



City of Hendersonville Summary of Benefits

Effective Date: 7/1/2011

PPO Network: P

Option: 2

Benefit Highlights	In-Network Benefits	Out-of-Network Benefits ^[2]
Annual Deductible		
Individual	\$300	\$600
Family	\$600	\$1,200
Annual Out-of-Pocket Maximum		
Individual	\$1,200	\$3,600
Family	\$2,400	\$7,200
Lifetime Maximum		Unlimited
Dependent Age Limit		To age 26
Pre-Existing Condition Waiting Period ^[1]		12 months
4th Quarter Deductible Carryover Provision		Included
Office Visits		
Office Visits	90% after Deductible	70% after Deductible
Routine Diagnostic Lab, X-Ray & Injections	90% after Deductible	70% after Deductible
Advanced Radiological Imaging ^{[5][10]}	90% after Deductible	70% after Deductible
Provider-Administered Specialty Drugs ^[9]	90% after Deductible	70% after Deductible
Preventive Health Care Services		
Well Child Care (to age 6)	100%	70% after Deductible
Annual Well Woman Exam	100%	70% after Deductible
Annual Mammography Screening, age 40+	100%	70% after Deductible
Annual Cervical Cancer Screening	100%	70% after Deductible
Annual Prostate Cancer Screening, age 50+	100%	70% after Deductible
Immunizations	100%	70% after Deductible
Well Care Services (ages 6 and up) ^[12]	100%	70% after Deductible
Services Received at a Facility (includes professional and facility charges)		
Inpatient Services ^[3]	90% after Deductible	70% after Deductible
Outpatient Surgery ^[4]	90% after Deductible	70% after Deductible
Routine Diagnostic Services-Outpatient	90% after Deductible	70% after Deductible
Advanced Radiological Imaging-Outpatient ^{[5][10]}	90% after Deductible	70% after Deductible
Provider-Administered Specialty Drugs ^[9]	90% after Deductible	70% after Deductible
Other Outpatient Services ^[6]	90% after Deductible	70% after Deductible
Emergency Care Services	\$100 ER Copay	\$100 ER Copay
Emergency Care Advanced Radiological Imaging ^[5]	90% after Deductible	90% after Deductible
Medical Equipment		
Durable Medical Equipment	90% after Deductible	70% after Deductible
Prosthetics	90% after Deductible	70% after Deductible
Orthotic Appliances	90% after Deductible	70% after Deductible
Behavioral Health		
Inpatient: Unlimited days per annual benefit period	90% after Deductible	70% after Deductible
Outpatient: Unlimited visits per annual benefit period	90% after Deductible	70% after Deductible
Therapeutic Services ^[7]		
Therapy (Limited to 30-36 visits per annual benefit period per therapy type)	90% after Deductible	70% after Deductible
Skilled Nursing Facility & Rehabilitation Facility Services ^[3]		
Limited to 120 days combined	90% after Deductible	70% after Deductible
Home Health Services ^[10]		
Limited to 120 visits per annual benefit period	90% after Deductible	70% after Deductible
Hospice Services	100%	70% after Deductible
Ambulance Service	90% after Deductible	90% after Deductible
Pharmacy		
Prescription Drugs ^{[8][11]}	In-Net: 90% after Deductible/OON: 70% after Deductible	
Specialty Drugs ^{[8][9][11]}	In-Net: 90% after Deductible/OON: 70% after Deductible	

Notes:

1. HIPAA regulations apply. A Group enrollee's pre-existing condition waiting period can be reduced by the enrollee's applicable 'creditable coverage'. Pre-existing condition waiting period does not apply to enrollees under age 19.
2. Out-of-network benefit payment based on BlueCross BlueShield of Tennessee maximum allowable charge. You are responsible for paying any amount exceeding the maximum allowable charge.
3. Services require prior authorization. When using network providers outside Tennessee and all out-of-network providers, benefits will be reduced to 50% if prior authorization is not obtained and services are medically necessary. If services are not medically necessary no benefits will be provided.
4. Surgeries include incisions, excisions, biopsies, injection treatments, fracture treatments, applications of casts and splints, sutures, and invasive diagnostic services (e.g., colonoscopy, sigmoidoscopy and endoscopy).
5. CAT scans, PET Scans, MRIs, nuclear medicine and other similar technologies.
6. Includes services such as chemotherapy, radiation therapy, and renal dialysis.
7. Physical, speech, and occupational therapies are limited to 30 visits per therapy type per annual benefit period. Cardiac and pulmonary rehabilitative therapies are limited to 36 visits per therapy type per annual benefit period.
8. See attached rider for Pharmacy exclusions and Specialty Drug vendors.
9. Refer to www.bcbst.com for Specialty Pharmacy Drug List.
10. Requires prior authorization.
11. Copay per prescription, up to 30 day supply.
12. Services include: annual health assessment, childhood immunizations, recommended adult immunizations, vision and hearing screenings performed by the physician during the preventive health exam.

