Marrow Donor Program Registry for a donor. A search will begin only when the need for a donor is established and the transplant is pre-approved
  - Infusion of colony stimulating growth factors
  - Harvesting (including peripheral blood stem cell pheresis) and storage of the donor's bone marrow, peripheral blood stem cell and/or umbilical cord blood, if the donor is:
    - A first degree relative and matches at least four of the six important HLA genetic markers with the patient or
    - Not a first degree relative and matches five of the six important HLA genetic markers with the patient. (This provision does not apply to transplants for sickle cell anemia or beta thalassemia.)
    - Harvesting and storage are covered if it is not covered by the donor's insurance, but only when the recipient of harvested material is a Blue Cross member. In a case of sickle cell anemia or beta thalassemia, the donor must be an HLA-identical sibling.
- High-dose chemotherapy and/or total body irradiation
- Infusion of bone marrow, peripheral blood stem cells, and/or umbilical cord blood
- T-cell depleted infusion
- Donor lymphocyte infusion
- Hospitalization

### Travel and Lodging:

We will pay up to a total of \$5,000 for your travel and lodging expenses. They must be directly related to pre-approved services rendered during an approved clinical trial. The expenses must be incurred during the period that begins with the date of pre-approval and ends 180 days after the transplant. However, these expenses will not be paid if your coverage is no longer in effect.

We will pay the expenses of an adult member and another person. If the member is under the age of 18, we pay for the expenses of the member and two additional people. The following per day amounts apply to the combined expenses of the member and persons eligible to accompany the member:

- \$60 per day for travel
- \$50 per day for lodging

**NOTE:** These daily allowances may be adjusted from time to time. Please call Blue Cross Customer Service to find out the current maximums.

We also cover the following:

- Up to \$10,000 for eligible travel and lodging during the initial transplant surgery. This includes the cost of transportation to and from the designated transplant facility for the patient and another person eligible to accompany the patient (two persons if the patient is a child under the age of 18 or if the transplant involves a living-related donor). Transportation and lodging costs for circumstances other than those related to the initial transplant surgery and hospitalization are not covered.

**NOTE:** In certain limited cases, we may consider return travel needed for an acute rejection episode to the original transplant facility. The condition must be emergent and must fall within the benefit period. The cost of the travel must still fall under the \$10,000 maximum for travel and lodging.

- Reasonable and necessary costs of lodging for the person(s) eligible to accompany the patient (“lodging” refers to a hotel or motel)
- Cost of acquiring the organ (the organ recipient must be a Blue Cross member. This includes, but is not limited to:
  - Surgery to obtain the organ
  - Storage of the organ. Storage of donor organs for the purpose of future transplants is not covered
  - Transportation of the organ
  - Living donor transplants such as partial liver, lobar lung, small bowel, and kidney transplants that are part of a simultaneous kidney transplant
  - Payment for covered services for a donor if the donor does not have transplant services under any health care plan

<b>Human organ transplants – cornea and kidney</b>	<b>In-network – Covered 80% after deductible</b>	<b>Out-of-network – Covered 60% after deductible</b>
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The State HDHP with HSA will pay for services performed to obtain, test, store and transplant human tissues and organs such as cornea and kidney.

#### **What is not covered**

- Post-transplant immunizations for cornea are not covered

<b>Human organ transplant – skin</b>	<b>In-network – Covered 80% after deductible</b>	<b>Out-of-network – Covered 60% after deductible</b>
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The State HDHP with HSA will pay for services performed to obtain, test, store and transplant human tissues such as skin.

<b>Injections</b>	<b>In-network – Covered 80% after deductible</b>	<b>Out-of-network – Covered 60% after deductible</b>
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Fluids that are forced into a vein or body organ or under the skin to fight disease are payable.

<b>Intensive outpatient program (IOP) – behavioral health</b>	<b>In-network – Covered 80% after deductible</b>	<b>Out-of-network – Covered 60% after deductible</b>
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You are covered for IOP mental health services provided on an outpatient basis. These services involve frequent visits (usually 3 to 5 days per week) and may include, but are not limited to individual, group and family counseling, medical testing, diagnostic evaluation and referral to other services in a treatment plan. Two IOP days equal one inpatient day.

<b>Intensive outpatient program (IOP) – substance use disorder</b>	<b>In-network – Covered 80% after deductible</b>	<b>Out-of-network – Covered 60% after deductible</b>
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You are covered for IOP substance use disorder services provided on an outpatient basis. These services involve frequent visits (usually 3 to 5 days per week) and may include individual, group and family counseling, medical testing, diagnostic evaluation and referral to other services in a treatment plan. Two IOP days equal one inpatient day.

<b>Laboratory and pathology (clinical)</b>	<b>In-network – Covered 80% after deductible</b>	<b>Out-of-network – Covered 60% after deductible</b>
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Coverage includes laboratory and pathology exams needed to diagnose a disease, illness, pregnancy or injury.

<b>Laboratory and pathology (non-clinical)</b>	<b>In-network – Covered 80% after deductible</b>	<b>Out-of-network – Covered 60% after deductible</b>
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Coverage includes laboratory and pathology exams needed to diagnose a disease, illness, pregnancy or injury.

<b>Maternity care</b>
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You have coverage for pre- and post-natal services, including services provided by a physician attending the delivery. Maternity care benefits are also payable when provided by a certified nurse midwife. Some services may not be covered under pre-natal care but are covered under other services (e.g., laboratory, pathology, and ultrasounds).

A newborn's first routine physical exam is payable when provided during the mother's inpatient hospital stay. The exam must be provided by a doctor other than the anesthesiologist or the mother's attending physician.

**NOTE:** The baby must be eligible for coverage and must be added to your contract within 31 days of the birth.

<b>Prenatal care</b>	<b>In-network – Covered 100%</b>	<b>Out-of-network – Covered 60% after deductible</b>
<b>Delivery and nursery</b>	<b>In-network – Covered 80% after deductible</b>	
<b>Postnatal care</b>	<b>In-network – Covered 100%</b>	

<b>Medical eye exams</b>	<b>In-network – Covered 80% after deductible</b>	<b>Out-of-network – Covered 60% after deductible</b>
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Benefit includes the diagnosis and treatment of an illness, injury or disease.

<b>Neuropsychological testing – inpatient</b>	<b>In-network – Covered 80% after deductible</b>	<b>Out-of-network – Covered 60% after deductible</b>
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Your benefit covers medically necessary neuropsychological testing for behavioral health diagnoses.

<b>Neuropsychological testing – outpatient or office</b>	<b>Covered 80% after deductible</b>
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Your benefit covers medically necessary neuropsychological testing for behavioral health diagnoses.

<b>Nutritional &amp; health education and counseling</b>	<b>In-network – Covered 100%</b>	<b>Out-of-network – Not covered</b>
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The plan covers up to six visits per calendar year. You can seek services from certified dietitians and/or nutritionists.

<b>Observation care</b>	<b>Covered 80% after deductible</b>	
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Your benefit covers hospital outpatient services given to determine if you need to be admitted as an inpatient or can be discharged. Because observation services often involve an overnight stay in the hospital, they may look no different than inpatient services.

<b>Office visits and office consultations</b>	<b>In-network – Covered 80% after deductible</b>	<b>Out-of-network – Covered 60% after deductible</b>
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Your benefit covers doctor office visits and doctor office consultations when rendered in an office setting for the medically necessary diagnosis or treatment of an injury or sickness. Additionally, your benefit covers office visits for behavioral health diagnoses.

<b>Optical services – post cataract surgery</b>	<b>In-network – Covered 80% after deductible</b>	<b>Out-of-network – Covered 60% after deductible</b>
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Your benefits include the examination and fitting of one pair of contact lenses or eyeglasses when prescribed by a physician following cataract surgery and obtained within one year of the surgery. Cataract sunglasses are not covered.

<b>Oral surgery</b>	<b>In-network – Covered 80% after deductible</b>	<b>Out-of-network – Covered 60% after deductible</b>
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Oral surgery is covered with limitations.

<b>Orthognathic surgery</b>	<b>In-network – Covered 80% after deductible</b>	<b>Out-of-network – Covered 60% after deductible</b>
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Orthognathic surgery is covered with limitations.

<b>Osteopathic manipulation</b>	<b>In-network – Covered 80% after deductible</b>	<b>Out-of-network – Covered 60% after deductible</b>
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Coverage is provided for osteopathic manipulation.

<b>Outpatient care – behavioral health (No authorization required)</b>	<b>In-network – Covered 80% after deductible</b>	<b>Out-of-network – Covered 60% after deductible</b>
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You are covered for individual, conjoint, family or group psychotherapy and crisis intervention services.

<b>Outpatient care – substance use disorder (No authorization required)</b>	<b>In-network – Covered 80% after deductible</b>	<b>Out-of-network – Covered 60% after deductible</b>
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You are covered outpatient substance use disorder services including office based opioid treatment and methadone maintenance.



<b>Partial Hospitalization Program (PHP) – Behavioral health (Requires authorization)</b>	<b>In-network – Covered 80% after deductible</b>	<b>Out-of-network – Covered 60% after deductible</b>
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PHP is a comprehensive care given for a minimum of 6 hours per day, 5 days a week. Treatment may include counseling, medical testing, diagnostic evaluations and referral to other services in a treatment plan. PHP services are often provided in lieu of inpatient behavioral health for non-acute conditions. Two PHP days equal one inpatient day.

<b>Partial Hospitalization Program (PHP) – Substance use disorder (Requires authorization)</b>	<b>In-network – Covered 80% after deductible</b>	<b>Out-of-network – Covered 60% after deductible</b>
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Program offered at least five hours of therapy a day, up to seven days a week. Two PHP days equal one inpatient day.

<b>Physical, occupational, speech, and massage therapy (combined maximum of 90 visits)</b>	<b>In-network – Covered 80% after deductible</b>	<b>Out-of-network – Covered 60% after deductible</b>
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Physical therapy, speech and language pathology services, and occupational therapy are payable when provided for rehabilitation. Therapy must be given for a condition that can be significantly improved in a reasonable and generally predictable period (usually about six months). This includes services rendered in a physician's office and an outpatient facility. Chiropractors may perform massage therapy when provided as part of a complete physical therapy plan. Massage therapy performed by a massage therapist must be supervised by a chiropractor and be part of a formal course of physical therapy. Massage therapy not part of a formal course of treatment is not a covered benefit. Developmental speech therapy for children through 6 years is also covered. (The benefit maximum does not apply for developmental speech therapy.)

**NOTE:** Physical, occupational and speech therapies are not payable when provided in a nonparticipating freestanding outpatient physical therapy facility, or any other nonparticipating facility independent of a hospital or an independent sports medicine facility.

### Benefit maximum

These services have a combined benefit maximum of 90 visits per member, per calendar year, for services rendered in an outpatient location (hospital outpatient, independent therapist offices, freestanding outpatient physical therapy facility or physician's office) whether obtained from an in-network or out-of-network provider.

Physical, occupational and speech therapy services related to autism treatment are subject to the combined benefit maximum of 90 visits.

Mechanical traction performed by a chiropractor **is** applied toward this maximum.

The physical therapy, speech and language pathology services and occupational therapy benefit maximum renews each calendar year.

### Visit count

Each treatment date counts as one visit even if two or more therapies are provided and two or more conditions are treated. For example, if a facility provides you with physical therapy and occupational therapy on the same day, the services are counted as one visit.

