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Benefits

What is GM's ConnectedCare: HealthSync option?

ConnectedCare, a high-performance PPO medical plan option, was first introduced to select salaried employees in 2018. With this option, services received from a specific health system or group of providers are covered at the Level 1 benefit for enrollees.

The ConnectedCare option is available to GM salaried employees and their families living in the Fort Wayne area. ConnectedCare provides employees with a lower premium, lower out-of-pocket costs and better coordinated care.

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How does the ConnectedCare: HealthSync option work?

When you enroll in ConnectedCare: HealthSync, you receive all your medical care from HealthSync providers and facilities. The comprehensive health system includes primary care physicians, specialists, urgent care and walk-in facilities and hospitals located throughout the Fort Wayne area. HealthSync continues to grow throughout the state of Indiana.

If you have been enrolled in either GM's Basic or Standard medical plan option, you're familiar with the terms *in network* and *out of network*. ConnectedCare uses benefit levels:

- **Level 1:** When you use HealthSync providers and facilities, your care is considered Level 1. Level 1 costs significantly less than Level 2.
- **Level 2:** When you don't use HealthSync providers and facilities, this care is considered Level 2. Care from Level 2 providers and facilities costs more than Level 1.

Emergency care for qualified medical emergencies is covered at the Level 1 benefit, whether you're in the Fort Wayne area or traveling outside the area, even if the provider isn't in ConnectedCare: HealthSync. Once discharged from the emergency department, all follow-up care should be through ConnectedCare: HealthSync providers, otherwise those services will be covered at the Level 2 benefit.

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Is the ConnectedCare option through HealthSync available to all GM employees?

No. The ConnectedCare: HealthSync option is only available to GM salaried employees who live in select ZIP codes in the Fort Wayne area.

Visit bcbsm.com/gmplan to see if the option is available where you live.

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How much will I pay if I choose the ConnectedCare: HealthSync option and go to a provider who's not in HealthSync?

The amount you will pay depends on your situation:

- If you require emergency care from any hospital emergency department for qualified medical emergencies, you'll pay 10% of the allowed amount for the service after you meet your Level 1 deductible.
- If the care you receive isn't for an emergency, you'll generally pay 30% of the allowed amount for the service after you meet your Level 2 deductible. This means higher out-of-pocket costs for you.

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If my doctor refers me to a doctor or facility outside HealthSync, will those services be paid at Level 1 or Level 2?

Providers outside HealthSync are generally considered Level 2. HealthSync has ~~more than 4,300 doctors practicing in 75 specialties~~, so it's likely care will be referred within HealthSync.

If specialty care isn't available in HealthSync, your HealthSync provider will work with you to make sure that the care you need is available and covered at Level 1.

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Who will administer prescription drug and behavioral health coverage for members enrolled in the ConnectedCare option?

Benefits for prescription drug services will continue to be administered by CVS/Caremark®. Behavioral health services will be administered by Blue Cross Blue Shield of Michigan, in partnership with New Directions®. Prescription drug and behavioral health services aren't limited to the HealthSync health system.

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How can I learn more about my benefits, for example, the amount of the deductible, or how the plan pays for specific services?

Visit the [Total Rewards Site](#) to review the ~~Total Compensation Journal~~ and other resources, including ~~Your GM Benefits for 2020~~.

When you enroll at [NetBenefits](#), consider using GM's online benefit counselor, ALEX®, to see if your choices are the best benefit choices for you. When you connect with ALEX, you'll receive personalized benefits guidance, along with easy-to-understand explanations on how your benefits work.

Blue Cross Blue Shield of Michigan will continue to serve as the third-party administrator of medical benefits. If you need duplicate ID cards, have questions related to covered services or need information on how the plan pays, call Blue Cross Blue Shield of Michigan at 1-800-482-2210 Monday through Friday from 8 a.m. to 8 p.m.

If you have questions related to enrollment and eligibility, call the GM Benefits & Services Center at 1-800-489-4646 Monday through Friday from 7:30 a.m. to 6 p.m. Eastern time.

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Coverage

What if dependents on my plan live outside the Fort Wayne area? Are they covered?

If dependents on your plan live outside the Fort Wayne area, call the Customer Service number on the back of your Blue Cross member ID card before receiving care. Our Customer Service team will take your request and submit it for consideration, which could take seven to 10 business days to determine if care can be covered at Level 1.

Another option for Level 1 urgent care is [Blue Cross Online VisitsSM](#). Online visits let you meet with a U.S. board-certified doctor or nurse practitioner from a smartphone, mobile device or computer 24 hours a day, seven days a week.

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Am I covered when I travel?

Yes. Emergency care for qualified medical emergencies is covered at any hospital at Level 1.

If you receive non-emergency care in the state of Indiana or anywhere else in the United States and its territories, you'll be covered at Level 2.

Level 1 costs less than Level 2.

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Providers

Which providers are in HealthSync?

HealthSync has ~~more than 4,300 doctors and advanced practice providers in 75 specialties~~ across the Fort Wayne area. In addition to primary and specialty care, HealthSync offers a wide range of services including 24-hour emergency care, outpatient surgery, ambulatory care, home health care, behavioral health, occupational health and much more.

The hospitals in the ConnectedCare: HealthSync include:

- Lutheran Hospital of Indiana
- Dupont Hospital
- St. Joseph Hospital (Fort Wayne)
- The Orthopedic Hospital
- Kosciusko Community Hospital
- Bluffton Regional Medical Center
- Franciscan Hospital

To search for a HealthSync provider, [click here](#).

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Will I have access to walk-in or urgent care facilities?

Yes, there are many urgent care and walk-in clinics available in HealthSync. To find one near you, [click here](#).

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What is the 24/7 Nurse Line?

The 24/7 Nurse Line is staffed 24 hours a day, seven days a week and provides an opportunity for you and your covered dependents to speak with a registered nurse about medical concerns whenever you need it.

The nurses can also help you find a doctor or decide if you need to go to an emergency room or urgent care center. To learn more, call 1-800-775-2583 or visit bcbsm.com/gmcare.

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Do I need a referral from my primary care physician to see a specialist?

We encourage all members to see their primary care physician for guidance on specialty referrals. This approach can save time and money since most health concerns can be addressed by a primary care physician.

However, you don't need a referral to see a specialist in HealthSync. Given the scope of HealthSync, there should be very few other instances in which care isn't available within HealthSync. If you can't find a specialist, your HealthSync physician will help you get the care you need at Level 1.

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Membership

What are the advantages of choosing the ConnectedCare option?

All GM Salaried Medical Plan options offer the same comprehensive coverage. However, with ConnectedCare you'll also have:

- Significantly lower monthly contributions than the Basic and Standard options
- No cost for an expanded list of preventive medications (participants of the Basic and Standard plan options have a smaller list of no cost, preventive medications)
- More personalized and coordinated care, especially for individuals with chronic and complex medical situations such as diabetes or a heart condition

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Why should I choose the ConnectedCare: HealthSync option?

ConnectedCare: HealthSync offers a health system of connected providers who work together to make sure you receive high-quality care. Focused on the patient-physician partnership, HealthSync providers help ensure:

- Your primary care doctor knows about other care you receive
- You get high-quality, coordinated care centered on evidence-based medicine and continued innovations in care management
- Lower costs and better care experiences because of fewer duplicative or unnecessary tests and procedures

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