



2023 benefits at a glance

NON-MEDICARE UAW CHRYSLER
AND GM TRUST MEMBERS

Enhanced Care PPO

UAW RETIREE
Medical Benefits Trust

You have many options when it comes to selecting a health care plan. Thank you for choosing Blue Cross Blue Shield of Michigan.



Enhanced Care PPO is the Blue Cross health plan for non-Medicare members. With the Enhanced Care PPO plan, you have access to the expansive Blue Cross network of doctors, hospitals, and other health care providers within our preferred provider organization.

You will find that your deductibles, co-insurance, copayments and other out-of-pocket expenses will be less when you use a network provider. If you go outside of the network, you will pay more for services, and in some cases, services may not be covered by the plan.

It's easy to check to see if your provider is in the network by calling **1-866-507-2850** or by logging on to our website, **www.bcbsm.com/uawtrust**.

If you have any questions about your coverage, bills you might have received, or your explanation of benefits, we're always happy to answer them. Please contact Customer Service at:

1-866-507-2850

8 a.m. to 8 p.m. Eastern time

Monday through Friday

TTY users call **711**.

You can also find the number on the back of your Blue Cross member ID card.

Protected eligibility applies to all retirees who retired before October 1, 1990, and all surviving spouses of retirees who retired before October 1, 1999.



To have information about your health care plan at your fingertips, get the Blue Cross mobile app. You can check your coverage, claims and balances; show and share your ID card; find care and view costs such as deductible, coinsurance, copay, or check hospital and doctor quality. Go to the Apple® App Store or Google Play™, and search for BCBSM.

Our goal is always to keep you informed and healthy. Thank you for choosing Blue Cross Blue Shield of Michigan and the Enhanced Care PPO plan.



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Well-being and care support

With every Blue Cross card, you receive additional support. Some of the programs we offer to members include:



Health Guide provides help in navigating the health care system. Contact Health Guide via phone, email or online, to:

- Answer your questions on benefits, claims and billing.
- Help you select in-network doctors and specialists, and schedule appointments.
- Connect you to nurses or clinical staff to answer questions about your health.
- Give you recommendations about preventive care.
- Alert you to clinical programs you may be eligible for.
- Educate you about gaps in your health care.

Contact Health Guide at **1-866-507-2850** for more information.



The Blue Cross® Health & Well-being website, powered by WebMD®,* provides helpful online information and tools 24 hours a day. Getting started is easy. Just sign in to **bcbsm.com/uawtrust** and select the *Resources* tab. Once there, you can:

- Contact the 24-hour nurse line for confidential help with questions about your health.
- Complete a health assessment to help us learn more about you and your needs.
- Learn about tobacco cessation coaching, behavioral health benefits and chronic condition management.
- Access exclusive member discounts and savings from Blue 365®.

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



Care support programs that help you manage chronic conditions or complex medical conditions. They provide support, community resources, education and coordination of care. These programs close gaps in your medical care. Specialized programs include:



24/7 Nurse Line assists you in making the most informed decisions about your health. Nurses are available to answer your health questions and review your symptoms to determine the appropriate level of care.



New Directions works to improve your health through balanced treatment of the body and mind. New Directions provides prior authorizations for inpatient mental health and substance use treatment. Contact New Directions at **1-877-228-3912**, or visit **www.ndbh.com**.



Cecelia Health provides personalized support to help you maintain and manage your diabetes for a better quality of life. Your personalized coach can provide medication tips and guidance, blood sugar monitoring, preventive care, healthy eating and exercise.

Contact Health Guide at **1-866-507-2850** for more information on this program.



2nd.MD provides consultations, through video chat or phone call, with leading medical specialists, including 120 sub-specialists from top health care institutions such as Johns Hopkins, Mayo Clinic and UCLA Medical Center. Ask participating doctors about complex or uncertain diagnoses, your medications, or possible surgery. Contact 2nd.MD at **1-866-842-1141**, or visit **www.2nd.md/trust** for additional information.



Welve offers a six-step program for patients considering elective surgery. You'll have access to an interactive educational guide to help decide if surgery is your best option, as well as how to prepare for and recover from procedures for the back, knees, hips and eyes. Go to **www.welve.com** and select *Register* to get started. You can also call Welve customer service at **1-877-434-6168**.