An initial evaluation is not counted as a visit. If approved, it will be paid separately from the visit and will not be applied towards the maximum benefit limit.

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**Physical therapy** must be:

- Given by a(n):
  - Doctor of medicine, osteopathy or podiatry
  - Dentist for the oral-facial complex
  - Chiropractor rendering mechanical traction
  - Optometrist for services which he or she is licensed
  - Certified nurse practitioner in an independent practice
  - Physical therapist
  - Physical therapist in a physician's or independent physical therapist's office
  - Independent physical therapist in his or her office
  - Physical therapy assistant and athletic trainer under the direct supervision of a physical therapist
  - Physician assistant or certified nurse practitioner employed by a physician
  - Physical therapy assistant or athletic trainer under the direct supervision of an independent physical therapist in the therapist's office

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**Speech and language pathology services** must be:

- Given by a speech-language pathologist certified by the American Speech-Language-Hearing Association or by one fulfilling the clinical fellowship year under the supervision of a certified speech-language pathologist

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**Occupational therapy** must be:

- Given by a(n):
  - Occupational therapist
  - Occupational therapy assistant under the direct supervision of an occupational therapist
  - Athletic trainer under the direct supervision of an occupational therapist

**NOTE:** Both the occupational therapist and the occupational therapy assistant must be certified by the National Board of Occupational Therapy Certification and registered or licensed in the state where the care is provided.

What is not covered:

- Health club membership or spa membership
- Massage therapy (Unless it is part of the overall treatment plan)
- Services provided by speech-language pathology assistants or therapy aides
- Congenital or inherited speech abnormalities for members over the age of 6
- Developmental conditions or learning disabilities for members over the age of 6
- Inpatient hospital admissions principally for speech or language therapy
- Treatment solely to improve cognition (e.g., memory or perception), concentration and/or attentiveness, organizational or problem-solving skills, academic skills, impulse control or other behaviors for which behavior modification is sought
- **NOTE:** We may pay for treatment to improve cognition when part of a comprehensive rehabilitation plan of care.
- Recreational therapy
- Treatment of chronic, developmental or congenital conditions, learning disabilities or inherited speech abnormalities for members above the age of 6 years

**NOTE:** For certain pediatric patients (above the age of six years) with severe retardation of speech development, a Blue Cross medical consultant may determine that speech and language pathology services can be used to treat chronic, developmental or congenital conditions.

- Therapy to treat long-standing, chronic conditions such as arthritis that have not responded to or are unlikely to respond to therapy
- Tests to measure physical capacities such as strength, dexterity, coordination or stamina, unless part of a complete physical therapy treatment program
- Patient education and home programs (such as home exercise programs)
- Sports medicine for purposes such as prevention of injuries or for conditioning

<b>Pre-admission testing</b>	<b>In-network – Covered 80% after deductible</b>	<b>Out-of-network – Covered 60% after deductible</b>
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Testing must be performed within seven days before a scheduled hospital admission or surgery. These tests must be medically appropriate, valid at the time of admission and must not be duplicated during the hospital stay.

<b>Preventive services</b>	<b>Covered 100%</b>
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Preventive services may include tests or services recommended by your doctor when they are used to first detect or screen for a disease or condition. Examples of preventive services are those included in annual exams, such as health maintenance exams (physicals) or OB-GYN visits.

For a complete list of preventive services covered under the State HDHP with HSA, visit the Benefits tab of the State of Michigan Employees page at: [www.bcbsm.com/som](http://www.bcbsm.com/som).

<b>Private duty nursing (requires prior authorization)</b>	<b>In-network – Covered 80% after deductible</b>	<b>Out-of-network – Covered 60% after deductible</b>
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Your benefits provide for in-home private duty nursing services when your medical condition requires these services. Services must be prescribed by a physician and provided by a registered or licensed practical nurse. The State HDHP with HSA does not cover private duty nursing services provided by medical assistants, nurse's aides, home health aides, or other non-nurse level caregivers.

<b>Psychological testing – inpatient</b>	<b>In-network – Covered 80% after deductible</b>	<b>Out-of-network – Covered 60% after deductible</b>
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Your benefit covers medically necessary psychological testing from behavioral health providers.

<b>Psychological testing – outpatient or office</b>	<b>Covered 80% after deductible</b>
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Your benefit covers medically necessary psychological testing from behavioral health providers.

<b>Residential substance use disorder treatment (Requires authorization)</b>	<b>In-network – Covered 80% after deductible</b>	<b>Out-of-network – Covered 60% after deductible</b>
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Acute care services provided in a structured full day setting when patient is ambulatory and does not require medical hospitalization. Residential services may include 24-hour supervision, counseling, detox, medical testing, diagnostic evaluation and referral or other services specified in a treatment plan. Benefit counts toward the 28 days treatment period under inpatient substance use disorder.

<b>Rural health clinic</b>	<b>In-network – Covered 80% after deductible</b>	<b>Out-of-network – Covered 60% after deductible</b>
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Your benefit covers doctor visits when rendered in a rural health clinic setting for the medically necessary diagnosis or treatment of an injury or sickness as well as behavioral health diagnoses.

<b>Self-administered drugs</b>	<b>Covered 80% after deductible</b>
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Your benefits provide for self-administered drugs provided in the hospital outpatient setting.

<b>Skilled nursing care</b>	<b>Covered 80% after deductible (in a Blue Cross – approved skilled nursing facility)</b>	<b>Out-of-network – Not Covered</b>
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Your benefits provide for skilled care and related physician services in a skilled nursing facility (SNF). Admission is covered when:

- Care is received in a Blue Cross-approved SNF
- The admission is ordered by the patient's attending physician
- The patient is suffering from or gradually recovering from an illness or injury and is expected to improve

We require written confirmation of the need for skilled care from the patient's attending physician.

### Benefit period

Maximum of up to 120 days per confinement.

**NOTE:** Nursing services are covered under the State's medical plan regardless if the diagnosis is medical or behavioral health. Nursing service rendered by a behavioral health provider will be considered for payment based on the guidelines in the Behavioral Health and Substance Use Disorder section of this benefit guide.

The following services are covered:

- Semiprivate room, general nursing services, meals and special diets
- Special treatment rooms
- Laboratory examinations
- Oxygen and other gas therapy
- Drugs, biologicals and solutions used while in the SNF
- Gauze, cotton, fabrics, solutions, plaster, and other materials used in dressings and casts
- Durable medical equipment used in the SNF or for use outside of the facility when rented or purchased from the facility upon discharge
- Physical therapy, occupational therapy, and speech and language pathology services

**NOTE:** PT, OT and ST services must not be the principal reason for an admission or provided in conjunction with a noncovered admission. The physical and occupational therapy or speech-language pathology services that are done in a skilled nursing facility are inpatient benefits. The 90 visit benefit maximums apply only when these services are provided on an outpatient basis.

### What is not covered

- Care for long-term mental illness
- Care for senility or mental retardation
- Care for substance use disorder
- Custodial care

Sleep studies	In-network – Covered 80% after deductible	Out-of-network – Covered 60% after deductible
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Sleep studies are covered when a patient is referred by a physician to a sleep disorder facility that is affiliated with a hospital and that is under the direction of physicians. Patient must show signs or symptoms of:

- Narcolepsy characterized by abnormal sleep tendencies, amnesia episodes or continuous agonizing drowsiness
- Severe upper airway apnea

#### What is not covered

Sleep studies for the following conditions:

- Bruxism
- Drug dependency
- Enuresis
- Hypersomnia
- Impotence
- Night terrors or dream anxiety attacks
- Nocturnal myoclonus
- Restless leg syndrome
- Shift work and schedule disturbances

Specified oncology clinical trials	Covered 80% after deductible in designated facilities when pre-approved
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Coverage is provided for a study conducted on a group of patients to determine the effect of a treatment. This includes Phase I, Phase II, Phase III and Phase IV.

This benefit does not limit or preclude coverage of antineoplastic drugs when Michigan law requires these drugs, and the reasonable cost of their administration, be covered. Payment is determined by services provided.

For services to be covered, the following requirements must be met:

- The inpatient admission and length of stay must be medically necessary and pre-approved. No retroactive approvals will be granted.
- The services must be performed at a National Cancer Institute (NCI)-designated cancer center or an affiliate of an NCI-designated center.
- The treatment plan, also called “protocol,” must meet the guidelines of the American Society of Clinical Oncology statement for clinical trials.

**If these requirements are not met, the services will not be covered, and you will be responsible for all charges.**

Please call the Blue Cross Customer Service Center for additional information on specified oncology clinical trials.

Surgery	In-network – Covered 80% after deductible	Out-of-network – Covered 60% after deductible
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Surgery is covered inpatient and outpatient, in the physician’s office and in ambulatory surgical facilities.

Multiple surgeries (two or more surgical procedures performed by the same physician during one operative session) are also covered, but are subject to the following payment limitations:



- When surgeries are through **different** incisions, the State HDHP with HSA pays the approved amount for the more costly procedure and one half of the approved amount for the less costly procedure.
- When surgeries are through the **same** incision, they are considered related and the State HDHP with HSA pays the approved amount only for the more difficult procedure.

Coverage also includes the administration of anesthesia, performed in connection with a covered service by a physician, other professional provider or certified registered nurse anesthetist who is not the surgeon or the assistant at surgery or by the surgeon in connection with covered oral surgical procedures.

A technical surgical assistant is covered for certain major surgeries that require surgical assistance by another physician.

#### What is not covered

- Cosmetic surgery and related services solely for improving appearance, except as specified in this booklet
- Dental surgery other than for the removal of impacted teeth or multiple extractions when the patient must be hospitalized for the surgery because a concurrent medical condition exists
- Reverse sterilization

<b>Telehealth - Blue Cross online tool (online visits)</b>	<b>In-network – Covered 80% after deductible</b>	<b>Out-of-network – Not covered</b>
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You have access to online health care and behavioral health powered by Virtual Care (formerly Blue Cross Online Visits<sup>SM</sup>), available 24 hours a day, seven days a week from any mobile device or computer.

<b>Telehealth services offered using your provider's online tool</b>	<b>In-network – Covered 80% after deductible</b>	<b>Out-of-network – Covered 60% after deductible</b>
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You have access to online health care using your provider's online tool.

<b>Temporomandibular Joint Syndrome (TMJ)</b>	<b>In-network – Covered 80% after deductible</b>	<b>Out-of-network – Covered 60% after deductible</b>
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Benefits for TMJ or jaw-joint disorder are limited to:

- Surgery directly to the jaw joint
- X-rays (including MRIs)
- Trigger point injections
- Arthrocentesis (injection procedures)

#### What is not covered

- Irreversible TMJ services except for surgery directly related to the jaw joint
- Treatment of TMJ and related jaw-joint problems by any method other than as specified in this benefit booklet

<b>Urgent care visits</b>	<b>In-network – Covered 80% after deductible</b>	<b>Out-of-network – Covered 60% after deductible</b>
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Non-emergency treatments are covered at independent urgent care facilities.

<b>Vision Screening</b>	<b>In-network – Covered 100%</b>	<b>Out-of-network – Not covered</b>
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One vision screening exam is covered per calendar year, must be performed in a physician's office.

