



City of Chattanooga

Effective Date: Jan 1, 2024

Network: P / S

Option/Quote: PPO

Benefit Summary

Benefit Plan Features:	Your Cost In-Network	Your Cost Out-of-Network ¹
Annual Deductible Individual/Family	\$1,000 / \$2,000	\$2,000 / \$4,000
Annual Out-of-Pocket Maximum (includes copay, coinsurance and deductibles) Individual/Family	\$3,200 / \$6,400	\$6,400 / \$12,800
4th Quarter Carry-over	Excluded	
Covered Services		
Preventive Care Services (see page 3 for a list)	Covered at 100%	40% after deductible
Practitioner Office Services		
Primary Care Office Visits ²⁰	\$30 copay	40% after deductible
Specialist Office Visits	\$40 copay	40% after deductible
Office Surgery ^{3, 4, 6, 20}	\$30 or \$40 copay	40% after deductible
Routine Diagnostic Lab, X-Ray & Injections	No Additional Copay	40% after deductible
Advanced Radiological Imaging ^{2, 4, 7}	20% after deductible	40% after deductible
Provider-Administered Specialty Drugs ^{3, 4}	\$100 copay	40% after deductible
Teladoc™ Health Virtual Care¹⁷	\$0 copay	Not Covered
Services Received at a Facility (includes professional and facility charges)		
Inpatient Services ^{2, 4}	20% after deductible	40% after deductible
Outpatient Surgery ^{3, 4, 6}	20% after deductible	40% after deductible
Routine Diagnostic Services - Outpatient	Covered at 100%	40% after deductible
Advanced Radiological Imaging - Outpatient ^{2, 4, 7}	20% after deductible	40% after deductible
Other Outpatient Services ⁸	20% after deductible	40% after deductible
Urgent Care Center Services	\$75 copay	40% after deductible
Emergency Care Services ⁹	\$300 copay	\$300 copay
Emergency Care Advanced Radiological Imaging ⁷	20% after deductible	20% after deductible
Medical Equipment Services^{3, 4}		
Durable Medical Equipment	20% after deductible	40% after deductible
Prosthetic or Orthotics	20% after deductible	40% after deductible
Hearing Aids (under age 18)	20% after deductible	40% after deductible
Behavioral Health Services		
Inpatient: Unlimited days per annual benefit period ^{2, 4}	20% after deductible	40% after deductible
Outpatient: Unlimited visits per annual benefit period ⁵	\$30 copay	40% after deductible
Therapeutic Services¹⁰ (limits apply; see footnote)		
	20% after deductible	40% after deductible
Skilled Nursing & Rehabilitation Facility Services^{2, 4}		
Limited to 60 days combined per annual benefit period	20% after deductible	40% after deductible
Home Health Care Services^{3, 4, 10} (Limited to 100 visits per annual benefit period)		
	Covered at 100% after deductible	40% after deductible
Hospice Services		
Inpatient ^{2, 4}	20%, no deductible	40% after deductible
Outpatient	Covered at 100%	40% after deductible
Ambulance Services^{3, 4}		
	20% after deductible	20% after deductible

1. Out-of-network benefits may be based on BlueCross BlueShield of Tennessee maximum allowable charge. You may be responsible for any unpaid billed charges for certain services received from out-of-network providers. For emergency care services received at an out-of-network facility, covered items and services received from an out-of-network provider at an in-network facility (unless you give certain providers written consent), or emergent and authorized air ambulance services, in-network benefits including deductible will apply up to the qualified payment amount, and the provider may not bill you for more than your in-network cost share.
2. Prior authorization is required.
3. Certain procedures, services, medication and equipment may require prior authorization.
4. If prior authorization is required but not obtained and services are medically necessary, when using network providers outside Tennessee for physician and outpatient services and all services from out-of-network providers, your liability will be increased to 50% based on out-of-network coinsurance. If services are not medically necessary, no benefits will be provided.
5. Outpatient behavioral health benefits are determined by place of service. Benefits displayed are for services received in an office setting; separate benefits may apply for outpatient services received in an alternate setting.
6. Surgeries include incisions, excisions, biopsies, injection treatments, fracture treatments, applications of casts and splints, sutures and invasive diagnostic services (e.g., colonoscopy, sigmoidoscopy and endoscopy for non-preventive purposes).
7. Includes CT scans, PET scans, MRIs, nuclear medicine and other similar technologies.
8. Includes services such as chemotherapy, infusions, injections, radiation therapy and renal dialysis.
9. Copay, if applicable, waived if admitted to hospital.
10. Physical, speech, spinal manipulative, occupational, cardiac and pulmonary rehabilitative therapies are limited to 60 combined visits per annual benefit period.
17. Use Teladoc Health's virtual care platform to access doctors or professionals for 24/7 urgent care, mental health care, dermatology services, and more. Visit www.bcbst.com/teladoc or call 1-800-TELADOC (1-800-835-2362) to register.
20. The lower copay applies to Family Practice, General Practice, Internal Medicine, OB/GYN, Pediatrics, Behavioral Health and Health Department services. The copay for Physician Assistants or Nurse Practitioners may be based on the provider type of the billing provider.

