



BlueCross BlueShield
of Texas

Summary of Benefits

Blue Cross Medicare Advantage Choice Plus (PPO)SM

January 1, 2020 – December 31, 2020

This booklet gives you a summary of what we cover and what you pay. It doesn't list every service that we cover or list every limitation or exclusion. To get a complete list of services we cover, call us and ask for the "Evidence of Coverage."

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Pre-Enrollment Checklist

Before making an enrollment decision, it is important that you fully understand our benefits and rules. If you have any questions, you can call and speak to a customer service representative at 1-877-774-8592 (TTY/TDD: 711). We are open between 8:00 a.m. – 8:00 p.m., local time, 7 days a week. If you are calling from April 1 through September 30, alternate technologies (for example, voicemail) will be used on the weekends and holidays.

Understanding the Benefits

- Review the full list of benefits found in the Evidence of Coverage (EOC), especially for those services for which you routinely see a doctor. Visit www.getbluetx.com/mapd or call 1-877-774-8592 to view a copy of the EOC.
- Review the *Provider Directory* (or ask your doctor) to make sure the doctors you see now are in the network. If they are not listed, it means you will likely have to select a new doctor.
- Review the *Pharmacy Directory* to make sure the pharmacy you use for any prescription medicines is in the network. If the pharmacy is not listed, you will likely have to select a new pharmacy for your prescriptions.

Understanding Important Rules

- You must continue to pay your Medicare Part B premium. This premium is normally taken out of your Social Security check each month.
- Benefits, premiums and/or copayments/co-insurance may change on January 1, 2021.
- Our plan allows you to see providers outside of our network (non-contracted providers). However, while we will pay for covered services provided by a non-contracted provider, the provider must agree to treat you. Except in an emergency or urgent situations, non-contracted providers may deny care. **In addition, you will pay a higher copay for services received by non-contracted providers.**

INTRODUCTION TO SUMMARY OF BENEFITS

January 1, 2020 – December 31, 2020

	Blue Cross Medicare Advantage Choice Plus (PPO)SM
<p>You have choices about how to get your Medicare prescription drug benefits</p>	<ul style="list-style-type: none"> • One choice is to get your Medicare benefits through Original Medicare (fee-for-service Medicare). Original Medicare is run directly by the Federal government. • Another choice is to get your Medicare benefits by joining a Medicare health plan (such as Blue Cross Medicare Advantage Choice Plus (PPO)).
<p>Tips for comparing your Medicare choices</p>	<p>This Summary of Benefits booklet gives you a summary of what Blue Cross Medicare Advantage Choice Plus (PPO) covers and what you pay.</p> <ul style="list-style-type: none"> • If you want to compare our plans with other Medicare Health Plans, ask the other plans for their Summary of Benefits booklets. Or, use the Medicare Plan Finder on http://www.medicare.gov. • If you want to know more about the coverage and costs of Original Medicare, look in your current “Medicare & You” handbook. View it online at http://www.medicare.gov or get a copy by calling 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.
<p>Sections in this booklet</p>	<ul style="list-style-type: none"> • Things to Know About Blue Cross Medicare Advantage Choice Plus (PPO) • Monthly Premium, Deductible, and Limits on How Much You Pay for Covered Services • Prescription Drug Benefits
<p>Blue Access for Members</p>	<p>Go to www.bluemembertx.com to access information about your plan selection, including:</p> <ul style="list-style-type: none"> • Claims information • Benefits information • Pharmacy locator