## Benefit summary

	In network	Out of network
Cost share		
Out-of-pocket dollar maximums	\$4,000 per member \$8,000 per family	\$8,000 per member \$16,000 per family
Deductible	\$1,600 employee only \$3,200 family	\$3,200 employee only \$6,400 family
Coinsurance	20% for most services 40% for acupuncture	40% for most services
The State HDHP with HSA Individual deductible (\$1,600 In-Network/\$3,200 Out-of-Network) only applies to employee only coverage. The State HDHP with HSA Family deductible (\$3,200 In-Network/\$6,400 Out-of-Network) applies to the coverage of employee plus spouse and/or other dependents. The applicable deductible must be fulfilled prior to services being paid by the plan. Any one member of the family or any combination of family members may fulfill the entire family deductible.		
Preventive services		
For a complete list, visit <a href="http://www.bcbsm.com/som">www.bcbsm.com/som</a>		
Annual gynecological exam	Covered 100%	Not covered
Annual physical	Covered 100%	Not covered
Adult vaccinations	Covered 100%	Not covered
Childhood immunizations	Covered 100%	Covered 60% after deductible
Colonoscopy	Covered 100%	Covered 60% after deductible
Mammography	Covered 100%	Covered 60% after deductible
Pap smear screening (lab only)	Covered 100%	Not covered
Prostate screening	Covered 100%	Not covered
Well-baby visits	Covered 100%	Not covered
Emergency medical care		
Ambulance services	Covered 80% after deductible	
Emergency room		
Observation care		
Diagnostic tests and radiation services		
Diagnostic mammography	Covered 80% after deductible	Covered 60% after deductible
Diagnostic tests		
Lab and pathology tests		
Position Emission Tomography (PET) scans		
Radiation therapy		
X-rays, ultrasound, MRI and CAT scans		
Maternity services provided by a physician or certified nurse midwife		
Prenatal care	Covered 100%	Covered 60% after deductible
Delivery and nursery care	Covered 80% after deductible	
Postnatal care	Covered 100%	

	In network	Out of network
Hospital care		
Chemotherapy	Covered 80% after deductible	Covered 60% after deductible
Consultations – inpatient and outpatient		
Inpatient care – unlimited days		
Alternatives to hospital care		
Home health care (unlimited visits)	Covered 80% after deductible (participating providers only)	Not covered
Hospice care	Covered 80% after deductible (Limited to the lifetime dollar maximum that is adjusted annually by the State; participating provider only)	Covered 60% after deductible
Private duty nursing (requires prior authorization)	Covered 80% after deductible	Covered 60% after deductible
Skilled nursing care (up to 120 skilled days per confinement)	Covered 80% after deductible (in a Blue Cross-approved facility)	Not covered
Urgent care visit	Covered 80% after deductible	Covered 60% after deductible
Human organ transplants – Contact HOTP at 800-242-3504 for additional criteria and information		
Bone marrow	Covered 80% after deductible (in designated facilities)	Not covered
Kidney, cornea and skin	Covered 80% after deductible	Covered 60% after deductible
Liver, heart, lung, pancreas and other specified organs	Covered 80% after deductible (in designated facilities)	Not covered
Surgical services		
Surgery	Covered 80% after deductible	Covered 60% after deductible
Voluntary male sterilization		
Voluntary female sterilization	Covered 100%	
Hearing care		
Audiometric exam	Covered 80% after deductible	Not covered
Hearing aid evaluation and conformity test		
Hearing aid (ordering and fitting)		
Hearing aids (standard only)		
Medical hearing clearance exam	Covered 80% after deductible	Covered 60% after deductible

	In network	Out of network
Behavioral health		
Inpatient mental health – Authorization required (unlimited days)	Covered 80% after deductible	Covered 60% after deductible
Partial hospital – 2:1 to inpatient Authorization required		
Intensive Outpatient Program (IOP) – 2:1 to inpatient		
Outpatient mental health including physician’s office		
Substance use disorder		
Halfway house – 2:1 to inpatient (only if clinical services are provided) – Authorization required	Covered 80% after deductible	Covered 60% after deductible
Intensive Outpatient Program (IOP) – 2:1 to inpatient		
Inpatient substance use disorder – Authorization required (Two 28-day admissions per year with at least 60 days between admissions)		
Outpatient substance use		
Partial hospital (2:1 to inpatient) – Authorization required		
Residential substance use disorder treatment – Authorization required		
Other services		
Acupuncture	Covered 60% after deductible (if performed by a participating acupuncturist or under the supervision of a M.D. or D.O.)	
Allergy testing and therapy	Covered 80% after deductible	Covered 60% after deductible
Anesthesia	Covered 80% after deductible	
Cardiac rehabilitation (Phase 1 and Phase 2)	Covered 80% after deductible	Covered 60% after deductible
Chiropractic / spinal manipulation 24 visits per calendar year	Covered 80% after deductible	
Durable medical equipment; prosthetic and orthotic appliances and medical supplies		Covered 60% after deductible (plus, the difference between charge and approved amount)
Injections		Covered 60% after deductible
Office consultations		
Office and outpatient hospital visits		
Osteopathic manipulation therapy		
Home visits		
Outpatient physical, speech and occupational combined 90 visit maximum per calendar year		
Telehealth (Online visits – Blue Cross Online Tool)		Not covered
Telehealth (Online visits – Provider’s Tool)		Covered 60% after deductible

This benefit chart is intended as an easy-to-read summary. It is not a contract. Additional limitations and exclusions may apply to covered services. Every effort has been made to ensure the accuracy of this information. However, if statements in this description differ from the applicable coverage documents, then the terms and conditions of those documents will prevail. Payment amounts are based on the Blue Cross-approved amount, less any applicable deductible and/or coinsurance amount required by the State HDHP with HSA. This coverage is provided pursuant to a contract entered into with the State of Michigan and shall be construed under the jurisdiction and according to the laws of the State of Michigan.

# What is not covered

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The following general services are not covered under the State HDHP with HSA:

- Art Therapy
- Biofeedback
- Care and services received under another certificate offered by Blue Cross or another Blue Cross Blue Shield Plan
- Claims deemed fraudulent which, through the exercise of due diligence by contractor could have been prevented
- Completion of any insurance form
- Counseling for vocational, academic, or educational purposes
- Court-ordered psychotherapy, including substance use disorder
- Hypnotherapy
- Infertility treatments
- Items for the personal comfort or convenience of the patient
- Marital counseling
- Medical services or supplies provided or furnished before the effective date of coverage or after the coverage termination date
- Medically necessary services that can be provided safely in an outpatient or office location are not payable when provided in an inpatient setting.
- Music therapy
- Phone consultation or therapeutic phone questions
- Psychodrama
- Recreational therapy
- Residential mental health
- rTMS
- Premarital or pre-employment exams
- Services and supplies that are not medically necessary according to accepted standards of medical practice
- Services, care, devices or supplies considered experimental or investigative
- Services for which a charge is not customarily made
- Services for which the patient is not obligated to pay or services without cost
- Services that are not included in your plan coverage documents
- Services are not covered for incarcerated members
- Services provided by practitioners not designated as eligible providers including those the health professional or facility is not licensed to provide
- Services received at private residences (except for autism spectrum disorder to treat ABA)
- Services provided or covered by any state or governmental agency, by Workers' Compensation or similar occupational law, or for which no charge is made to the member
- Services provided while the member is not covered for this benefit
- Transportation and travel except as specified in this benefit booklet
- Treatment of occupational injury or disease that the State of Michigan is obligated to furnish or otherwise fund

# Selecting providers when using your State HDHP with HSA

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Your benefits are provided through the Simply Blue health care certificate.

You can choose any health care provider in the PPO network for routine or general care. You don't need a referral for specialty or behavioral health care, and hospital services.

## What is a network provider?

A network provider is a physician, other health care specialist or hospital that provides services through our PPO network. PPO network providers have signed agreements with us to accept our approved amount as payment in full for services covered under your health care plan. Using PPO network providers limits your out-of-pocket costs for covered services to any deductible and copayments that may be required by your plan.

There are three levels of Blue Cross provider participation. The level of a provider's participation impacts the costs for which you will be responsible. The three levels are:

- Network providers
- Out of network but participating providers
- Non-participating providers

## Network providers

To receive care with the lowest out-of-pocket costs, choose providers from the Blue Cross PPO network. The network is made up of hospitals, physicians, and health care specialists who have signed agreements with Blue Cross to accept our approved amount as payment in full for covered services minus the applicable member cost share.

When you receive services from a PPO network provider, your out-of-pocket costs are limited to in-network deductible, copayments and coinsurance. You do not have to choose just one provider, and you do not have to notify us when you change physicians.

To find PPO providers, visit **bcbsm.com**. You may also call the Blue Cross Customer Service Center for assistance in locating network providers in your area.

## If your PPO physician leaves the network

Your physician is your partner in managing your health care. However, physicians retire, move or otherwise cease to be affiliated with our PPO network. Should this happen, your physician will notify you that he or she is no longer in the PPO network. If you have difficulty choosing another physician, please contact the Blue Cross Customer Service Center for assistance. If you wish to continue care with your current physician, a customer service representative will explain the financial costs to you when services are performed by a physician who is no longer in the PPO network.

## Out of network participating providers

When you receive care from a provider who is not part of the PPO network, without a referral from a PPO provider, your care is considered out-of-network. For most out-of-network services, you have a 20 percent coinsurance and a higher deductible. Some services, such as most of your preventive care services, are not covered out-of-network.



## Participating providers

If you choose to receive services from an out of network provider, you can still limit your out-of-pocket costs if the provider participates in Blue Cross's Traditional plan. When you use Blue Cross participating providers:

- You will not have to submit a claim. The provider will bill us directly for your services.
- You will not be billed for any differences between our approved amount and their charges.

Remember some services, such as most of your preventive care services, are not covered out of network.

## Referrals to out of network providers

Your in-network PPO provider should refer you to another in-network PPO provider when available.

If another in-network provider is not available, the referring provider should refer you to a Blue Cross participating provider. This is a provider who accepts the Blue Traditional plan.

In the event you are referred to an out of network provider, even if he or she is a participating provider, your in-network provider must provide a *TRUST Preferred Provider Organization (PPO) Program Referral Form*. A referral is only valid when it is obtained before the referred services are provided. The referring physician must complete the form and provide copies to you and the physician to whom you were referred. A verbal referral is not acceptable.

## Out of network hospitals and facilities

If you choose to go to an out of network hospital or facility when you have adequate access to a network hospital, the State HDHP with HSA will pay 60 percent after your out-of-network deductible.

## Nonparticipating providers

Nonparticipating providers are providers who are not in the PPO network and do not participate in Blue Cross's Traditional plan. If you receive services from a nonparticipating provider, in addition to the out-of-network deductible and coinsurance, you may also be responsible for any charge above Blue Cross's approved amount. That is because providers who do not participate with the Blue Cross may choose not to accept our approved amount as payment in full for covered services. You may also be required to file your own claim.

When you use nonparticipating providers, we will send you our approved amount, less the out-of-network deductible and coinsurance. You are responsible for paying the provider. Some services, such as your preventive care services, are not covered when you use nonparticipating providers.

Additionally, Blue Cross will reimburse you based on our medical policy guidelines for payment. For example, multiple surgeries that are through the same incision are considered related and the State HDHP with HSA pays the approved amount only for the more difficult procedure. You would be responsible for the surgical procedure(s) that was considered related.

## Nonparticipating hospitals and facilities

If you choose to go to a nonparticipating hospital when you have adequate access to a network hospital, the State HDHP with HSA will not cover the charges.