Tobacco cessation coaching powered by WebMD®, which provides certified health coaches who can help you become tobacco-free by offering counseling and support. Call the WebMD Health Education Center and speak to one of our health care coaches at **1-855-326-5102** when you are ready to make a commitment to quit.



How to find a network provider

To find an in-network provider, visit **bcbsm.com/uawtrust** to get started. Once there, follow these steps:

1. Scroll down to *How can we help?*
2. Click on *Find a doctor*.
3. Click on *Choose a location* and follow the prompts.

You can choose a doctor by name or specialty or choose a hospital or clinic by name or type.

Selecting a primary care doctor for you and your family is an important decision. Primary care doctors are family or general practice doctors, internists and geriatricians. Your doctor is your partner in maintaining your good health and providing care for most of your basic health care needs, including:

- Regular checkups
- Health screenings and immunizations
- Treatment for illness or injury
- Treatment for chronic conditions like asthma and diabetes
- Coordination of specialty care, lab tests and hospitalizations

Maintaining a relationship with your primary care doctor is important because he or she may be able to see trends or symptoms you may not notice. Your doctor also knows your family history and risks. With routine tests, your doctor may be able to catch health concerns early.

Your primary care physician checklist

Use this checklist to help take you through the process of finding, making an appointment and interacting with your primary care physician.

1

Find a doctor:

- ☐ Visit **bcbsm.com/uawtrust**, and see the steps on the previous page to find a network provider.
- ☐ If you would prefer to have us help you find a network provider, call **1-866-507-2850** and speak to a representative.

2

Before you call your primary care physician:

- ☐ Write down questions and concerns. If you need pointers on the types of questions you should ask, call **1-866-507-2850** and we can help.
- ☐ Gather a list of current medication and immunization records.
- ☐ Have your Blue Cross ID card and photo ID or driver's license handy.

3

When calling, tell them:

- ☐ Your name and Blue Cross ID information.
- ☐ Reason you're seeing the doctor.
- ☐ Days and times that work for you.

Ask:

- ☐ For any forms that can be sent before your visit.
- ☐ What else you need to bring.

4

For your appointment:

Bring:

- ☐ Blue Cross ID card and photo ID.
- ☐ Any papers or forms sent ahead of time.
- ☐ Health information (medical records), including you and your family's health history.
- ☐ List of prescriptions and over-the-counter medicines.
- ☐ Herbal remedies and vitamins you are taking.
- ☐ Prescription refills you need.
- ☐ Someone to help you talk to your doctor, if needed.

5

After your appointment:

- ☐ Follow your doctor's advice.
- ☐ Schedule any follow-up appointments.
- ☐ Not comfortable with your doctor? Find a new one, if you need to.



