

AFFORDABLE PROTECTION

Small Group EmployeeElect
Saver PPO Plan



BC Life & Health
Insurance Company



Solutions

Small Business Health Care Plans

at **Work**

Blue Cross ... coverage you can trust.

With Blue Cross, you're getting much more than a health plan. You're getting the financial strength and stability of a company you can trust. You're getting our rock solid reputation and over 65 years of experience. And, because we strive to be customer-focused in everything we do, you'll have the security of knowing we'll be there when you need us. Just call Small Group Customer Service at (800) 627-8797 and we'll be happy to help.

Saver PPO ... an affordable PPO plan with hospital coverage and benefits for professional services, too.

It's all about you.

- You get up to \$5,000,000 in covered benefits over your lifetime
- You choose from over 46,000 doctors and specialists, and from over 440 hospitals
- You save money because we've negotiated lower rates with our in-network doctors
- You benefit from a HealthyCheckSM preventive screening each year
- You get coverage all across the country through the BlueCard[®] program

Your plan is packed with valuable programs and services ... Take advantage of these free resources:

- **HealthyExtensionsSM** provides information about 10-50% discounts on health and wellness products and services offered by independent vendors and practitioners
- **MedCall[®]** connects you to registered nurses 24 hours a day for answers to your medical questions
- **Baby ConnectionSM** helps you take positive steps in preparing for your new arrival
- **Health Improvement Programs** support you in managing diabetes, asthma or congestive heart failure
- **Healthy Living** gives you access to a wealth of information and resources on www.bluecrossca.com
- **Subimo[®] Healthcare Advisor** offers you the ability to research medical and hospital information customized to your specific circumstances through convenient access to their secure Web site

Solid Protection at affordable prices.

Powerful Savings from The Power of BlueSM

With Blue Cross health coverage, you save in three significant ways:

- 1) Our in-network doctors and hospitals charge you lower, Blue Cross-negotiated fees
- 2) You pay only a portion of the fees for your eligible covered expenses (see example below) and we pay the rest
- 3) We give you access to tremendous savings on preventive care, so you can stay as healthy as possible – and keep your health care expenses as low as possible

THIS IS NOT A BILL

SERVICE DATE	YOUR SHARE	YOUR BILL	HEALTH PLAN PAYMENT	PATIENT SAVINGS	AMOUNT TO BUDGET	YOUR SHARE	YOUR BILL
1/1/12	\$100.00	\$1,000.00	\$900.00	\$2,840.80	\$1,000.00	\$100.00	\$1,100.00
TOTAL 1/1/12	\$100.00	\$1,000.00	\$900.00	\$2,840.80	\$1,000.00	\$100.00	\$1,100.00

You're free to go to health care providers outside of the Blue Cross network, but you'll save a substantial amount by choosing from our **46,000 doctors and 440 hospitals**. **So stay in the Blue Cross network ... and put The Power of BlueSM to work for you.**

The Saver PPO Plan.

SMALL GROUP Saver PPO Plan

All amounts listed are the member's responsibility to pay after deductibles, unless otherwise noted. In-network negotiated fees can result in 30 to 40% savings compared to providers' usual fees.

