

Welcome to

MyBlueSM
My Life, My Health Plan

bcbsm.com/myblue



You selected **Individual Care Blue Plus**SM as your new health plan. Good thinking – you just simplified your life.

Simple? Not necessarily the first word that comes to mind when you think health insurance. But that's exactly what you'll get with your new health plan.

Your quality health benefits, helpful online resources and exclusive member discounts will become available to you once we receive your first payment.

Check off everything on your health care to-do list. **We've got you covered.**

Your opinions are important to us. Please help us continuously improve our enrollment process by giving us your feedback.

Tell us about your enrollment experience at bcbsm.com/mybluewelcome.

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My Extras

Individual Care Blue Plus offers more than just quality benefits. Your plan is packed with complementary programs and services to help you get or stay healthy. And creating your online account on *Member Secured Services* at bcbsm.com puts valuable resources at your fingertips.

Wellness and health care management

Our **BlueHealthConnection**[®] program offers Web-based wellness information and an online health assessment. Plus, BlueHealthConnection goes beyond the Web by offering health coaches, targeted outreach, and case management to help you coordinate your health care and make more informed health care decisions. Call **1-800-845-5982** or log in to bcbsm.com to get started on your customized road to wellness.

Resources

With your online account, you have access to your claims and eligibility information, cost and quality information on doctors and hospitals, health education resources, *Explanation of Benefit Payments* statements, and much more.

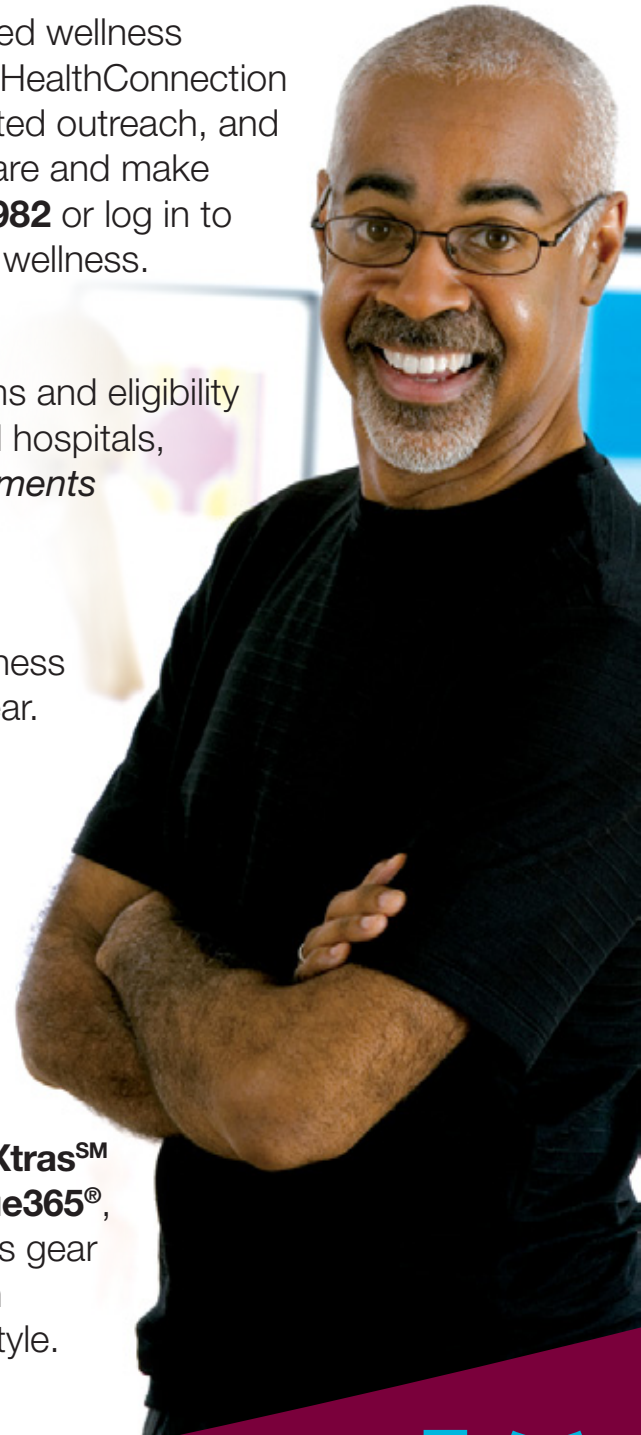
Informative publications

Living Healthy magazine is loaded with health tips, wellness ideas and lifestyle advice. It's delivered to you twice a year. We also offer two monthly electronic newsletters called *Living Health-e for Women* and *Living Health-e for Individual and Direct-billed Members*. You can sign up on bcbsm.com to receive them by e-mail.

