

Summary of Benefits

Blue Cross Medicare Advantage Classic (PPO)SM

January 1, 2022 – December 31, 2022

This booklet gives you a summary of what we cover and what you pay. It doesn't list every service that we cover or list every limitation or exclusion. To get a complete list of services we cover, call us and ask for the "Evidence of Coverage."

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Pre-Enrollment Checklist

Before making an enrollment decision, it is important that you fully understand our benefits and rules. If you have any questions, you can call and speak to a customer service representative at 1-877-774-8592 (TTY/TDD: 711). We are open from 8:00 a.m. – 8:00 p.m., local time, 7 days a week. If you are calling from April 1 through September 30, alternate technologies (for example, voicemail) will be used on the weekends and holidays.

Understanding the Benefits

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	Review the full list of benefits found in the Evidence of Coverage (EOC), especially for those services for which you routinely see a doctor. Visit <u>getbluetx.com/mapd</u> or call 1-877-774-8592 to view a copy of the EOC.
	Review the <i>Provider Finder</i> (or ask your doctor) to make sure the doctors you see now are in the network. If they are not listed, it means you will likely have to select a new doctor.
	Review the <i>Pharmacy Directory</i> to make sure the pharmacy you use for any prescription medicines is in the network. If the pharmacy is not listed, you will likely have to select a new pharmacy for your prescriptions.
nc	lerstanding Important Rules
	In addition to your monthly plan premium, you must continue to pay your Medicare Part B premium. This premium is normally taken out of your Social Security check each month.
П	Benefits, premiums and/or consyments/co-insurance may change on January 1, 2023

□ Our plan allows you to see providers outside of our network (non-contracted providers). However, while we will pay for covered services provided by a non-contracted provider, the provider must agree to treat you. Except in an emergency or urgent situation, non-contracted providers may deny care. **In addition, you will pay a higher copay for services received by non-contracted providers.**

INTRODUCTION TO SUMMARY OF BENEFITS

January 1, 2022 – December 31, 2022

	Blue Cross Medicare Advantage Classic (PPO) [™]
You have choices about how to get your Medicare prescription drug benefits	 One choice is to get your Medicare benefits through Original Medicare (fee-for-service Medicare). Original Medicare is run directly by the Federal government. Another choice is to get your Medicare benefits by joining a Medicare health plan (such as Blue Cross Medicare Advantage Classic (PPO).
Tips for comparing your Medicare choices	 This Summary of Benefits booklet gives you a summary of what Blue Cross Medicare Advantage Classic (PPO) covers and what you pay. If you want to compare our plans with other Medicare Health Plans, ask the other plans for their Summary of Benefits booklets. Or, use the Medicare Plan Finder on http://www.medicare.gov. If you want to know more about the coverage and costs of Original Medicare, look in your current "Medicare & You" handbook. View it online at http://www.medicare.gov or get a copy by calling 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.
Sections in this booklet	 Things to Know About Blue Cross Medicare Advantage Classic (PPO) Monthly Premium, Deductible, and Limits on How Much You Pay for Covered Services Prescription Drug Benefits Optional Benefits (you must pay an extra premium for these benefits)
Blue Access for Members	Go to: getbluetx.com/mapd to access information about your plan selection, including: • Claims information • Benefits information • Pharmacy locator
Hours of Operation	 From October 1 to March 31, you can call us 7 days a week from 8:00 a.m. – 8:00 p.m. local time. From April 1 to September 30, you can call us Monday through Friday from 8:00 a.m. – 8:00 p.m. local time.

