



**The Summary of Benefits and Coverage (SBC) document will help you choose a health plan. The SBC shows you how you and the plan would share the cost for covered health care services. NOTE: Information about the cost of this plan (called the premium) will be provided separately.**

**This is only a summary.** For more information about your coverage, or to get a copy of the complete terms of coverage, [www.highmarkbcbsde.com](http://www.highmarkbcbsde.com) or call 1-888-601-2242. For general definitions of common terms, such as allowed amount, balance billing, coinsurance, copayment, deductible, provider, or other underlined terms see the Glossary. You can view the Glossary at [www.HealthCare.gov/sbc-glossary/](http://www.HealthCare.gov/sbc-glossary/) or call 1-888-601-2242 to request a copy.

Important Questions	Answers	Why This Matters:
<b>What is the overall <u>deductible</u>?</b>	\$0 at Indian Health Care <u>Provider</u> (IHCP) or with IHCP <u>referral</u> at non-IHCP; or \$2,000 individual/\$4,000 family network. \$4,000 individual/\$8,000 family out-of-network.	Generally, you must pay all of the costs from <u>providers</u> up to the <u>deductible</u> amount before this <u>plan</u> begins to pay. If you have other family members on the <u>plan</u> , each family member must meet their own individual <u>deductible</u> until the total amount of <u>deductible</u> expenses paid by all family members meets the overall family <u>deductible</u> .
<b>Are there services covered before you meet your <u>deductible</u>?</b>	Yes. Office visits, <u>preventive care services</u> , outpatient mental health, outpatient substance abuse, rehabilitation services, habilitation services, prescription drug benefits, pediatric eye exam, and pediatric dental exam are covered before you meet your <u>deductible</u> .  <u>Copayments</u> and <u>coinsurance</u> amounts don't count toward the <u>network deductible</u> .	This <u>plan</u> covers some items and services even if you haven't yet met the <u>deductible</u> amount. But a <u>copayment</u> or <u>coinsurance</u> may apply. For example, this <u>plan</u> covers certain <u>preventive services</u> without <u>cost-sharing</u> and before you meet your <u>deductible</u> . See a list of covered <u>preventive services</u> at <a href="https://www.healthcare.gov/coverage/preventive-care-benefits/">https://www.healthcare.gov/coverage/preventive-care-benefits/</a> .
<b>Are there other <u>deductibles</u> for specific services?</b>	No.	You don't have to meet <u>deductibles</u> for specific services.
<b>What is the <u>out-of-pocket limit</u> for this <u>plan</u>?</b>	\$8,700 individual/\$17,400 family <u>network</u> . \$17,400 individual/\$34,800 family out-of-network.	The <u>out-of-pocket limit</u> is the most you could pay in a year for covered services. If you have other family members in this <u>plan</u> , they have to meet their own <u>out-of-pocket limits</u> until the overall family <u>out-of-pocket limit</u> has been met.
<b>What is not included in the <u>out-of-pocket limit</u>?</b>	<u>Premiums</u> , balance-billed charges, and health care this <u>plan</u> doesn't cover.	Even though you pay these expenses, they don't count toward the <u>out-of-pocket limit</u> .

<b>Will you pay less if you use a <u>network provider</u>?</b>	Yes. See <a href="https://www.highmarkbcbsde.com/find-a-doctor/">https://www.highmarkbcbsde.com/find-a-doctor/</a> or call 1-888-601-2242 for a list of <u>network providers</u> .	This <u>plan</u> uses a <u>provider network</u> . You will pay less if you use a <u>provider</u> in the <u>plan's network</u> . You will pay the most if you use an <u>out-of-network provider</u> , and you might receive a bill from a <u>provider</u> for the difference between the <u>provider's</u> charge and what your <u>plan</u> pays ( <u>balance billing</u> ). Be aware your <u>network provider</u> might use an <u>out-of-network provider</u> for some services (such as lab work). Check with your <u>provider</u> before you get services.
<b>Do I need a <u>referral</u> to see a <u>specialist</u>?</b>	No.	You can see the <u>specialist</u> you choose without a <u>referral</u> .