Blue Cross Medicare Advantage Choice Plus (PPO)SM	
Hours of Operation	<ul style="list-style-type: none"> • From October 1 to March 31, you can call us 7 days a week from 8:00 a.m. – 8:00 p.m. local time. • From April 1 to September 30, you can call us Monday through Friday from 8:00 a.m. – 8:00 p.m. local time.
Phone Numbers and Website	<ul style="list-style-type: none"> • If you are a member of this plan, call toll-free 1-877-774-8592. (TTY/TDD users should call 711). • If you are not a member of this plan, call toll-free 1-877-608-2698 (TTY/TDD users should call 711). <p>Our website: www.getbluetx.com/mapd</p>
Who can join?	<p>To join Blue Cross Medicare Advantage Choice Plus (PPO), you must be entitled to Medicare Part A, and/or be enrolled in Medicare Part B, and live in our service area.</p> <p>Our service area includes the following counties in Texas: Atascosa, Bandera, Bexar, Comal, Guadalupe, Kendall, Medina, and Wilson.</p>
Which doctors, hospitals, and pharmacies can I use?	<p>Blue Cross Medicare Advantage has a network of doctors, hospitals, pharmacies, and other providers. If you use the providers that are not in our network, the plan may not pay for these services.</p> <ul style="list-style-type: none"> • You must generally use network pharmacies to fill your prescriptions for covered Part D drugs. • Some of our network pharmacies have preferred cost-sharing. You may pay less if you use these pharmacies. • You can see our plan's <i>Provider Directory</i> and <i>Pharmacy Directory</i> at our website (www.getbluetx.com/mapd). • Or, call us and we will send you a copy of the <i>Provider Directory</i> and/or <i>Pharmacy Directory</i>.

Blue Cross Medicare Advantage Choice Plus (PPO) SM	
What do we cover?	<p>Like all Medicare health plans, we cover everything that Original Medicare covers—and <i>more</i>.</p> <p>Our plan members get <i>all</i> of the benefits covered by Original Medicare. For some of these benefits, you may pay more in our plan than you would in Original Medicare. For others, you may pay less.</p> <p>Our plan members also get <i>more than what is</i> covered by Original Medicare. Some of the extra benefits are outlined in this booklet.</p> <p>We cover Part D drugs. In addition, we cover Part B drugs such as chemotherapy and some drugs administered by your provider.</p> <p>You can see the complete plan formulary (list of Part D prescription drugs) and any restrictions on our website, (www.getbluetx.com/mapd). Or, call us and we will send you a copy of the formulary.</p>
How will I determine my drug costs?	<p>Our plan groups each medication into one of five “tiers.” You will need to use your formulary to locate what tier your drug is on to determine how much it will cost you. The amount you pay depends on the drug’s tier and what stage of the benefit you have reached. Later in this document we discuss the benefit stages that occur: Deductible, Initial Coverage, Coverage Gap, and Catastrophic Coverage.</p>

SUMMARY OF BENEFITS

January 1, 2020 - December 31, 2020

	Blue Cross Medicare Advantage Choice Plus (PPO)SM
How much is the monthly premium?	\$0 per month. In addition, you must keep paying your Medicare Part B premium.
How much is the deductible?	In-network: \$0 Out-of-network: \$750
Is there any limit on how much I will pay for my covered services?	<p>Yes. Like all Medicare health plans, our plan protects you by having yearly limits on your out-of-pocket costs for medical and hospital care. If you reach the limit on out-of-pocket costs, you keep getting covered hospital and medical services and we will pay the full cost for the rest of the year.</p> <p>Please note that you will still need to pay your monthly premiums and cost-sharing for your Part D prescription drugs.</p> <p>Your yearly limit(s) in this plan:</p> <ul style="list-style-type: none"> • \$6,700 for services you receive from in-network providers. • \$10,000 for services you receive from out-of-network providers. • \$10,000 for services you receive from any provider. Your limit for services received from in-network providers and your limit for services received from out-of-network providers will count toward this limit.
Is there a limit on how much the plan will pay?	Our plan has a coverage limit every year for certain benefits from any provider. Contact us for the services that apply.

Blue Cross Medicare Advantage Choice Plus (PPO)SM

COVERED MEDICAL AND HOSPITAL BENEFITS

NOTE: Services with a * may require prior authorization from your doctor.

INPATIENT CARE

Inpatient Hospital Care *

Our plan covers an unlimited number of days for an inpatient hospital stay.