	Blue Cross Medicare Advantage Classic (PPO) sM
Phone Numbers and Website	 If you are a member of this plan, call toll-free 1-877-774-8592 (TTY users should call 711). If you are not a member of this plan, call toll-free 1-877-583-8129 (TTY users should call 711). Our website: getbluetx.com/mapd
Who can join?	To join Blue Cross Medicare Advantage Classic (PPO) , you must be entitled to Medicare Part A, and/or be enrolled in Medicare Part B, and live in our service area.
	Our service area includes the following counties in Texas: Collin, Dallas, Denton, and Tarrant.
Which doctors, hospitals, and	Blue Cross Medicare Advantage Classic (PPO) has a network of doctors, hospitals, pharmacies, and other providers. If you use the providers that are not in our network, the plan may not pay for these services.
pharmacies can l use?	 You must generally use network pharmacies to fill your prescriptions for covered Part D drugs. You can see our plan's <i>Provider Finder</i> and <i>Pharmacy Directory</i> at our website <u>getbluetx.com/mapd</u>. Or, call us and we will send you a copy of the <i>Provider Directory</i> and/or <i>Pharmacy Directory</i>.
What do we cover?	Like all Medicare health plans, we cover everything that Original Medicare covers—and more.
	Our plan members get all of the benefits covered by Original Medicare. For some of these benefits, you may pay more in our plan than you would in Original Medicare. For others, you may pay less.
	Our plan members also get <i>more than what is</i> covered by Original Medicare. Some of the extra benefits are outlined in this booklet.
	We cover Part D drugs. In addition, we cover Part B drugs such as chemotherapy and some drugs administered by your provider.
	You can see the complete plan formulary (list of Part D prescription drugs) and any restrictions on our website, getbluetx.com/mapd. Or, call us and we will send you a copy of the formulary.
How will I determine my drug costs?	Our plan groups each medication into one of five "tiers". You will need to use your formulary to locate what tier your drug is on to determine how much it will cost you. The amount you pay depends on the drug's tier and what stage of the benefit you have reached. Later in this document we discuss the benefit stages that occur: Deductible, Initial Coverage, Coverage Gap, and Catastrophic Coverage.

SUMMARY OF BENEFITS

January 1, 2022 – December 31, 2022

	Blue Cross Medicare Advantage Classic (PPO) [™]	
MONTHLY PREMIUM, DEDUCTIBLE, AND LIMITS ON HOW MUCH YOU PAY FOR COVERED SERVICES		
How much is the monthly premium?	\$0 per month. In addition, you must keep paying your Medicare Part B premium.	
How much is the	In-Network: \$0	
deductible?	Out-of-Network: \$750	
Is there any limit on how much I will	Yes. Like all Medicare health plans, our plan protects you by having yearly limits on your out-of-pocket costs for medical and hospital care.	
pay for my covered services?	If you reach the limit on out-of-pocket costs, you keep getting covered hospital and medical services and we will pay the full cost for the rest of the year.	
	Please note that you will still need to pay your monthly premiums and cost-sharing for your Part D prescription drugs.	
	Your yearly limit(s) in this plan:	
	• \$6,500 for services you receive from in-network providers.	
	• \$11,300 for services you receive from out-of-network providers.	
	 \$11,300 for services you receive from any provider. Your limit for services received from in-network providers and your limit for services received from out-of-network providers will count toward this limit. 	
Is there a limit on how much the plan will pay?	Our plan has a coverage limit every year for certain in-network benefits. Contact us for the services that apply.	

	Blue Cross Medicare Advantage Classic (PPO) sM
COVERED MEDICAL	AND HOSPITAL BENEFITS
NOTE: Services with	a * may require prior authorization or a referral from your doctor.
INPATIENT CARE	
Inpatient Hospital Care*	 In-network: \$372 copay per day for days 1-5 and a \$0 copay per day for days 6-90 \$0 copay per day for days 91 and beyond
	Out-of-network: • 50% of the total cost per stay
OUTPATIENT CARE	AND SERVICES
Outpatient Hospital Care/ Surgery*	Outpatient hospital In-network: • \$350 copay
	Out-of-network: • 50% of the total cost Ambulatory surgical center
	In-network: • \$275 copay
	• 50% of the total cost

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Doctor's Office	Primary care physician visit
Visits*	In-network:
	• \$0 copay
	Out-of-network:
	• \$25 copay
	Specialist visit
	In-network:
	• \$50 copay
	Out-of-network:
	• \$65 copay

	Blue Cross Medicare Advantage Classic (PPO) sM
Preventive Care*	In-network: • \$0 copay Out-of-network: • 50% of the total cost Our plan covers many preventive services, including: • Abdominal aortic aneurysm screening • Alcohol misuse counseling • Bone mass measurement • Breast cancer screening (mammogram) • Cardiovascular disease (behavioral therapy) • Cardiovascular screenings • Cervical and vaginal cancer screening • Cervical and vaginal cancer screening • Prostate cancer screenings • \$\text{Sexually transmitted infections} \text{screening and counseling} \text{- Sexually transmitted infections} \text{screening and counseling} \text{- Tobacco use cessation} \text{counseling for people with no sign of tobacco-related disease}} \text{- Vaccines, including Flu shots, Hepatitis B shots, Pneumococcal shots} \text{- "Welcome to Medicare"} \text{- "Welcome to Medicare"} \text{- preventive visit (one-time)} \text{- Yearly "Wellness" visit}}
	Any additional preventive services approved by Medicare during the contract year will be covered.
Emergency Care	\$90 copay Copay is waived if you are admitted to the hospital within 3 days for the same condition. See the "Inpatient Hospital Care" section of this booklet for other costs.
Urgently Needed Services	\$35 copay