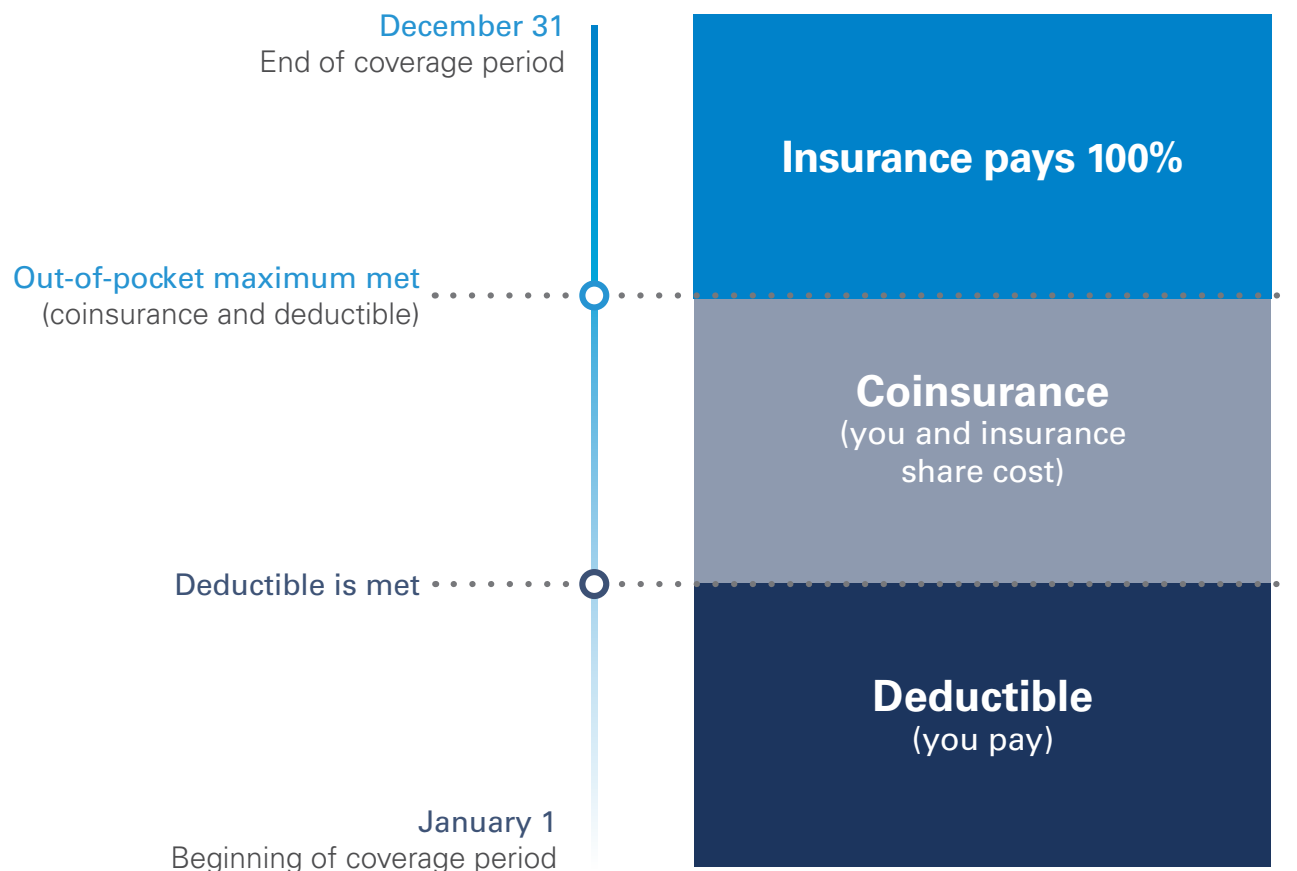
2023 Cost share summary



	You pay	
	In network	Out of network
Monthly contributions and out-of-pocket expenses		
Monthly contribution – The monthly amount you must pay in order to have coverage for yourself and your dependents	Individual: \$15 Family: \$30 Protected: \$10 (individual or family)	
Deductible – per calendar year	Individual: \$325 Family: \$600	Individual: \$1,000 Family: \$1,700
Coinsurance	10% coinsurance after deductible	30% coinsurance after deductible
Out-of-pocket maximum – per calendar year Combination of deductible and coinsurance	Individual: \$650 Family: \$1,325	Individual: \$3,000 Family: \$5,550



Understanding important terms



Deductible — the amount you must pay toward covered medical services within a calendar year before the Plan begins to pay. This does not apply to services that require a copay.

Coinsurance — percentage you pay for covered services after you have met your deductible.

Out-of-pocket maximum — the total amount you will pay in a calendar year. It is a combination of the deductible and coinsurance. Once paid, most covered services are paid at 100% for the rest of the calendar year.

Copayment (copay) — a fixed amount you pay to receive a medical service, usually at the time of service (office visits, emergency room, urgent care). Note that the copayment does not go toward paying the deductible, coinsurance or out-of-pocket maximum. Copays are separate and continue even after your out-of-pocket maximums are met.

In network — the provider has agreed to participate in the Blue Cross PPO program and accepts the allowed amount as payment in full. Other than the applicable cost share, you won't be billed for the balance.

Out of network — the provider does not have an agreement with the Blue Cross PPO program, but accepts the allowed amount as payment in full. Other than cost share for covered services, the provider can't bill you for the balance. You may have to pay higher cost share, because the provider is out of network.

