

### Coverage Period: Beginning On or After 1/1/2024

San Francisco Health Service System Fund (CCSF) - ASO PPO Blue Shield of CA PPO

Coverage for: Individual + Family | Plan Type: PPO

The Summary of Benefits and Coverage (SBC) document will help you choose a health <u>plan</u>. The SBC shows you how you and the <u>plan</u> would share the cost for covered health care services. NOTE: Information about the cost of this <u>plan</u> (called the <u>premium</u>) 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, visit <u>member.accolade.com</u> or call 1-866-336-0711. For general definitions of common terms, such as <u>allowed amount</u>, <u>balance billing</u>, <u>coinsurance</u>, <u>copayment</u>, <u>deductible</u>, <u>provider</u>, or other <u>underlined</u> terms see the Glossary. You can view the Glossary at <u>healthcare.gov/sbc-glossary</u> or call 1-866-444-3272 to request a copy.

Important Questions	Answers	Why This Matters:
What is the overall deductible?	<b>\$250</b> per individual / <b>\$750</b> per family for participating providers; <b>\$500</b> per individual / <b>\$1,500</b> per family for non-participating providers.	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> .
Are there services covered before you meet your <u>deductible</u> ?	Yes. <u>Preventive care</u> and services listed in your complete terms of coverage.	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 <u>healthcare.gov/coverage/preventive-care-benefits</u> .
Are there other deductibles for specific services?	No.	You don't have to meet <u>deductibles</u> for specific services.
What is the <u>out-of-pocket</u> <u>limit</u> for this <u>plan</u> ?	\$3,750 per individual / \$7,500 per family for <u>participating providers</u> ; \$7,500 per individual for <u>non-participating providers</u> .	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.
What is not included in the <u>out-of-pocket limit?</u>	<u>Copayments</u> for certain services, <u>premiums</u> , <u>balance-billing</u> charges, and health care this <u>plan</u> doesn't cover.	Even though you pay these expenses, they don't count toward the out-of-pocket limit.
Will you pay less if you use a <u>network provider</u> ?	Yes. See member.accolade.com or call 1-866-336-0711 for a list of network providers.	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</u> network. 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.
Do you need a <u>referral</u> to see a <u>specialist</u> ?	No.	You can see the specialist you choose without a referral.



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

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Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions, & Other Important Information
Common Medical Event	Services You May Need	<u>Participating Provider</u> (You will pay the least)	Non-Participating Provider (You will pay the most)	Limitations, Exceptions, & Other Important Information
If you visit a health care provider's office or clinic	Primary care visit to treat an injury or illness	15% coinsurance	50% coinsurance	None
If you visit a health care <u>provider's</u> office or clinic	Specialist visit	15% coinsurance	50% coinsurance	None
If you visit a health care provider's office or clinic	Preventive care/screening /immunization	No Charge; <u>deductible</u> does not apply	50% coinsurance	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.
If you have a test	<u>Diagnostic test</u> (x-ray, blood work)	Lab & Path: 15% coinsurance X-Ray & Imaging: 15% coinsurance Other Diagnostic Examination: 15% coinsurance	Lab & Path: 50% coinsurance X-Ray & Imaging: 50% coinsurance Other Diagnostic Examination: 50% coinsurance	The services listed are at a freestanding location.
If you have a test	Imaging (CT/PET scans, MRIs)	Outpatient Radiology Center: 15% coinsurance Outpatient Hospital: 15% coinsurance	Outpatient Radiology Center. 50% coinsurance Outpatient Hospital: 50% coinsurance	Preauthorization is required. Failure to obtain preauthorization may result in non-payment of benefits.
If you need drugs to treat your illness or condition	Contraceptive Drugs and devices	Retail: No Charge Mail Service: No Charge	Retail: Applicable to Tier 1, Tier 2 or Tier 3 copayment Mail Service: Not Covered	Preauthorization is required for select drugs. Failure to obtain preauthorization may result in non-
More information about prescription drug coverage is available at blueshieldca.com/formulary	Tier 1 (Mostly Preferred Generic Drugs and some Brand Drugs)	Retail: \$10/prescription Mail Service: \$20/prescription	Retail: 50% coinsurance + \$10/prescription Mail Service: Not Covered	payment of benefits. Retail: Covers up to a 30-day supply; up to 90-days may be covered with a copayment for each 30-day supply. Mail Service: Covers up to a 90-day supply.

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<sup>\*</sup> For more information about limitations and exceptions, see the plan or policy document at <a href="mailto:member.accolade.com">member.accolade.com</a>.