All **copayment** and **coinsurance** costs shown in this chart are after your overall **deductible** has been met, if a deductible applies.

Common Medical Event	Services You May Need	What You Will Pay			Limitations, Exceptions, & Other Important Information
		Indian Health Care <u>Provider</u> (IHCP) (You will pay the least)	Non-IHCP In- <u>Network</u> <u>Provider</u> (You will pay more)	Non-IHCP <u>Out-of-Network</u> <u>Provider</u> (You will pay the most)	
<b>If you visit a health care <u>provider's</u> office or clinic</b>	Primary care visit to treat an injury or illness	No charge	\$30 copay/visit Deductible does not apply.	50% <u>coinsurance</u>	You may have to pay for services that aren't <u>preventive</u> . Ask your <u>provider</u> if the services needed are <u>preventive</u> . Then check what your <u>plan</u> will pay for.  Please refer to your <u>preventive</u> schedule for additional information. See Below*
	<u>Specialist</u> visit	No charge	\$60 copay/visit Deductible does not apply.	50% <u>coinsurance</u>	
	<u>Preventive care/screening/immunization</u>	No charge	No charge <u>Deductible</u> does not apply.	Not covered	
<b>If you have a test</b>	<u>Diagnostic test</u> (x-ray, blood work)	No charge	25% <u>coinsurance</u>	50% <u>coinsurance</u>	Copayments, if any, do not apply to diagnostic services prescribed for the treatment of mental illness or substance abuse. Precertification may be required. See Below*
	Imaging (CT/PET scans, MRIs)	No charge	25% <u>coinsurance</u>	50% <u>coinsurance</u>	

\*Cost sharing waived at non- IHCP with IHCP referral. If an out-of-network provider charges more than the allowed amount, you may have to pay the difference (balance billing).

Common Medical Event	Services You May Need	What You Will Pay			Limitations, Exceptions, & Other Important Information
		Indian Health Care Provider (IHCP) (You will pay the least)	Non-IHCP In-Network Provider (You will pay more)	Non-IHCP Out-of-Network Provider (You will pay the most)	
<b>If you need drugs to treat your illness or condition</b>  More information about <b><u>prescription drug coverage</u></b> is available at <a href="https://www.highmarkbcbsde.com/find-a-doctor/#/drug">https://www.highmarkbcbsde.com/find-a-doctor/#/drug</a>	Tier 1	No charge per prescription (retail) No charge per prescription (mail order)	\$15 copay per prescription (retail) \$15 copay per prescription (mail order) Deductible does not apply.	Not covered	Up to 34/90-day supply retail pharmacy.  Up to 34/90-day supply maintenance <u>prescription drugs</u> through mail order.  Specialty drugs limited to a 34-day supply.  This <u>plan</u> uses an Essential <u>Formulary</u> .  <u>Cost-sharing</u> for Prescription Insulin Drugs will not exceed \$100 per month.  See Below*
	Tier 2	No charge per prescription (retail) No charge per prescription (mail order)	\$30 copay per prescription (retail) \$30 copay per prescription (mail order) Deductible does not apply.	Not covered	
	Tier 3	No charge per prescription (retail) No charge per prescription (mail order)	\$60 copay per prescription (retail) \$60 copay per prescription (mail order) Deductible does not apply.	Not covered	
	Tier 4	No charge per prescription (retail) No charge per prescription (mail order)	\$100 copay per prescription (retail) \$100 copay per prescription (mail order) Deductible does not apply.	Not covered	

\*Cost sharing waived at non- IHCP with IHCP referral. If an out-of-network provider charges more than the allowed amount, you may have to pay the difference (balance billing).