- In-network: \$372 copay per day for days 1-5 and \$0 copay per day for days 6-90; \$0 copay per day for days 91 and beyond
- Out-of-network: 50% of the total cost per stay

OUTPATIENT CARE AND SERVICES

Outpatient Hospital Care/Surgery*

Outpatient hospital

- In-network: \$0-\$325 copay
- Out-of-network: 50% of the total cost

Ambulatory surgical center

- In-network: \$250 copay
- Out-of-network: 50% of the total cost

Doctor's Office Visits *

Primary care physician visit

- In-network: \$10 copay
- Out-of-network: 50% of the total cost

Specialist visit

- In-network: \$50 copay
- Out-of-network: 50% of the total cost

Blue Cross Medicare Advantage Choice Plus (PPO)SM

NOTE: Services with a * may require prior authorization from your doctor.

Preventive Care*

- In-network: \$0 copay
- Out-of-network: 50% of the total cost

Our plan covers many preventive services, including:

- | | | |
|---|---|--|
| <ul style="list-style-type: none"> • Abdominal aortic aneurysm screening • Alcohol misuse counseling • Bone mass measurement • Breast cancer screening (mammogram) • Cardiovascular disease (behavioral therapy) • Cardiovascular screenings • Cervical and vaginal cancer screening | <ul style="list-style-type: none"> • Colorectal cancer screenings (Colonoscopy, Fecal occult blood test, Flexible sigmoidoscopy) • Depression screening • Diabetes screenings • HIV screening • Medical nutrition therapy services • Obesity screening and counseling • Prostate cancer screenings (PSA) | <ul style="list-style-type: none"> • Sexually transmitted infections screening and counseling • Tobacco use cessation counseling (counseling for people with no sign of tobacco-related disease) • Vaccines, including Flu shots, Hepatitis B shots, Pneumococcal shots • “Welcome to Medicare” preventive visit (one-time) • Yearly “Wellness” visit |
|---|---|--|

Any additional preventive services approved by Medicare during the contract year will be covered.

Emergency Care

\$90 copay

Copay is waived if you are admitted to the hospital within 3 days for the same condition. See the “Inpatient Hospital Care” section of this booklet for other costs.

Urgently Needed Services

\$40 copay

Blue Cross Medicare Advantage Choice Plus (PPO)SM

NOTE: Services with a * may require prior authorization from your doctor.

Diagnostic Tests, Lab and Radiology Services, and X-Rays
*(Costs for these services may vary based on place of service)**

Diagnostic radiology services (such as MRIs, CT scans)

- In-network: \$275 to \$325 copay: \$275 at free standing radiology clinic; \$325 at outpatient hospital
- Out-of-network: 50% of the total cost

Diagnostic tests and procedures

- In-network: \$0-\$100 copay, depending on the service
- Out-of-network: 50% of the total cost

Lab services

- In-network: \$5 to \$50 copay (\$5 at free standing lab; \$10 at PCP lab; \$50 at specialist lab; \$50 at outpatient hospital lab)
- Out-of-network: 50% of the total cost

Outpatient X-rays

- In-network: \$5 to \$100 copay (\$5 at free standing radiology clinic; \$10 at PCP office; \$50 at specialist office; \$100 at outpatient hospital)
- Out-of-network: 50% of the total cost

Therapeutic radiology services (such as radiation treatment for cancer)

- In-network: 20% of the total cost
- Out-of-network: 50% of the total cost

Hearing Services*

Exam to diagnose and treat hearing and balance issues

- In-network: \$50 copay
- Out-of-network: 50% of the total cost

Blue Cross Medicare Advantage Choice Plus (PPO)SM

NOTE: Services with a * may require prior authorization from your doctor.

Dental Services*

Limited dental services (this does not include services in connection with care, treatment, filling, removal, or replacement of teeth)

- In-network: \$50 copay
- Out-of-network: 50% of the total cost

Preventive dental services

Cleaning

- In- or out-of-network: \$0 copay You are covered for up to 2 cleanings per year.