## Exceptions to the rule

When you are in Michigan, we will waive the out-of-network deductibles and coinsurance if you do not have adequate access to a PPO provider.

The State HDHP with HSA access standards are:

- Two family care physicians within 15 miles of your home
- Two specialty care physicians within 20 miles of your home
- One hospital within 25 miles of your home

## Tips for selecting behavioral health providers

### Tips for selecting behavioral health providers or referrals

- Find in-network doctors and hospitals across the country at **bcbsm.com**. Simply log in and search by name, treatment or service for a list of behavioral health and substance use providers who are near you and accept your plan.
- Contact Blue Cross Behavioral Health at **1-866-503-3158** to assist you with selecting a provider or to receive a referral to a behavioral health or substance use disorder provider.

## Explanation of cost-share

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For most covered services, you are required to pay a portion of the approved amount through deductibles, coinsurance and copayments.

### Deductibles

Your deductible is the specified amount you pay during each calendar year for services before your plan begins to pay. Deductible amounts are determined by whether you receive services in-network or out-of-network. The in-network deductible is lower than the out-of-network deductible.

The deductible is considered an aggregate structure. The individual deductible applies to employee only coverage. The family deductible applies to the coverage of employee plus spouse and/or other dependents. The applicable deductible must be fulfilled prior to services being paid by the plan. Any one member of the family or any combination of family members may fulfill the entire family deductible.

### Coinsurance

After you have met your deductible, you are responsible for a percentage of the Blue Cross allowed amount that is determined by whether you receive services in-network or out-of-network. Coinsurance is not the same as your deductible.

### Out-of-pocket maximum

The out-of-pocket maximum (OOPM) is the dollar amount you pay in deductible, copayment, and coinsurance during the calendar year. Once you satisfy your OOPM the State HDHP with HSA will cover 100% of the allowed amount for covered services including coinsurances for behavioral health, substance use disorder and prescription drug copays under the State Prescription Drug plan. Certain coinsurance, deductible and other charges cannot be used to meet your OOPM. These coinsurance, deductible and other charges are:

- Out-of-network coinsurance
- Out-of-network deductible
- Charges for noncovered services
- Charges in excess of our approved amount
- Deductibles or copayments required under other Blue Cross coverage

The OOPM is considered an embedded structure. An embedded structure means that one member cannot meet the family OOPM. Additionally, this means one individual member cannot contribute in excess of the individual OOPM toward the family OOPM. In the case of two or more members, the OOPM paid by all members will be combined to satisfy the family OOPM.

# TruHearing®

State HDHP with HSA members have access to TruHearing®, a national Blue Cross Blue Shield participating provider.

Your State HDHP with HSA covers standard hearing aids at 80 percent of the BCBS-approved amount. However, for deluxe hearing aids, you're responsible for the difference between the approved amount and the provider's charge. TruHearing provides exclusive savings of 30 to 50 percent off the retail price of deluxe hearing aids—an average savings of \$1,780 per pair.

Combining your hearing aid coverage with TruHearing discounts will help to reduce your out-of-pocket costs.

## How it works (For example)

Sample Models (per pair)	Retail Price	TruHearing Discounted Charge Price	Blue Cross approved Amount	You Pay
ReSound Alera 5W	\$3,720	\$1,790	\$2,500	\$358
Phonak Audeo Q50	\$3,920	\$2,190	\$2,500	\$438
Oticon Nera Pro (Deluxe)	\$5,900	\$3,100	\$2,500	\$600

Your hearing benefit has not changed. You can choose to see your current hearing aid provider, or any participating provider in our network. However, **you can only access these savings through a Blue Cross participating TruHearing provider.**

For questions about TruHearing, or to schedule an appointment, call TruHearing Customer Care at **844-330-4420**. TTY users should call **1-800-975-2674**.

## Virtual Care (formerly Blue Cross Online Visits<sup>SM</sup>)

You can visit a board-certified doctor on your smart phone, tablet or computer when your regular doctor isn't available. This online virtual doctor's visit available through Teledoc Health® makes it easy for you to get a quick consultation, whether you're away on vacation or at home in bed. The doctor can write prescriptions and will provide a summary of the virtual visit. The best part: Online visits are available to you 24 hours a day, 7 days a week — and the entire appointment takes approximately 10 minutes.

To get started, you can choose from the following:

- Visit **bcbsm.com/virtualcare** for a link to download the Teledoc Health app
- Call **1-800-835-2362**. TTY users, call **1-855-636-1578**.

*Teledoc Health® is an independent company that provides Virtual Care Solutions for Blue Cross Blue Shield of Michigan and Blue Care Network.*

## Care when you travel

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Blue Cross' network of Blue plan providers enables members of one Blue Cross company to obtain health care services while traveling in another Blue Cross company's service area. The program links participating health care providers with the independent Blue Cross companies across the country and in more than 200 countries and territories worldwide, through a single electronic network for claims processing and reimbursement.

If you ever need medical assistance while traveling, follow these steps below.

**If you experience an emergency, go to the nearest hospital.**

### Within the United States

To receive services from a provider outside of Michigan, but within the U.S.:

- Go to **bcbs.com** and select 'Find a doctor' to search for the nearest PPO doctors and hospitals.
  - You can also call **800-810-BLUE (2583)** any day of the week to speak with an assistance coordinator. The coordinator, in conjunction with a medical professional, will arrange a physician appointment or hospitalization, if necessary
- Show your Blue Cross ID card to the provider. Remind your provider to include the alphabetical prefix on all your claims.
- Pay the applicable in-network deductibles, coinsurance and copayments required by the State HDHP with HSA. After you receive care, you should:
  - Not have to complete any claim forms
  - Not have to pay upfront for medical services, except for the usual out-of-pocket expenses (noncovered services, deductible, coinsurance and copayment)
  - Receive an Explanation of Benefits (EOB) from Blue Cross

If you are in one of the few areas without Blue Cross or participating providers, while you will not be expected to pay the out-of-network deductibles, coinsurance or copayments, you may need to submit itemized receipts directly to Blue Cross if you receive services from a non-network provider. Blue Cross Blue Shield Global Core does not include hearing services.

### Around the world

The State HDHP with HSA only pays for emergency services and unexpected illnesses for residents of the United States traveling in foreign countries. Services are payable if:

- The hospital is accredited
- The physician is licensed

If you need medical assistance outside the U.S., call the Blue Cross Blue Shield Global Core Service Center at **1-800-810-BLUE (2583)** or collect at **1-804-673-1177**. In most cases, you should not need to pay upfront for inpatient care at participating hospitals, except for the out-of-pocket expenses (noncovered services, copayment deductible and/or coinsurance) you normally pay. The hospital should submit your claim on your behalf.

If you receive services from a non-participating provider, you will need to pay up front, then complete a claim form and send it with the bill(s) to Blue Cross Blue Shield Global Core. The claim form and instructions are available online at **bcbsglobalcore.com**.

Try to get itemized receipts, preferably written in English. When you submit your claim, tell Blue Cross if the charges are in U.S. or foreign currency. Be sure to indicate whether payment should go to you or the provider. Blue Cross will pay the approved amount for covered services at the rate of exchange in effect on the date you received your services, minus any copayment, deductibles and/or coinsurance that may apply.

## Value-added resources at no cost to you

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As an employee enrolled in the State HDHP with HSA, you and your eligible dependents can participate in several wellness and discount programs. While these programs are designed to improve health and complement traditional health care, some also could save you money. For more information on these value-added programs, visit **bcbsm.com**.

### Blue365<sup>SM</sup>

With Blue365, you can score big savings and special offers on health products and services from both Michigan and national companies just by showing your Blue Cross ID card. This discount savings program is offered through an easy-to-use online tool updated daily for your convenience. Check out **blue365deals.com** to get started.

### Blue Cross<sup>®</sup> Coordinated Care Case Management

A serious illness can be overwhelming. We're here to help you. Case management offers comprehensive care management services for high-risk, medically complex cases. They will work with the member, providers and caregivers to ensure a clear understanding of the member's condition, prognosis and treatment options.

Through the Case Management program, our registered nurses will work with you, your family and your regular doctor to:

- Coordinate your care
- Inform you about treatment options
- Help with community resources
- Find specialty medical devices and equipment.

To learn more about this program, call **1-800-775-BLUE (2583)**, Monday through Friday 8 a.m. to 6 p.m. Eastern time. TTY users, please call **1-800-240-3050**.

### Blue Cross<sup>®</sup> Health & Well-Being - Online wellness resources

The Blue Cross<sup>®</sup> Health & Well-Being website, powered by WebMD<sup>®</sup>, offers you a variety of resources to help you live a healthier lifestyle. Just log in to your member account on **bcbsm.com**, then click on the *Health & Wellness* tab to enter to the Blue Cross Health & Well-Being website. There you'll find:

- An interactive, easy-to-complete health assessment that provides you with a list of your health risks and ways to improve your health
- Digital Health Assistant programs for exercise, nutrition, weight loss, stress relief and mental health that help you set goals and make small positive changes
- Blue Cross Blue Shield of Michigan's Tobacco Coaching program powered by WebMD<sup>®</sup>. It provides you with the support and resources you need to establish and embrace a tobacco-free life
- A Personal Health Record that allows you to track self-reported data such as medical test results, conditions, medications, allergies and more
- A Device & App Connection Center where you can sync your favorite fitness and medical devices and health-specific mobile apps with the website
- Professionally monitored Message Board Exchanges
- Interactive programs such as calculators, guides, quizzes and slide shows
- Videos, recipes, articles, health encyclopedias and more

### The Engagement Center

The Engagement Center is a central hub of resources where you can learn more about how to make the most of Blue Cross's services and tools. For example, with the 24-Hour Nurse Line, you can contact our team of nurses with any health-related questions you have. To contact the Engagement Center, call **800-775-BLUE** from 8 a.m. to 6 p.m. EST Monday through Friday.

# Guide to getting behavioral health and substance use disorder services

Your plan offers comprehensive benefits for behavioral health services. Behavioral health services treat mental health and substance use disorder conditions. This behavioral health coverage is a network-based benefit, so your out of pocket costs depend on whether you choose a provider in the Blue Cross network.

Whether it's your own journey or that of someone you love, everyone has a time in life where mental health becomes a priority. In those times, it's important to know where to go for help. Blue Cross Behavioral Health (formerly Lucet) provides behavioral health services to help you get the care you need.

- To get care for a behavioral health crisis, care managers are available 24 hours a day, seven days a week for emergencies at **1-866-503-3158**. TTY users call **711**.
- To get answers to questions about your behavioral health coverage or help finding a provider, Blue Cross Customer Service is available Monday through Friday from 7 a.m. to 7 p.m. (excluding holidays) at **1-800-843-4876**. TTY users call **711**.

Guide to getting behavioral health services		
Type of care	Description	What you need to do
<b>Routine care</b>		
Get care: <ul style="list-style-type: none"><li>• Within 10 days for first visits</li><li>• Within 30 business days for follow up visits</li></ul>	Where no danger is detected and your ability to cope is not at risk.	Tell the behavioral care manager of any special needs to ensure appropriate referral.
<b>Urgent care</b>		
Get care within 48 hours	Conditions that are not life-threatening, but face-to-face contact is necessary within a short period of time. Example: severe depression	Contact Blue Cross Behavioral Health <b>866-503-3158</b>
<b>Non life-threatening emergency care</b>		
Get care within 6 hours	Conditions that require rapid intervention to prevent deterioration of your state of mind, which left untreated, could jeopardize your safety.	Contact Blue Cross Behavioral Health <b>866-503-3158</b>
<b>Life-threatening emergency care</b>		
Get care immediately	A condition that requires immediate intervention to prevent death or serious harm to you or others.	Seek help at the nearest emergency room or call 911. After the emergency, contact your PCP within 24 hours.