Common Medical Event	Services You May Need	What You Will Pay			Limitations, Exceptions, & Other Important Information
		Indian Health Care <u>Provider</u> (IHCP) (You will pay the least)	Non-IHCP <u>In-Network Provider</u> (You will pay more)	Non-IHCP <u>Out-of-Network Provider</u> (You will pay the most)	
<b>If you have outpatient surgery</b>	Facility fee (e.g., ambulatory surgery center)	No charge	25% <u>coinsurance</u>	50% <u>coinsurance</u>	Precertification may be required. See Below*
	Physician/surgeon fees	No charge	25% <u>coinsurance</u>	50% <u>coinsurance</u>	Precertification may be required. See Below*
<b>If you need immediate medical attention</b>	<u>Emergency room care</u>	No charge	25% <u>coinsurance</u>	25% <u>coinsurance</u>	Out-of-network: Subject to non IHCP <u>network deductible</u> . See Below*
	<u>Emergency medical transportation</u>	No charge	25% <u>coinsurance</u>	25% <u>coinsurance</u>	Out-of-network: Subject to non IHCP <u>network deductible</u> . See Below*
	<u>Urgent care</u>	No charge	\$45 copay/visit Deductible does not apply.	\$45 copay/visit Deductible does not apply.	The copayment, if any, does not apply to urgent care services prescribed for the treatment of mental illness or substance abuse. See Below*
<b>If you have a hospital stay</b>	Facility fee (e.g., hospital room)	No charge	25% <u>coinsurance</u>	50% <u>coinsurance</u>	Precertification may be required. See Below*
	Physician/surgeon fees	No charge	25% <u>coinsurance</u>	50% <u>coinsurance</u>	Precertification may be required. See Below*
<b>If you have mental health, behavioral health, or substance abuse services</b>	Outpatient services	No charge	\$30 copay/visit Deductible does not apply.	50% <u>coinsurance</u>	Precertification may be required. See Below*
	Inpatient services	No charge	25% <u>coinsurance</u>	50% <u>coinsurance</u>	Precertification may be required. See Below*
<b>If you are pregnant</b>	Office visits	No charge	25% <u>coinsurance</u>	50% <u>coinsurance</u>	<u>Cost sharing</u> does not apply to certain <u>preventive services</u> . Depending on the type of services, <u>coinsurance</u> may apply. Maternity care may include tests and services described elsewhere in the SBC (i.e. ultrasound). <u>Cost sharing</u> waived at non-IHCP with
	Childbirth/delivery professional services	No charge	25% <u>coinsurance</u>	50% <u>coinsurance</u>	

\*Cost sharing waived at non- IHCP with IHCP referral. If an out-of-network provider charges more than the allowed amount, you may have to pay the difference (balance billing).

Common Medical Event	Services You May Need	What You Will Pay			Limitations, Exceptions, & Other Important Information
		Indian Health Care Provider (IHCP) (You will pay the least)	Non-IHCP In-Network Provider (You will pay more)	Non-IHCP Out-of-Network Provider (You will pay the most)	
	Childbirth/delivery facility services	No charge	25% <u>coinsurance</u>	50% <u>coinsurance</u>	IHCP <u>referral</u> . If an <u>out-of-network provider</u> charges more than the <u>allowed amount</u> , you may have to pay the difference ( <u>balance billing</u> ).
If you need help recovering or have other special health needs	<u>Home health care</u>	No charge	25% <u>coinsurance</u>	50% <u>coinsurance</u>	Combined <u>network</u> and <u>out-of-network</u> : 100 visits per benefit period, aggregate with visiting nurse. Precertification may be required. See Below*
	<u>Rehabilitation services</u>	No charge	\$17 copay/visit for physical medicine and occupational therapy \$30 copay/visit for speech therapy Deductible does not apply.	25% <u>coinsurance</u> for physical medicine and occupational therapy 50% <u>coinsurance</u> for speech therapy	Combined <u>network</u> and <u>out-of-network</u> : 30 combined physical medicine and occupational therapy visits and 30 speech therapy visits per benefit period. Limit does not apply to the treatment of back pain or to therapy services for the treatment of a mental health or substance use disorder diagnosis. Copayments, if any, do not apply to therapy services prescribed for the treatment of mental health or substance abuse. Precertification may be required. See Below*

\*Cost sharing waived at non- IHCP with IHCP referral. If an out-of-network provider charges more than the allowed amount, you may have to pay the difference (balance billing).

