

Welcome to Blue Cross

A Health Partner You
Can Count On



**Blue Cross
Blue Shield**
of Rhode Island

Welcome to your Blue Cross & Blue Shield of Rhode Island (BCBSRI) health plan.

We're proud to offer you this high-quality coverage designed with built-in benefits and features that support your health goals.

When it comes to your well-being, you deserve a plan that provides comprehensive care—at the best value for your money. Not only does your health plan encourage and support preventive care, often with no out-of-pocket costs, it provides access to our national network of healthcare providers, including some of the finest doctors, specialists, and hospitals.

As your committed health partner, we promise to be your advocate every step of the way, whether we're helping you make educated health decisions you feel good about, or working on your behalf with providers to improve services and lower costs. Our mission is to improve the health and quality of life of all our members, and we remain as focused as ever on that goal. Together, we can transform healthcare today and for generations to come.

Sincerely,



Peter Andruszkiewicz
President & CEO

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We're Here to Help You!

Go to **BCBSRI.com** to find benefit information, ways to save money, help finding a doctor, and much more!

To speak to a representative, call our Customer Service Department

Monday through Friday, 8:00 a.m. – 8:00 p.m. EST at:

- **(401) 459-5000** or **1-800-639-2227**
- **TTY: 711**

If you are calling outside of our business hours, you can still get information about your benefits, order a new member ID card, and other services. You'll need to provide your member ID number, date of birth, and ZIP code.

Learn the Basics. Maximize Your Benefits.

If you're like most people, studying health insurance terms is low on your list of things to do. But to get every bit of value from your plan, you should know some basics. That's why we've provided easy-to-understand definitions and an informative, educational video on BCBSRI.com. By taking advantage of these resources, you'll learn how your plan works so you can maximize your benefits—and keep your out-of-pocket costs low. Once online, you'll find explanations of terms such as:

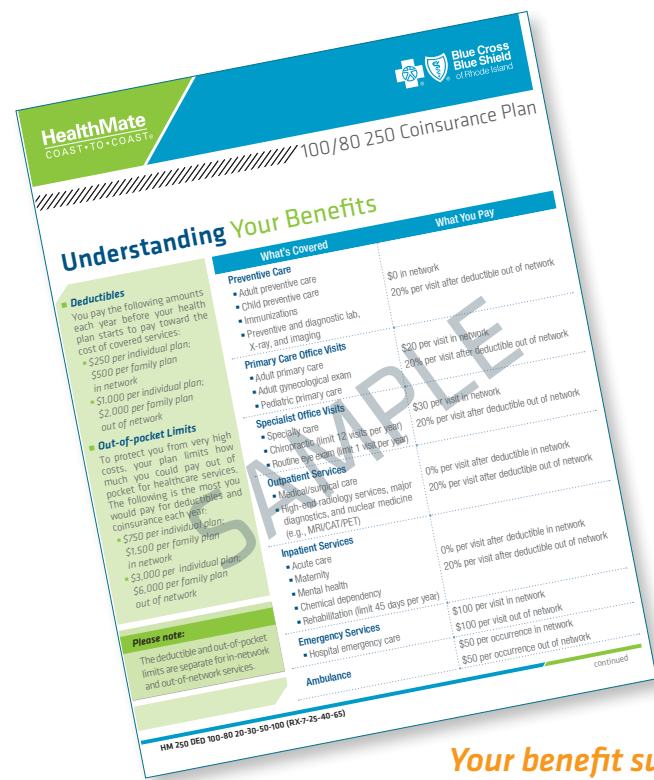
- Deductible
- Coinsurance
- Copayment
- In network
- Out of network

Make Smart Choices and Save Money.

