

O H I O

Blue Access[®] Value

Si necesita asistencia en español, usted puede solicitarla sin costo adicional contactando a su corredor o agente de cuidados de la salud. También puede visitar www.anthem.com/espanol.

Calendar-year deductible

Out-of-Pocket Maximum (including deductible)

Physician Office Services

All medical office visits including office visits associated with a routine pap smear, annual mammogram, colorectal cancer screening or PSA screening.

Preventive Care

NOTE: Lab/X-Ray for routine Pap smear, annual mammogram, colorectal cancer screening or PSA screening **ONLY**. Other preventive care services are not covered.

Well Child Care

(From birth to 12 months; \$500 maximum, from age 1 through 8, \$150 maximum per year; limits are combined for network and non-network services)

Diagnostic Services

NOTE: \$300 maximum per member, per calendar-year, network and non-network combined (Includes lab work, X-rays, and Outpatient Diagnostic Services. Preventive services are excluded from the \$300 limit).

Inpatient Hospital Services

Outpatient Services

Emergency Room

Urgent Care

Ambulance (includes air)

Maternity Services

Outpatient Therapy Services

Behavioral Health/Substance Abuse Inpatient - Non-Biologically Based Mental Illness and Substance Abuse limits apply. Inpatient Behavioral Health Services - Limited to 10 days per calendar year (includes both Network and Non-network combined. Also includes Network Substance Abuse). Inpatient Substance Abuse Services - Limited to 10 days per calendar year (includes Behavioral Health Services). Limited to \$550 combined maximum for Non-network Inpatient and Outpatient Substance Abuse Services. Biologically based Mental Illnesses are covered the same as any other illness and limits do not apply.

Behavioral Health/Substance Abuse Outpatient - Non-Biologically Based Mental Illness and Substance Abuse limits apply. Outpatient Behavioral Health Services - Limited to 10 visits per calendar year (includes both Network and Non-network combined. Also includes Network Substance Abuse). Outpatient Substance Abuse Services - Limited to 10 visits per calendar year (includes Behavioral Health Services). limited to \$550 combined maximum for Non-network Inpatient and Outpatient Substance Abuse Services. Biologically based Mental Illnesses are covered the same as any other illness and limits do not apply.

Behavioral Health/Substance Abuse Physician Office Visit & Examination (Limit 2 visits per calendar year, combined with physician office visit limit for medical services)

Home Health Care (Maximum visits per benefit period - 60 visits)

Hospice

Durable Medical Equipment

Prosthetic Devices (\$4,000 maximum per benefit period)

VALUE PLAN (CONT.)

	NETWORK YOU PAY	NON-NETWORK YOU PAY
Human Organ and Tissue Transplant Services	30% ¹	40% ¹ (coinsurance does not apply to out-of-pocket maximum)
Plan Lifetime Maximum	\$7,000,000 maximum per member for Network and Non-network services combined	
Preexisting Waiting Period	12 months	12 months

VALUE PLAN PRESCRIPTION DRUG BENEFITS

NETWORK YOU PAY	NON-NETWORK YOU PAY
Retail (30-day supply): <ul style="list-style-type: none">Generic Formulary - \$10 per prescription²Brand-name Formulary - \$200 deductible per member, per calendar year, then \$25 copay per prescription.²Generic Non-formulary - \$10 per prescription²Brand-name Non-Formulary - Not covered	Retail (30-day supply): <ul style="list-style-type: none">Generic Formulary - 50% coinsuranceBrand-name Formulary - Separate Non-network \$200 deductible per person, per calendar year, then 50% coinsurance per prescriptionGeneric Non-formulary - 50% coinsuranceBrand-name Non-formulary - Not covered
Mail Service (90-day supply): <ul style="list-style-type: none">Generic Formulary - \$20 per prescription²Brand-name Formulary - \$200 deductible per member, per calendar year, then \$50 copay per prescription.²Generic Non-formulary - Not coveredBrand-name Non-formulary - Not covered	Mail Service (90-day supply): <ul style="list-style-type: none">Generic Formulary - Not coveredBrand-name Formulary - Not coveredGeneric Non-formulary - Not coveredBrand-name Non-formulary - Not covered

NOTE: Anthem pays \$500 maximum per person, per calendar year, for both retail and mail service combined.

Generic prescription drug benefits are not subject to deductible.

Specialty Drugs

Specialty Drugs are high cost, scientifically engineered drugs. They are usually injected or infused and require special storage and handling that make them difficult for a typical pharmacy to dispense. Specialty Drugs must be obtained through our Specialty Pharmacy network in order to receive network level benefits.

Mail order and prescription drug benefits administered by WellPoint NextRx®.

Individual

Blue Access Value

Anthem Blue Cross and Blue Shield is the trade name of Community Insurance Company. Life and disability products are underwritten by Anthem Life Insurance Company. Independent licensees of the Blue Cross and Blue Shield Association. © Anthem is a registered trademark. The Blue Cross and Blue Shield names and symbols are registered marks of the Blue Cross and Blue Shield Association.

And now—some really important legal information you should take the time to read.

Who can apply.

You can apply for Blue Access® Value coverage for yourself or with your family. Family health coverage includes you, your spouse and any dependent children. Children are covered to the end of the month in which they turn 25. You must be a resident of the state in which you are applying, a legal resident of the U.S. and not currently pregnant.