Common Medical Event	Services You May Need	What You Will Pay			Limitations, Exceptions, & Other Important Information
		Indian Health Care <u>Provider</u> (IHCP) (You will pay the least)	Non-IHCP In- <u>Network</u> <u>Provider</u> (You will pay more)	Non-IHCP <u>Out-of-Network</u> <u>Provider</u> (You will pay the most)	
	<u>Habilitation services</u>	No charge	\$17 copay/visit for physical medicine and occupational therapy \$30 copay/visit for speech therapy Deductible does not apply.	25% <u>coinsurance</u> for physical medicine and occupational therapy 50% <u>coinsurance</u> for speech therapy	Combined network and out-of-network: 30 combined physical medicine and occupational therapy visits and 30 speech therapy visits per benefit period. Limit does not apply to the treatment of back pain or to therapy services for the treatment of a mental health or substance use disorder diagnosis. Copayments, if any, do not apply to therapy services prescribed for the treatment of mental health or substance abuse. Precertification may be required. See Below*
	<u>Skilled nursing care</u>	No charge	25% <u>coinsurance</u>	50% <u>coinsurance</u>	Combined <u>network</u> and out-of- <u>network</u> : 120 days per confinement. Benefits renew after 180 days without care. Precertification may be required. See Below*
	<u>Durable medical equipment</u>	No charge	25% <u>coinsurance</u>	50% <u>coinsurance</u>	Precertification may be required. See Below*
	<u>Hospice service</u>	No charge	25% <u>coinsurance</u>	50% <u>coinsurance</u>	Precertification may be required. See Below*
<b>If your child needs dental or eye care</b>	Children's Eye exam	No charge	No charge <u>Deductible</u> does not apply.	Not covered	Combined IHCP and non-IHCP <u>network</u> : One eye exam per 12 month period up to age 19. See Below*
	Children's Glasses	No charge	No charge <u>Deductible</u> does not apply.	Not covered	Combined IHCP and non-IHCP <u>network</u> : One pair frames/lenses every 12 months. See Below*
	Children's Dental check-up	No charge	No charge <u>Deductible</u> does not apply.	Not covered	Combined IHCP and non-IHCP <u>network</u> : One exam every 6 months. See Below*

\*Cost sharing waived at non- IHCP with IHCP referral. If an out-of-network provider charges more than the allowed amount, you may have to pay the difference (balance billing).

## Excluded Services & Other Covered Services:

### Services Your Plan Generally Does NOT Cover (Check your policy or plan document for more information and a list of any other excluded services.)

- Abortion, except where a pregnancy is the result of rape or incest, or for a pregnancy which, as certified by a physician, places the life of the woman in danger unless an abortion is performed.
- Acupuncture
- Cosmetic surgery
- Dental care (Adult)
- Long-term care
- Routine eye care (Adult)
- Routine foot care
- Weight loss programs

### Other Covered Services (Limitations may apply to these services. This isn't a complete list. Please see your plan document.)

- Bariatric surgery
- Hearing aids
- Non-emergency care when traveling outside the U.S.
- Chiropractic care
- Infertility treatment
- Private-duty nursing

**Your Rights to Continue Coverage:** There are agencies that can help if you want to continue your coverage after it ends. The contact information for those agencies is: U.S. Department of Labor, Employee Benefits Security Administration at 1-866-444-3272 or at <https://www.dol.gov/agencies/ebsa/about-ebsa/ask-a-question/ask-ebsa>, or the U.S. Department of Health and Human Services at 1-877-267-2323 x61565 or [www.cciio.cms.gov](http://www.cciio.cms.gov). Other options to continue coverage are available to you too, including buying individual insurance coverage through the Health Insurance Marketplace. For more information about the Marketplace, visit <http://www.HealthCare.gov> or call 1-800-318-2596.

