

*Consumer's  
Right to Know  
About Health Plans  
in Rhode Island*

**BlueCHiP Coordinated Health Plan with flex  
(BlueCHiP)**

***BLUE CROSS & BLUE SHIELD of RHODE ISLAND  
January 1, 2012***

***Consumer Disclosure***

*Safe and Healthy Lives in Safe and Healthy Communities*

# Consumer Disclosure

## CONSUMER'S RIGHT TO KNOW ABOUT HEALTH PLANS BLUECHIP COORDINATED HEALTH PLAN – BLUECHIP Effective Date of Disclosure: January 1, 2012

### THE HEALTH CARE ACCESSIBILITY AND QUALITY ASSURANCE ACT

#### WHY ARE YOU GETTING THIS INFORMATION?

- Knowing how Health Plans work helps you to be a better consumer.
- Meets State Law requiring Health Plans to disclose information.
- Provides information about your specific Health Plan.
- Informs you that a comprehensive list of all participating providers is available to you on the Health Plan Web Site (Hard copies available on request.)

Another document, the *Consumer's Guide to Health Plans in Rhode Island*, gives general information about health plans, including standard definitions of common terms, and is available upon request from Health Plan representatives. This document can also be found on the RI Department of Health Web Site, <http://www.healthri.org/>.

This Consumer Disclosure has been reviewed and approved by the Rhode Island Department of Health in accordance with R23-17.13 (Rules and Regulations for Certifying Health Plans). Requests for more information about Health Plan certification or consumer rights may be addressed to:

Rhode Island Department of Health, Division of Health Services Regulation, 3 Capitol Hill,  
Providence, RI 02908-5097, Phone: 401 222-6015.

**Q Who can I contact at the Health Plan for information?** Representatives of this Health Plan are available to help you get the information you need. You can contact a Health Plan representative at:

**A**

Blue Cross & Blue Shield of Rhode Island  
Customer Service Department  
500 Exchange Street  
Providence, RI 02903

From outside RI: 1-800-564-0888; From inside RI: 401-274-3500; Fax: 401-459-5089; TDD 1-888-252-5051; Internet: [www.BCBSRI.com](http://www.BCBSRI.com) Para contactar a un representante que hable Español, llame a: Departamento de Servicios Para Miembros 1-800-564-0888. These phone numbers may be used to confirm the status of any provider, receive administrative or appeal process information, file a complaint, or receive timely access information.

**Q How does the Health Plan review and approve covered services?** A Health Plan may review covered services that are recommended by providers to decide if the services are medically necessary. If the plan decides the service is not medically necessary, it will not pay. You and your provider can appeal the Health Plan's decision. For more information about appeals see the Consumer's Guide to Health Plans in Rhode Island.

**A**

All services must be coordinated through your Personal Primary Care Physician (Personal Physician) for coverage. You must contact BCBSRI with your Personal Physician selection prior to receiving any services, preferably upon enrollment. If you fail to contact BCBSRI with a Personal Physician selection you will be financially responsible for the services you receive. BCBSRI pays only for services that are medically necessary. For some types of care, we recommend that your Personal Physician obtain authorization from BCBSRI. We recommend that your Personal Physician obtain authorization from BCBSRI for all pre-scheduled, elective admissions to a hospital. In addition, BCBSRI may deny authorization for services if we believe care can be provided in a more appropriate setting.

We contract with separate certified review agents who review and approve the following covered services:

- Behavioral Health and Chemical Dependency services
- Pharmaceutical services

**Q What if I have an emergency?** An emergency is a problem that needs to be addressed by a provider "right-away" to prevent permanent damage or death. Here's what this Health Plan wants you to do when you have an emergency health care problem, at home or out of state.

**A**

If you have an emergency:

- **Go** to the nearest hospital emergency room within twenty-four hours of the emergency.
- **Call** your Personal Physician as soon as possible after your emergency room visit to arrange any required follow-up care.
- **Notify** the plan within 24 hours or as soon as reasonably possible if you are admitted from the emergency room to a non-network hospital.