Non-participating — the provider does not have an agreement with Blue Cross and does not have to accept the allowed amount as payment in full. Services rendered by a non-participating provider are not covered. That means you are responsible for the provider's charge.

2023 Benefits at a glance

with cost sharing summary



	You pay	
	In network	Out of network
Preventive services		
Routine physical	Covered – \$10 copayment – Primary care \$20 copayment – Specialist	Not covered
Cholesterol screening — one per calendar year starting at age 20; includes: <ul style="list-style-type: none"> • Total Serum • LDL • HDL • Triglycerides • Lipid Panel 	Covered – 100%	Not covered
Pap smear screening — one per calendar year	Covered – 100%	30% coinsurance after deductible
Mammography screening Routine and high-risk mammogram screening in accordance with established guidelines – one routine exam per calendar year beginning at age 40. Under age 40, one per calendar year, if high-risk factors are present.	Covered – 100%	30% coinsurance after deductible
Prostate specific antigen (PSA) screening Screening test for asymptomatic males age 40 and older when performed in accordance with established guidelines — one per calendar year.	Covered – 100%	30% coinsurance after deductible
Early detection screening tests Early detection screening for colon, rectal and lung cancers when performed in accordance with established guidelines. Barium enema x-ray — one every 5 years age 45 and over (or at any age if risk factors are present); or Colonoscopy — one every 10 years age 45 and over (or at any age if risk factors are present); or Sigmoidoscopy — one every five years age 45 and over (or at any age if risk factors are present) Fecal occult blood test — one per calendar year beginning at age 45 Fecal immunochemical test (FIT) — one per calendar year beginning at age 45 Lung cancer screening — once per calendar year for enrollees age 50 and over who have a 20 pack per year smoking history and currently smoke or have quit within the past 15 years	Covered – 100%	Not covered



	You pay	
	In network	Out of network
Preventive services <i>continued</i>		
Hepatitis C (HCV) screening For enrollees who are at risk or when signs or symptoms are present which may indicate a Hepatitis C infection.	Covered – 100%	30% coinsurance after deductible
Immunizations — for selected medically recognized immunizations at a doctor's office, retail health center, and (for certain immunizations) at a Blue Cross participating pharmacy.	Covered – 100%	Not covered



Physician office services		
Primary care office visits Including in-person, telephonic and virtual	Covered – \$10 copayment	Not covered
Specialist office visits Including in-person, telephonic and virtual	Covered – \$20 copayment	Not covered
Retail health centers A clinic at a major pharmacy or retail store that provides basic health care services on a walk-in basis	Covered – \$50 copayment	Not covered



Emergency medical care		
Hospital emergency room Services rendered in the emergency room of a hospital for initial examination and treatment of a condition resulting from accidental injury or qualifying medical emergency are covered. Additional services rendered in this location may be subject to cost share. Follow-up care in the emergency room is not covered.	Covered – \$125 copayment (waived if admitted)	Covered – \$125 copayment (waived if admitted)
Urgent care centers	Covered – \$50 copayment	Not covered
Ground ambulance Medically necessary transport	10% coinsurance after deductible	30% coinsurance after deductible
Air/water ambulance Covers one-way transport from the scene of an emergency incident or the home to the nearest available facility qualified to treat the patient.	Covered – 100% up to the allowed amount	Covered – 100% up to the allowed amount

2023 Benefits at a glance with cost sharing summary



	You pay	
	In network	Out of network
Diagnostic services		
Outpatient MRI, MRA, x-rays, laboratory & pathology, PET, CAT scans and nuclear medicine Preauthorization may be required.	10% coinsurance after deductible	30% coinsurance after deductible
Sleep studies Preauthorization may be required.	10% coinsurance after deductible	30% coinsurance after deductible



Therapeutic treatment		
Radiation therapy — for the treatment of condition, disease or injury. Preauthorization may be required.	10% coinsurance after deductible	30% coinsurance after deductible
Chemotherapy Coverage is provided for treatment of malignant disease and Hodgkins disease, except when the treatment is considered experimental or investigational. Preauthorization may be required.	10% coinsurance after deductible	30% coinsurance after deductible