Member savings

As a member of the Michigan Blues, we're helping you save money and live healthier. Score big savings and special offers on a wide variety of healthy products and services from Michigan businesses with our **Healthy Blue Xtras**SM program, and at companies throughout the U.S. with **Blue365**[®], our national savings program. From groceries and fitness gear to yoga and gym packages, you can find promotions on everything you need to support a healthy, balanced lifestyle.

Visit bcbsm.com/xtras to unlock these big savings on healthy products and services.



Welcome to the Blues' network.

To make the most of your coverage and avoid paying out-of-network costs, find out if your doctor and pharmacy are in our provider network. You can search bcbsm.com, call Customer Service at 1-888-288-2738 or check with your provider. But you also have the freedom to choose an out-of-network provider.

In-Network	Out-of-Network
<p>NOTE: For individuals 19 years of age and older, all benefits, except preventive services are subject to a 180-day waiting period for pre-existing conditions. Individual Care Blue Plus is not available for group conversion.</p>	

Benefit Highlights		
Annual deductible	\$1,000 per individual contract per calendar year. \$2,000 per family contract (two or more members) per calendar year. Two or more members must meet the family deductible. If the individual deductible has been met, but not the family deductible, we will pay covered services only for that member. Covered services for the remaining family members will be paid when the full family deductible has been met.	\$2,000 per individual contract per calendar year. \$4,000 per family contract (two or more members) per calendar year. Two or more members must meet the family deductible. If the individual deductible has been met, but not the family deductible, we will pay covered services only for that member. Covered services for the remaining family members will be paid when the full family deductible has been met.
Copays	30% of the BCBSM-approved amount	50% of the BCBSM-approved amount
Annual copay dollar maximum	\$2,500 per individual contract. \$5,000 per family contract (two or more members). Prescription drug copays and flat-dollar copays do not contribute to the annual copay dollar maximum.	\$5,000 per individual contract. \$10,000 per family contract (two or more members). Prescription drug copays and flat-dollar copays do not contribute to the annual copay dollar maximum.
Annual out-of-pocket maximum: The annual out-of-pocket maximum limits the amount members are responsible for paying each calendar year. Once the annual out-of-pocket maximum is met, most services are payable at 100% of the BCBSM-approved amount.	\$3,500 per individual contract. \$7,000 per family contract (two or more members).	\$7,000 per individual contract. \$14,000 per family contract (two or more members).
Lifetime maximum (per member)	No lifetime maximum	
Fourth-quarter deductible carryover	Not applicable	
Preventive Services		
Preventive medical care and immunizations: Includes health maintenance exam, select laboratory services, gynecologic exam, Pap smear screening, prostate specific antigen screening, well-baby and well-child exams (6 visits per year through age 1; 2 visits per year, ages 2 through 3; 1 visit per year, ages 4 through 15) and immunizations as recommended by the USPSTF, ACIP, HRSA or other sources as recognized by BCBSM that are in compliance with the provisions of the Patient Protections and Affordable Care Act.	Covered – 100% with no deductible, copay or coinsurance. 90-day benefit waiting period applies.	Not covered
Mammography screening	Covered – 100% with no deductible copay or coinsurance. 90-day benefit waiting period applies.	
Preventive dental	Covered – 100% with no deductible. One dental exam, cleaning and one set of bitewing x-rays (up to four) per member, per calendar year. 90-day benefit waiting period applies.	
Preventive vision (VSP network provider only)	Covered – 100% with no deductible. One vision exam, per member, per calendar year. Discounts available on other vision services.	