**Q What if I refuse a referral to a participating provider? (a doctor, nurse, or other health professional in your Health Plan's network) (not applicable to single service Health Plans)**

When a specific covered service is recommended, Health Plans may send you to certain participating providers. If you refuse the referral and get the service from another provider, the Health Plan must tell you what effect it will have on payment.

**A**

If you receive a medically necessary covered service without referral from your Personal Physician or receive care from a non-participating provider, you will first need to meet a deductible, after which you will be responsible for the coinsurance amount as outlined in the attached "Covered Services at a Glance" document.

**Q Does the Health Plan require that I get a second opinion for any services? What if I want a second opinion?** In some cases the Health Plan may require a second opinion before it will pay for a covered service. Or you may just want a second opinion on a plan for diagnosis or treatment.

**A**

This Health Plan does not require you to get a second opinion.

However, if you want a second opinion, you need to call BCBSRI for approval. A network physician or one designated by us must provide the second opinion.

**Q How does the Health Plan make sure that my personal health information is protected and kept confidential?** In general, personal health information must be kept confidential (private) by a Health Plan, its employees and agencies it contracts with. Here's how the Health Plan makes sure that personal health information is protected.

**A**

We will release information about your health, treatment, or condition to authorized doctors, health care providers, facilities, vendors, and insurers to coordinate your benefits and process claims. Access to personally identifiable information is limited to persons who need to know. Our employees are instructed to keep such information confidential and sign a statement promising to do so. Violation of a member's confidentiality or privacy rights is grounds for immediate employment termination.

**Q How am I protected from discrimination?** You have the right to be treated fairly and equally. Health Plans may not discriminate against you due to age, sex, religion, race or ethnic origin, disability, occupational status or any other characteristics protected by law.

**A**

You have the right to receive impartial treatment. You have the right to receive all treatment that is a covered benefit and that is determined by the Plan to be medically necessary regardless of your age, cultural background, disability, financial status, gender, national origin, occupational status, race, religion, sexual orientation, or membership in other protected groups.

**Q If I refuse treatment, will it affect my future treatment?** If you refuse to be treated for any condition, your Health Plan must tell you what effect your decision will have on future coverage.

**A**

You have the right to refuse treatment. However, if you consistently refuse treatment and it affects the ability of your Personal Physician to coordinate your care, BCBSRI may terminate or not renew your coverage. BCBSRI will give you warnings and a chance to dispute this action.

**Q How does the health plan pay providers?** Your Health Plan must tell you about the kinds of financial arrangements it has with providers.

**A**

This Health Plan may include a capitated reimbursement arrangement or other similar risk sharing arrangement, and other financial arrangements with a provider.

**Q How is my health insurance coverage renewed or canceled?**

**A**

This group Plan renews automatically on its calendar anniversary unless you or your employer chooses another plan. Coverage may be canceled if the membership premiums are not paid, if we discontinue the product, if you cease being eligible, you move outside the service area, or if you commit fraud, behave abusively in a doctor's office, or impair a doctor's ability to work.

**Q If I am covered by two or more Health Plans, what should I do?** If you or a family member are covered by two or more Health Plans, you may have to give information on your coverage to each Health Plan. This helps the Health Plans to arrange payments between the plans when you or a family member receive a service. Here's what this plan will ask you to tell them.

**A**

This Health Plan will ask if you are the main subscriber or a dependent, your marital status, birth date (for you/your spouse), length of time covered; if you are a Medicare beneficiary; if you are an active or inactive employee; and if a covered dependent is a full-time student. We may also ask for other information needed to coordinate payments.

**Health Benefits Required Under Rhode Island Law as of September 2000:**

Health Maintenance Organizations (HMOs) and health insurers in Rhode Island are required by State law to provide enrollees with coverage for certain kinds of health care services. These laws do not apply to Medicare, Medicaid, ERISA self-funded plans or supplemental (e.g. Medigap) or single disease (e.g. Cancer coverage) health insurance policies (check with your workplace benefits administrator). These mandated benefits (see summary list in Consumer's Guide to Health Plans in RI) often apply only under certain circumstances, may be limited to participating providers, and are not always covered in full--other conditions and restrictions not mentioned here may apply. For more information about specific mandated benefits, contact your Health Plan representative or the Rhode Island Department of Business Regulation at 401-222-2223.