Hospital care		
Semi-private room, general nursing services, meals, special diets and inpatient medical care Preauthorization may be required.	10% coinsurance after deductible	30% coinsurance after deductible
Outpatient surgery — includes materials, supplies, preoperative and postoperative care, and suture removal	10% coinsurance after deductible	30% coinsurance after deductible



	You pay	
	In network	Out of network
Alternatives to hospital care		
Ambulatory surgical centers Must be an approved facility. Preauthorization required.	10% coinsurance after deductible	30% coinsurance after deductible
Skilled nursing facility Must be an approved facility. Preauthorization may be required.	10% coinsurance after deductible	30% coinsurance after deductible
Hospice care Levels 1-5 Preauthorization may be required.	10% coinsurance after deductible	30% coinsurance after deductible
Home health care Preauthorization may be required.	10% coinsurance after deductible	30% coinsurance after deductible



Human organ transplants		
Specified organ transplants Preauthorization by Human Organ Transplant Program is required. Member must be enrolled in a Blue Cross case management program. Must be performed in a Blue Distinction Center.	10% coinsurance after deductible	30% coinsurance after deductible



Behavioral health care and substance abuse treatment		
Inpatient behavioral health and substance use disorder treatment Must be pre-authorized by New Directions 1-877-228-3912	Up to 45 days treatment each for psychiatric and substance abuse Covered – 100%	If medical emergency admission, covered 100% up to 45 days treatment each for psychiatric and substance abuse. Not covered if not a medical emergency admission.
Outpatient behavioral health treatment	Covered – 100%	Covered – 100%
Outpatient substance use disorder treatment	Covered – 100%	Covered – 100%

2023 Benefits at a glance with cost sharing summary



	You pay	
	In network	Out of network
Other services		
Allergy testing Office visit copay may apply.	10% coinsurance after deductible	Not covered
Allergy therapy/serum	10% coinsurance after deductible	30% coinsurance after deductible
Chiropractic care Includes adjustment manipulation for subluxation of spine. Services must be completed by licensed provider.	\$20 copay per visit Limited to 24 visits per year.	Not covered
Outpatient physical, occupational and speech therapy Limited to 60 combined visits per calendar year, per condition. Services are covered when performed in the outpatient department of the hospital or approved freestanding facility. Therapy is also covered when provided by an in-network independent physical therapist, occupational therapist, or speech and language pathologist.	Covered – 100%	Not covered
Durable medical equipment Includes but is not limited to: wheelchairs, hospital beds, walkers, and oxygen. Subject to deductible and coinsurance when processed as part of inpatient services.	Covered – 100%	Not covered
Prosthetic and orthotic appliances Includes but is not limited to: mastectomy bras, arm slings, knee braces, orthopedic shoes and arch supports. Excludes jaw motion rehabilitation system and related items.	Covered – 100%	Not covered



	You pay	
	In network	Out of network
Other services <i>continued</i>		
Wigs Up to \$250 per year.	Covered – 100%	Covered – 100%
Diabetic supplies — test strips and lancets	Covered – 100%	Not covered
Diabetes education Covers comprehensive American Diabetes Association-approved education classes for newly-diagnosed or uncontrolled diabetics.	Covered – 100%	Not covered
Cardiac rehabilitation Only Phases I and II are covered Must begin within 3 months of a cardiac event and be completed within 9 months.	Covered – 100% Up to 36 sessions.	Not covered



EOB stands for Explanation of Benefits

If you don't have an "Amount you pay" after your services are rendered, you will NOT receive an Explanation of Benefits, or EOB. If you do owe an amount, you'll receive an EOB that will show you:

- What services you had and what the provider billed.
- What your Plan paid and any Blue Cross discounts that were applied.
- The amount you may owe through deductibles, coinsurance or copayments.
- Any non-covered services that were not payable through your benefit plan.

Reviewing your EOB statements is a good way to keep track of your medical care and expenses.