Common Medical Event	Services You May Need	What You	Will Pay	Limitations, Exceptions, & Other Important Information
Common Medical Event	Services You May Need	<u>Participating Provider</u> (You will pay the least)	Non-Participating Provider (You will pay the most)	Limitations, Exceptions, & Other Important Information
If you need drugs to treat your illness or condition More information about prescription drug coverage is available at blueshieldca.com/formulary	Tier 2 (Mostly Preferred Brand Drugs and some Generic Drugs)	Retail: \$25/prescription Mail Service: \$50/prescription	Retail: 50% coinsurance + \$25/prescription Mail Service: Not Covered	Preauthorization is required for select drugs. Failure to obtain preauthorization may result in non-payment of benefits.  Retail: Covers up to a 30-day supply; 90-days may be covered with a copayment for each 30-day supply;  Mail Service: Covers up to a 90-day supply.
If you need drugs to treat your illness or condition  More information about prescription drug coverage is available at blueshieldca.com/formulary	Tier 3 (Non-Preferred Generic and Non-Preferred Brand Drugs)	Retail: \$50/prescription Mail Service: \$100/prescription	Retail: 50% coinsurance + \$50/prescription Mail Service: Not Covered	Preauthorization is required for select drugs. Failure to obtain preauthorization may result in non-payment of benefits.  Retail: Covers up to a 30-day supply; 90-days may be covered with a copayment for each 30-day supply; Mail Service: Covers up to a 90-day supply.
If you need drugs to treat your illness or condition  More information about prescription drug coverage is available at blueshieldca.com/formulary	Tier 4 (Specialty and high-cost Drugs)	Retail and Network Specialty Pharmacies: \$50/prescription Mail Service: \$100/prescription	Retail: 50% coinsurance + \$50/prescription Mail Service: Not Covered	Preauthorization is required. Failure to obtain preauthorization may result in non-payment of benefits.  Retail and Network Specialty Pharmacies: Covers up to a 30-day supply; Specialty drugs must be obtained at a Network Specialty Pharmacy.  Mail Service: Covers up to a 90-day supply.
If you have outpatient surgery	Facility fee (e.g., ambulatory surgery center)	Ambulatory Surgery Center: 15% <u>coinsurance</u> Outpatient Hospital: 15% <u>coinsurance</u>	Ambulatory Surgery Center: 50% coinsurance Outpatient Hospital: 50% coinsurance	None
If you have outpatient surgery	Physician/surgeon fees	15% <u>coinsurance</u>	50% coinsurance	None

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Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions, & Other Important Information
Common Medical Event	Services You May Need	Participating Provider (You will pay the least)	Non-Participating Provider (You will pay the most)	Limitations, Exceptions, & Other Important Information
If you need immediate medical attention	Emergency room care	Facility Fee: 15% coinsurance Physician Fee: 15% coinsurance	Facility Fee: 15% coinsurance Physician Fee: 15% coinsurance	None
If you need immediate medical attention	Emergency medical transportation	15% coinsurance	15% coinsurance	Coverage is available for emergency or authorized transport.
If you need immediate medical attention	<u>Urgent care</u>	15% coinsurance	50% coinsurance	None
If you have a hospital stay	Facility fee (e.g., hospital room)	15% <u>coinsurance</u>	50% coinsurance	<u>Preauthorization</u> is required. Failure to obtain <u>preauthorization</u> may result in non-payment of benefits.
If you have a hospital stay	Physician/surgeon fees	15% coinsurance	50% coinsurance	None
If you need mental health, behavioral health, or substance abuse services	Outpatient services	Office Visit: 15% coinsurance Other Outpatient Services: 15% coinsurance Partial Hospitalization: 15% coinsurance Psychological Testing: 15% coinsurance	Office Visit: 50% coinsurance Other Outpatient Services: 50% coinsurance Partial Hospitalization: 50% coinsurance Psychological Testing: 50% coinsurance	Preauthorization is required except for office visits and office-based opioid treatment.  Failure to obtain preauthorization may result in non-payment of benefits.
If you need mental health, behavioral health, or substance abuse services	Inpatient services	Physician Inpatient Services: 15% coinsurance Hospital Services: 15% coinsurance Residential Care: 15% coinsurance	Physician Inpatient Services: 50% coinsurance Hospital Services: 50% coinsurance Residential Care: 50% coinsurance	Preauthorization is required. Failure to obtain preauthorization may result in non-payment of benefits.