	Blue Cross Medicare Advantage Classic (PPO) SM
Diagnostic Tests,	Diagnostic radiology services (such as MRIs, CT scans)
Lab and Radiology	In-network:
Services, and X-Rays	• \$300 copay at a free-standing clinic and \$325 copay for services in an outpatient hospital setting
(Costs for these	Out-of-network:
services may vary based on place of	• 50% of the total cost
service)*	Diagnostic tests and procedures
	In-network:
	• \$0 - \$100 copay, depending on the service
	Out-of-network:
	• 50% of the total cost
	<u>Lab services</u>
	In-network:
	• \$5 - \$50 copay
	Out-of-network:
	• 50% of the total cost
	Outpatient X-rays
	In-network:
	• \$5 - \$100 copay
	Out-of-network:
	• 50% of the total cost

	Blue Cross Medicare Advantage Classic (PPO) [™]
	Therapeutic radiology services (such as radiation treatment for cancer)
	In-network:
	20% of the total cost
	Out-of-network:
	• 50% of the total cost
Lloaving Comises	Evam to diagnoso and treat hearing and halance issues
Hearing Services	Exam to diagnose and treat hearing and balance issues
	In-network:
	• \$50 copay
	Out-of-network:
	50% of the total cost
	Routine hearing exam
	Not Covered
	Hearing aid fitting/evaluation
	Not Covered
	Hearing aids
	Not Covered

	Blue Cross Medicare Advantage Classic (PPO) sM
Dental Services*	<u>Limited dental services (this does not include services in connection with care, treatment, filling, removal, or replacement of teeth)</u>
	In-network:
	• \$50 copay
	Out-of-network:
	50% of the total cost
	Preventive dental services
	Not Covered
	Comprehensive dental services
	Not Covered

	Blue Cross Medicare Advantage Classic (PPO) sM
Vision Services*	Exam to diagnose and treat diseases and conditions of the eye (including yearly glaucoma screening)
	In-network:
	• \$0 copay for Medicare-covered eye exam; \$0 copay for one vision specialist exam
	Out-of-network:
	• 50% of the total cost
	Routine eye exam
	In-network and Out-of-network:
	\$0 copay for 1 routine vision exam every year
	\$40 allowance for an in-network or out-of-network routine eye exam every year
	Eyeglasses or contact lenses after cataract surgery
	In-network:
	 \$0 copay for 1 pair of Medicare-covered eyeglasses (lenses and frames) or contact lenses after cataract surgery
	Out-of-Network:
	50% of the total cost for 1 pair of Medicare-covered eyeglasses (lenses and frames) or contact lenses after cataract surgery
	Routine eye wear
	Not Covered

	Blue Cross Medicare Advantage Classic (PPO) SM
Mental Health	<u>Inpatient visit</u>
Care*	Our plan covers up to 190 days in a lifetime for inpatient mental health care in a psychiatric hospital. The inpatient hospital care limit does not apply to inpatient mental services provided in a general hospital.
	The copays for hospital and skilled nursing facility (SNF) benefits are based on benefit periods. A benefit period begins the day you're admitted as an inpatient and ends when you haven't received any inpatient care (or skilled care in a SNF) for 60 days in a row. If you go into a hospital or a SNF after one benefit period has ended, a new benefit period begins. You must pay the inpatient hospital deductible for each benefit period. There's no limit to the number of benefit periods.
	In-network:
	• \$270 copay per day for days 1-6 and a \$0 copay per day for days 7-90
	Out-of-network:
	• 50% of the total cost per stay
	Outpatient group therapy visit
	In-network:
	• \$30 copay
	Out-of-network:
	• 50% of the total cost
	Outpatient individual therapy visit
	In-network:
	• \$30 copay
	Out-of-network:
	• 50% of the total cost

