



# Freedom Blue PPO Plan<sup>SM</sup>

BC LIFE & HEALTH INSURANCE COMPANY CARE COSTS

An Affordable Plan Than Can Lower Your Monthly Health Care Costs



# Let Freedom Ring with Freedom Blue PPO!

From the Pacific Ocean to the giant Sequoias, California offers something for everyone. Freedom Blue PPO from BC Life & Health Insurance Company offers an affordable and flexible PPO option that provides freedom for Medicare eligible individuals in California.

Need prescription drug coverage? With Freedom Blue PPO you receive coverage for all of your brand and generic prescription drug needs. Medicare's prescription drug coverage, also called Part D, provides you with coverage for a wide range of generic and brand name prescription drugs. Both the Freedom Blue PPO Plan I and II come with the most comprehensive Part D prescription drug benefit that we have to offer.

## **PROTECT YOUR HEALTH AND FINANCIAL FUTURE**

The new Freedom Blue PPO Plan is a Preferred Provider Plan. By selecting from this network of providers, you can save money on your health care costs. Even if you are active and healthy, you could be caught off guard by an unexpected illness or injury. Medical care can add up quickly to a staggering financial loss. The Freedom Blue Plan can limit your out-of-pocket costs, protecting your assets and even safeguard your future earnings.

## **FREEDOM BLUE PPO PRUDENT BUYER® NETWORK**

With our Freedom Blue PPO Prudent Buyer network you can select any physician and specialist without a referral. The Prudent Buyer network offers you a wide variety of physicians conveniently located throughout the state to help you with all of your health care needs. The Prudent Buyer network includes nearly 50,000 quality physicians and specialists and more than 300 participating hospitals across all of California. This is the largest network in California, with over one half of all physicians in the state participating as a Prudent Buyer Provider.

## **WHY PAY FOR BENEFITS YOU MAY NEVER USE?**

When you use a participating Freedom Blue PPO provider, you get the affordable health care coverage and financial security you need.

The Freedom Blue PPO Plan's key benefits include

- Coverage for most in network medical services
- Part D brand and generic prescription drug coverage
- Freedom to choose the doctor and hospital of your choice from our large network of participating providers
- No referrals to specialists
- Low premiums and more benefits than traditional Medicare

## **THE MEDICARE ADVANTAGE PPO PLAN THAT CAN HELP YOU MAINTAIN YOUR GOOD HEALTH**

Many people who turn 65 and qualify for Medicare are surprised to discover that Medicare alone is not enough to meet their health care needs. While Medicare does provide many medical benefits, Medicare deductibles and coinsurance payments can add up to hundreds, even thousands of dollars. These health care bills are your responsibility to pay.

BC Life & Health is excited to be able to offer a new affordable healthcare plan that provides you with the freedom to choose your own doctor and specialist. Announcing the NEW Freedom Blue PPO Plan. This PPO Plan, unlike most HMO's, allows you to see specialists without having to wait for a referral. This plan gives you freedom to choose your own doctor and hospital and other services from our network of participating providers for an affordable monthly premium – with virtually no paperwork. No matter what age you are there is no sliding premium fee based on your age. Our Freedom Blue PPO Plan I has no monthly plan premium, and you still get the Medicare Part D Prescription Drug benefit. And best of all, it's backed by the security, strength and stability of the BC Life & Health Insurance Company – the company that has provided high quality, affordable health care coverage for 70 years.

While traditional Medicare supplement plans merely pay Medicare's deductibles and coinsurance, Freedom Blue PPO is different – providing comprehensive coverage and programs that go beyond the benefits/coverage provided by Medicare alone.

Selecting a health care plan that is right for you is one of the most important decisions you have to make. To help you better understand the benefits and services offered by BC Life & Health, here are answers to some of the most frequently asked questions about our health plan.

# Take Advantage of The Power of Blue

BC Life & Health's reputation for innovative plan design, provider relations and customer service has earned the confidence and satisfaction of our members and the healthcare professional with which we contract. This trust has kept us at the forefront of the healthcare industry year after year. We are committed to offering affordable, reliable coverage that meets your needs at every stage of life.

When you enroll in the Freedom Blue PPO Plan you directly benefit from:

- Our PPO network means lower out of pocket costs to you
- Out of area and out of country emergency coverage
- A variety of additional services to enhance your life including wellness programs and discounts on health care related products and services.
- Medicare Part D brand and generic prescription drug coverage

## **COMPREHENSIVE HEALTH CARE COVERAGE FOR INDIVIDUALS ENROLLED IN BOTH PARTS A AND B OF MEDICARE**

Freedom Blue PPO Plan was designed to help those age 65 and older, and other Medicare eligibles, enjoy all of the benefits of good health. This healthcare plan goes beyond what traditional Medicare alone provides. And best of all, there are no hidden costs, virtually no claim forms and many money-saving benefits.