CORE FEATURES	IN-NETWORK Receive Negotiated Savings	OUT-OF-NETWORK Pay Higher Costs
Annual Deductible	Covered hospital benefits and initial professional services ² : \$500 per member, 2-member max Subsequent professional services with continued access to Blue Cross in-network savings: 100% of negotiated fee up to \$5,000 per member, 2-member max ³	
Maximum Lifetime Covered Charges Paid by Blue Cross In-network and out-of-network combined	\$5,000,000	
Annual Out-of-Pocket Maximum¹	Covered hospital benefits and initial professional services ² : \$2,000 per member, includes deductible (in and out-of-network combined) Subsequent professional services with continued access to Blue Cross in-network savings: \$5,000 per member ³	
Office Visits Each year, the first 2 visits per adult and first 4 visits per child (in-network and out-of-network combined) are not subject to deductible	Initial 2 visits per adult / 4 per child (in and out-of-network combined): \$20 copay, deductible waived Additional visits, with continued access to Blue Cross savings: 100% of negotiated fee ³	Initial 2 visits per adult / 4 per child (in and out-of-network combined): 50% of negotiated fee plus 100% of excess charges, deductible waived Additional visits: 100% of negotiated fee plus all excess charges ³
Diagnostic Lab and X-ray Each year, the first \$500 of eligible charges per member (in-network and out-of-network combined) are not subject to deductible	Covered services including maternity: 20% of negotiated fee Diagnostic lab & X-ray: 20% of negotiated fee (up to a maximum \$500 Blue Cross payment in- and out-of-network combined); then member pays 100% of negotiated fee with continued access to Blue Cross savings ³	Covered services including maternity: 50% of negotiated fee plus 100% of excess charges Diagnostic lab & X-ray: 50% of negotiated fee plus 100% of excess charges (up to a maximum \$500 Blue Cross payment in- and out-of-network combined); then member pays 100% of negotiated fee plus all excess charges ³
Hospital Inpatient Facility Services Preservice Review required	20% of negotiated fee after \$500 deductible	All charges in excess of \$650 per day after \$500 deductible
Hospital Inpatient Professional Services (lab, physician, anesthesia)	20% of negotiated fee after \$500 deductible	50% of negotiated fee plus 100% of excess charges after \$500 deductible
Outpatient Facility Services Includes surgery, medical emergency, radiation therapy, and infusion therapy Preservice Review required for certain surgical services and diagnostic procedures	20% of negotiated fee after \$500 deductible	All charges in excess of \$380 per day after \$500 deductible
Outpatient Professional Services Related to covered hospital charges	20% of negotiated fee after \$500 deductible	50% of negotiated fee plus 100% of excess charges after \$500 deductible
Ambulatory Surgical Centers Preservice Review required	20% of negotiated fee after \$500 deductible	All charges in excess of \$380 per day after \$500 deductible
Prescription Drugs⁴ 30-day supply retail; up to a 60-day supply available through mail order Maximum Blue Cross payment of \$500 per member, in-network and out-of-network combined Continued access to Blue Cross pharmacy discounts after maximum is reached	Not subject to annual deductible <u>Generic: \$10 copay; brand-name if generic not available: \$25 copay; brand-name if generic is available: \$10 copay plus the difference in cost between brand-name drug and generic equivalent; self-injectable (except insulin): 30% of negotiated fee</u>	Not subject to annual deductible 50% of drug limited fee schedule, plus 100% of excess charges if filled within California

¹ Amounts that do not apply to the annual out-of-pocket maximum include, but are not limited to: annual deductible; copay paid under the pharmacy benefit; copay for not obtaining preservice review; non-covered services; charges exceeding Blue Cross' payment amount; charges that exceed annual or lifetime maximums.

² \$500 deductible applies to hospital inpatient facility and professional services, hospital outpatient surgery, medical emergency, radiation therapy, hemodialysis treatment, infusion therapy, acupuncture/acupressure, professional services related to covered hospital outpatient surgical services, ambulance, skilled nursing facility stays, home health care, and covered mental health services (see note 3 about separate \$5,000 deductible).

³ \$5,000 deductible (separate from \$500 deductible) begins to accumulate after annual initial office visits - 2 per adult/4 per child - are used, and after initial maximum diagnostic lab and X-ray benefits are paid by the plan (see Certificate for details); once a member meets the \$5,000 deductible, then office visits, diagnostic lab and X-ray charges and additional eligible covered expenses are covered at 100% of eligible charges. Once two members of a family meet the \$5,000 deductible, the entire family is covered at 100% of eligible charges.

⁴ If a member selects a brand-name drug when a generic equivalent drug is available, even if the physician writes a "dispense as written" or "do not substitute" prescription, the member will be responsible for a generic copay plus the difference in cost between the brand-name drug and the generic equivalent drug.

SMALL GROUP Saver PPO Plan

This is an overview of coverage. A comprehensive description of coverage, benefits and limitations is contained in the Certificate. Review the Exclusions and Limitations prior to applying for coverage.