## Getting preapproval for behavioral health services

Some behavioral health services require authorization. Authorization confirms that the service you're going to have is both eligible and is provided at the medically necessary level of care. By getting a service authorized, you ensure that the behavioral health services you get are covered under the Plan.

## Services that require authorization

### Mental health

- Applied Behavioral Analysis for Autism Spectrum Disorders
- Inpatient treatment
- Partial hospital treatment
- Intensive outpatient therapy

### Substance use disorder

- Residential treatment
- Partial hospital treatment
- Intensive outpatient treatment

If you or your provider do not notify Blue Cross Behavioral Health about a service that requires authorization, your benefits may be reduced, or not paid at all. If you need an authorization for care, call Blue Cross Behavioral Health 24 hours a day, seven days a week at **1-866-503-3158**.



## Other behavioral health resources

### Telehealth (Online visits)

#### Behavioral health visits online through Virtual Care (formerly Blue Cross Online Visits<sup>SM</sup>)

You can use Virtual Care to see and talk to a behavioral health specialist to help work through challenges like anxiety, depression and grief. These visits are available by appointment only.

Costs for behavioral health services vary depending on the type of provider and services received. You'll be charged the appropriate cost share for the service using your existing outpatient behavioral health benefits. Before your online visit, you'll be prompted to enter your payment information.

For more information and to sign up, you can call **1-800-835-2362** or visit **bcbsm.com/virtualcare**.

The screenshot shows the Blue Cross Online Visits website. At the top, there's a navigation bar with links: Home, My Providers, My Records, Test My Computer, Add Service Key, and search icons. Below this is a large banner with the text "Care at your fingertips" and a dropdown menu for "All Services". A search bar with "Search by Name" and "Add a Service Key" is also present. On the left, there's a "FILTER BY:" section with options: "Visit Now" (selected) and "Appointments". Below this are categories: "MEDICAL" (with a sub-link "Medical"), "THERAPY" (with a sub-link "Therapy"), and "PSYCHIATRY" (with a sub-link "Psychiatry"). The main content area features four service cards: "Medical" (with a "Visit Now" button), "Children's Medical" (with a "Visit Now" button), "Therapy" (with a "Schedule Appointment" button), and "Psychiatry" (with a "Schedule Appointment" button). Each card includes a brief description of the service. At the bottom, there's a small disclaimer: "Blue Cross Online Visits is powered by American Well®, an independent company that provides online visits for Blue Cross Blue Shield of Michigan and Blue Care Network members. ©1996-2018 Blue Cross Blue Shield of Michigan and Blue Care Network are nonprofit corporations and independent licensees of the Blue Cross and Blue Shield Association. We provide health insurance in Michigan. © 2007 - 2018 American Well Corporation. All rights reserved. CPT copyright 2017 American Medical Association. All rights reserved."

*WebMD Health Services is an independent company supporting Blue Cross Blue Shield of Michigan by providing health and wellness services.*

## Case management

Behavioral health case management helps you or a family member with your mental health or substance use disorder needs. The goal of the program is to help you get the most out of treatment. The program is free, and participation is optional.

What case managers do:

- Help organize care around your doctors, nurses, and social workers
- Give you information about mental health and substance use disorder services and other community services
- Help you in getting the mental health and substance use disorder services that work best for you
- Work with you to get help from local programs
- Help you with a plan to remember to take your medication
- With your permission, keep your primary care provider and psychiatrist updated on your progress

Case management can help if you:

- Have been in the hospital for mental health or substance use disorder reasons
- Have trouble getting the care that works best for you
- Have mental health or substance use disorder issues and medical issues
- Need support to help you follow your doctor, nurse, or social workers advice
- Are pregnant or recently were pregnant and needed mental health or substance use disorder services

Behavioral health case managers are experienced and licensed nurses, social workers, and mental health experts. To find out more about behavioral health care management, call Blue Cross Behavioral Health at **866-503-3158**.

## Specialty services offered through Blue Cross Behavioral Health

**Care management** – Work with a licensed behavioral health clinician who can help you identify your needs, create a treatment plan and coordinate with your doctors.

**Autism resources** – Care managers specially trained in treating Autism Spectrum Disorder can assist you through the process of obtaining a diagnosis and authorizing treatment.

**Clinical Response Unit** (for substance use disorders) – Licensed clinicians can assess your needs, teach you about evidence-based treatment options and ensure you are connected with the right care.

## Employee Service Program

The State of Michigan Employee Service Program (ESP) provides confidential employee assistance to State employees and their eligible family members. ESP's licensed master social workers (LMSW) are available to provide expert, confidential services to you and your family members to help you identify strategies for resolving concerns that are affecting your personal or work life.

ESP services are provided free of charge. If a referral is made for additional counseling services, ESP counselors refer clients to professionals covered by the State HDHP with HSA. The ESP counselor can also discuss basic information about the counseling benefit and provide telephone numbers for further information about coverage.

For confidential assistance contact ESP toll-free at **800-521-1377**, Monday through Friday from 8 a.m. to 5 p.m.

# Coordination of benefits

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Coordination of benefits (COB) is the process group health care plans and insurance carriers use to manage benefits when members are covered by more than one plan. Under COB, group health care plans and insurance carriers work together to make sure members receive the maximum benefits available under their plans. Your State HDHP with HSA requires that your benefit payments are coordinated with those from any other group plan for services that may be payable under both plans.

COB ensures that the level of payment, when added to the benefits payable under another group plan, will cover up to 100 percent of the eligible expenses as determined between the group health care plans. In other words, COB can reduce or eliminate out-of-pocket expenses for you and your family. COB also makes sure that the combined payments of all coverage will not exceed the approved cost for care.

## How COB works

When a patient has double coverage, Blue Cross determines who should pay before processing the claim. If the State HDHP with HSA is primary, then full benefits under the plan will be paid. If the State HDHP with HSA is secondary, payment towards the balance of the cost of covered services — up to the total allowable amount determined by both group plans — will be paid.

These are the guidelines used to determine which plan pays first:

- If a group health plan does not have a coordination of benefits provision, that plan is primary.
- If husband and wife have their own coverage, the husband's health coverage is primary when he receives services and the wife's coverage is primary when she receives services.
- If a child is covered under both the mother's and the father's plan, the plan of the parent (or legal guardian) whose birthday is earlier in the year is primary. If the child's parents are divorced, benefits will be paid according to any court decree. If no such decree exists, benefits are determined in the following order unless a court order places financial responsibility on one parent:
  - Custodial parent
  - Custodial stepparent (if remarried)
  - Noncustodial parent
  - Noncustodial stepparent (if remarried)

If the primary plan cannot be determined by using the guidelines above, then the plan covering the child the longest is primary.

## Processing your COB claims

When we receive your claim, we determine which plan is primary. Then we process your claim as follows:

- If the State HDHP with HSA is primary, Blue Cross will pay for covered services up to the maximum amount allowed under your benefit plan, less any deductible or copays.
- If the other health plan is primary, Blue Cross will return the claim to your provider, indicating that the State HDHP with HSA is not primary, so your provider can bill the other group health plan. We will also send you an EOB form that tells you we have billed another carrier.
- If Blue Cross is both primary and secondary, we will process your claim first under the primary plan, and then automatically process the same claim under the secondary plan.
- If Blue Cross is secondary and the primary plan has already paid, either you or your provider can submit a claim to us for consideration of any balances.

Be sure to include the EOB form you received from your primary plan. **Please make copies of all forms and receipts for your files.**

## Keeping your COB information updated

After enrollment, we will periodically send you a COB questionnaire to update your coverage information. Please complete and return this questionnaire so we can continue processing your claims without delay.

## Subrogation

Occasionally, another person, insurance company or organization may be legally obligated to pay for health care services that we have paid. When this happens:

- Your right to recover payment from them is transferred to Blue Cross.
- You are required to do whatever is necessary to help Blue Cross enforce their right of recovery.

If you receive money through a lawsuit, settlement or other means for services paid under your coverage, you must reimburse Blue Cross. However, this does not apply if the funds you receive are from additional health coverage you purchased in your name from another insurance company.

## Auto No-Fault Insurance

Beginning July 2, 2020, the State's Automobile No Fault Insurance Law changed. Under the new legislation, eligible members may select different levels of PIP coverage in certain circumstances. These changes apply to policies issued or renewed after July 1, 2020.

Personal Injury Protection (PIP) pays for services that health insurance may or may not pay for such as:

- Transportation to and from medical appointments
- Vehicle modifications
- Long-term and custodial care
- Household services

Your Blue Cross coverage does not change because of this legislation. However, the way your auto insurance coverage coordinates with your health benefits could change depending on what level of PIP coverage you choose. Contact your auto insurance carrier/agent for specific questions regarding PIP coverage.

## Explanation of Benefits

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You will receive an EOB form every month we process a claim under your contract number. The EOB is not a bill. It is a statement that helps you understand how your benefits were paid. It tells you:

- The family member who received services
- Who provided the service, the payments made, and any amount saved by using a network or participating provider
- Helpful information about Blue Cross programs
- Service dates, charges, payments and any balance you may owe

You may access your EOB forms online by visiting **bcbsm.com** and signing in at the Members Secured Services site. You may also receive your EOBs by mail.

Please check your EOBs carefully. If you see an error, please contact your provider first. If they cannot correct the error, call the Blue Cross Customer Service Center.

If you think your provider is intentionally billing us for services you did not receive, or that someone is using your Blue Cross ID card illegally, contact our anti-fraud toll-free hotline at **1-800-482-3787**. Your call will be kept strictly confidential.

## Filing claims

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When you use your benefits, a claim must be filed before payment can be made. PPO network providers and Blue Cross participating providers should automatically file all claims for you. All you need to do is show your Blue Cross ID card. However, if you receive services from nonparticipating providers, they may or may not file a claim for you.

To file your own claim, follow these steps:

- Ask your provider for an itemized statement with the following information:
  - Patient's name and birth date
  - Enrollee's name, address, phone number and enrollee number (from your Blue Cross ID card)
  - Provider's name, address, phone number and federal tax ID number
  - Date and description of services
  - Diagnosis (nature of illness or injury) and procedure code
  - Admission and discharge dates for hospitalization
  - Charge for each service
- Make a copy of all items for your files. You will also need to complete a claim form. To obtain a form, visit **bcbsm.com/som** or call the Blue Cross Customer Service Center
- Mail the claim form and itemized statement to the Blue Cross Customer Service Center at:  
  
Blue Cross Blue Shield of Michigan  
Member Claims  
600 E. Lafayette Blvd., MC0010  
Detroit, MI 48226-2998

You will receive payment directly from Blue Cross. The check will be in the enrollee's name, not the patient's name.