**Your Grievance and Appeals Rights:** There are agencies that can help if you have a complaint against your plan for a denial of a claim. This complaint is called a grievance or appeal. For more information about your rights, look at the explanation of benefits you will receive for that medical claim. Your plan documents also provide complete information to submit a claim appeal or a grievance for any reason to your plan. For more information about your rights, this notice, or assistance, contact:

- Highmark Delaware at 1-888-601-2242.
- The Delaware Department of Insurance/Consumer Assistance Program: 1351 West North St., Suite 101, Dover, DE 19904, or 302-674-7300.
- Additionally, the Delaware Department of Insurance/Consumer Assistance Program can help you file your appeal.

### Does this plan provide Minimum Essential Coverage? Yes

Minimum Essential Coverage generally includes plans, health insurance available through the Marketplace or other individual market policies, Medicare, Medicaid, CHIP, TRICARE, and certain other coverage. If you are eligible for certain types of Minimum Essential Coverage, you may not be eligible for the premium tax credit.

### Does this plan meet the Minimum Value Standards? Yes

If your plan doesn't meet the Minimum Value Standards, you may be eligible for a premium tax credit to help you pay for a plan through the Marketplace.

—————To see examples of how this plan might cover costs for a sample medical situation, see the next section.—————



## About these Coverage Examples:



**This is not a cost estimator.** Treatments shown are just examples of how this plan might cover medical care. Your actual costs will be different depending on the actual care you receive, the prices your providers charge, and many other factors. Focus on the cost sharing amounts (deductibles, copayments and coinsurance) and excluded services under the plan. Use this information to compare the portion of costs you might pay under different health plans. Please note these coverage examples are based on self-only coverage.

### Peg is Having a Baby

(9 months of in-network pre-natal care and a hospital delivery)

■ The <u>plan's</u> overall <u>deductible</u>	\$0
■ <u>Specialist</u> <u>coinsurance</u>	0%
■ Hospital (facility) <u>coinsurance</u>	0%
■ Other <u>coinsurance</u>	0%

#### This EXAMPLE event includes services like:

Specialist office visits (*prenatal care*)  
 Childbirth/Delivery Professional Services  
 Childbirth/Delivery Facility Services  
Diagnostic tests (*ultrasounds and blood work*)  
Specialist visit (*anesthesia*)

<b>Total Example Cost</b>	<b>\$12,700</b>
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#### In this example, Peg would pay:

<u>Cost Sharing</u>	
<u>Deductibles</u>	\$0
<u>Copayments</u>	\$0
<u>Coinsurance</u>	\$0
<u>What isn't covered</u>	
Limits or exclusions	\$60
<b>The total Peg would pay is</b>	<b>\$60</b>

### Managing Joe's type 2 Diabetes

(a year of routine in-network care of a well-controlled condition)

■ The <u>plan's</u> overall <u>deductible</u>	\$0
■ <u>Specialist</u> <u>coinsurance</u>	0%
■ Hospital (facility) <u>coinsurance</u>	0%
■ Other <u>coinsurance</u>	0%

#### This EXAMPLE event includes services like:

Primary care physician office visits (*including disease education*)  
Diagnostic tests (*blood work*)  
Prescription drugs  
Durable medical equipment (*glucose meter*)

<b>Total Example Cost</b>	<b>\$5,600</b>
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#### In this example, Joe would pay:

<u>Cost Sharing</u>	
<u>Deductibles</u>	\$0
<u>Copayments</u>	\$0
<u>Coinsurance</u>	\$0
<u>What isn't covered</u>	
Limits or exclusions	\$20
<b>The total Joe would pay is</b>	<b>\$20</b>

### Mia's Simple Fracture

(in-network emergency room visit and follow up care)

■ The <u>plan's</u> overall <u>deductible</u>	\$0
■ <u>Specialist</u> <u>coinsurance</u>	0%
■ Hospital (facility) <u>coinsurance</u>	0%
■ Other <u>coinsurance</u>	0%