	In-Network	Out-of-Network
Physician Office Services		
Office visits	Covered – 70% with no deductible; 2 visits, per member, per calendar year	Not covered
Outpatient presurgical second opinion consultations	Covered – 100% after deductible	Not covered
Office consultations	Not covered	
Emergency and Urgent Care Services		
Medical emergencies and accidental injuries	Covered – 70% after in-network deductible for all services other than physician services. You pay \$150 for physician services (waived if admitted).	
Ambulance service: medically necessary, emergency ground transport and air ambulance	Covered – 70% after in-network deductible	
Urgent care	Covered – 70% after deductible for all services other than physician services. You pay \$50 for physician services.	Covered – 50% after deductible for all services other than physician services. You pay \$50 for physician services.
Diagnostic and Radiation Services		
Laboratory tests and pathology	Covered – 70% after deductible	Covered – 50% after deductible
EKGs	Covered – 70% after deductible	Covered – 50% after deductible
Diagnostic radiology and X-rays	Covered – 70% after deductible	Covered – 50% after deductible
Colonoscopies (diagnostic)	Covered – 70% after deductible	Covered – 50% after deductible
CT scans and MRIs (BCBSM-participating facilities only)	Covered – 70% after deductible	Covered – 50% after deductible
Radiation therapy	Covered – 70% after deductible	Covered – 50% after deductible
Maternity Services		
Delivery and newborn routine care	Covered – 70% after deductible.	Covered – 50% after deductible.
Pre and postnatal exams	Not covered	
Inpatient Hospital Care		
Semi-private room: 120 days with 60-day renewal (BCBSM-approved facilities only)	Covered – 70% after deductible	Covered – 50% after deductible
Inpatient consultations	Covered – 70% after deductible	Covered – 50% after deductible
Complications of pregnancy	Covered – 70% after deductible	Covered – 50% after deductible
Surgical Care – Hospital or Outpatient		
Inpatient surgical care	Covered – 70% after deductible	Covered – 50% after deductible
Outpatient surgical care	Covered – 70% after deductible	Covered – 50% after deductible
Physician surgical services	Covered – 70% after deductible	Covered – 50% after deductible
Gender reassignment surgery and services	Not covered	
Bariatric surgery and services	Not covered	
Alternatives to Hospitalization		
Home health care (BCBSM-participating providers only)	Covered – 70% after in-network deductible	
Hospice care (BCBSM-participating programs only)	Covered – 100% after in-network deductible	

	In-Network	Out-of-Network
Outpatient Services		
Outpatient physical, occupational and speech therapy	Covered – 70% after deductible; 12 visits total, all therapies combined, per member, per calendar year	Covered – 50% after deductible; 12 visits total, all therapies combined, per member, per calendar year
Chemotherapy (IV)	Covered – 70% after deductible	Covered – 50% after deductible
Chemotherapy (oral)	Covered under prescription drug benefit	
Home infusion therapy (BCBSM-participating providers only)	Covered – 70% after in-network deductible	
Voluntary sterilization	Covered – 70% after deductible	Covered – 50% after deductible
Prosthetics: mandated only (BCBSM-participating providers only)	Covered – 70% after in-network deductible	
Other Medical Benefits		
Outpatient diabetes management program	Covered – 70% after deductible; includes monitors, lancets, tests strips, pumps and supplies. Insulin and syringes dispensed with insulin covered under prescription drug benefit.	Covered – 50% after deductible; includes monitors, lancets, tests strips, pumps and supplies. Insulin and syringes dispensed with insulin covered under prescription drug benefit.
Outpatient diabetes training program	Covered – 70% after deductible	
Contraceptives: devices and contraceptive injectables (implants are not covered)	Covered – 70% after deductible	Covered – 50% after deductible
Organ Transplantation		
Bone marrow transplants	Covered – 70% after deductible	Covered – 50% after deductible
Kidney, cornea and skin transplants	Covered – 70% after deductible	Covered – 50% after deductible
Specified organ transplant: (BCBSM-designated facilities only)	Covered – 100% after in-network deductible	
Mental Health and Substance Abuse Treatment		
Inpatient mental health (BCBSM-approved facilities only)	Covered – 70% after deductible, up to 30 days of unused 120 inpatient hospital days per calendar year with 60-day renewal.	Covered – 50% after deductible, up to 30 days of unused 120 inpatient hospital days per calendar year with 60-day renewal.
Outpatient mental health	Not covered	
Substance abuse: inpatient (residential) and outpatient combined, up to state-mandated benefit (BCBSM-approved facilities only)	Covered – 70% after deductible	Covered – 50% after deductible