Freedom Blue PPO is intended to provide you with access to quality health care from physicians and hospitals right in your community. BC Life & Health Insurance Company tries hard to provide you with the personal, professional service you deserve. We're available to answer your questions and discuss your concerns. And it's comforting to know that your coverage is accessible, even when you are away from home.

At BC Life & Health, we know there are other health care options available. That's why we are committed to doing our best to serve you.

## The following question/answer format will explain everything you need to know about BC Life & Health's Freedom Blue PPO Plan.

### WHAT ARE THE BENEFITS OF THE FREEDOM BLUE PPO PLAN?

With Freedom Blue, you still have all of the benefits that would be available from traditional Medicare plus many additional benefits. You will be provided with a BC Life & Health Insurance Company Freedom Blue member I.D. card, which is the only card you need for medical care. BC Life & Health Insurance Company administers Medicare-covered services after your copayment or deductible, if applicable. These Medicare services include:

- **MEDICARE PART A:** Hospital insurance benefits, such as inpatient hospitalization, skilled nursing facility care, home health care and blood.
- **MEDICARE PART B:** Medical insurance benefits, such as medical expenses, clinical laboratory services, home health care, outpatient hospital treatment and blood, and preventive care benefits, such as flu immunizations, routine and preventive women's health services.
- **MEDICARE PART D:** A wide choice of covered brand name and generic prescription drugs.

The Freedom Blue PPO drug list/formulary covers over 2,000 prescription drugs in all. <sup>1</sup>

In addition to these basic services, Freedom Blue PPO also provides the following:

- Affordable or zero monthly plan premium.
- Low copays for office visits to your physician and specialist.
- Emergency and urgently needed medical coverage anywhere in the world. <sup>1</sup>
- Convenient mail order prescription drug program. <sup>1</sup>
- Coverage for hearing aids and hearing exams. <sup>1</sup>
- Coverage for chiropractor care. <sup>1</sup>
- Coverage for routine podiatry care. <sup>1</sup>
- Coverage for vision care. <sup>1</sup>

<sup>1</sup> Copays apply.

*Please refer to the Summary of Benefits brochure for detailed information regarding the above benefits, services, applicable copayments, limitations, conditions and exclusions.*

### HOW DOES FREEDOM BLUE PPO PLAN WORK WITH MEDICARE TO OFFER THESE ADDITIONAL BENEFITS AND SERVICES?

Freedom Blue PPO is a Medicare Advantage plan with an annual contract with the Centers for Medicare and Medicaid Services (CMS), the federal agency that administers Medicare. Freedom Blue is managed by BC Life & Health Insurance Company, with a history of experience, responsibility and stability to select and work with quality health care providers.

The contract authorizes BC Life & Health Insurance Company to arrange for health services offered by Medicare, plus many additional services not provided by Medicare from contracting health care providers. In exchange, the U.S. government pays BC Life & Health Insurance Company a fixed monthly amount to administer the Medicare benefits for each member served.

## WHO IS ELIGIBLE FOR MEMBERSHIP IN FREEDOM BLUE PPO?

Anyone who meets the following criteria is eligible for membership:

- You maintain Part A (Hospital) of Medicare and continue to pay your Part B (Medical) premiums. If you are not entitled to Medicare Part A benefits, you can purchase Part A through the Social Security Administration, and you must continue to pay the Part A premium to remain eligible for Freedom Blue.
- Your permanent residence is within the geographic service area of Freedom Blue PPO.
- You do not have kidney failure requiring dialysis or kidney transplantation (End-Stage Renal Disease ESRD), unless you were enrolled as a member of any commercial BC Life & Health health plan at the time of diagnosis with no lapse in coverage.

## HOW DO I CHOOSE A PHYSICIAN?

When you join Freedom Blue PPO, you'll receive a directory of participating physician's hospitals and other service providers. If you do not receive a directory, contact your BC Life & Health agent, or call Customer Service toll-free at 1-877-811-3107 (TTY/ TDD# 888-877-5378) Monday thru Friday 8am to 6pm Pacific Time and request a provider listing for your area. You may also utilize the Internet Provider Finder tool on the BC Life & Health Insurance Company website by visiting [www.bluecrossca.com](http://www.bluecrossca.com).

You may choose a physician listed in the directory that participate in the plan. If you choose a physician that is not in our directory and not a participating network PPO provider, your costs will be higher. You can go to doctors, specialists and hospitals in the network or out of the network, but your costs may vary.

## MONTHLY PREMIUMS AND DEDUCTIBLES FOR BC LIFE & HEALTH FREEDOM BLUE PLAN

Depending on the coverage you need we offer two plan premiums. Seniors of all ages can choose from a \$0 Monthly Plan Premium or a \$50 Monthly Plan Premium.