You'll get high-quality care and have the lowest out-of-pocket costs when you follow these simple rules:

- **Choose a primary care physician (PCP).** Studies show that you'll get the best medical care when you have a PCP. Through annual visits and with the appropriate screenings and tests, you and your doctor will be better able to identify risks and treat conditions in their early stages. You may also save money, because a PCP can often perform the same services as a specialist, and at a lower copayment. If you do need a specialist, your PCP will be able to recommend one with the skills and expertise you need.
- **See providers from our extensive network.** That's easy, because our network includes 96 percent of hospitals and 91 percent of providers across the country, you can be sure you'll get the care you need wherever you are. And you'll save on costs. Your copayments and coinsurance will be the lowest when you use in-network providers.
- **Use generic or over-the-counter (OTC) medicines when appropriate.** Your savings can really add up, because generic drugs and OTC medicines often cost much less than the copayment on a brand name drug. Ask your doctor if a generic or OTC medication is available for you.

You can make a big difference in your health by being proactive and getting the preventive care you need. Your health plan makes this easy—and affordable.



Your benefit summary (enclosed in this kit) is a quick reference guide to your health plan. With just a glance, you can see which services are covered in full and which have a copayment or coinsurance.

Your benefits include:	Your out-of-pocket cost:
Office visits: <ul style="list-style-type: none"> • Annual, routine physical exam • Annual gynecological exam • Well baby visits from birth to 35 months 	\$0
Routine screenings, tests, and certain over-the-counter medications: <ul style="list-style-type: none"> • Pap smears, lead screenings, PSA tests, mammograms, and colorectal cancer screenings • Adult immunizations for flu, pneumonia, and hepatitis A and B; child immunizations recommended by the American Academy of Pediatrics • Preventive medications purchased with a prescription, including aspirin, folic acid, iron supplements, and smoking cessation medications 	\$0
Counseling, education, and rehabilitation programs: <ul style="list-style-type: none"> • Smoking cessation counseling • Nutritional counseling • Diabetes education • Asthma management 	\$0

Note: Certain conditions may apply.



With better health, children miss fewer days in school and get better grades, adults miss fewer days of work, and seniors are able to live independently longer. Source: U.S. Department of Health & Human Services.



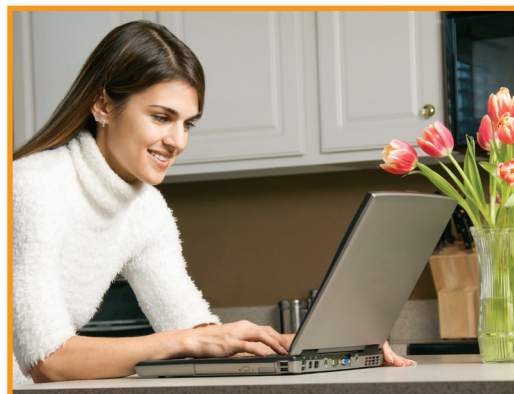
BlueCard® PPO Network

When it comes to choosing a doctor or specialist, you want someone who's right for you. That could mean someone with the special skills you need, or simply a primary care physician you like and find easy to talk to. As a Blue Cross member, you can count on having plenty of choices. Our BlueCard® PPO national network of doctors and specialists gives you access to thousands of providers across the country, including:

- 96 percent of medical providers in Rhode Island
- More than 665,000 doctors and specialists nationwide
- And more than 5,300 hospitals across the country

Be Confident in Your Hospital Choice.

We can help you choose a hospital that's right for you—and has the best record when it comes to the care you need. Simply check out our **Hospital Comparison Tool on BCBSRI.com**. We created an interactive tool that generates a detailed, individualized report based on data hospitals provide to the government.



Finding the Right Doctor Should be Hassle-Free

That's why we redesigned our **Find a Doctor** search tool on **BCBSRI.com**. Now you can search by specialty, locate a specific doctor, and even learn if a doctor is accepting new patients. You can also pull up a map to the doctor's office. And if you have an iPhone or iPad, you can download the BlueFinder mobile app. It's free at the iTunes® App Store.

If you have a health issue, we're going to do everything we can to help you. We've designed your plan with special programs that will help you better manage your condition.