## Medicare coverage

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The State HDHP with HSA is primary, which means it pays first, for actively working employees and their enrolled dependents. The state does not require Medicare enrollment while you are covered under the active employee State HDHP with HSA, but you will want to consult with Medicare to confirm their enrollment requirements while enrolled in an active employee group coverage. If you or your dependent is eligible to enroll in Medicare because of End State Renal Disease, the State HDHP with HSA will pay first for 30 months, whether or not you are enrolled in Medicare. During this time, Medicare is the secondary payer. At the end of the 30 months, Medicare becomes the primary payer.

### Enrolling in Medicare

Enrollment in Medicare is handled in two ways: 1) you are enrolled automatically, or 2) you must apply. Here is how it works:

#### Automatic enrollment for those already receiving Social Security benefits

If you're not 65 yet but receive Social Security, you don't have to apply for Medicare. You'll be automatically enrolled in Medicare Part A and Part B, and it will begin the month you turn 65. Your Medicare card will be mailed to you about three months before your 65th birthday.

If you are disabled and have been receiving disability benefits under Social Security for 24 months, you'll be automatically enrolled in Medicare Part A and Part B beginning the 25th month of your disability benefits.

Your card will be mailed to you about three months before your Medicare benefits begin.

**If you choose to enroll in Medicare Part A and/or Part B**

You can enroll in Medicare during your Initial Enrollment Period (IEP) even if you do not plan to retire at age 65. When you apply through Social Security, there is an option to apply for Medicare only. You can sign up to receive Social Security retirement benefits later.

If you miss your Initial Enrollment Period for whatever reason, you can sign up for Medicare Part A and/or Part B during the General Enrollment Period that runs from January 1 through March 31 of every year, but your coverage will start July 1. You may have to pay a late enrollment penalty for both Part A and Part B if you did not sign up when you first became eligible. You can also make changes to your coverage during general enrollment.

If you sign up for Medicare Part A and/or Part B during your initial enrollment, the start of your coverage will depend on which month of Initial Enrollment Period you signed up. The following chart shows when your Medicare coverage becomes effective if you enroll during your Initial Enrollment Period:

For more information on Medicare’s enrollment period log on to the Social Security – Medicare website at <http://www.socialsecurity.gov/pubs/10043.html>.

If you enroll in this month of your initial enrollment period:	Then your Medicare coverage starts:
One to three months before you turn 65 years old	The month you turn 65 years old
The month of your 65th birthday	One month after your 65th birthday
Two or three months after you turn 65 years old	Three months after you enroll in Medicare

If you are covered under a group health plan based on current employment, you qualify for a Special Enrollment Period during which you may sign up for Medicare Part A and/or Part B. The Special Enrollment Period provides two options for enrollment:

- You may enroll in Medicare Part A and/or Part B anytime, if you or your spouse (or family member if you are disabled) are working and covered by a group health plan.
- You may enroll during the eight-month period that begins the month after the employment ends or the group health plan coverage ends, whichever happens first.

**REMEMBER:** Medicare enrollment is not required by the State HDHP with HSA while you are actively working, but you will want to consult with Medicare to confirm their enrollment requirements. The State HDHP with HSA is your primary coverage. Upon retirement, if you are Medicare eligible and you do not enroll in Medicare Part A and Part B at the appropriate time, you will not be eligible for health and prescription drug insurance under the State of Michigan Employee Retirement System.

For more information on Medicare, log on to the Medicare website at [www.medicare.gov](http://www.medicare.gov). For more information on retirement insurance eligibility contact the Office of Retirement Services at **800-381-5111**, Monday through Friday, 8:30 a.m. – 5 p.m.



# Your right to file an internal grievance

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Most questions or concerns about how we processed your claim or request for benefits can be resolved through a phone call to the Blue Cross Customer Service Center. However, Michigan Public Act 350, as amended by Public Act 516 of 1996 and Public Act 250 of 2000, protects you by providing an internal grievance procedure, including a managerial-level conference, if you believe we have violated Section 402 or 403 of Public Act 350. You will find the specific provisions of those two parts of the Act at the end of this section.

## Internal grievances

### Standard internal grievance procedure

Under the standard internal grievance procedure, we must provide you with our final written determination within 35 calendar days of our receipt of your written grievance. However, that time frame may be suspended for any amount of time you are permitted to take to file your grievance, and for a period of up to 10 days if we have not received information, we have requested from a health care provider — for example your doctor or hospital. The standard internal grievance procedure is as follows:

- You or your authorized representative must send us a written statement explaining why you disagree with our determination on your request for benefits or payment.
  - Mail your written grievance to the address found in the top right hand corner of the first page of your EOB statement or to the address contained in the letter we send you to notify you that we have not approved a benefit or service you are requesting.
  - We will respond to your grievance in writing. If you agree with our response, it becomes our final determination and the grievance ends.
- If you disagree with our response to your grievance, you may then request a managerial-level conference. You must request the conference in writing.
  - Mail your request to:  
Conference Coordination Unit  
Blue Cross Blue Shield of Michigan  
P.O. Box 2459  
Detroit, MI 48231-2459
  - You can ask that the conference be conducted in person or over the telephone. If in person, the conference can be held at our headquarters in Detroit or at a local customer service center. Our written proposed resolution will be our final determination regarding your grievance.
- In addition to the information found above, you should also know:
  - You may authorize in writing another person including, but not limited to, a physician to act on your behalf at any stage in the standard internal grievance procedure.
  - Although we have 35 days within which to give you our final determination, you have the right to allow us additional time if you wish. You may obtain copies of information relating to our denial, reduction or termination of coverage for a health care service for a reasonable copying charge.

### Expedited internal grievance procedure

If a physician substantiates orally or in writing that adhering to the time frame for the standard internal grievance would seriously jeopardize your life or health, or would jeopardize your ability to regain maximum function, you may file a request for an expedited internal grievance. You may file a request for an expedited internal grievance only when you think that we have wrongfully denied, terminated or reduced coverage for a health care service prior to your having received that health care service or if you believe we have failed to respond in a timely manner to a request for benefits or payment.

The procedure is as follows:

- You may submit your expedited internal grievance request by telephone. The required physician's substantiation that your condition qualifies for an expedited grievance can also be submitted by telephone.
  - Call the expedited grievance hot line: **313-225-6800**.
  - We must provide you with our decision within 72 hours of receiving both your grievance and the physician's substantiation.
- In addition to the information found above, you should also know:
  - You may authorize in writing another person including, but not limited to, a physician to act on your behalf at any stage in the expedited internal grievance procedure.
  - If our decision is communicated to you orally, we must provide you with written confirmation within two business days.

## External review

### Standard external review

If you complete our standard internal grievance procedure and disagree with our final determination, or if we fail to provide you with our final determination within 35 days from the date, we receive your written grievance, you may request an external review from the commissioner. You must do so within 60 days of the date you received either our final determination or the date our final determination was due. Mail your request for a standard external review, including the required forms that we will supply to you, to:

Department of Insurance and Financial Services Appeals Section  
Health Plans Division  
P.O. Box 30220  
Lansing, MI 48909-7720

If your request for external review concerns a medical issue and is otherwise found to be appropriate for external review, the commissioner will assign an independent review organization, consisting of independent clinical peer reviewers, to conduct the external review. You will have an opportunity to provide additional information to the commissioner within seven days after you submit your request for external review.

The assigned independent review organization will recommend within 14 days whether the commissioner should uphold or reverse our determination. The commissioner must decide within seven business days whether to accept the recommendation. The commissioner's decision is the final administrative remedy.

If your request for external review is related to non-medical contractual issues and is otherwise found to be appropriate for external review, the commissioner's staff will conduct the external review. The commissioner's staff will recommend whether the commissioner should uphold or reverse our determination. The commissioner will notify you of the decision and it will be your final administrative remedy.

### Expedited external review

Once you have filed a request for an expedited internal grievance, you may also request an expedited external review from the commissioner before you receive our determination. A physician must substantiate orally or in writing that you have a medical condition for which the time frame for completion of an expedited internal grievance would seriously jeopardize your life or health or would jeopardize your ability to regain maximum function. You may file a request for an expedited external review only when you think that we have wrongfully denied, terminated or reduced coverage for a health care service prior to your having received that health care service. You must make your request within 10 days of your receipt of our adverse determination, and you may do so in writing or by telephone.

If in writing, mail your request to:

Department of Insurance and Financial Services Appeals Section  
Health Plans Division  
P.O. Box 30220  
Lansing, MI 48909-7720

If by telephone, call toll-free number: **1-877-999-6442**.

Immediately after receiving your request, the commissioner will decide if it is appropriate for external review and assign an independent review organization to conduct the expedited external review. If the independent review organization decides that you do not have to first complete the expedited internal grievance procedure, it will review your request and recommend within 36 hours whether the commissioner should uphold or reverse our determination. The commissioner must decide within 24 hours whether to accept the recommendation. The commissioner's decision is your final administrative remedy.

## **Sections 402 and 403 of Public Act 350**

### **What we may not do**

The sections below provide the exact language in the law.

**Section 402(1)** provides that we may not do any of the following:

- Misrepresent pertinent facts or certificate provisions relating to coverage
- Fail to acknowledge promptly or to act reasonably and promptly upon communications with respect to a claim arising under a certificate
- Fail to adopt and implement reasonable standards for the prompt investigation of a claim arising under a certificate
- Refuse to pay claims without conducting a reasonable investigation based upon the available information
- Fail to affirm or deny coverage of a claim within a reasonable time after a claim has been received
- Fail to attempt in good faith to make a prompt, fair and equitable settlement of a claim for which liability has become reasonably clear
- Compel members to institute litigation to recover amounts due under a certificate by offering substantially less than the amounts due
- Attempt to settle a claim for less than the amount which a reasonable person would believe was due under a certificate, by making reference to written or printed advertising material accompanying or made part of an application for coverage
- Make known to the member administrative hearing decisions in favor of members for the purpose of compelling a member to accept a settlement or compromise in a claim
- Attempt to settle a claim based on an application that was altered without notice to, knowledge or consent of the subscriber under whose certificate the claim is being made
- Delay the investigation or payment of a claim by requiring a member or the provider of health care services to the member, to submit a preliminary claim and then requiring subsequent submission of a formal claim, seeking solely the duplication of verification
- Fail to provide promptly a reasonable explanation of the basis for a denial of a claim or for the offer of a compromise settlement
- Fail to promptly settle a claim where liability has become reasonably clear under one portion of the certificate in order to influence a settlement under another portion of the certificate

**Section 402(2)** provides that there are certain things that we cannot do to induce you to contract with us for the provision of health care benefits, or to induce you to lapse, forfeit or surrender a certificate issued by us or to induce you to secure or terminate coverage with another insurer, health maintenance organization or other person.

The things we cannot do under this section are:

- Issue or deliver to a person money or other valuable consideration
- Offer to make or make an agreement relating to a certificate other than as plainly expressed in the certificate
- Offer to give or pay, directly or indirectly, a rebate or part of a premium, or an advantage with respect to the furnishing of health care benefits or administrative or other services offered by the corporation except as reflected in the rate and expressly provided in the certificate
- Make, issue or circulate, or cause to be made, issued or circulated, any estimate, illustration, circular or statement misrepresenting the terms of a certificate or contract for administrative or other services, the benefits there under, or the true nature thereof
- Make a misrepresentation or incomplete comparison, whether oral or written, between certificates of the corporation or between certificates or contracts of the corporation and another health care corporation, health maintenance organization or other person

## What we must do

**Section 403** provides that we must, on a timely basis, pay to you or a participating provider benefits as are entitled and provided under the applicable certificate. When not paid on a timely basis, benefits payable to you will bear simple interest from a date 60 days after we have received a satisfactory claim form at a rate of 12 percent interest per year. The interest will be paid in addition to the claim at the time of payment of the claim.