### \$0 Monthly Plan Premium

Plan deductible	\$1,000
Annual OOP Max	\$3,000

### \$50 Monthly Plan Premium

Plan deductible	\$500
Annual OOP Max	\$3,000

*Definition: OOP means Out Of Pocket*

## WHAT IF I WANT TO CHANGE PHYSICIANS?

If you are not satisfied with the physician you can simply select another from our directory or call Customer Service toll-free at 1-877-811-3107 (TTY/ TDD# 888-877-5378) Monday thru Friday 8am to 6pm Pacific Time.

## WHAT HOSPITAL WILL I GO TO?

The Freedom Blue PPO Plan directory lists hospitals that participate in the plan. These hospitals are where your physician will admit you if you require hospitalization. The hospitals were selected by your physician, which has established relationships with those hospitals. You and your physician will choose the appropriate PPO hospital.

## WHAT HAPPENS IF I NEED EMERGENCY OR URGENT CARE SERVICES?

As a member of Freedom Blue, it's reassuring to know that when you need immediate emergency or urgent care, you have world-wide 24-hour coverage.

Emergency Services means covered inpatient or outpatient care furnished by a provider qualified to provide emergency services that is needed to evaluate or stabilize an emergency medical condition due to a sudden illness or injury. An emergency medical condition is a condition brought on by acute symptoms of sufficient severity (including severe pain) such that a prudent layperson, with an average knowledge of health and medicine, could reasonably expect that not getting immediate assistance could result in:

- Serious jeopardy to health of the individual (or in the case of pregnant woman, the health of the woman or her unborn child)

- Serious impairment to bodily functions; or
- Serious dysfunction of any bodily organ or part.

If you receive emergency care from a non-participating provider, those services are covered if your transfer to a Freedom Blue PPO participating provider would cause permanent risk to your health, or if transfer would be unreasonable given the distance involved or the nature of the medical condition.

If you have a medical emergency, go to the nearest medical facility. Notify your physician within 48 hours (or as soon as possible) so your physician can arrange for follow-up care. Copayments are required for emergency services.

Freedom Blue PPO will cover emergency medical services provided whether you are in or out of the service area. If you have an emergency while you are out of the service area, we prefer that you return to the service area to receive follow-up care through your physician. Your follow-up care will be covered when you are out of area as long as the care required continues to meet the definition for either emergency or urgently needed care. If you have an emergency within the service area, you must receive any follow-up care through your physician.

**Urgently Needed Services** are covered medical services when you need medical attention right away for an unforeseen illness or injury, and it is not reasonable given the situation for you to get medical care from your participating physician. In these cases, your health is not in serious danger. If your physician is temporarily unavailable or inaccessible, go to the nearest medical facility for treatment and notify your physician within 48 hours (or as soon as possible) so that he or she can arrange for follow-up care. Copayments are



required for urgently needed services.

If you need urgently needed services while you are temporarily out of the area that cannot be delayed until you return, Freedom Blue PPO provides coverage. It is preferred that you return to your physician for follow-up care. However, follow-up care will be covered while you are out of the service area as long as the care continues to meet the definition of urgently needed services.

### **IF I NEED TO DISENROLL, WHAT HAPPENS TO MY HEALTH CARE COVERAGE?**

Your membership in BC Life & Health's Freedom Blue PPO is automatically renewed on a monthly basis. If you move out of California or decide that Freedom Blue is not right for you, you can disenroll from Freedom Blue. You can do this by writing to Freedom Blue, by going to your Social Security office or by calling Medicare at 1-800-Medicare (1-800-633-4227).

For requests for disenrollment received by BC Life & Health Freedom Blue PPO by the last day of the month, your effective date of disenrollment will be the first day of the next month. For example, if we receive your disenrollment request on or before April 30th, your effective date of disenrollment will be May 1st.

## **Freedom Blue's Medicare Supplement Conversion Option lets you convert your coverage to another Blue Cross of California plan.**

If, for any reason, you are not completely satisfied with Freedom Blue, BC Life & Health Insurance Company offers you a one-time opportunity to convert to ClaimFree® Standard Plan A, without proof of insurability.

Blue Cross ClaimFree Standard Plan A is a Medicare supplement insurance plan. It is not a PPO plan. ClaimFree Standard Plan A is our basic, affordable Medicare supplement with ClaimFree service.

For more information about this special privilege, contact your BC Life & Health agent, or call Customer Service toll-free at 1-877-811-3107. TTY/ TDD# 1-888-877-5378.