ADDITIONAL FEATURES	IN-NETWORK Receive Negotiated Savings	OUT-OF-NETWORK Pay Higher Costs
HealthyCheckSM Screenings, Ages 7-Adult Includes certain lab tests, immunizations and health education information	Not subject to annual deductibles \$25 or \$75 copay health screening options	Not Available
Well Baby Immunizations and Adult Screening Tests Children through age 6 Regular check-up and immunizations Ages 7-Adult Includes annual Pap, breast exam, and mammogram for women and Prostate Specific Antigen study for men	Not subject to annual deductibles 20% of negotiated fee	Not subject to annual deductibles 50% of negotiated fee plus 100% of excess charges
Emergency Care \$100 Emergency Room copayment for each visit – waived if admitted	20% of negotiated fee after \$500 deductible	20% of customary and reasonable charges plus 100% of excess charges for first 48 hours after \$500 deductible; after 48 hours, all charges in excess of \$650 per day after \$500 deductible
Ambulance \$750 per trip maximum Blue Cross payment	20% of negotiated fee, plus 100% in excess of \$750 per trip maximum up to the negotiated amount, after \$500 deductible	50% of customary and reasonable charges plus 100% of excess charges after \$500 deductible
Skilled Nursing Facility 100 days per year, in-network and out-of-network combined Preservice Review required	20% of negotiated fee, plus 100% in excess of \$540 per visit maximum up to the negotiated amount, after \$500 deductible (\$540 per day maximum Blue Cross payment)	All charges in excess of \$380 per day after \$500 deductible
Home Health Care 100 four-hour visits per year, \$137.50 per visit maximum Blue Cross payment, in-network and out-of-network combined Preservice Review required	20% of negotiated fee, plus 100% in excess of \$137.50 per visit maximum up to the negotiated amount, after \$500 deductible	50% of customary and reasonable charges plus 100% of charges in excess of \$137.50 per visit maximum after \$500 deductible
Physical/Occupational Therapy, Chiropractic Care	Not covered	Not covered
Acupuncture/Acupressure 24 visits per year, in-network and out-of-network combined	All of the negotiated fee in excess of \$25 per visit after \$500 deductible	All charges in excess of \$25 per visit after \$500 deductible
Mental Health/Inpatient* Includes chemical dependency 30 days per year in-network and out-of-network combined Preservice Review required	All of the negotiated fee in excess of \$175 per day after \$500 deductible	All charges in excess of \$175 per day after \$500 deductible
Mental Health/Outpatient Professional Services*	Not covered	Not covered
Infusion Therapy Includes chemotherapy Preservice Review required	20% of negotiated fee after \$500 deductible	50% of negotiated fee, plus 100% of charges in excess of \$50 per day for all infusion therapy expenses except drugs; all charges in excess of the average wholesale price for all infusion therapy drugs; all charges in excess of the combined maximum Blue Cross payment of \$500 per day; after \$500 deductible
Infertility Services Maximum lifetime Blue Cross payment \$2,000 in-network and out-of-network combined	20% of negotiated fee after \$500 deductible	Inpatient facility services: Member pays all charges in excess of \$650 per day after \$500 deductible Outpatient facility services: Member pays all charges in excess of \$380 per day after \$500 deductible Professional services related to covered hospital charges: 50% of negotiated fee plus 100% of excess charges after \$500 deductible

* Except for coverage of severe mental illness and serious emotional disturbances of a child.

Exclusions and Limitations

Following is an abbreviated list of exclusions and limitations; please see the Certificate for comprehensive details.

- Any amounts in excess of maximums stated in the Certificate.
- Services or supplies that are not medically necessary.
- Services received before your effective date.
- Services received after your coverage ends.
- Any conditions for which benefits can be recovered under any workers' compensation law or similar law.
- Services you receive for which you are not legally obligated to pay.
- Services for which no charge is made to you in the absence of insurance coverage.
- Services not listed as covered in the Certificate.
- Services from relatives.
- Vision care except as specifically stated in the Certificate.
- Eye surgery performed solely for the purpose of correcting refractive defects.
- Hearing aids and routine hearing tests except as specifically stated in the Certificate.
- Sex changes.
- Dental and orthodontic services except as specifically stated in the Certificate.
- Cosmetic surgery.
- Routine physical examinations except as specifically stated in the Certificate.
- Treatment of mental or nervous disorders and substance abuse (including nicotine use) or psychological testing, except as specifically stated in the Certificate.
- Custodial care.
- Experimental or investigational services.
- Services provided by a local, state or federal government agency, unless you have to pay for them.
- Diagnostic admissions.
- Telephone or facsimile machine consultations.
- Personal comfort items.
- Nutritional counseling.
- Health club memberships.
- Any services to the extent you are entitled to receive Medicare benefits for those services without payment of additional premium for Medicare coverage.
- Food supplements, except for formulas and special food products to prevent complications of phenylketonuria (PKU).
- Genetic testing for non-medical reasons or when there is no medical indication or no family history of genetic abnormality.
- Outdoor treatment programs.
- Replacement of prosthetics and durable medical equipment when lost, stolen or damaged.
- Any services or supplies provided to any person not covered under the Agreement in connection with a surrogate pregnancy.
- Immunizations for travel outside the United States.
- Services or supplies related to a pre-existing condition.
- Educational services except as specifically provided or arranged by Blue Cross.
- Infertility services (including sterilization reversal) except as specifically stated in the Certificate.
- Care or treatment provided in a non-contracting hospital.