[Limitations and Exclusions](#). These pages summarize your health care plan benefits. Your Evidence of Coverage (EOC) defines the full terms and conditions, limitations, and exclusions in greater detail. Should any questions arise concerning benefits, the EOC will govern.

Summary of Preventive Care Services Covered at 100% In-Network

In-network preventive care services that are covered with no member cost share include, but are not limited to:

- Primary care services with an A or B recommendation by the United States Preventive Services Task Force (USPSTF)
- Immunizations recommended by the Advisory Committee on Immunization Practices that have been adopted by the Centers for Disease Control and Prevention (CDC)
- Bright Futures recommendations for infants, children and adolescents that are supported by the Health Resources and Services Administration (HRSA)
- Preventive care and screening for women as provided in the guidelines supported by HRSA

The following preventive care services are covered (not an all-inclusive list). Coverage of some services may depend on age and/or risk exposure.

All Members:

- One preventive health exam per annual benefit period. More frequent preventive exams are covered for children up to age 3.
- All standard immunizations adopted by the CDC
- Screening for colorectal cancer (age 45 – 75), high cholesterol and lipids (45 and older for women; 35 and older for men), high blood pressure, obesity, diabetes, and depression (12 and older)
- Screening for lung cancer for adults (50 to 80) who have a 20 pack-year smoking history and either currently smoke or have quit within the past 15 years, per annual benefit period
- Screening for HIV and certain sexually transmitted diseases, and counseling for the prevention of sexually transmitted diseases
- Screening and counseling in a primary care setting for alcohol misuse and tobacco use; alcohol misuse and tobacco use limited to 8 visits per annual benefit period
- Dietary counseling for adults with hyperlipidemia, hypertension, type 2 diabetes, obesity, coronary artery disease and congestive heart failure; limited to 12 visits per annual benefit period
- One retinopathy screening for diabetics per annual benefit period
- Hemoglobin A1C testing

Women:

- Well-woman visit, including annual sexually transmitted infection (STI) counseling and annual domestic violence screening & counseling per annual benefit period
- Cervical Cancer Screening per annual benefit period
- Screening of pregnant women for iron deficiency, bacteriuria, hepatitis B virus, Rh factor incompatibility, gestational diabetes
- Breastfeeding support/counseling & supplies, including lactation support services and counseling by a trained provider and one breast pump per pregnancy
- Counseling for women at high risk of breast cancer for chemoprevention, including risks and benefits
- Mammography screening at age 40 and over, and genetic counseling and, if indicated after counseling, BRCA testing for BRCA breast cancer gene
- Osteoporosis screening (age 60 or older)
- HPV testing once every 3 years, beginning at age 30
- FDA-approved contraceptive methods and counseling
Medical plan: Injectable or implantable contraceptives and barrier methods, sterilization for women
Rx plan: Generic oral & injectable contraceptives, vaginal contraceptive, patch, prescription emergency contraception

Men:

- Prostate cancer screening at age 50 and older
- One-time abdominal aortic aneurysm screening at age 65 – 75 (for men who have ever smoked)

Children:

- Newborn screening for hearing, phenylketonuria (PKU), thyroid disease, sickle cell anemia, and cystic fibrosis
- Development delays and autism screening
- Iron deficiency screening
- Vision screening

BlueCross BlueShield of Tennessee (BlueCross) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. BlueCross does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

BlueCross:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as: (1) qualified interpreters and (2) written information in other formats, such as large print, audio and accessible electronic formats.
- Provides free language services to people whose primary language is not English, such as: (1) qualified interpreters and (2) written information in other languages.