 $<sup>^{\</sup>star}$  For more information about limitations and exceptions, see the plan or policy document at  $\underline{\mathsf{member.accolade.com}}.$ 

Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions, & Other Important Information
Common Medical Event	Services You May Need	Participating Provider (You will pay the least)	Non-Participating Provider (You will pay the most)	Limitations, Exceptions, & Other Important Information
If you are pregnant	Office visits	15% <u>coinsurance</u>	50% coinsurance	Cost sharing does not apply for preventive services from a Participating Provider.
If you are pregnant	Childbirth/delivery professional services	15% coinsurance	50% coinsurance	None
If you are pregnant	Childbirth/delivery facility services	15% coinsurance	50% coinsurance	None
If you need help recovering or have other special health needs	Home health care	15% coinsurance	50% coinsurance	Preauthorization is required. Failure to obtain preauthorization may result in non-payment of benefits. Coverage limited to 120 visits per member per calendar year.
If you need help recovering or have other special health needs	Rehabilitation services	Office Visit: 15% coinsurance Outpatient Hospital: 15% coinsurance	Office Visit: 50% coinsurance Outpatient Hospital: 50% coinsurance	None
If you need help recovering or have other special health needs	Habilitation services	Office Visit: 15% coinsurance Outpatient Hospital: 15% coinsurance	Office Visit: 50% coinsurance Outpatient Hospital: 50% coinsurance	None
If you need help recovering or have other special health needs	Skilled nursing care	Freestanding SNF: 15% coinsurance Hospital-based SNF: 15% coinsurance	Freestanding SNF: 50% coinsurance Hospital-based SNF: 50% coinsurance	Preauthorization is required. Failure to obtain preauthorization may result in non-payment of benefits. Coverage limited to 120 days per member per benefit period.

 $<sup>^{\</sup>star}$  For more information about limitations and exceptions, see the plan or policy document at  $\underline{\mathsf{member.accolade.com}}.$ 

Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions, & Other Important Information
Common Medical Event	Services You May Need	<u>Participating Provider</u> (You will pay the least)	Non-Participating Provider (You will pay the most)	Limitations, Exceptions, & Other Important Information
If you need help recovering or have other special health needs	Durable medical equipment	15% coinsurance	50% coinsurance	Preauthorization is required. Failure to obtain preauthorization may result in non-payment of benefits.
If you need help recovering or have other special health needs	Hospice services	15% coinsurance	50% coinsurance	<u>Preauthorization</u> is required except for pre-hospice consultation. Failure to obtain <u>preauthorization</u> may result in non-payment of benefits.
If your child needs dental or eye care	Children's eye exam	No Charge; <u>deductible</u> does not apply	50% coinsurance	Routine children vision screening
If your child needs dental or eye care	Children's glasses	Not Covered	Not Covered	None
If your child needs dental or eye care	Children's dental check-up	Not Covered	Not Covered	None

 $<sup>^{\</sup>star}$  For more information about limitations and exceptions, see the plan or policy document at  $\underline{\mathsf{member.accolade.com}}.$ 

### **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.)

Cosmetic surgery

Long-term care

Private-duty nursing

Routine foot care

• Dental care (Adult)

- Non-emergency care when traveling outside the U.S.
- Routine eye care (Adult)

Weight loss programs

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

Acupuncture

Chiropractic Care

Hearing Aids

Infertility Treatment

Bariatric surgery

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: Department of Health and Human Services, Center for Consumer Information and Insurance Oversight, at 1-877-267-2323 x61565 or <a href="mailto:cciio.cms.gov">cciio.cms.gov</a>. Other coverage options may be available to you too, including buying individual insurance coverage through the Health Insurance <a href="Marketplace">Marketplace</a>. For more information about the Marketplace, visit 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 <u>plan</u> for a denial of a <u>claim</u>. This complaint is called a <u>grievance</u> or <u>appeal</u>. For more information about your rights, look at the explanation of benefits you will receive for that medical <u>claim</u>. Your <u>plan</u> documents also provide complete information to submit a <u>claim</u>, <u>appeal</u>, or a <u>grievance</u> for any reason to your <u>plan</u>. For more information about your rights, this notice or assistance, contact: Accolade Customer Service at 1-866-336-0711 or the Department of Labor's Employee Benefits Security Administration at **1-866-444-EBSA (3272)** or <u>dol.gov/ebsa/healthreform</u>.

# 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.

<sup>\*</sup> For more information about limitations and exceptions, see the plan or policy document at <a href="mailto:member.accolade.com">member.accolade.com</a>.

### **Language Access Services:**

English: For assistance in English at no cost, call 1-866-346-7198.

Spanish (Español): Para obtener asistencia en Español sin cargo, llame al 1-866-346-7198.

Tagalog (Tagalog): Kung kailanganninyo ang libreng tulongsa Tagalog tumawag sa 1-866-346-7198.

Chinese (中文): 如果需要中文的免费帮助, 请拨打这个号码1-866-346-7198.

Navajo (Dine): Diné k'ehjí doo baah ílínígó shíka' at'oowoł nínízingo, kwiji' hodíílnih 1-866-346-7198.