Customer Service Hours:

Monday - Friday, 8:00 a.m. - 6:00 p.m. Pacific

## **CAN MY MEMBERSHIP IN FREEDOM BLUE PPO BE TERMINATED?**

Your membership in Freedom Blue PPO will not be terminated due to the status of your health. You may be terminated ONLY under the following conditions:

- You do not retain Medicare Part B (Medical) coverage under the Federal Medicare Program.
- You lose eligibility for Medicare Part A (Hospital) coverage.
- You do not pay your plan premium for 3 consecutive months.
- You allow someone else to use your Freedom Blue ID card to obtain services or commit fraud.
- You permanently move out of the Freedom Blue service area. (A permanent move is defined as more than 6 consecutive months out of the service area.)
- You are abusive, disruptive or uncooperative to the point where the ability of BC Life & Health Insurance Company to provide you with health care services is severely impaired. Disenrollment for this reason is subject to approval from the Centers for Medicare and Medicaid Services (CMS).
- The contract between CMS and BC Life & Health Insurance Company is not renewed.

If any of the above conditions are met, you will receive a termination letter from BC Life & Health Insurance Company that provides the reason for your cancellation, your grievance rights and the effective date of the termination. Your membership brochure contains complete step-by-step instructions and information about grievance procedures.

## **HOW DO I ENROLL?**

Enrollment in Freedom Blue PPO is simple. Your agent can provide complete instructions and assistance.

- Complete the enrollment form in blue or black ink. Make sure the information you write is accurate and easy to read, so it can be processed smoothly.
- Your name must read the same on the enrollment form as it does on your Medicare card.
- You must maintain Part A of Medicare and must continue to pay your Part B premiums. If you are not entitled to Medicare Part A benefits, you can purchase Part A through the Social Security Administration, and you must continue to pay the Part A premium to remain eligible for BC Life & Health Insurance Companies Freedom Blue PPO.
- Indicate the best time to reach you at your home phone number. A Freedom Blue PPO representative may be calling you to verify that you have read and understood the description of this plan, and that the information on your form is accurate.
- Review the form carefully, then sign and date the form.

If you have any questions about Freedom Blue or the enrollment form, call us toll free at 1-877-811-3107 (TTY/ TDD# 888-877-5378) Monday thru Friday 8am to 6pm Pacific Time

## **WHAT CAN I DO IF I DISAGREE WITH MY DOCTOR'S RECOMMENDATION ON HOSPITAL STAYS?**

If you are a hospital inpatient and BC Life & Health, with your doctor's concurrence, tells you that it will no longer be necessary for you to stay in the hospital and you disagree, you have a right to request an im-

mediate review by a Quality Improvement Organization (QIO). QIOs are groups of doctors and nurses who are paid by the federal government to review medical necessity and appropriateness of hospital treatment furnished to Medicare patients, including persons such as yourself who are enrolled in plans like Freedom Blue PPO. This right of review is provided to you in accordance with Federal Regulations (42 CFR Section 417.605), and any request for immediate review by a QIO would be in place of any other appeal rights you might otherwise have. See Evidence of Coverage booklet for QIO review rules.

## **HOW CAN I APPEAL DECISIONS REGARDING SERVICES OR CARE PROVIDED UNDER FREEDOM BLUE PPO?**

As a Member of Freedom Blue PPO, you have the right to appeal any decision about BC Life & Health Insurance Company payment for, or failure to provide, what you believe are Medicare-covered services or other services offered under this Agreement.

These include:

- Reimbursement for emergency services anywhere in the world, and urgently needed services while you are out of the service area.
- Any other health services furnished by a contracting or non-contracting provider or supplier that you believe should have been provided, arranged for or reimbursed by BC Life & Health .
- Services you have not received but which you feel are the responsibility of BC Life & Health to pay for or provide.
- Claims for services for which no written notice has been issued 60 days after submission.

For specific information about the reconsideration and appeals process, please see the Evidence of Coverage booklet.

## **YOUR RIGHT TO KNOW**

If you are considering enrolling in our plan, you are entitled to ask if the plan has special financial arrangements with our physicians that can affect the use of referrals and other services that you might need. To get this information, call our Customer Service Department and request information about our physician payment arrangements.

This brochure, along with the Summary of Benefits, provides a brief review of benefits. Once enrolled, you will receive an Evidence of Coverage, which explains in detail the full range of covered services of this plan, as well as the exclusions and limitations. If you want this information, please contact BC Life & Health Freedom Blue.

BC Life & Health Insurance Company has several pharmacy management procedures in place to ensure an effective and safe drug benefit. These procedures include prior authorization and formulary utilization requirements, as well as early refills and days supply restrictions. If you have questions regarding whether these requirements and restrictions apply to a particular drug you are taking, please contact Freedom Blue.

Freedom Blue's contract with CMS is renewed annually and the availability of coverage beyond the end of the current contract year is not guaranteed.

This document is available in other formats upon request.

You can write to BC Life & Health Insurance Company  
at the following address:

P.O. Box 9154

Oxnard, CA 93031-9154



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