EOB statement details

- 1 Identifies who this EOB statement is for.
- 2 Summarizes claims by doctor, hospital, or other health care provider as follows:
 - A The amount submitted to Blue Cross on the claim.
 - B What you saved by being a Blue Cross member.
 - C What Blue Cross paid.
 - D Amounts any other insurance(s) paid.
 - E What you pay. You may have already paid or may still owe this amount. You should never be asked to pay more than this amount.
- 3 Shows the balances to date for deductibles and out-of-pocket maximums for your current benefit period.
- 4 Important information about your coverage, tips to lower health care costs, and ways to improve overall health.
- 5 Customer Service information if you have questions about something on your statement.

EXPLANATION OF BENEFIT PAYMENTS

THIS IS NOT A BILL

Statement Date : 05/10/22

|||||

0012345-1234
PAUL MEMBER
12345 MAIN STREET
HEALTH WAY MI 99999-9999

5 Customer Service

Web: View your benefits and manage your plan online at bcbsm.com.

Call: 1-800-999-9999 (toll free)

Mail: BLUE CROSS BLUE SHIELD OF MICHIGAN
CUSTOMER SERVICE
ANY TOWN MI 99999-9999

Patient Name: PAUL MEMBER
Patient Born In: JULY 1990
Enrollee Name: PAUL MEMBER
Enrollee ID: *****1234
Group Name: COMPANY NAME
Group Number: 0012345-1234
Coverage: MEDICAL

To report suspected fraud, call 1-800-482-3787.

Claim Summary (for Claim Detail, see below)

Hospital, Doctor or Other
Health Care Provider
DOCTOR A

A Total Charges	B minus Discount *	C minus Plan Paid	D minus Other Insurance Paid	E equals Amount You Pay
\$ 66.00	\$ 41.26	\$ 22.27	\$ 0.00	\$ 2.47
\$ 66.00	\$ 41.26	\$ 22.27	\$ 0.00	\$ 2.47

* Blue Cross negotiates discounts with hospitals, doctors and other health care providers to help save you money.

Summary of Deductibles and Out-of-pocket Maximums

(These totals are based on our information to date and may not reflect all outstanding claims.)

Totals for Family

BENEFIT PERIOD: Jan. 01, 2022 through April 30, 2022

In-network deductible applied to date: \$ 500.00

In-network out-of-pocket maximum applied to date: \$ 524.13

Helpful Information

Did you know that good oral health impacts your overall health? Gum disease can increase the severity of diseases like heart disease and diabetes. See your dentist for a healthier you!

Make your life easier! Get all your benefit statements online. It's simple. It's safe. It's secure. Your EOB statements are available to you any time, any day, whenever you choose. Register now at BCBSM.com/login

The statement shown is general and for illustrative purposes only. Your actual statement may look slightly different depending on your benefit plan.


6 Detailed information about each claim we processed.

The sum of all claims in this section for the same provider should match the numbers in the Claim Summary section.

F Information your provider puts on the claim to identify the medical service you received.

G The unique number Blue Cross assigns to a claim. You can reference this number if you need to call us about this claim.

EXPLANATION OF BENEFIT PAYMENTS
THIS IS NOT A BILL



Statement Date : 05/10/22

6 Claim Detail	Enrollee ID: *****1234	Patient: PAUL MEMBER	
Provider Name: DOCTOR A		Total Charge	\$ 66.00
Provider Status: PARTICIPATING			
Service Dates: 00/00/00		Amount approved by Blue Cross for this service	24.74
Service Type: OTHER MED SERVICES		In-network coinsurance you pay	2.47
Procedure: X-RAYS		Your plan paid this provider on 12/05/14	22.27
Procedure Code: 00000		Discount	+ 41.26
Claim Received: 00/00/00		Total Covered	\$ 63.53
Claim Number: 99999999999991		Amount You Pay	\$ 2.47

Page 2 of your statement shows your appeal rights and what you can do if you disagree with any of the benefit decisions made for a claim. You can also find definitions for terms used on the statement.

Important information you should know about your Explanation of Benefit Payments statement

Your appeal rights

If this statement shows a balance for a reduced or denied service, and you disagree with the amount, Customer Service might be able to help. The phone number is on the back of your ID card and the top right corner of page 1 of this form.