	In-Network	Out-of-Network
Prescription Drugs	Network Pharmacy	Non-network Pharmacy
	For individuals 19 years of age and older, prescription drug benefits are subject to a 180-day waiting period for pre-existing conditions. Medical and drug expenses do not combine to meet the annual deductible. Prescription drug copays do not contribute to the annual copay dollar maximum.	
Annual maximum	None	
Retail (1-30 day supply)	Covered – 50% of the approved amount with \$10 minimum and \$100 maximum copay with no deductible. Insulin and disposable needles and syringes for diabetes management covered.	Members must pay the pharmacist the full cost of the drug. BCBSM will reimburse 75% of the BCBSM-approved amount for covered drugs, less the copay and the difference between the non-network pharmacy's charge and the BCBSM-approved amount for the drug. No deductible required. Insulin and disposable needles and syringes for diabetes management covered.
90-day retail (84-90 day supply)	Covered – 50% of the approved amount with a minimum of \$20 and a maximum of \$200 per prescription, with no deductible. Insulin and disposable needles and syringes for diabetes management covered.	Not covered
Mail order (31-90 day supply)	Covered – 50% of the approved amount with a minimum of \$20 and a maximum of \$200 per prescription, with no deductible. Insulin and disposable needles and syringes for diabetes management covered.	Not covered

NOTES: Individual Care Blue Plus is not available for group conversion.

- The 90-day benefit waiting period for preventive medical care, mammography screening and preventive dental will be waived with proof of credible coverage.
- Out-of-network and nonparticipating providers may bill members for the difference between BCBSM's approved amount and the provider's charge, even when referred.
- Flexible Blue Dental PlusSM coverage may be purchased separately with this plan.

Exclusions and Limitations: Conditions covered by workers' compensation or similar law; services or supplies not specifically listed as covered under your benefit plan; services received before your effective date or after coverage ends; services you wouldn't have to pay for if you did not have this coverage; services or supplies that are not medically necessary; physical exams for insurance, employment, sports or school; any amounts in excess of BCBSM's approved amount; cosmetic surgery; dental care, dental implants or treatment to the teeth except as specifically stated in your benefit plan; hearing aids; infertility services; private duty nursing; eyeglasses or contact lenses; telephone, facsimile machine or any other type of electronic consultation; educational services, except as specifically provided or arranged by BCBSM; nutritional counseling; care or treatment furnished in a nonparticipating hospital, except as specifically stated in your benefit plan; personal comfort items; custodial care; services or supplies supplied to any person not covered under your benefit plan; services while confined in a hospital or other facility owned or operated by state or federal government, unless required by law; services provided by a professional provider to a family member; services provided by any person who ordinarily resides in the covered person's home or who is a family member; any drug, medicine or device that is not FDA-approved, unless required by law; vitamins, dietary products and any other nonprescription supplements; dental services, except for dental injury; appliances or supplies; war or any act of war, whether declared or not; communication or travel time, lodging or transportation, except as stated in your benefit plan; foot care services, except as stated in your benefit plan; health clubs or health spas, aerobic and strength conditioning, work hardening programs and related material and products for these programs; hair prosthesis, hair transplants or implants; experimental treatments, except as stated in your benefit plan; weight loss programs; and alternative medicines or therapies.

This document is intended to be an easy-to-read summary. It is not a contract. Additional limitations and exclusions may apply to covered services. A complete description of benefits is contained in the applicable Blue Cross Blue Shield of Michigan certificate and riders. Payment amounts are based on the BCBSM-approved amount, less any applicable deductible and/or copay amounts required by the plan. All covered benefits are subject to a pre-existing conditions waiting period, unless noted otherwise. This coverage is provided pursuant to a contract entered into in the state of Michigan and shall be construed under the jurisdiction and according to the laws of the state of Michigan.