- Private duty nursing except as specifically stated in the Certificate.
- Services primarily for weight reduction except medically necessary treatment of morbid obesity.
- Outpatient drugs, medications or other substances dispensed or administered in any outpatient setting.
- Contraceptive devices unless your physician determines that oral contraceptive drugs are not medically appropriate.
- Physical and/or occupational therapy/medicine or chiropractic services except as specifically stated in the Certificate.
- Outpatient speech therapy.
- Footwear except as specifically stated in the Certificate.

General Provisions

Member Privacy

Our complete **Notice of Privacy Practices** provides a comprehensive overview of the policies and practices we enforce to preserve our members' privacy rights and control use of their health care information, including: the right to authorize release of information; the right to limit access to medical information; protection of oral, written and electronic information; use of data; and information shared with employers. This notice can be downloaded from our Web site at www.bluecrossca.com or obtained by calling Small Group Customer Service at (800) 627-8797.

Utilization Review

The Blue Cross Utilization Review Program helps members receive coverage for appropriate treatment in the appropriate setting. Four review processes are included: 1) Preservice Review assesses medical necessity before services are provided; 2) Admission Review determines at the time of admission if the stay or surgery is Medically Necessary in the event Preservice Review is not conducted; 3) Continued Stay Review determines if a continued stay is Medically Necessary; 4) Retrospective Review determines if the stay or surgery was Medically Necessary after care has been provided if none of the first three reviews were performed. Utilization Review is not the practice of medicine or the provision of medical care to you. Only your doctor can provide you with medical advice and medical care.

Grievances

All complaints and disputes relating to a member's coverage must be resolved in accordance with Blue Cross' grievance procedure. You can report your grievance by phone or in writing; see your Blue Cross ID card for the appropriate contact information. All grievances received by Blue Cross that cannot be resolved by phone (when appropriate) to the mutual satisfaction of the member and Blue Cross will be acknowledged in writing, together with a description of how Blue Cross proposes to resolve the grievance. Grievances that cannot be resolved by these procedures shall be resolved as

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indicated through binding arbitration, or if the plan you are covered under is subject to the Employee Retirement Income Security Act of 1974 (ERISA), in compliance with ERISA rules. If the group is subject to ERISA, and a member disagrees with Blue Cross' proposed resolution of a grievance, the member may submit an appeal by phone or in writing, by contacting the phone number or address printed on the letterhead of the Blue Cross response letter.

For the purposes of ERISA, there is one level of appeal. For urgent care requests for benefits, Blue Cross will respond within 72 hours from the date the appeal is received. For pre-service requests for benefits, the member will receive a response within 30 calendar days from the date the appeal is received. For post-service claims, Blue Cross will respond within 60 calendar days from the date the appeal is received.

If the member disagrees with Blue Cross' decision on the appeal, the member may elect to have the dispute settled through alternative resolution options, such as voluntary binding arbitration.

Department of Insurance

Overseeing the industry and protecting the state's insurance consumers is the responsibility of the California Department of Insurance (CDI). The CDI regulates, investigates and audits insurance business to ensure that companies remain solvent and meet their obligations to insurance policyholders. If you have a problem regarding your coverage, please contact Blue Cross first to resolve the issue. If contacts between you (the complainant) and Blue Cross (the Insurer) have failed to produce a satisfactory solution to the problem, you may wish to contact the CDI. They can be reached by writing to the CDI Consumer Affairs Bureau 300 South Spring St. - South Tower, Los Angeles, CA 90013. The CDI also has a toll free phone number (800) 927-HELP (4357) that you may call for assistance.