Dental X-ray(s)

- In- or out-of-network: \$0 copay. You are covered for up to 1 bitewing X-ray per year.

Oral exam

- In- or out-of-network: \$0 copay. You are covered for up to 2 oral exams per year.

Vision Services*

Exam to diagnose and treat diseases and conditions of the eye (including yearly glaucoma screening)

- In-network: \$0 copay for Medicare-covered eye exam; \$0 copay for one vision specialist exam
- Out-of-network: 50% of the total cost

Routine eye exam

- In- or out-of-network: \$0 copay for 1 routine eye exam every year
- \$40 allowance for an in-network or out-of-network routine eye exam every year

Eyeglasses or contact lenses after cataract surgery

- In-network: \$0 copay for 1 pair of Medicare-covered eyeglasses (lenses and frames) or contact lenses after cataract surgery
- Out-of-network: 50% of the total cost for 1 pair of Medicare-covered eyeglasses (lenses and frames) or contact lenses after cataract surgery

Blue Cross Medicare Advantage Choice Plus (PPO)SM

NOTE: Services with a * may require prior authorization from your doctor.

Mental Health Care*

Inpatient visit

Our plan covers up to 190 days in a lifetime for inpatient mental health care in a psychiatric hospital. The inpatient hospital care limit does not apply to inpatient mental services provided in a general hospital.

The copays for hospital and skilled nursing facility (SNF) benefits are based on benefit periods. A benefit period begins the day you're admitted as an inpatient and ends when you haven't received any inpatient care (or skilled care in a SNF) for 60 days in a row. If you go into a hospital or a SNF after one benefit period has ended, a new benefit period begins. You must pay the inpatient hospital deductible for each benefit period. There's no limit to the number of benefit periods.

Our plan covers 90 days for an inpatient hospital stay.

Our plan also covers 60 "lifetime reserve days." These are "extra" days that we cover. If your hospital stay is longer than 90 days, you can use these extra days. But once you have used up these extra 60 days, your inpatient hospital coverage will be limited to 90 days.

- In-network: \$270 copay per day for days 1-6 and \$0 copay per day for days 7-90
- Out-of-network: 50% of the total cost per stay

Outpatient group therapy visit

- In-network: \$30 copay
- Out-of-network: 50% of the total cost

Outpatient individual therapy visit

- In-network: \$30 copay
- Out-of-network: 50% of the total cost

Skilled Nursing Facility (SNF)*

Our plans cover up to 100 days in a SNF.

- In-network: \$0 copay per day for days 1-20 and \$178 copay per day for days 21-100
- Out-of-network: 50% of the total cost per stay

Blue Cross Medicare Advantage Choice Plus (PPO)SM

NOTE: Services with a * may require prior authorization from your doctor.

<p>Outpatient Rehabilitation*</p>	<p><u>Cardiac (heart) rehab services (for a maximum of 2 one-hour sessions per day for up to 36 sessions up to 36 weeks)</u></p> <ul style="list-style-type: none"> • In-network: \$50 copay • Out-of-network: 50% of the total cost <p><u>Occupational therapy visit</u></p> <ul style="list-style-type: none"> • In-network: \$40 copay • Out-of-network: 50% of the total cost <p><u>Physical therapy and speech and language therapy visit</u></p> <ul style="list-style-type: none"> • In-network: \$40 copay • Out-of-network: 50% of the total cost
<p>Ambulance* <i>(Medicare-covered ground and air transportation services)</i></p>	<p><u>Ground services</u></p> <ul style="list-style-type: none"> • In-network: \$300 copay for each one-way trip • Out-of-network: \$300 copay for each one-way trip <p><u>Air services</u></p> <ul style="list-style-type: none"> • In-network: \$300 copay for each one-way trip • Out-of-network: 50% of the total cost for each one-way trip
<p>Transportation</p>	<p>Not Covered</p>
<p>Medicare Part B Drugs*</p>	<p><u>Part B chemotherapy drugs and other Part B drugs</u></p> <ul style="list-style-type: none"> • In-network: 20% of the total cost • Out-of-network: 50% of the total cost

PRESCRIPTION DRUG BENEFITS

Blue Cross Medicare Advantage Choice Plus (PPO)SM

Part D Deductible Stage

- \$435 per year for Part D prescription drugs except for drugs listed on Tiers 1 and 2 which are excluded from the deductible.