Dental Plan

Flexible **Blue** Dental PlusSM

Class I – Preventive services

Oral exams, bitewing X-rays, teeth cleanings and fluoride

Covered – 75%, twice per calendar year. (90-day benefit waiting period applies)

Class II – Restorative services

Replacement fillings and onlays, crowns, extractions and root canal therapy

Covered – 50% of the approved amount; subject to frequency limitations (90 day benefit waiting period applies)

Benefit maximum

The benefit maximum limits the amount payable for services each calendar year. Once a member reaches the benefit maximum, services will not be paid for that member for the balance of the calendar year. We will continue to pay claims for other eligible members until each member has reached the maximum.

\$800 per member, per calendar year

NOTES:

- The 90-day benefit waiting period for Class I and II services is waived with proof of creditable coverage.
- Flexible Blue Dental Plus is optional coverage that may be purchased with Individual Care Blue PlusSM or Flexible Blue IISM plans. Members may choose a DNoA network dentist. If a member chooses to receive care outside the DNoA network, their out-of-pocket costs may be higher.

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Didn't add a dental plan at enrollment?

That's ok – you still can. You already trust us with your medical health. Why not trust us with your dental health?

Adding **Flexible Blue Dental Plus** coverage to your medical plan results in cost savings and convenience – not to mention a comprehensive health plan. It covers everything from routine cleanings to major restorations.

Questions about Flexible Blue Dental Plus or want to enroll?

Phone: 1-877-4MY-BLUE (469-2583)

Web: bcbsm.com/bluedental

Or contact your Blues-contracted agent



What are my payment options?

- Our automatic bill payment plan allows you to transfer your premium payment automatically from your checking or savings account and eliminates a paper bill. If you choose to pay monthly, you must enroll in this plan. To enroll, [click here](#) or visit bcbsm.com and follow these steps:
 1. Click on the *Member* tab.
 2. Click on *More*.
 3. Click on *Managing Your Coverage* from the *Member Services* menu on the left.
 4. Click on *How to Make a Payment*.
 5. Click on and complete the *Automatic Payment Enrollment Form*.
- To pay by mail, please send your check or money order to:

Blue Cross Blue Shield of Michigan
P.O. Box 553174
Detroit, MI 48255-3174

If you choose to pay on a quarterly schedule, you can choose either payment option.

By when do I need to make my payment?

Your individual policy is a pre-paid plan, so you pay for your coverage in advance. If we don't receive your payment by the due date of your bill, your coverage will be put on hold. We will advise your doctor, hospital or pharmacy that you are responsible for any claims until we receive your payment. If we don't receive your payment within 30 days of the due date, your coverage will be cancelled and you must wait six months to reapply for any individual Blues product.

How do I make changes to my personal information?

A [Change of Status Form](#) is available online at bcbsm.com/myblue. This form may be used to change your coverage options, billing address and phone number, and to add or remove dependents. Fill out the form, then mail or fax it to us using the address or fax number provided on the form.

What is my deductible?

A deductible is an amount you must pay each year before your plan begins to pay for covered benefits. Your deductible is listed in the benefits summary included with this booklet. If you have a family contract, one or more family members must meet the family deductible before services are covered. Most benefits, including office visits and prescription drugs, are subject to the deductible requirements.

What is my copayment?

A copay is a flat dollar amount or a percentage of the BCBSM-approved amount that is your responsibility when you receive care. Your copays are listed in the benefits summary included with this booklet.

What is my annual copay maximum?

This is the highest dollar amount a member or a family pay in copays each year. Your copay maximum is listed in the benefits summary included with this booklet.

What is my waiting period?

For individuals 19 years of age and older, there is a 180-day waiting period for pre-existing conditions. Your pre-existing waiting period may be waived if you've met Health Insurance Portability and Accountability Act of 1996 eligibility criteria and have had 18 months of creditable coverage. Please refer to Terms and Conditions on Page 9 of this kit or call the number on the back of your ID card to find out if this applies to you. You will need to send an [Application for Waiver of the Pre-Existing Waiting Period](#) and a *Certificate of Creditable Coverage* from your former health carrier to:

Mail:	Fax:
Blue Cross Blue Shield of Michigan	Blue Cross Blue Shield of Michigan
600 E. Lafayette Blvd.	313-983-2286
Mail Code 1124	
Detroit, MI 48226	

Preventive dental services have a 90-day benefit waiting period.
There is no waiting period for vision benefits.