We must specify in writing the materials which constitute a satisfactory claim form no later than 30 days after receipt of a claim, unless the claim is settled within 30 days. If a claim form is not supplied as to the entire claim, the amount supported by the claim form will be paid on a timely basis if paid within 60 days after we receive the claim form.

## Disclosure required by the Patient Protection Act

Upon enrollment, we must provide subscribers, in plain English, a written description of the terms and conditions of Blue Cross Blue Shield of Michigan's certificate. The form must list all information that is available to the member upon request.

The following information is available to you by calling or writing Blue Cross Blue Shield of Michigan customer service at the number or address listed on page one of this book. You can request:

- A description of the current provider network in your service area
- A description of the professional credentials of participating health professionals
- The licensing verification telephone number for the Michigan Department of Consumer and Industry Services
- A description of any prior authorization requirements and any limitations, restrictions or exclusions
- A description of the financial relationships between the Blue Cross Blue Shield of Michigan managed care areas and any closed provider network

We require that your request for information be submitted to Blue Cross Blue Shield of Michigan in writing.

# Appeals to the Michigan Civil Service Commission

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If you have exhausted the internal grievance procedures with Blue Cross, you may appeal a denial by Blue Cross to the Employee Benefits Division of the Michigan Civil Service Commission. The complaint must be received within 28 calendar days after the date that the final internal decision of Blue Cross was issued.

Additional information on appeals can be found in Michigan Civil Service Commission Regulation 5.18, Complaints About Benefits, which is available in the Rules and Regulations section of the Michigan Civil Service Commission website ([www.michigan.gov/mdcs](http://www.michigan.gov/mdcs)).

Appeals must be filed with the Employee Benefits Division by email at **MCSC-EBDAppeal@mi.gov**.

# Glossary

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**Accidental injury** is physical damage caused by an action, object or substance outside the body. This includes:

- Strains
- Sprains
- Cuts and bruises
- Allergic reactions
- Frostbite
- Sunburn and sunstroke
- Swallowing poison
- Medication overdosing
- Inhaling smoke, carbon monoxide or fumes

**Acute care facility** is a facility that offers a wide range of medical, surgical, obstetric and pediatric services. These facilities primarily treat patients with conditions that require a hospital stay of less than 30 days.

The facility is not primarily for:

- Custodial, convalescent or rest care
- Care of the aged
- Skilled nursing care or nursing home care
- Substance use disorder treatment

**Adequate access** is defined by how far you live from PPO providers and hospitals. The State HDHP with HSA access standards are:

- Two family care physicians within 15 miles of your home
- Two specialty care physicians within 20 miles of your home
- One hospital within 25 miles of your home

**Affordable Care Act (ACA)**, also known as the Patient Protection and Affordable Care Act (PPACA), is the health reform legislation that includes health-related provisions intended to extend coverage to uninsured Americans, to implement measures that will lower health care costs and improve system efficiency.

**Allowed amount** is the maximum amount on which payment is based for covered health care services. This may be called “eligible expense,” “payment allowance” or “negotiated rate.” If your provider charges more than the allowed amount, you may have to pay the difference. (See Balance billing.)

**Ambulatory Detoxification** is non-residential service to which a person may be admitted for a systematic reduction of physical dependence upon a substance. This service utilizes prescribed chemicals and provides an assessment of the client’s needs and motivation toward continuing participation in the treatment process.

**Ambulatory surgery facility** is a separate outpatient facility that is not part of a hospital, where surgery is performed, and care related to the surgery is given. The procedures performed in this facility can be performed safely without overnight inpatient hospital care.

**Appeal** is a complaint made if a member disagrees with a decision to deny a request for health care services or payment for services already received, or to stop services that are being received.

**Applied Behavioral Analysis (ABA)** is the design, implementation, and evaluation of environmental modifications, using behavioral stimuli and consequences to produce significant improvement in human behavior, including the use of direct observation, measurement, and functional analysis of the relationship between environment and behavior.

**Approved amount** is the Blue Cross maximum payment level or the provider’s billed charge for the covered service, whichever is lower. Deductibles and copays are deducted from the approved amount.



**Approved Autism Evaluation Center (AAEC)** is an academic and/or hospital-based, multidisciplinary center experienced in the assessment, work-up, evaluation and diagnosis of the Autism Spectrum Disorders (ASD). AAEC evaluation is necessary for Applied Behavioral Analysis (ABA).

**Approved facility** is a hospital that provides medical and other services, such as skilled nursing care or physical therapy, and has been approved as a provider by Blue Cross. Approved facilities must meet all applicable local and state licensing and certification requirements. Approved facilities must also be accredited by either the Joint Commission on Accreditation of Hospitals or the American Osteopathic Association.

**Approved hospital** is a facility that meets all applicable local and state licensure and certification requirements, is accredited as a hospital by state or national medical or hospital authorities or associations and has been approved as a provider by Blue Cross or an affiliate of Blue Cross.

**Autism Spectrum Disorders (ASD)** are disorders that are defined by the most recent edition of the Diagnostic and Statistical Manual published by the American Psychiatric Association.

**Balance billing** means that a provider will bill you for the difference between the provider's charge and the allowed amount. For example, if the provider's charge is \$100 and the Blue Cross allowed amount is \$70, the provider may bill you for the remaining \$30. A Blue Cross PPO network provider may not balance bill you.

**Benefit** is coverage for health care services available according to the terms of your health care plan.

**Blue Cross and Blue Shield Association** is an association of independent Blue Cross and Blue Shield Plans that licenses individual Plans to offer health benefits under the Blue Cross Blue Shield name and logo. The Association establishes uniform financial standards but does not guarantee an individual Plan's financial obligations.

**Blue Cross Blue Shield of Michigan (Blue Cross)** is a nonprofit, independent company. Blue Cross is one of many individual Plans located throughout the U.S. committed to providing affordable health care. It is managed and controlled by a board of directors comprised of a majority of community-based public and subscriber members.

**Clinical trial** is a study conducted on a group of patients to determine the effect of a treatment. It generally includes the following phases:

- Phase I – A study conducted on a small number of patients to determine what the side effects and appropriate dose of treatment may be for a certain disease or condition.
- Phase II – A study conducted on a large number of patients to determine whether the treatment has a positive effect on the disease or condition as compared to the side effects of the treatment.
- Phase III – A study on a much larger group of patients to compare the results of a new treatment of a condition to a conventional or standard treatment Phase III gives an indication as to whether the new treatment leads to better, worse or no change in outcome.

**COBRA** is continuation coverage required by the Consolidated Omnibus Budget Reconciliation Act of 1986.

**Coinsurance** is a member's out-of-pocket percentage of the Blue Cross allowed amount for covered services.

**Complications of pregnancy** are conditions due to pregnancy, labor and delivery that require medical care to prevent serious harm to the health of the mother or the fetus. Morning sickness and a nonemergency caesarean section are not considered complications of pregnancy.

**Coordination of benefits** is a program that coordinates your health benefits when you have coverage under more than one group health plan.

**Copayment (or copay)** is the designated portion of the approved amount you are required to pay for covered services.

**Covered services** are services, treatments or supplies identified as payable under the State HDHP with HSA. Covered services must be medically necessary to be payable, unless otherwise specified.

**Crisis Stabilization Bed (CARES Unit)** is an inpatient crisis intervention service that provides intensive short-term rapid assessment, stabilization, and disposition management for children under the age of 18 experiencing an acute behavioral health crisis who can be stabilized or discharged within 72 hours. The CARES Unit is designed to provide diversion from inpatient care for those children/adolescents who are in psychiatric crisis and who can be rapidly stabilized. Referrals will come primarily from local Emergency Mobile Psychiatric Services (EMPS) and affiliated Hospital Emergency Departments.

**Custodial care** is care mainly for helping a person with activities of daily living, such as walking, getting in and out of bed, bathing, dressing, eating or taking medicine. Custodial care can be provided safely and reasonably by people without professional skills or training to help patients with daily activities or personal needs, such as walking, getting in and out of bed, bathing, dressing and taking medicine. It also includes medical services, such as respiratory care, that a dedicated lay person can learn to perform. Custodial care is not covered by the State HDHP with HSA.

**Deductible** is the specified amount you pay each calendar year for services before your plan begins to pay.

**Designated cancer center** is a site approved by the National Cancer Institute as a comprehensive cancer center, clinical cancer center, consortium cancer center or an affiliate of one of these centers.

**Designated facility** is a facility that Blue Cross determines to be qualified to perform a specific organ and bone marrow transplant.

**Detoxification** is an immediate and short-term clinical support to individuals who are withdrawing from alcohol and other drugs.

**Diabetes - Self management** See the document entitled, 'State HDHP with HSA - Preventive services for active employees' located at [bcbsm.com/som](http://bcbsm.com/som) for benefit details.

**Durable medical equipment (DME)** is equipment that is able to withstand repeated use, is primarily and customarily used to serve a medical purpose and is not generally useful to a person in the absence of illness or injury. A physician must prescribe this equipment.

**Electro Convulsive Therapy (ECT)** is brain stimulation techniques such as electroconvulsive therapy (ECT) can be used to treat major depression that hasn't responded to standard treatments.

**Emergency first aid** is the initial exam and treatment of conditions resulting from accidental injury. First aid may include the following conditions which may require first aid treatment:

- Allergic reactions to bee stings or insect bites
- Attempted suicide
- Food poisoning
- Ingestion of poisons (accidental or intentional)
- Inhalation of smoke, carbon monoxide or fumes
- Sprains, strains
- Rape, attempted rape, questionable rape
- Cuts, abrasions, bruises
- Contusions
- Epitasis (nosebleed) if no packing or cautery is performed
- Sunburn or frostbite if no dressing is applied
- Application of butterfly suture
- Splinting or strapping billed along with traumatic diagnosis or as initial treatment of fracture
- Gastric lavage

**Emergency medical condition** is an illness, injury, symptom or condition so serious that you must seek care right away to avoid severe harm.

**Emergency medical transportation** is an ambulance that is used for an emergency medical condition.

**Emergency room care** provides emergency services in an emergency room.

**Emergency services** provide an evaluation of an emergency medical condition and treatment to keep the condition from getting worse.

**End Stage Renal Disease** is permanent and irreversible kidney failure that can no longer be controlled by medication or fluid and dietary restriction and, as such, requires a regular course of dialysis or a kidney transplant to maintain the patient's life.

**Excluded services** are health care services for which your health plan does not pay or cover.

**Experimental or investigative** is a service, procedure, treatment, device or supply that has not been scientifically demonstrated to be safe and effective for treatment of the patient's condition. Blue Cross makes this determination based on a review of established criteria, such as:

- Opinions of local and national medical societies, organizations, committees or governmental bodies
- Accepted national standards of practice in the medical profession
- Scientific data such as controlled studies in peer review journals or literature
- Opinions of the Blue Cross and Blue Shield Association or other local or national bodies

**Extended Day Treatment (EDT)** is a community-based program for children and their families that offers a structured, intensive, therapeutic milieu with group, family and individual therapy services. Services are typically after school for several days per week and the program can last up to six months. EDT provides a broad range of treatment services and psycho-social interventions.