	Blue Cross Medicare Advantage Classic (PPO) SM
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Skilled Nursing Facility (SNF)*	Our plan covers up to 100 days in a SNF.
racincy (orti)	Inpatient hospital stay is not required prior to admission.
	In-network:
	\$0 copay per day for days 1-20 and a \$188 copay per day for days 21-100
	Out-of-network:
	50% of the total cost per stay
Outpatient Rehabilitation*	<u>Cardiac (heart) rehab services</u> (for a maximum of 2 one-hour sessions per day for up to 36 sessions up to 36 weeks)
	In-network:
	• \$30 copay
	Out-of-network:
	• 50% of the total cost
	Occupational therapy visit
	In-network:
	• \$40 copay
	Out-of-network:
	• 50% of the total cost
	Physical therapy and speech and language therapy visit
	In-network:
	• \$40 copay
	Out-of-network:
	• 50% of the total cost

	Blue Cross Medicare Advantage Classic (PPO) sM
Ambulance*	In-network:
(Medicare-covered ground and air	 \$300 copay for each one-way ground transportation trip 20% of the total cost for each one-way air transportation trip
transportation services)	Out-of-network:
,	\$300 copay for each one-way ground transportation trip
	20% of the total cost for each one-way air transportation trip
Transportation*	Not Covered
Medicare Part B	Part B chemotherapy drugs
Drugs*	In-network:
	• 20% of the total cost
	Out-of-network:
	• 50% of the total cost
	Other Part B drugs
	In-network:
	• 20% of the total cost
	Out-of-network:
	• 50% of the total cost

	Blue Cross Medicare Advantage Classic (PPO) SM
PRESCRIPTION DRUG BENEFITS	
Part D Deductible Stage	 \$480 per year for Part D prescription drugs except for drugs listed on Tier 1 Preferred Generic and Tier 2 Generic which are excluded from the deductible.
	Once you have paid \$480 for your Tiers 3, 4 and 5 drugs, you leave the Deductible Stage and move on to the next drug payment stage, which is the Initial Coverage Stage.

Prescription Drug Cost Shares During the Initial Coverage Stage

You pay the following until your total yearly drug costs reach \$4,430. Total yearly drug costs are the total drug costs paid by both you and our Part D plan. You may get your drugs at network retail pharmacies and mail-order pharmacies.

Initial Coverage Stage: Standard Retail Pharmacy	
Standard Retail	Blue Cross Medicare Advantage Classic (PPO) sM
Tier 1: Preferred Generic	One-month supply: \$10 copay
	Three-month supply: \$30 copay
Tier 2: Generic	One-month supply: \$20 copay
	Three-month supply: \$60 copay
Tier 3: Preferred Brand	One-month supply: \$47 copay
	Three-month supply: \$141 copay
Tier 4: Non-Preferred	One-month supply: \$100 copay
Drug	Three-month supply: \$300 copay
Tier 5: Specialty Tier	One-month supply: 25% of the total cost
	Three-month supply:
	A long-term supply is not available for drugs in Tier 5.

Initial Coverage Stage: Preferred Retail Pharmacy	
Preferred Retail	Blue Cross Medicare Advantage Classic (PPO) [™]
Tier 1: Preferred Generic	One-month supply: \$0 copay
	Three-month supply: \$0 copay
Tier 2: Generic	One-month supply: \$10 copay
	Three-month supply: \$30 copay
Tier 3: Preferred Brand	One-month supply: \$47 copay
	Three-month supply: \$141 copay
Tier 4: Non-Preferred Drug	One-month supply: \$100 copay
	Three-month supply: \$300 copay
Tier 5: Specialty Tier	One-month supply: 25% of the total cost
	Three-month supply:
	A long-term supply is not available for drugs in Tier 5.

Initial Coverage Stage: Standard Mail Order Pharmacy (3-month supply)	
Standard Mail Order	Blue Cross Medicare Advantage Classic (PPO) SM
Tier 1: Preferred Generic	\$20 copay
Tier 2: Generic	\$40 copay
Tier 3: Preferred Brand	\$94 copay
Tier 4: Non-Preferred Drug	\$300 copay
Tier 5: Specialty Tier	A long-term supply is not available for drugs in Tier 5.

Initial Coverage Stage: Preferred Mail Order Pharmacy (3-month supply)	
Preferred Mail Order	Blue Cross Medicare Advantage Classic (PPO) SM
Tier 1: Preferred Generic	\$0 copay
Tier 2: Generic	\$20 copay
Tier 3: Preferred Brand	\$94 copay
Tier 4: Non-Preferred Drug	\$300 copay
Tier 5: Specialty Tier	A long-term supply is not available for drugs in Tier 5.