**Covered Services at a Glance:**

The information on the following pages shows you what services are covered under this Health Plan. This is only a summary. You may find complete information in the Official Plan Documents or contact the Health Plan Representative listed on the first page.

Single Service Health Plans (example: dental care, vision care) must provide you with standardized and easy-to-understand information about covered services -- including out-of-pocket costs, service limitations and other things you need to know. Single Service Health Plans can do this through general information materials or by using a special insert summary called "Covered Services at a Glance." For more complete information, read the Official Plan Documents or contact a Health Plan Representative. Using this information, you can compare:

- Health Plans
- Out-of-pocket costs
- Limits on services

**COVERED SERVICES AT-A-GLANCE**

<b>Annual Deductible:</b> Individual \$0-3,000/Family \$0-6,000	<b>Max Lifetime Cap:</b> Individual \$0/Family \$0
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Type of Service (Not All Services are Listed) Call plan or check Official Plan Documents for details	Is Prior Authorization Required (Yes/No)	What Out-of –Pocket Expenses Will I Have to Pay?	What Other Limitations Apply?	If I Choose a Non-Participating Provider Will the Service be Covered?
Ambulance (includes municipal, air, and water)	No.	\$50 copayment	Air/water limited to maximum benefit payment of \$3,000 per occurrence.	Yes, \$50 copayment.
Chiropractic Treatment	No.	\$0-\$30 copayment per visit.	Limited to 6-48 visits or treatments per calendar year per member.	No, Not Covered.
Dental Care	Not Covered.	Not Covered.	Dental Care not covered.	No, Not Covered.
Diagnostic X-rays, Imaging and Laboratory Tests	No, but it's recommended for certain services.	0%-30% coinsurance. Deductible may apply.	Routine Mammograms, Pap Smear, and PSA test and other preventive services are covered based on guidelines per PPACA.	Yes, after deductible at 50%-80% of allowable charge.
Emergency Services	No.	\$25-\$100 copayment per emergency room visit.	Life-threatening emergencies only.	Yes, \$25-\$100 copayment per emergency room visit. Same limitations as in-network.
Experimental Treatments	No, but it's recommended.	0%-30% coinsurance. Deductible may apply. (See limitations)	Limited coverage for experimental cancer treatment as defined by Rhode Island General Laws.	Yes, after deductible at 50%-80% of allowable charge. (See limitations)
Eye Care	No.	See Physician's Office Visits and Surgery, Outpatient.	Limited to one routine eye exam per calendar year. Eyewear covered by rider only.	No, Not Covered.
Foot Care	No.	See Physician's Office Visits and Surgery, Outpatient.	Limited to surgery and treatment of the foot. Routine foot care is not covered.	See Physician's Office Visits and Surgery, Outpatient.
Health Education & Wellness	No.	\$0-\$30 copayment per visit.	Coverage is provided for nutritional counseling when prescribed by a physician for treatment of illness.	Yes, after deductible at 50%-80% of allowable charge.