Once you have paid \$435 for your Tiers 3, 4 and 5 drugs, you leave the Deductible Stage and move on to the next drug Payment stage, which is the Initial Coverage Stage.

Prescription Drug Cost Shares During the Initial Coverage Stage

After you pay your yearly deductible, you pay the following until your total yearly drug costs reach \$4,020. Total yearly drug costs are the total drug costs paid by both you and our Part D plan.

You may get your drugs at network retail pharmacies and mail-order pharmacies.

Initial Coverage Stage: Standard Retail Pharmacy	
	Blue Cross Medicare Advantage Choice Plus (PPO) SM
Tier 1: Preferred Generic	One-month supply: \$5 copay
	Three-month supply: \$15 copay
Tier 2: Generic	One-month supply: \$19 copay
	Three-month supply: \$57 copay
Tier 3: Preferred Brand	One-month supply: \$47 copay
	Three-month supply: \$141 copay
Tier 4: Non-Preferred Brand	One-month supply: \$100 copay
	Three-month supply: \$300 copay
Tier 5: Specialty Tier	One-month supply: 25% of the total cost
	Three-month supply: 25% of the total cost

Initial Coverage Stage: Preferred Retail Pharmacy

	Blue Cross Medicare Advantage Choice Plus (PPO)SM
Tier 1: Preferred Generic	One-month supply: \$0 copay
	Three-month supply: \$0 copay
Tier 2: Generic	One-month supply: \$14 copay
	Three-month supply: \$42 copay
Tier 3: Preferred Brand	One-month supply: \$42 copay
	Three-month supply: \$126 copay
Tier 4: Non-Preferred Brand	One-month supply: \$95 copay
	Three-month supply: \$285 copay
Tier 5: Specialty Tier	One-month supply: 25% of the total cost
	Three-month supply: 25% of the total cost

Initial Coverage Stage: Standard Mail-Order Pharmacy (up to a 90-day supply)

	Blue Cross Medicare Advantage Choice Plus (PPO)SM
Tier 1: Preferred Generic	\$15 copay
Tier 2: Generic	\$57 copay
Tier 3: Preferred Brand	\$141 copay
Tier 4: Non-Preferred Brand	\$300 copay
Tier 5: Specialty Tier	25% of the total cost

Initial Coverage Stage: Preferred Mail-Order Pharmacy (up to a 90-day supply)	
	Blue Cross Medicare Advantage Choice Plus (PPO)SM
Tier 1: Preferred Generic	\$0 copay
Tier 2: Generic	\$42 copay
Tier 3: Preferred Brand	\$126 copay
Tier 4: Non-Preferred Brand	\$285 copay
Tier 5: Specialty Tier	25% of the total cost