Initial Coverage Stage: Long-term Care and Out-of-network Pharmacies (one-month supply)	
	Blue Cross Medicare Advantage Classic (PPO) SM
Long-term Care Tiers 1-5	If you reside in a long-term facility, you pay the same as at a standard retail pharmacy.
Out-of-network Tiers 1-5	You may get drugs from an out-of-network pharmacy only when you are not able to use a network pharmacy. You may be required to pay the difference between what you pay for the drug at the out-of-network pharmacy and the cost that we would cover at an in-network pharmacy.

Coverage Gap Stage: Standard Retail Pharmacy	
	Blue Cross Medicare Advantage Classic (PPO) SM
Coverage Gap Stage	Your plan provides additional coverage through the gap. For Tier 1, you continue to pay the similar amounts as you did in the Initial Coverage Stage.
	Most Medicare drug plans have a coverage gap (also called the "donut hole"). This means that there's a temporary change in what you will pay for your drugs. The coverage gap begins after the total yearly drug cost (including what our plan has paid and what you have paid) reaches \$4,430.
	After you enter the coverage gap, you pay 25% of the plan's cost for covered brand name drugs and 25% of the plan's cost for covered generic drugs until your costs total \$7,050, which is the end of the coverage gap. Not everyone will enter the coverage gap.
	Under your plan, you may pay even less for the brand and generic drugs on the formulary. Your cost varies by tier. You will need to use your formulary to locate your drug's tier.

Catastrophic Coverage Stage	
	Blue Cross Medicare Advantage Classic (PPO) sM
Catastrophic Coverage Stage	After your yearly out-of-pocket drug costs (including drugs purchased through your retail pharmacy and through mail-order) reach \$7,050, you pay the greater of:
	 5% of the total cost, or \$3.95 copay for generic (including brand drugs treated as generic) and a \$9.85 copayment for all other drugs

	Blue Cross Medicare Advantage Classic (PPO) [™]
ADDITIONAL MEMB	ER BENEFITS
NOTE: Services with	a * may require prior authorization or a referral from your doctor.
Acupuncture for Chronic Low Back Pain*	In-network: • \$50 copay Out-of-network: • \$65 copay
Chiropractic Care*	Medicare-covered manipulation of the spine to correct a subluxation (when 1 or more of the bones of your spine move out of position) In-network: • \$20 copay Out-of-network: • 50% of the total cost

	Blue Cross Medicare Advantage Classic (PPO) ^{sм}
Diabetes Supplies	<u>Diabetes monitoring supplies</u>
and Services*	In-network
	0% or 20% of the total cost
	Out-of-network:
	20% of the total cost
	0% cost sharing limited to diabetic testing supplies (meters, strips and lancets) obtained through the pharmacy for a LifeScan branded product (OneTouch Verio Flex, OneTouch Verio Reflect, OneTouch Verio, OneTouch Ultra Mini and OneTouch Ultra 2).
	20% cost sharing for all other diabetic supplies including approved exceptions.
	All test strips will also be subject to a quantity limit of 204 per 30 days.
	Continuous Glucose Monitoring (CGM) products obtained through the pharmacy are subject to Prior Authorization and quantity limit.
	Diabetes self-management training
	In-network:
	• \$0 copay
	Out-of-network:
	• 50% of the total cost
	Therapeutic shoes or inserts
	In-network:
	• 20% of the total cost
	Out-of-network:
	• 20% of the total cost

	Blue Cross Medicare Advantage Classic (PPO) sM
Durable Medical Equipment	In-network: • 20% of the total cost
(wheelchairs, oxygen, etc.)*	Out-of-network:
	• 20% of the total cost
Wellness Programs	\$0 copay for SilverSneakers † Fitness Program
	This benefit includes SilverSneakers instructor-led group fitness classes. At participating locations, you can take classes plus use exercise equipment and other amenities. Additionally, SilverSneakers FLEX gives you options to get active outside of traditional gyms. SilverSneakers also connects you to a support network and virtual resources through SilverSneakers Live, SilverSneakers On-Demand and a mobile app, SilverSneakers GO^{TM} .
	†SilverSneakers, SilverSneakers FLEX, SilverSneakers On-Demand, and SilverSneakers GO are registered trademarks or trademarks of Tivity Health, Inc.
Foot Care (podiatry services)*	Medicare-covered foot exams and treatment if you have diabetes-related nerve damage and/or meet certain conditions
	In-network:
	• \$45 copay
	Out-of-network:
	• 50% of the total cost
Home Health Care*	In-network:
	• \$0 copay
	Out-of-network:
	• 50% of the total cost

