

Introduction

Medicare Plus Blue PPO Provider Directory

This directory provides a list of Medicare Plus Blue PPO's network providers. To get detailed information about your health care coverage, please see your *Evidence of Coverage* (EOC).

The network providers listed in this directory have agreed to provide you with your health care services. You may go to any of our network providers listed in this directory.

Out-of-network providers are under no obligation to treat Medicare Plus Blue PPO members, except in emergencies. For a decision about whether we will cover an out-of-network service, we encourage you or your provider to ask us for a pre-service organization determination before you receive the service. Please call our Customer Service Department at:

Medicare Plus Blue PPO 1-877-241-2583 (TTY users should call 711)	Available from 8:00 a.m. to 9:00 p.m., seven days a week from October 1 – March 31. Available from 8:00 a.m. to 9:00 p.m., Monday through Friday from April 1 – September 30.
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You may also refer to your *Evidence of Coverage* (EOC) for more information, including the cost-sharing that applies to out-of-network services.

If you receive medical services within the Medicare Plus Blue PPO service area, most will be covered at in-network levels. Services you receive from out-of-network providers will be covered at out-of-network levels and you will pay more out-of-pocket costs than if you choose an in-network provider, with the exception of emergencies and urgent care.

If you need out-of-network medical care, you may go to any doctor or hospital that accepts Medicare; however, you will pay more out-of-pocket costs. To find a doctor or hospital near you, call our Customer Service department at one of the numbers listed above.

If you receive care from an out-of-network or non-contracted provider, the provider may bill you for the services you receive. Do not pay the bill. Please mail your itemized bill along with your name and contract number to us so we can review it for payment. Mail the information to:

Customer Service Inquiry Dept.

Mail Code X521
600 E. Lafayette Blvd.
Detroit, MI 48226-2998

If you need emergency care, call 911 or go directly to an emergency room. If you are admitted to the hospital for the same condition within three days of your emergency room visit, you do not have to pay the emergency room copay. Emergency care can always be obtained in or out of the service area from the nearest available provider. You're also covered for emergency and urgent care worldwide. You may have to pay for the care you receive and seek reimbursement from us. See your *Evidence of Coverage* for more information.

When out of the service area, you can obtain dialysis treatment from any qualified dialysis provider.

What is the service area for Medicare Plus Blue PPO?

Our service area includes all 50 states and all territories of the United States.

How do you find Medicare Plus Blue PPO providers in your area?

This directory lists Medicare Plus Blue PPO providers by county, then city, then zip code, so you can find the providers in your community.

If you have questions about Medicare Plus Blue PPO, please call our Customer Service department at 1-877-241-2583, 8:00 a.m. to 9:00 p.m., Monday through Friday. TTY users should call 711 or visit www.bcbsm.com/medicare.

If you have questions about Medicare Plus Blue PPO, please call our Customer Service department at 1-866-684-8216, 8:30 a.m. to 5:00 p.m., Monday through Friday. TTY users should call 711 or visit www.bcbsm.com/medicare

Durable medical equipment supplies

Medicare Plus Blue PPO works with Northwood Inc. to supply your outpatient durable medical equipment, as well as prosthetic and orthotic appliances, except for diabetic supplies. Your primary care provider or specialist is responsible for determining your need for this equipment. He or she will write a prescription for the equipment, and you must have the prescription filled at a Northwood network provider.

In general, durable medical equipment is covered only when appropriate for use in your home. Coverage is provided for the basic equipment or appliances and for any medically necessary features prescribed by your physician. For services that exceed the basic benefit and quantity limitations, your primary care provider or specialist may need to document medical necessity. If you wish to enhance your equipment beyond medical necessity, you must pay the difference for the upgrade.

To locate the Northwood network provider nearest you, call 1-800-667-8496, 8:30 a.m. to 5 p.m., Monday through Friday. TTY users should call 711.

Introduction

Medicare Plus Blue PPO Pharmacy Directory

This booklet provides a list of Medicare Plus Blue PPO's network pharmacies. To get a complete description of your prescription coverage, including how to fill your prescriptions, please review the *Evidence of Coverage* and Medicare Plus Blue PPO's formulary.

When this pharmacy directory refers to "we," "us," or "our," it means Blue Cross Blue Shield of Michigan. When it refers to "plan" or "our plan," it means Medicare Plus Blue PPO.

We call the pharmacies on this list our "network pharmacies" because we have made arrangements with them to provide prescription drugs to Plan members. In most cases, your prescriptions are covered under Medicare Plus Blue PPO only if they are filled at a network pharmacy or through our mail order pharmacy service. Once you go to one pharmacy, you are not required to continue going to the same pharmacy to fill your prescription but can switch to any other of our network pharmacies. We will fill prescriptions at non-network pharmacies under certain circumstances as described in your *Evidence of Coverage*.

All network pharmacies may not be listed in this directory. Pharmacies may have been added or removed from the list after this directory was printed. This means the pharmacies listed here may no longer be in our network, or there may be newer pharmacies in our network that are not listed. This list is current as of September 1, 2020. For the most current list, please contact us. Our contact information appears on the front and back cover pages.

You can go to all the pharmacies on this list, but your costs for some drugs may be lower at pharmacies in this list that offer preferred cost sharing. We have marked these pharmacies with "P" to distinguish them from other pharmacies in our network that offer standard cost sharing. Pharmacies that offer standard cost sharing are labeled with "S". Cost sharing information can be found in the Summary of Benefits.

You can get prescription drugs shipped to your home through our network mail order delivery services, Express ScriptsSM or WalgreensSM. For more information, please contact us or see the mail order section of this pharmacy directory.

This directory is for the geographic area which includes the area in which you live. However, we cover a larger service area, and there are more pharmacies where your prescriptions may be covered by our Plan. For information on more pharmacies in our plan network not listed in this directory, or if you have questions about any of the above, please see the first and last cover pages of this directory for information on how to contact Medicare Plus Blue PPO.