Initial Coverage Stage: Long-term Care and Out-of-network Pharmacies (one-month supply)	
	Blue Cross Medicare Advantage Choice Plus (PPO)SM
Long-term Care Tiers 1-5	If you reside in a long-term facility, you pay the same as at a retail pharmacy.
Out-of-network Tiers 1-5	You may get drugs from an out-of-network pharmacy at the same cost as an in-network pharmacy.
Coverage Gap Stage: Standard Retail Pharmacy	
	Blue Cross Medicare Advantage Choice Plus (PPO)SM
Coverage Gap Stage	<p>Most Medicare drug plans have a coverage gap (also called the “donut hole”). This means that there’s a temporary change in what you will pay for your drugs. The coverage gap begins after the total yearly drug cost (including what our plan has paid and what you have paid) reaches \$4,020.</p> <p>After you enter the coverage gap, you pay 25% of the plan’s cost for covered brand name drugs and 25% of the plan’s cost for covered generic drugs until your costs total \$6,350, which is the end of the coverage gap. Not everyone will enter the coverage gap.</p> <p>Under your plan, you may pay even less for the brand and generic drugs on the formulary. Your cost varies by tier. You will need to use your formulary to locate your drug’s tier.</p>
Catastrophic Coverage Stage	
	Blue Cross Medicare Advantage Choice Plus (PPO)SM
Catastrophic Coverage Stage	<p>After your yearly out-of-pocket drug costs (including drugs purchased through your retail pharmacy and through mail-order) reach \$6,350, you pay the greater of:</p> <ul style="list-style-type: none"> • 5% of the total cost, or • \$3.60 copay for generic (including brand drugs treated as generic) and a \$8.95 copayment for all other drugs.

Blue Cross Medicare Advantage Choice Plus (PPO)SM

ADDITIONAL MEMBER BENEFITS

NOTE: Services with a * may require prior authorization from your doctor.

Acupuncture	Not Covered
Chiropractic Care *	<p><u>Manipulation of the spine to correct a subluxation (when 1 or more of the bones of your spine move out of position)</u></p> <ul style="list-style-type: none"> • In-network: \$20 copay • Out-of-network: 50% of the total cost
Diabetes Supplies and Services *	<p><u>Diabetes monitoring supplies</u></p> <ul style="list-style-type: none"> • In-network: 0% - 20% of the total cost • Out-of-network: 20% of the total cost <p>0% cost sharing limited to diabetic testing supplies (meters, strips, lancets) obtained through the pharmacy for a LifeScan branded product (OneTouch Verio Flex, OneTouch Verio, OneTouch Ultra Mini and OneTouch Ultra2).</p> <p>20% cost sharing for plan approved non-preferred diabetic testing supplies.</p> <p>20% cost sharing for all other diabetic supplies in this category.</p> <p><u>Diabetes self-management training</u></p> <ul style="list-style-type: none"> • In-network: \$0 copay • Out-of-network: 50% of the total cost <p><u>Therapeutic shoes or inserts</u></p> <ul style="list-style-type: none"> • In-network: 20% of the total cost • Out-of-network: 20% of the total cost
Durable Medical Equipment (<i>wheelchairs, oxygen, etc.</i>)*	<ul style="list-style-type: none"> • In-network: 20% of the total cost • Out-of-network: 20% of the total cost

Blue Cross Medicare Advantage Choice Plus (PPO)SM

NOTE: Services with a * may require prior authorization from your doctor.

Wellness Programs	<p>SilverSneakers^{®†} Fitness Program: \$0 copay in-network only</p> <p>SilverSneakers[®] is the nation's leading exercise program designed exclusively for Medicare beneficiaries. Eligible members receive a standard fitness center membership where they can enjoy specialized low-impact SilverSneakers[®] classes focusing on improving and increasing muscular strength and endurance, mobility, flexibility, range of motion, balance, agility and coordination.</p> <p>†SilverSneakers[®] is a wellness program owned and operated by Tivity Health, Inc., an independent company. Tivity Health and SilverSneakers[®] are registered trademarks or trademarks of Tivity Health, Inc., and/or its subsidiaries and/or affiliates in the USA and/or other countries.</p>
Foot Care (<i>podiatry services</i>)[*]	<p><u>Foot exams and treatment if you have diabetes-related nerve damage and/or meet certain conditions</u></p> <ul style="list-style-type: none"> • In-network: \$45 copay • Out-of-network: 50% of the total cost
Home Health Care[*]	<ul style="list-style-type: none"> • In-network: \$0 copay • Out-of-network: 50% of the total cost
Outpatient Substance Abuse Services[*]	<p><u>Group therapy visit</u></p> <ul style="list-style-type: none"> • In-network: \$75 copay • Out-of-network: 50% of the total cost <p><u>Individual therapy visit</u></p> <ul style="list-style-type: none"> • In-network: \$75 copay • Out-of-network: 50% of the total cost
Over-the-Counter Items	Not Covered