**Facility** is a hospital that offers medical care or specialized treatment, such as rehabilitation treatment, skilled nursing care or physical therapy.

**Freestanding facility** is a facility separate from a hospital that provides outpatient services, such as skilled nursing care or physical therapy.

**Freestanding outpatient physical therapy facility** is an independently owned and operated facility, separate from a hospital that provides outpatient physical therapy services and occupational or functional occupational therapy or speech and language pathology services.

**Grievance** is a complaint that does not involve coverage or payment disputes. For example, a complaint regarding one of our network providers or a complaint concerning the quality of care is considered a grievance. This type of complaint does not involve a request for an initial determination or an appeal.

**Health insurance** is a contract that requires your health insurer to pay some or all your health care costs in exchange for a premium.

**Home health care** is a range of health care services that can be given in the home. Home health care is usually less expensive, more convenient, but as effective as care in a hospital or skilled nursing facility. The goal of home health care is to treat an illness or injury.

**Hospice services** provide comfort and support for persons in the last stages (usually six months or less) of a terminal illness and their families.

**Hospital** is a facility that provides inpatient diagnostic and therapeutic services for injured or acutely ill patients 24 hours every day. The facility also provides a professional staff of licensed physicians and nurses to supervise the care of patients.

**Hospital outpatient care** is care in a hospital that usually does not require an overnight stay.

**Hospitalization** is care in a hospital that requires admission as an inpatient and usually requires an overnight stay. An overnight stay for observation could be outpatient care.

**Independent physical therapist** is a licensed physical therapist that is not employed by a hospital, physician or freestanding outpatient physical therapy facility and who maintains an office separate from a hospital or freestanding outpatient physical therapy facility with the equipment necessary to provide adequately physician-prescribed physical therapy.

**In-network copayment** is the fixed amount you pay for covered health care services to providers who contract with your health insurance or plan. In-network copayments usually are less than out-of-network copayments.

**In-network providers** are providers who have met PPO standards and signed agreements to participate in the Community Blue network and to accept our approved amount as payment in full for covered services.

**Intensive Outpatient Services (IOP)** is an integrated program of outpatient psychiatric services that are designed for more intensive treatment than routine outpatient psychiatric services and are provided at a psychiatric outpatient clinic for adults, an outpatient treatment service for substance use disorder, or an outpatient psychiatric clinic for children.

**Medical emergency** is a condition that occurs suddenly, producing severe signs and symptoms, such as acute pain. A person expects that this condition could result in serious bodily harm without prompt medical treatment.

**Medical necessity for payment of hospital services** requires that all the following conditions are met:

- The covered service is for the treatment, diagnosis of the symptoms of an injury, condition or disease.
- The service, treatment or supply is appropriate for the symptoms and is consistent with the diagnosis.
  - *Appropriate* means the type, level and length of care, treatment or supply and setting are needed to provide safe and adequate care and treatment

For inpatient hospital stays, acute care as an inpatient must be necessitated by the patient's condition because safe and adequate care cannot be received as an outpatient or in a less intense medical setting. This means that:

- The services are not mainly for the convenience of the member or health care provider.
- The treatment is not generally regarded as experimental or investigational by Blue Cross.
- The treatment is not determined to be medically inappropriate by the Utilization Management and Quality Assessment programs.

In some cases, you may be required to pay for services even when they are medically necessary. These limited situations are:

- When you do not inform the hospital that you are a Blue Cross member at the time of admission or within 30 days after you have been discharged
- When you fail to provide the hospital with information that identifies your coverage

**Medical necessity for payment of physician services** is determined by physicians acting for their respective provider types or medical specialty and is based on criteria and guidelines developed by physicians and professional providers. It requires that the covered service is:

- Generally accepted as necessary and appropriate for the patient's condition, considering the symptoms. The covered service is consistent with the diagnosis.
- Essential or relevant to the evaluation or treatment of the disease, injury, condition or illness. It is not mainly for the convenience of the member or physician.
- Reasonably expected to improve the patient's condition or level of functioning. In the case of diagnostic testing, the results are used in the diagnosis and management of the patient's care.

**Medically necessary** are health care services or supplies needed to prevent, diagnose or treat an illness, injury, disease or its symptoms and that meet accepted standards of medicine.

**Medication Assisted Treatment (MAT)** is an approach to treating both opioid and alcohol substance use disorders. The FDA has approved several different medications to treat Opioid Use and Alcohol Use Disorders. These medications relieve withdrawal symptoms and psychological cravings that cause chemical imbalances in the body. MAT programs provide a safe and controlled level of medication to overcome the use of an abused substance. Research has shown that when provided at the proper dose, MAT medications used have no negative effects on a person's intelligence, mental capability, physical functioning, or employability.

**Member** is any person covered under the State HDHP with HSA plan. This includes the subscriber and any eligible dependents listed in Blue Cross membership records.

**Methadone Maintenance** is treatment where the goal is to stabilize a member on methadone or other federally approved medication for as long as is needed to avoid return to previous patterns of substance use disorder.

**Network** is a group of doctors, hospitals, DME and other health care providers contracted with Blue Cross to provide services to members. Members typically pay less for using a network provider.

**Nonparticipating providers** are providers that have not signed participation agreements with Blue Cross agreeing to accept the Blue Cross payment as payment in full. However, nonparticipating professional (non-facility) providers may agree to accept the Blue Cross -approved amount as payment in full on a per claim basis.

**Observation** consists of services up to 48 hours at a hospital to assess whether further inpatient services or community-based services might be needed; usually following a visit to the Emergency Room.

**Occupational therapy** is treatment consisting of specifically designed therapeutic tasks or activities that:

- Improve or restore a patient's functional level when illness or injury has affected muscles or joints
- Help the patient apply the restored or improved function to daily living

**Out-of-network** refers to services not rendered by a Blue Cross PPO network provider.

**Out-of-network costs** are increased copayment and deductible amounts members may incur if they receive services from a provider that does not belong to the Blue Cross PPO network without a referral. These costs could also include charges from a nonparticipating provider that are above the approved Blue Cross amount.

**Outpatient Services** (for behavioral health and substance use disorder) includes behavioral health evaluation and treatment services such as individual, group, family therapy, medication management, Autism Spectrum Disorder services, psychological and developmental testing, consultation, and case management that are provided to people who have a primary behavioral health diagnosis. Services may be provided in a freestanding clinic, hospital outpatient clinic, or by a group practice or solo practitioner who is a licensed behavioral health professional.

**Out-of-pocket maximum** is the dollar amount you pay in deductibles, copayments, and coinsurance during the calendar year. Once you satisfy your out-of-pocket maximum, the plan will cover 100% of the allowed amount for covered services. Certain coinsurance, deductibles and other charges cannot be used to meet your out-of-pocket maximum, such as out-of-network coinsurance, out-of-network deductible and charges for non-covered services.

**Partial Hospitalization Program (PHP)** is a program used to treat mental health and/or substance use disorders. In partial hospitalization, the member continues to live at home, but commutes to a hospital-based or clinic-based program several days per week.

**Participating providers** are providers who have signed agreements with Blue Cross to accept the Blue Cross-approved amount for covered services as payment in full.

**Patient** is the subscriber or eligible dependent (member) who is awaiting or receiving medical care and treatment.

**Per claim** is a provider's acceptance of the Blue Cross -approved amount as payment in full for a specific claim or procedure.

**Physical therapy** is treatment intended to restore or improve the patient's use of specific muscles or joints, usually through exercise and therapy. The treatment is designed to improve muscle strength, joint motion, coordination and general mobility.

**Physician or professional provider** is a medical doctor (MD), doctor of osteopathy (DO), doctor of podiatric medicine (DPM), doctor of dental surgery (DDS), doctor of medical dentistry (DMD), or a fully licensed psychologist.



**Provider** is a person (such as a physician) or a facility (such as a hospital) that provides services or supplies related to medical care.

**Psychiatric Hospitalization** consists of services where a member stays overnight at a hospital (inpatient) either at a general hospital, psychiatric hospital, or freestanding detox service in the case of a substance use disorder.

**Reconstructive surgery** is surgery or follow-up treatment needed to correct or improve a part of the body because of birth defects, accidents, injuries or medical conditions.

**Referral process** is the formal process members must follow when referred to a non- Blue Cross PPO network provider by a network provider. The referring network provider must provide a completed Preferred Provider Organization Program Referral form to the member and the physician before the referred services are provided. A verbal referral is not acceptable.

**Residential Substance Use Disorder Treatment Program** is a community based (non-hospital) facility that provides medical and other services specifically for substance use disorder in a facility that operates 24 hours a day, seven days a week. Treatment in this type of a program is sometimes called intermediate care and may include subacute detoxification early in the treatment course.

**Skilled nursing care** is furnished or supervised by a licensed nurse under the general direction of a physician to ensure the patient's safety and to achieve a medically desired result. Eligible members are eligible for services when they require care that is at a lower level than provided in a hospital but is at a higher level than is generally available on an outpatient basis, in the home or basic nursing home.

**Skilled nursing facility** is a facility that provides short or long-term illness care with continuous nursing and other health care services by or under the supervision of a physician and a registered nurse. The facility may be operated independently or as part of an accredited acute care hospital. It must meet all applicable local and state licensing and certification requirements.

**Specialty hospital** is a hospital, such as a children's hospital or a chronic disease hospital that provides care for a specific disease or population.

**Speech therapy** is active treatment of speech, language or voice impairment due to illness, injury or as a result of surgery.

**Stem cells** are primitive blood cells originating in the marrow but also found in small quantities in the blood. These cells develop into mature blood elements including red cells, white cells and platelets.

**Subscriber** is the person who signed and submitted the application for State HDHP with HSA Drug plan coverage.

**Urgent care** covers an illness, injury or condition serious enough that a reasonable person would seek care right away, but not so severe as to require emergency room care.

**We, Us, Our** are used when referring to Blue Cross Blue Shield of Michigan.

**You and Your** are used when referring to any person covered under the State HDHP with HSA.



If you, or someone you're helping, needs assistance, you have the right to get help and information in your language at no cost. To talk to an interpreter, call the Customer Service number on the back of your card, or 877-469-2583, TTY: 711 if you are not already a member.

إذا كنت أنت أو شخص آخر تساعد بحاجة لمساعدة، فلدك الحق في الحصول على المساعدة والمعلومات الضرورية بلغتك دون أية تكلفة. للتحديث إلى مترجم اتصل برقم خدمة العملاء الموجود على ظهر بطاقتك، أو برقم 711 TTY: 1-877-469-2583، إذا لم تكن مشتركا بالفعل.

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Falls Sie oder jemand, dem Sie helfen, Unterstützung benötigt, haben Sie das Recht, kostenlose Hilfe und Informationen in Ihrer Sprache zu erhalten. Um mit einem Dolmetscher zu sprechen, rufen Sie bitte die Nummer des Kundendienstes auf der Rückseite Ihrer Karte an oder 877-469-2583, TTY: 711, wenn Sie noch kein Mitglied sind.

You can also file a civil rights complaint with the U.S. Department of Health & Human Services Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail, phone, or email at: U.S. Department of Health & Human Services, 200 Independence Ave, S.W., Washington, D.C. 20201, phone: 800-368-1019, TTD: 800-537-7697, email: [OCRComplaint@hhs.gov](mailto:OCRComplaint@hhs.gov). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.



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