If you need these services, contact a consumer advisor at the number on the back of your Member ID card or call 1-800-565-9140 (TTY: 1-800-848-0298 or 711).

If you believe that BlueCross 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 ("Nondiscrimination Grievance"). For help with preparing and submitting your Nondiscrimination Grievance, contact a consumer advisor at the number on the back of your Member ID card or call 1-800-565-9140 (TTY: 1-800-848-0298 or 711). They can provide you with the appropriate form to use in submitting a Nondiscrimination Grievance. You can file a Nondiscrimination Grievance in person or by mail, fax or email. Address your Nondiscrimination Grievance to: Nondiscrimination Compliance Coordinator; c/o Manager, Operations, Member Benefits Administration; 1 Cameron Hill Circle, Suite 0019, Chattanooga, TN 37402-0019; (423) 591-9208 (fax); Nondiscrimination_OfficeGM@bcbst.com (email).

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, DC 20201, 1-800-368-1019, 800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

BlueCross BlueShield of Tennessee, Inc., an Independent Licensee of the BlueCross BlueShield Association.

BlueCross BlueShield of Tennessee is a Qualified Health Plan Issuer in the Health Insurance Marketplace.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-565-9140 (TTY: 1-800-848-0298).

ملحوظة إذا كنت تتحدث لغير اللغة، فإن خدمات المساعدة اللغوية متوفرة لك بالمجان. اتصل برقم 800-565-9140-1 هاتف المص والكم، 1-800-848-0298.

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 1-800-565-9140 (TTY: 1-800-848-0298)。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-565-9140 (TTY: 1-800-848-0298).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-565-9140 (TTY: 1-800-848-0298) 번으로 전화해 주십시오.

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-565-9140 (ATS: 1-800-848-0298).

ប្រសិនបើ អ្នក កំពុង ប្រើប្រាស់ ភាសា ដទៃ ទៀត លើ ភាសា ខ្មែរ យើង មាន មនុស្ស ប្រើប្រាស់ ភាសា ខ្មែរ ដើម្បី ជួយ អ្នក ទាក់ទង ជាមួយ យើង ឥត គិត ថ្លៃ ។ ហៅ លេខ 1-800-565-9140 (TTY: 1-800-848-0298) ។

ଆଧିକାରୀ: ଏହି ସେବାଗୁଡ଼ିକ ଆପଣଙ୍କ ମୂଳ ଭାଷାରେ ଉପଲବ୍ଧ କରାଯାଇଥାଏ। ଏହାକୁ ବ୍ୟବହାର କରିବା ପାଇଁ 1-800-565-9140 (1-800-848-0298) ନମ୍ବରରେ କଲ୍ କରନ୍ତୁ।

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-565-9140 (TTY: 1-800-848-0298).

ସୂଚନା: ଯଦି ଆପଣ ଇଂରାଜୀ କିମ୍ବା ଯେ କୌଣସି ଅନ୍ୟ ଭାଷାରେ କଥାବାର୍ତ୍ତା କରନ୍ତି ତେବେ ଆମର ମୁକ୍ତ ଉପସ୍ଥାପନା ଉପରେ ଉପସ୍ଥାପନା କରନ୍ତୁ। 1-800-565-9140 (TTY: 1-800-848-0298) କଲ୍ କରନ୍ତୁ।

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-800-565-9140 (TTY: 1-800-848-0298) まで、お電話にてご連絡ください。

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-565-9140 (TTY: 1-800-848-0298).

घबान दे: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-800-565-9140 (TTY: 1-800-848-0298) पर कॉल करें।

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-565-9140 (телетайп: 1-800-848-0298).

توجه: اگر یہ زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با تماس بگیرید. 1-800-565-9140 (TTY: 1-800-848-0298)

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-565-9140 (TTY: 1-800-848-0298).

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-800-565-9140 (TTY: 1-800-848-0298).

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-800-565-9140 (TTY: 1-800-848-0298).

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-800-565-9140 (TTY: 1-800-848-0298).

Dii baa akó ninizin: Dii saad bee yánnilti'go Diné Bizaad, saad bee áká'ánida'áwo'déé', t'áá jilik'eh, éi ná hóloq, kojil' hódiilnih 1-800-565-9140 (TTY: 1-800-848-0298).