Blue Cross Medicare Advantage Choice Plus (PPO)SM

<p>Prosthetic Devices (<i>braces, artificial limbs, etc.</i>)*</p>	<p><u>Prosthetic devices</u></p> <ul style="list-style-type: none"> • In-network: 20% of the total cost • Out-of-network: 20% of the total cost <p><u>Related medical supplies</u></p> <ul style="list-style-type: none"> • In-network: 20% of the total cost • Out-of-network: 20% of the total cost
<p>Renal Dialysis*</p>	<ul style="list-style-type: none"> • In-network: 20% of the total cost • Out-of-network: 20% of the total cost
<p>Hospice</p>	<p>You pay nothing for hospice care from a Medicare-certified hospice. You may have to pay part of the total costs for drugs and respite care. Hospice is covered outside of our plan. Please contact us for more details.</p>



BlueCross BlueShield of Texas

Blue Cross and Blue Shield of Texas complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Blue Cross and Blue Shield of Texas does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Blue Cross and Blue Shield of Texas:

- 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 Civil Rights Coordinator

If you believe that Blue Cross and Blue Shield of Texas 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, Office of Civil Rights Coordinator, 300 E. Randolph St., 35th floor, Chicago, Illinois 60601, 1-855-664-7270, TTY/TDD: 1-855-661-6965, Fax: 1-855-661-6960, Civilrightscoordinator@hcsc.net. You can file a grievance in person or by mail, fax, or email. If you need help file a grievance, Civil Rights Coordinator is available to help you.

You can also find 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/fix.html>.

A GHS Health Maintenance Organization, Inc. d/b/a BlueLincs HMO (BlueLincs). BlueLincs is an Independent Licensee of the Blue Cross and Blue Shield Association.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you.
Call 1-877-774-8592 (TTY: 711).

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.
Llame al 1-877-774-8592 (TTY: 711).

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn.
Gọi số 1-877-774-8592 (TTY: 711).

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 1-877-774-8592 (TTY: 711)。

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다.
1-877-774-8592 (TTY: 711) 번으로 전화해 주십시오.

ملحوظ: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل رقم 1-877-774-8592
(رقم هاتف الصم والبكم: 711).

خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں 1-877-774-8592
(TTY: 711)۔

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-877-774-8592 (TTY: 711).

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement.
Appelez le 1-877-774-8592 (ATS: 711).

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं।
1-877-774-8592 (TTY: 711) पर कॉल करें।

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی به صورت رایگان برای شما فراهم می باشد. با
تماس بگیرید. 1-877-774-8592 (TTY: 711).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-877-774-8592 (TTY: 711).

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિઃશુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-877-774-8592 (TTY: 711).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-877-774-8592 (телетайп: 711).

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。1-877-774-8592 (TTY: 711) まで、お電話にてご連絡ください。

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ແຈ້ງຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທຮ 1-877-774-8592 (TTY: 711).



**BlueCross BlueShield
of Texas**

Out-of-network/non-contracted providers are under no obligation to treat Blue Cross Medicare members, except in emergency situations. Please call our customer service number or see your Evidence of Coverage for more information, including the cost-sharing that applies to out-of-network services

This information is not a complete description of benefits. Call 1-877-774-8592 (TTY/TDD:711) for more information.

PPO plans provided by Blue Cross and Blue Shield of Texas, which refers to HCSC Insurance Services Company (HISC). PPO employer/union group plans provided by Health Care Service Corporation, a Mutual Legal Reserve Company (HCSC). HCSC and HISC are Independent Licensees of the Blue Cross and Blue Shield Association. HCSC and HISC are Medicare Advantage organizations with a Medicare contract. Enrollment in these plans depends on contract renewal.