Individual Business Customer Service

Phone Number: 1-888-288-2738

Hours of Operations

7 a.m. to 8 p.m. Monday through Friday;

10 a.m. to 4 p.m. Saturday.

I'm traveling outside of Michigan. Will I have health care coverage?

Blues members take their health care benefits with them — across the country and around the world. Under *Find a Doctor*, just click on *National* next to *More Searches*, or you can [click here](#). If you need help finding a doctor or hospital while you're traveling, call 1-800-810-BLUE (2583).

Are prescription drugs covered when I travel?

Your prescription drug coverage can also be used across the country and around the world. Coverage will vary based on network and non-network rules. If you use a pharmacy in our network or a retail pharmacy participating in the Medco network outside of Michigan, your prescription drug claims will be paid according to your plan benefits. If you are traveling outside of Michigan, check with the pharmacy to make sure they are in the Medco network before you fill your prescription.

You can find our approved list of prescription drugs by accessing the drug formulary online at bcbsm.com.

How can I get a copy of my certificates and riders?

A certificate is a legal document approved by Michigan's Office of Financial and Insurance Regulation. A rider is a legal document that amends a certificate by increasing, limiting, deleting or clarifying the scope of coverage. Your certificate lists the terms, benefits and limitations of your health care coverage, and includes any riders that amend the certificate. You can view and print copies of your certificates and riders through *Member Secured Services* at bcbsm.com.

TERMS AND CONDITIONS OF INDIVIDUAL COVERAGE

Thank you for choosing **Blue Cross Blue Shield of Michigan's Individual Care Blue** plan. You have been approved for coverage based on the following terms and conditions:

- You are a resident of Michigan and live in the state at least six months of the year.
- You are not eligible for group coverage through an employer or your spouse's employer.
- You are not currently covered by another health plan, excluding Medicaid.
- You do not have Medicare and are not eligible for Medicare supplemental coverage.

BCBSM considers you to be eligible for group coverage if your employer or your spouse's employer pays any part of your premium.

Pre-existing conditions

A pre-existing condition is any medical condition for which medical advice, diagnosis, care or treatment was recommended or received in the six months prior to your coverage effective date.

Pre-existing condition waiting period

For individuals 19 years of age and older, BCBSM does not provide coverage for treatment of a pre-existing condition for 180 days following the date we received your application.

You are subject to BCBSM's 180-day pre-existing condition waiting period if:

- You are 19 years of age and older.
- You had no prior coverage or your previous coverage was an individual policy. If your previous individual coverage was with BCBSM, you may receive credit toward the waiting period for the number of days you were covered under the previous certificate, provided there was no lapse in coverage.
- You were covered under COBRA but have not exhausted your COBRA benefit.

You are not subject to BCBSM's 180-day pre-existing condition waiting period if (all of the following conditions must be met):

- You are 18 years of age or younger.
- Prior to your application for this coverage you were continuously covered under one or more health plans for a total of at least 18 months, with no more than a 62-day break. Coverage may include group health plans, individual health insurance, Medicare, Medicaid, public health plans, military or federal programs, Indian Health Services, freestanding prescription drug coverage or other health plans. Freestanding dental and vision coverage cannot be counted as prior health coverage.
- Your most recent health coverage was through a group health plan. (Please note that even though health coverage might be provided through an association or other organization, it is considered to be "individual" health insurance if it is not provided through an employer-sponsored group health plan. Also, a business owner and spouse are usually not considered employees of a business if no other employees take part in the health plan. If this is the case, the health plan cannot be defined as a group health plan but is instead an individual plan. If, however, the spouse of the business owner is a bona fide employee of the business, the plan may be a group health plan. Proof may be required of employee status.)
- You have elected and exhausted any COBRA coverage for which you or they were eligible.
- You're no longer eligible for group coverage, and you're not eligible for Medicare or Medicaid.
- Your prior coverage was not terminated due to premium nonpayment or fraud.

If you have any questions about the terms and conditions of your coverage, please call the Customer Service phone number on the back of your Blues ID card.

Terms and conditions are subject to change by Blue Cross Blue Shield of Michigan.

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