Patient-Centered Medical Homes (PCMH)

A PCMH looks like any typical doctor's office but offers much more. At a PCMH, you'll have a whole team of healthcare providers caring for you—including a nurse care manager who works exclusively with Blue Cross members. They'll work with you to create a personalized care plan, and help you stay on top of your medications, as well as any screenings and exams you may need. Your PCMH team will also use electronic health records and proven treatment plans to ensure your health and safety. This highly coordinated care will help you stay out of the hospital, and help you live a healthier life.

You'll also benefit from:

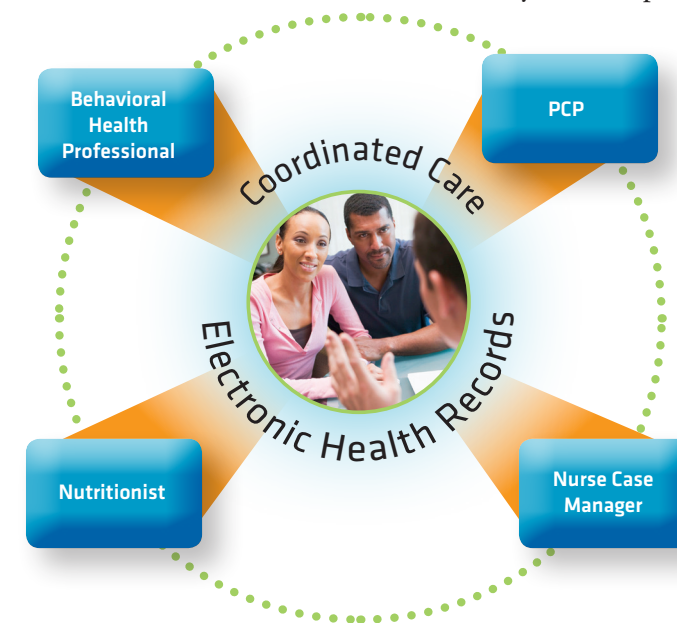
- Extended office hours
- Less wait time
- Hospital discharge support
- Appointment and medication reminders
- And more

Health Management

If you are living with a chronic condition, such as diabetes or asthma, you will receive helpful information in the mail. This may include reminders about important health screenings such as mammograms or colonoscopy, reminders to refill prescriptions, and information on the health condition you are experiencing.

Care Coordination

If you have complex healthcare needs, our telephonic Care Coordination program can help you manage your medical condition and put you in contact with resources and tools to assist you. The goal of this service is to improve your health one step at a time. You and your Care Coordinator (often a registered nurse) will assess your individual needs, and then work together with your doctor to develop a care plan just for you. You may also receive monetary incentives for completing action steps that are part of your care plan.



Your health plan gives you access to a wide range of prescription drugs. And by focusing on the effectiveness of a drug, and not brand names or bottom lines, your plan ensures you're getting the right medicines at the lowest cost possible. Drugs are covered under four different tiers, with tier one having the lowest copayment and tier four with the highest. These tiers encourage you to use drugs that provide the treatment you need at the best value.

- **Tier 1** Low-cost generic drugs
- **Tier 2** Higher cost generic and preferred brand name drugs
- **Tier 3** Non-preferred brand name drugs
- **Tier 4** Specialty drugs, which are used to treat serious conditions and may require special handling

To see the Preferred Drug List (tiers one to three) and Specialty Drug List (tier four), sign in to **BCBSRI.com**, click on **View Benefits**, and select your formulary under **Rx Copays**. Be sure to speak with your doctor if you have any questions about the prescription drugs you are taking.

Filling Your Prescription is Easy.

Network retail pharmacies. Choose from more than 60,000 pharmacies nationwide, including most major chain stores.