What's a preexisting condition?

Blue Access Value covers preexisting conditions after you've been enrolled in the plan for 12 months. A preexisting condition is any medical or physical condition you had in the six months right before you enrolled. If you received medical advice, a diagnosis, care or treatment for the condition - or if it was recommended that you do so - that qualifies it as "preexisting".

What we do not cover.

Blue Access Value plans don't provide benefits for services, supplies or charges having to do with preexisting conditions (see "What's a preexisting condition?"); private duty nursing; maternity services, unless optional maternity rider is purchased; experimental or investigative treatment; dental and vision, except as spelled out in your contract; charges greater than the maximum allowable amount (charges exceeding the amount Anthem recognizes for services); care provided by a member of your family; treatment that's primarily intended to improve your appearance; weight loss programs or treatment of obesity; hearing aids; eyeglasses or contact lenses; radial keratotomy or keratomileusis or excimer laser photo; artificial insemination, fertilization, infertility drugs or sterilization reversal; sex transformation surgery; custodial care; TMJ and craniomandibular joint disorders; artificial and mechanical hearts; workers' compensation; and services we determine aren't medically necessary.

These are some of the exclusions contained in the plans. Check your contract or certificate of coverage for a complete listing of benefits, exclusions and maximum payment levels.

Our appeal rights and confidentiality policy.

If we deny a claim or request for benefits completely or partially, we will notify you in writing. The notice will explain why we denied the claim/request and describe the appeals process. You can appeal decisions that deny or reduce benefits. We encourage you to file appeals right away when you first get an initial decision from us, but we require that you file within six months of getting one. You should send additional information that supports your appeal and state all the reasons why you feel the appeal request should be granted. We will review your appeal and let you know our decision in writing within 30 days of receiving your first appeal.

If you are denied coverage based on medical necessity or experimental/investigative exclusions, you can request that a board-eligible or board-certified specialist review your appeal. If we deny coverage for reasons other than medical necessity or experimental/ investigative reasons, you can also appeal.

Please call customer service or check your certificate of coverage for more information on our internal appeal and external review processes. Unless our notice of decision includes a different address, send requests for a review of appeal to:

Anthem Blue Cross and Blue Shield
Appeals Coordinator
P.O. Box 33200
Louisville, KY 40232-3200

If we uphold our decision throughout the appeals process, you can request a review by the Ohio Department of Insurance. In addition to the appeals processes we just described, Anthem has adopted a Confidentiality Policy in Ohio. This policy includes guidelines regarding the protection of confidential member information and a member's right to access and change information in Anthem's possession. The policy clearly points out when a member needs to sign a release before Anthem can disclose information to a member's provider, spouse or other family members.

We want you to be satisfied.

If you aren't satisfied with your Blue Access Value coverage, you can cancel it within 30 days after you receive your contract or certificate of coverage or have access to it online, whichever is earlier. If you haven't submitted any claims, you'll get a full refund of the premium you paid when coverage is cancelled within the first 30 days. You can view your contract or certificate of coverage online or receive a paper copy of it upon request as outlined in your initial membership letter.

Information about our Network Providers.

Using our network.

To be eligible to receive the maximum benefits available, you must use network providers. (Please refer to your provider directory, located on www.anthem.com, for a list of network providers.)

Notice of provider arrangements.

Your Participating Provider's agreement for providing covered services may include financial incentives or risk-sharing relationships which are based on utilization and quality of services. If you have any questions regarding such incentives or risk-sharing relationships, please contact Anthem or your provider.

Accessing Covered Services.

Some services, or supplies, such as prescription drugs, require your doctor to receive an authorization from Anthem that defines and/or limits the conditions under which the service, or supply, will be covered to help you avoid any unnecessary out-of-pocket expenses. Other services, such as organ transplants, require your physician to certify, and for us to approve the service as medically necessary and the appropriate setting. Neither process is a guarantee of coverage.

Non-network provider.

If you receive covered services from a non-network provider, you are responsible for the difference between the actual charge billed and the maximum allowable amount plus any deductible, copayments and non-covered charges.

Some definitions—so we're all on the same page.

A **premium** is the amount of money you pay on a regular basis—once a month, four times a year, twice a year or once a year—to your insurance company to keep your health plan active. You can't apply what you pay for your premium toward your deductible.

A **deductible** is the amount of out-of-pocket expenses you have to pay each year before your health plan kicks in and starts paying for services.

A **copayment** is a specified dollar amount or percentage of money you have to pay out of your own pocket for covered services.

A **coinsurance level** is the percentage of money you have to pay out of your own pocket for covered services. It's the portion of the bill not paid by your health plan after the deductibles have been reached.

An **out-of-pocket limit** is the total amount of money (not counting your premiums) you have to pay each year for your healthcare coverage. Your deductible and coinsurance payments for covered services count toward your out-of-pocket limit.

A **discount** is the reduced out-of-pocket cost you enjoy when you obtain healthcare services from a network provider.

A **drug formulary** is a list of brand-name and generic medications that have been rigorously reviewed and selected by a committee of practicing doctors and clinical pharmacists for their quality and effectiveness. You may help control the amount you pay for prescriptions by encouraging your doctor to prescribe medications from the Anthem formulary on our website at www.anthem.com.