If you ask, we must give you access to and copies of the documents related to your claim. We won't charge you for the copies. Within the limits of other privacy laws that we must obey, upon request, we'll share treatment and diagnosis codes with you. We'll also include the meaning of the codes reported by health care providers.

To ask for an internal appeal when you disagree with our decision, you must

Help with terms you might see on this statement

Amount approved – Our maximum payment allowed for a service. For some patients, this amount is decided by Medicare or other insurers.

Amount you pay – This amount is your share of the cost for health services and is based on the benefits in your Blue Cross health care plan. Your health care provider should not ask you to pay more than this amount.

Benefit period – The time period (usually one year) during which your deductibles and coinsurance accumulate.

Blue Cross paid – The amount we paid based on the benefits in your health care plan. We tell you who we sent the payment to and when.



Online EOBs

Log in at **bcbsm.com/uawtrust** if you want to view recent claims, deductibles, coinsurance balances, and other information. It's easy:

1. Go to **bcbsm.com/uawtrust** and follow steps to create a login account.
2. After logging in, select *Claims* in the blue bar near the top.
3. Click on *Explanation of Benefits* statements.



Help us prevent fraud

Checking to make sure you actually received services as shown on the EOB helps us prevent error and fraud. Call 1-866-507-2850 if you have questions about a claim or EOB.

Claim questions and appeals



1

To confirm you are paying the right amount, compare the EOB and the provider bill side-by-side. Match the service dates and the amounts. If they match, pay the provider that amount and file the EOB for your records.

After your claims are submitted to Blue Cross by your providers, you will receive an Explanation of Benefits. In addition, you will most likely receive a billing statement from your provider, showing any outstanding balances you may owe.



2

**If the amounts do not match,
or if you have questions,**

call 1-866-507-2850, as shown on the back of your Blue Cross identification card. A Blue Cross representative will be happy to review the EOB statement and answer your questions.



3

**If you are not satisfied with the response
or outcome from customer service,**

you may file an appeal with Blue Cross by sending the bills in question, the information on the front of your Blue Cross ID card (name, contract and group number), your phone number, and a statement that explains your concern, to the address in step 4 below. You have 180 days from the date of discovery of a problem to file a grievance.



4

Auto National Appeal Unit

600 Lafayette East – Mail Code #CS 3A
Detroit, Michigan 48226-2998



5

If the issue remains unresolved,

you may file an appeal with the UAW Trust. Please see your Summary Plan for details.

Contact information

Health Guide

For health care or benefit questions, claim assistance, or help finding a participating provider
8 a.m. to 8 p.m. Eastern time, Monday – Friday

1-866-507-2850

Blue Cross Blue Shield of Michigan

Hospital, Surgical/Medical Services

8 a. m. - 8 p.m. Eastern time

Monday – Friday

1-866-507-2850

Mailing Address (for claim inquiries):

UAW Auto Retiree Service Center

P.O. Box 311088

Detroit, Michigan 48231

New Directions — Help Line

**Precertification — Behavioral Health
and Substance Use Disorder**

1-877-228-3912

Tobacco Cessation

WebMD® Health Education Center

1-855-326-5102

Blue Card Access —

National Provider Network

**Information on participating network
providers while traveling**

1-800-810-2583

Retiree Health Care Connect

The UAW Trust eligibility and call center

Eligibility, membership and address changes

1-866-637-7555

www.digital.alight.com/rhcc

Blue Cross Blue Shield Global Core

For International claim and provider services

1-800-810-2583 or call collect at **1-804-673-1177**

www.bcbsglobalcore.com

TruHearing

1-844-394-5420

Delta Dental

1-800-524-0149

Davis Vision

1-888-234-5164

Client code: **3642**

Veterans Health Administration

va.gov/health

1-800-698-2411

UAW Retiree Medical Benefits Trust

uawtrust.org

Centers for Medicare and Medicaid Services

Medicare.gov

1-800-633-4227



**Blue Cross
Blue Shield**
of Michigan

A nonprofit corporation and independent licensee
of the Blue Cross and Blue Shield Association

UAW RETIREE
Medical Benefits Trust



Blue Cross Blue Shield
of Michigan is proudly
represented by the UAW