Binding Arbitration

If the plan is subject to ERISA, any dispute involving an adverse benefit decision must be resolved under ERISA claims procedure rules, and is not subject to mandatory binding arbitration. Members may pursue voluntary binding arbitration after they have completed an appeal under ERISA rules. If the member has another dispute that does not involve an adverse benefit decision, or if the group does not provide a plan that is subject to ERISA, the following provisions apply: Any dispute between the employer and/or the member and Blue Cross must be resolved by binding arbitration (not by lawsuit or trial by jury or other court process, except as California law provides for judicial review of arbitration proceedings), if the amount in dispute exceeds the jurisdictional limit of the Small Claims Court. Under this coverage, both the member and Blue Cross are giving up the right to participate in class arbitration or have any dispute decided in a court of law before a jury.

Medicare

Under TEFRA/DEFRA, Medicare is the primary coverage for groups of less than 20 employees. Blue Cross coverage is considered primary coverage for groups of 20 or more employees. This Blue Cross coverage is not a supplement to Medicare, but provides benefits according to the non-duplication of Medicare clause.

If Medicare is a member's primary health plan, Blue Cross will not provide benefits that duplicate any benefits you are entitled to receive under Medicare. This means that when Medicare is the primary health coverage, benefits are provided in accordance with the benefits of the plan, less any amount paid by Medicare. If you are entitled to Part A and B of Medicare, you will be eligible for non-duplicate Medicare coverage, with supplemental coordination of benefits. However, if you are required to pay the Social Security Administration an additional premium for any part of Medicare, then the above policy will only apply if you are enrolled in that part of Medicare. Note: Medicare-eligible employees/dependents enrolled in plans where Medicare is primary may obtain an Individual Blue Cross of California Medicare Supplement plan with the pre-existing condition exclusion waived.

Coordination of Benefits

The benefits of a member's plan may be reduced if the member has other group health, dental, drug or vision coverage, so that benefits and services the member receives from all group coverages do not exceed 100 percent of the covered expense.

Third-Party Liability

If a member is injured, the responsible party may be legally obligated to pay for medical expenses related to that injury. Blue Cross may recover benefits paid for medical expenses if the member recovers damages from a legally liable third-party. Examples of third-party liability situations include car accidents and work-related injuries.

Voiding Coverage for False and Misleading Information

False or misleading information or failure to submit any required enrollment materials may form the basis for voiding coverage from the date a plan was issued or retroactively adjusting the premium to what it would have been if the correct information had been furnished. No benefits will be paid for any claim submitted if coverage is made void. Premiums already paid for the time period for which coverage was rescinded will be refunded, minus any claims paid.

Incurred Medical Care Ratio

As required by law, we are advising you that Blue Cross of California and its affiliated companies' incurred medical care ratio for 2004 was 80.14 percent. This ratio was calculated after provider discounts were applied.

10 Things You Should Know About Generic Drugs

1. Brand-name drugs are protected by patents and supplied by single companies. When the patents expire, other manufacturers may apply to the U.S. Food and Drug Administration (FDA) to produce a generic version of these drugs.
2. Generic drugs are approved and regulated by the FDA. All generic drugs are put through a rigorous, multi-step approval process. From quality and performance to manufacturing and labeling, everything must meet the FDA's high standards.
3. A generic drug has the same strength, quality and performance as its brand-name counterpart.
4. Generic drugs must deliver the same amount of active ingredient (what makes the drug work) in the same timeframe as the brand-name drug.
5. Generic drugs are equal to brand-name drugs in terms of safety and effectiveness.
6. A generic drug is a copy that is the same as a brand-name drug in dosage form, how it is taken, and intended use.
7. The government monitors generic drugs as carefully as it does brand-name drugs.
8. In most cases, generic equivalents and generic alternatives can be safely used to treat the same condition as a brand-name drug.
9. Generic medications are less expensive because generic manufacturers don't have the investment costs that the developer of a new brand-name drug has. This allows generic drug makers to sell their product at substantial discounts.
10. By appropriately using more cost-effective generic medications, members can save money at the time of purchase and help control health care costs.



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HealthyExtensionsSM and Baby ConnectionSM are provided by Blue Cross as a service to our members. This service does not constitute benefits under Blue Cross plans and is subject to change or cancellation without notice. Goods and services available through discount programs are not benefits of coverage. Blue Cross does not endorse or recommend any goods or services provided at a discount by these vendors or practitioners. These programs may be changed or withdrawn at any time without notice by the offering vendor or practitioner.

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