Health Plan: BlueCHIP Coordinated Health Plan

**COVERED SERVICES AT-A-GLANCE**

<b>Annual Deductible:</b> Individual \$0-3,000/Family \$0-6,000	<b>Max Lifetime Cap:</b> Individual \$0/Family \$0
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Type of Service (Not All Services are Listed) Call plan or check Official Plan Documents for details	Is Prior Authorization Required (Yes/No)	What Out-of-Pocket Expenses Will I Have to Pay?	What Other Limitations Apply?	If I Choose a Non-Participating Provider Will the Service be Covered?
Home Health Care	No.	0%-30% coinsurance. Deductible may apply.	No homemaking services or services by members of household.	Yes, after deductible at 50%-80% of allowable charge.
Hospice Care	No.	0%-30% coinsurance or \$50 to \$750 copayment per admission. Deductible may apply.	None.	Yes, after deductible at 50%-80% of allowable charge.
Hospitalization and Inpatient Services	No, but it's recommended.	0%-30% coinsurance or \$50 to \$750 copayment per admission. Deductible may apply.	Semi-private room only. Inpatient rehabilitation facility may be limited to 45-60 days per calendar year.	Yes, after deductible at 50%-80% of allowable charge.
Maternity	No.	Outpatient: \$0-\$30 copayment for the initial office visit, covered in full thereafter. Inpatient: 0%-30% coinsurance or \$50 to \$750 copayment per admission. Deductible may apply.	Covers a minimum inpatient hospital stay of 48 hours for vaginal delivery and 96 hours for cesarean delivery.	Yes, after deductible at 50%-80% of allowable charge.
Medical Equipment and Supplies	No, but it's recommended for certain services.	0%-30% coinsurance or \$0-\$30 copayment per item; 20% coinsurance for diabetic supplies. Deductible may apply.	Equipment purchase/rental limited. Coverage for hearing aids as defined by Rhode Island General Laws. For other limits call us or refer to Official Plan Documents.	Yes, after deductible at 50%-80% of allowable charge.
Mental Health, Inpatient	No, but it's recommended.	0%-30% coinsurance or \$50 to \$750 copayment per admission. Deductible may apply.		No, Not Covered.
Mental Health, Outpatient	No, but it's recommended.	\$0-\$30 copayment per visit.		No, Not Covered.
Nursing Home Care	No, but it's recommended.	0%-30% coinsurance or \$50 to \$750 copayment per admission. Deductible may apply.	Coverage is provided for skilled care in a Nursing Facility only. Unlimited or 120 days per calendar year.	No, Not Covered.

Health Plan: BlueCHIP Coordinated Health Plan

**COVERED SERVICES AT-A-GLANCE**

<b>Annual Deductible:</b> Individual \$0-3,000/Family \$0-6,000	<b>Max Lifetime Cap:</b> Individual \$0/Family \$0
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Type of Service (Not All Services are Listed) Call plan or check Official Plan Documents for details	Is Prior Authorization Required (Yes/No)	What Out-of-Pocket Expenses Will I Have to Pay?	What Other Limitations Apply?	If I Choose a Non-Participating Provider Will the Service be Covered?
Physician Office Visits	No.	\$0-\$30 copayment per visit.	Pediatric and adult well exams are covered. For other limits, call us or refer to Official Plan Documents.	Yes, after deductible at 50%-80% of allowable charge less a \$0-\$30 copayment per visit.
Prescription Drugs/Devices	Yes.	<p>\$[7 – 100] copayment for generic, preferred brand, and non-preferred brand prescription drugs.</p> <p>[\$75 – 150] copayment for specialty prescription drugs.</p>	Coverage is for prescription drugs purchased at a pharmacy. For other limits, call us or refer to Official Plan Documents.	No, for generic, preferred brand and non-preferred brand prescription drugs. Yes, 50% of allowable charge for specialty prescription drugs. Prescription drug deductible may apply. No coverage without rider.
Rehabilitation (PT/OT/Speech Therapy)	No, but it's recommended for speech therapy.	0%-30% coinsurance or \$0-\$30 copayment per visit.	Number of PT/OT/Speech visits may be limited. Early Intervention Services are limited to \$5000 for a child residing in RI, from birth to 36 months, per calendar year. The Rhode Island Department of Human Services must certify the provider.	No, Not Covered.
Substance Abuse, Inpatient	No, but it's recommended.	0%-30% coinsurance or \$50 to \$750 copayment per admission. Deductible may apply.		No, Not Covered.
Substance Abuse, Outpatient	No, but it's recommended.	\$0-\$30 copayment per visit.		No, Not Covered.
Surgery, Outpatient	No.	0%-30% coinsurance or \$0-\$300 copayment. Deductible may apply.	Coverage for multiple, diagnostic, and assistant surgery is limited. For other limits, call us or refer to Official Plan Documents.	Yes, after deductible at 50%-80% of allowable charge.
Second Opinion	No.	See Physician Office Visits.	None.	See Physician Office Visits.