#### This EXAMPLE event includes services like:

Emergency room care (*including medical supplies*)  
Diagnostic test (*x-ray*)  
Durable medical equipment (*crutches*)  
Rehabilitation services (*physical therapy*)

<b>Total Example Cost</b>	<b>\$2,800</b>
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#### In this example, Mia would pay:

<u>Cost Sharing</u>	
<u>Deductibles</u>	\$0
<u>Copayments</u>	\$0
<u>Coinsurance</u>	\$0
<u>What isn't covered</u>	
Limits or exclusions	\$0
<b>The total Mia would pay is</b>	<b>\$0</b>

The plan would be responsible for the other costs of these EXAMPLE covered services.



Insurance or benefit administration may be provided by Highmark Blue Cross Blue Shield Delaware which is an independent licensee of the Blue Cross Blue Shield Association. Health care plans are subject to terms of the benefit agreement.

To find more information about Highmark's benefits and operating procedures, such as accessing the drug formulary or using network providers, please go to [DiscoverHighmark.com](http://DiscoverHighmark.com); or for a paper copy, call 1-855-873-4109.

## Discrimination is Against the Law

The Claims Administrator/Insurer complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. The Claims Administrator/Insurer does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. The Claims Administrator/Insurer:

- 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 the Civil Rights Coordinator.

If you believe that the Claims Administrator/Insurer 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, P.O. Box 22492, Pittsburgh, PA 15222, Phone: 1-866-286-8295, TTY: 711, Fax: 412-544-2475, email: [CivilRightsCoordinator@highmarkhealth.org](mailto:CivilRightsCoordinator@highmarkhealth.org). You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the 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>.

If you speak English, language assistance services, free of charge, are available to you. Call 1-877-959-2563.

Si usted habla español, servicios de asistencia lingüística, de forma gratuita, están disponibles para usted. Llame al 1-877-959-2563.

如果您说中文，可向您提供免费语言协助服务。請致電 1-877-959-2563。

Nếu quý vị nói tiếng Việt, chúng tôi cung cấp dịch vụ hỗ trợ ngôn ngữ miễn phí cho quý vị. Xin gọi số 1-877-959-2563.

한국어를 사용하시는 분들을 위해 무료 통역이 제공됩니다. 1-877-959-2563 로 전화.

Kung nagsasalita ka ng Tagalog, may makukuha kang mga libreng serbisyonang tulong sa wika. Tumawag sa 1-877-959-2563.

Если вы говорите по-русски, вы можете воспользоваться бесплатными услугами языковой поддержки. Звоните 1-877-959-2563.

إذا كنت تتحدث اللغة العربية، فهناك خدمات المساعدة في اللغة المجانية متاحة لك. اتصل على الرقم 1-877-959-2563.

Si se Kreyòl Ayisyen ou pale, gen sèvis entèprèt, gratis-tichèri, ki la pou ede w. Rele nan 1-877-959-2563.

Si vous parlez français, les services d'assistance linguistique, gratuitement, sont à votre disposition. Appelez au 1-877-959-2563.

Dla osób mówiących po polsku dostępna jest bezpłatna pomoc językowa. Zadzwoń 1-877-959-2563.

Se a sua língua é o português, temos atendimento gratuito para você no seu idioma. Ligue para 1-877-959-2563.

Se parla italiano, per lei sono disponibili servizi di assistenza linguistica a titolo gratuito. Chiamare l'1-877-959-2563.

Wenn Sie Deutsch sprechen, steht Ihnen unsere fremdsprachliche Unterstützung kostenlos zur Verfügung. Rufen Sie 1-877-959-2563.

日本語が母国語の方は言語アシスタンス・サービスを無料でご利用いただけます。 1-877-959-2563 を呼び出します。

اگر شما به زبان فارسی صحبت می کنید، خدمات کمک زبان رایگان با تماس با شماره 1-877-959-2563.