	Blue Cross Medicare Advantage Classic (PPO) ^{sм}
Opioid Treatment Program Services*	In-network:
	• \$50 copay
	Out-of-network:
	• \$65 copay
Outpatient Substance Abuse Services*	Group therapy visit
	In-network:
	• \$75 copay
	Out-of-network:
	• 50% of the total cost
	Individual therapy visit
	In-network:
	• \$75 copay
	Out-of-network:
	• 50% of the total cost
Over-the-Counter Items	Not Covered

	Blue Cross Medicare Advantage Classic (PPO) [™]
Prosthetic Devices	Prosthetic devices
(braces, artificial limbs, etc.)*	In-network:
	20% of the total cost
	Out-of-network:
	• 20% of the total cost
	Related medical supplies
	In-network:
	• 20% of the total cost
	Out-of-network:
	• 20% of the total cost
Meals*	Not Covered
Renal Dialysis*	In-network:
	20% of the total cost
	Out-of-network:
	• 50% of the total cost
Telehealth Services	In-network:
	\$0 copay for urgent care visits through MDLive
Hospice	You pay nothing for hospice care from a Medicare-certified hospice. You may have to pay part of the total costs for drugs and respite care. Hospice is covered outside of our plan. Please contact us for more details.

OPTIONAL SUPPLEMENTAL BENEFITS (you must pay an extra premium each month for these benefits)		
	Blue Cross Medicare Advantage Classic (PPO) SM	
Package 1: Optional Supplemental	 Benefits include: Preventive Dental Comprehensive Dental Eyewear Hearing Exams Hearing Aids 	
How much is the monthly premium?	Additional \$40.50 per month. You must keep paying your Medicare Part B premium.	
How much is the deductible?	This package does not have a deductible.	
Is there a limit on how much the plan will pay?	Our plan pays up to \$2,150. Our plan has additional coverage limits for certain benefits.	



Blue Cross and Blue Shield of Texas complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Blue Cross and Blue Shield of Texas does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Blue Cross and Blue Shield of Texas:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Civil Rights Coordinator.

If you believe that Blue Cross and Blue Shield of Texas has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Civil Rights Coordinator, Office of Civil Rights Coordinator, 300 E. Randolph St., 35th floor, Chicago, Illinois 60601, 1-855-664-7270, TTY/TDD: 1-855-661-6965, Fax: 1-855-661-6960, Civilrightscoordinator@hcsc. net. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at:

U.S. Department of Health and Human Services 200 Independence Avenue, SW Room 509F, HHH Building Washington, D.C. 20201

1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at http://www.hhs.gov/ocr/office/file/index.html.

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ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-877-774-8592 (TTY/TDD: 711). ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-877-774-8592 (TTY/TDD: 711). UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-877-774-8592 (TTY: 711). 注意:如果您使用繁體中文,您可以免費獲得語言援助服務。請致電 1-877-774-8592(TTY/TDD:711)。 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-877-774-8592 (TTY/TDD: 711) 번으로 전화해 주십시오 PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-877-774-8592 (TTY/TDD: **711**). ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 8592-774-774 (رقم هاتف الصم والبكم: 711). ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-877-774-8592 (телетайп: 711). સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-877-774-8592 (TTY: 711). خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں ۔ کال کریں .(TTY: 711) **8592-774-8591** CHÚ Ý: Nếu ban nói Tiếng Việt, có các dịch vu hỗ trơ ngôn ngữ miễn phí dành cho ban. Goi số 1-877-774-8592 (TTY/TDD: 711). ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-877-774-8592 (TTY/TDD: **711**).

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-877-774-8592 (TTY/TDD: 711) पर कॉल करें।

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-877-774-8592 (ATS: 711).

ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε 1-877-774-8592 (TTY: 711).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-877-774-8592 (TTY/TDD: 711).



Out-of-network/non-contracted providers are under no obligation to treat Blue Cross Medicare members, except in emergency situations. Please call our customer service number or see your Evidence of Coverage for more information, including the cost-sharing that applies to out-of-network services.

This information is not a complete description of benefits. Call 1-877-774-8592 (TTY: 711) for more information.

PPO plans are provided by HCSC Insurance Services Company (HISC). PPO employer/union group plans provided by Health Care Service Corporation, a Mutual Legal Reserve Company (HCSC). HCSC and HISC are Independent Licensees of the Blue Cross and Blue Shield Association. HISC is a Medicare Advantage organization with a Medicare contract. Enrollment in HISC's plans depends on contract renewal.