Mail order. Order up to a 90-day supply of most drugs (excludes specialty drugs), often at a lower copayment. Ask your doctor to write a prescription for a 90-day supply with refills. To get started:

- **Sign in** to BCBSRI.com and click **Pharmacy** on the left hand side of your member page. Click the **Pharmacy Benefits Manager** link to get to the pharmacy benefit website, then click on the **Order Prescriptions** tab.

Filling Prescriptions for Specialty Drugs

You can receive up to a 30-day supply of specialty drugs at a time from one of two participating specialty pharmacies:

- **Walgreens Specialty Pharmacy** – 1-877-646-4292
- **Village Fertility Pharmacy** – 1-877-334-1610



Get the Medicines You Need—at the Right Cost.

Your health plan has special programs that help minimize your out-of-pocket costs while ensuring you're using prescription medications safely, effectively, and as prescribed by your doctor. Lists of the drugs applicable to each program below are available on **BCBSRI.com**. Simply sign in, click on **View Benefits**, and select your formulary under **RX Copays**.

What it is.	How it adds convenience and saves you money.
Over-the-Counter (OTC) Program Identifies OTC drugs that are medical equivalents to higher cost brand name drugs.	Reduces your out-of-pocket costs by encouraging you to use lower-priced OTC drugs when it's appropriate.

What it is.	How it improves your care.
Prior Authorization Asks that your doctor request approval for certain designated drugs.	This ensures that you are receiving the appropriate medication—at the lowest cost to you.
Specialty Drug Program Drugs used to treat chronic conditions like cancer are administered through this program. These drugs usually have no lower-cost alternatives and sometimes cause side effects that discourage use.	We take special care to ensure you are receiving the right specialty drug, and we provide the extra support you need to continue taking your prescription. If you need help, our care coordinators are available to speak with you on the phone to provide support and talk about any concerns you may have.

For more information on these programs and how you can save money, go to **BCBSRI.com**.

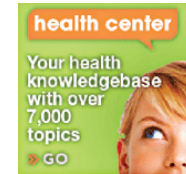
Everybody Likes to Save.

Once signed in to **BCBSRI.com**, you can take advantage of discounts on everything from gym memberships to cold medicines to hotel reservations. Your Blue Cross membership gives you access to our:



Fitness Discount Program

Most of us need a little push, a small incentive to work regular exercise into our busy lives. This program provides the lowest available membership fees and free trial passes at 9,500 health clubs across the country, including more than 75 in Rhode Island. It also provides a 10 percent discount on NordicTrack home fitness equipment from Sears.



The Health Center

It's important to use quality information when making health decisions. That's why we've partnered with Healthwise, a leader in plain-language health education, to offer you access to more than 7,000 articles as well as interactive tools that can help you take the best care of yourself. The Health Center provides:

- In-depth information about prescription and over-the-counter medications
- Decision Points on dozens of medical tests, surgeries, and treatments
- Interactive tools, calculators, and quizzes

New Worksite Wellness Program

Stay healthy with our new and enhanced wellness program. It offers you several tools to take charge of your health, including:

- Health screenings
- On-site seminars on health topics like stress management, nutrition, and weight management
- Health coaching
- An enhanced online wellness portal with a variety of resources, like a health assessment, wellness workshops, activity trackers, customized eating and exercise plans, a health library, and much more

For more information on our new wellness program, talk to your employer.



Top 5 Reasons to Register on BCBSRI.com Today



BCBSRI.com

Register today—if you haven't already. Simply click the "CREATE AN ACCOUNT" link on the BCBSRI.com homepage. You'll need your Blue Cross member ID card and an email address to complete the steps. Once you've logged on to your member homepage, you can take advantage of the many tools and resources available.

Here's what you can do:

1. Look up your claims, benefits, and deductibles.
2. Take advantage of exclusive member savings and discounts.
3. Use the new Find a Doctor tool to search in our network and print out directions.
4. Request a new Blue Cross member ID card, or send a secure message to Customer Service.
5. Find health information and tools, including physical activity and nutrition trackers.