Vietnamese (Tiếng Việt): Đểđược hỗ trợ miễn phí tiếng Việt, vui lòng gọi đến số 1-866-346-7198.

Korean (한국어): 한국어도움이필요하시면, 1-866-346-7198 무료전화 로전화하십시오.

Armenian (Հայերեն)։ Հայերեն լեզվով անվճար օգնույթյուն ստանալու համար խնդրում ենք զանգահարել 1-866-346-7198.

Russian (Русский): если нужна бесплатная помощь на русском языке, то позвоните 1-866-346-7198.

Japanese (日本語): 日本語支援が必要な場合1-866-346-7198に電話をかけてください。無料で提供します。

براى دريافت كمك رايگان زبان فارسي، لطفاً با شماره تلفن 7198-346-1- تماس بگيريد. : (فارسي) Persian

Punjabi (ਪੰਜਾਬੀ): ਪੰਜਾਬੀ ਵਿਚ ਸਹਾਇਤਾ ਲਈ ਕਿਰਪਾ ਕਰਕੇ 1-866-346-7198 'ਤੇ ਕਾੱਲ ਕਰੋ।

Khmer (ភាសាខ្មែរ)៖ សូមជំនួយភាសាអង់គ្លេសដោយឥតគិតផ្អៃ សូមទាក់ទងមកលេខ 1-866-346-7198។

لحصول على المساعدة في اللغة العربية مجانا، تفضل باتصال على هذا الرقم: 7198-346-1-1. (العربية) Arabic

Hmong (Hnoob): Xav tau kev pab dawb lub Hmoob, thov hu rau 1-866-346-7198.

Hindi (हिन्दी): हिन्दी में बिना खर्च के सहायता के लिए, 1-866-346-7198 पर कॉल करें।

Thai (ไทย): สำหรับความช่วยเหลือเป็นภาษาไทยโดยไม่มีค่าใช้จ่ายโปรดโทร 1-866-346-7198

Laotian (ພາສາລາວ): ສໍາລັບການຊ່ວຍເຫຼືອເປັນພາສາລາວແບບບໍ່ເສຍຄ່າ, ກະລຸນາໂທ1-866-346-7198.

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

## **PRA Disclosure Statement**

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is **0938-1146**. The time required to complete this information collection is estimated to average **0.08** hours per response, including the time to review instructions, search existing data resources, gather the data needed, and complete and review the information collection. If you have comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to: CMS, 7500 Security Boulevard, Attn: PRA Reports Clearance Officer, Mail Stop C4-26-05, Baltimore, Maryland 21244-1850.

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### **About these Coverage Examples:**



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

# Peg is Having a Baby

(9 months of <u>participating</u> pre-natal care and a hospital delivery)

■ The <u>plan's</u> overall <u>deductible</u>	\$250
■ Specialist coinsurance	15%
■ Hospital (facility) coinsurance	15%
Other <u>coinsurance</u>	15%

#### 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)

Total Example Cost	\$12,700

# In this example, Peg would pay:

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Cost Sharing			
<u>Deductibles</u>	\$300		
<u>Copayments</u>	\$10		
Coinsurance	\$1,800		
What isn't covered			
Limits or exclusions	\$60		
The total Peg would pay is	\$2,170		

# **Managing Joe's Type 2 Diabetes**

(a year of routine <u>participating</u> care of a well-controlled condition)

■ The <u>plan's</u> overall <u>deductible</u>	\$250
■ Specialist coinsurance	15%
■ Hospital (facility) coinsurance	15%
Other coinsurance	15%

### This EXAMPLE event includes services like:

<u>Primary care physician</u> office visits (*including disease education*)

<u>Diagnostic tests</u> (blood work)

Prescription drugs

<u>Durable medical equipment</u> (glucose meter)

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

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Cost Sharing	
<u>Deductibles</u>	\$300
Copayments	\$500
Coinsurance	\$300
What isn't covered	
Limits or exclusions	\$20
The total Joe would pay is	\$1,120

# **Mia's Simple Fracture**

(<u>participating</u> emergency room visit and follow up care)

■ The <u>plan's</u> overall <u>deductible</u>	\$250
■ Specialist coinsurance	15%
■ Hospital (facility) coinsurance	15%
Other coinsurance	15%

#### This EXAMPLE event includes services like:

<u>Emergency room care</u> (including medical supplies)

Diagnostic test (x-ray)

<u>Durable medical equipment</u> (crutches)

Rehabilitation services (physical therapy)

## In this example, Mia would pay:

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Cost Sharing	
<u>Deductibles</u>	\$300
<u>Copayments</u>	\$10
Coinsurance	\$400
What isn't covered	
Limits or exclusions	\$0
The total Mia would pay is	\$710