Exclusions From Coverage

- Services or supplies not listed as Covered Services in the Evidence of Coverage (EOC);
- Services or supplies that are not Medically Necessary and Appropriate;
- Services or supplies that are Investigational;
- Illness or injury resulting from war, that occurred before Your Coverage began under this EOC and that is Covered by veteran's benefit or other coverage for which You are legally entitled;
- Self treatment or training;
- Staff consultations required by hospital or other facility rules;
- Services that are free;
- Treatment of work related illness or injury;
- Personal, physical fitness, recreational or convenience items and services, even if ordered by a Practitioner;
- Services or supplies, including those related to a Hospital Confinement, received before Your effective date for Coverage with this Plan;
- Services or supplies received after Your Coverage under this Plan ceases for any reason, even though the expenses relate to a condition that began while You were Covered;
- Services or supplies received in a dental or medical department maintained by or on behalf of the employer, mutual benefit association, labor union or similar group;
- Services or charges to complete a claim form or to provide medical records or other administrative functions;
- Telephone consultations, e-mail or web based consultations, or telemedicine services, or charges for failure to keep a scheduled appointment;
- Court ordered examinations and treatment, unless Medically Necessary;
- Room, board and general nursing care rendered on the date of discharge, unless admission and discharge occur on the same day;
- Benefits for Pre-existing Conditions are excluded until any Pre-existing Condition Waiting Periods have been met;
- Charges in excess of the Maximum Allowable Charge for Covered Services;
- Any service stated in the EOC as a non-Covered Service or limitation;
- Charges for services performed by You or Your spouse, or Your or Your spouse's parent, sister, brother or child;
- Any charges for handling fees;
- Nicotine replacement therapy and aids to smoking cessation including, but not limited to, patches;
- Safety items, or items to affect performance primarily in sports-related activities;
- Services or supplies, including bariatric surgery, for weight loss or to treat obesity, even if You have other health conditions that might be helped by weight loss or reduction of obesity;
- Any re-operation or surgery related to bariatric surgery, including, but not limited to, complications of bariatric surgery or body remodeling following weight loss;
- Services or supplies related to treatment of complications (except Complications of Pregnancy) that are a direct or closely related result of a Member's refusal to accept treatment, medicines, or a course of treatment that a Provider has recommended or has been determined to be Medically Necessary, including leaving an inpatient medical facility against the advice of the treating physician;
- Cosmetic services;
- Blepharoplasty and browplasty, except for: correction of injury to the orbital area resulting from physical trauma or non-cosmetic Surgical Procedures (e.g., removal of malignancies); treatment of edema and irritation resulting from Graves' disease; or correction of trichiasis, ectropion, or entropion of the eyelids;
- Services and charges related to the care of the biological mother of an adopted child, if the biological mother is not a Member. Services and charges relating to surrogate parenting;
- Sperm preservation;
- Orthognathic Surgery;
- Maintenance Care;
- Private duty nursing;
- Pharmacogenetic testing or pharmacogenomics;
- Treatment of sexual dysfunction, regardless of cause;
- Services or supplies related to complications of cosmetic procedures, complications of bariatric surgery, re-operation of bariatric surgery or body remodeling following weight loss;

- Methadone maintenance therapy and buprenorphine maintenance therapy;
- Cranial orthosis, including helmet or headband, for the treatment of plagiocephaly;
- Chelation therapy, except for control of ventricular arrhythmias or heart block associated with digitalis toxicity; Emergency treatment of hypercalcemia; extreme conditions of metal toxicity, including thalassemia with hemosiderosis; Wilson's disease (hepatolenticular degeneration); and lead poisoning;
- Vagus nerve stimulation for the treatment of depression;
- Artificial intervertebral disc;
- Balloon sinuplasty for treatment of chronic sinusitis;
- Treatment for benign gynecomastia;
- Treatment for hyperhidrosis;
- Percutaneous intradiscal electrothermal annuloplasty and percutaneous intradiscal radiofrequency thermocoagulation to treat chronic discogenic back pain;
- Office visits, physical exams and related immunizations and tests, when required solely for: sports; camp; employment; travel; insurance; marriage or legal proceedings;
- Routine foot care for the treatment of: flat feet; corns; bunions; calluses; toenails; fallen arches; and weak feet or chronic foot strain;
- Foot orthotics, shoe inserts and custom made shoes, except as required by law for diabetic patients or as a part of a leg brace;
- Dental procedures, except as otherwise indicated in the EOC;
- Inpatient stays primarily for therapy (such as physical or occupational therapy);
- Private room when not Authorized by the Plan and room and board charges are in excess of semi-private room;
- Emergency treatment of a chronic, non-Emergency condition, where the symptoms have existed over a period of time, and a prudent layperson who possesses an average knowledge of health and medicine would not believe it to be an Emergency;
- Ambulance transportation for Your convenience, that is not essential to reduce the probability of harm to You, or when You are not transported to a facility;
- Behavioral Health Services except as specified in separate Rider;
- Services or supplies that are designed to create a pregnancy, enhance fertility or improve conception quality;
- Reversals of sterilizations;
- Induced abortion unless: the health care Practitioner certifies in writing that the pregnancy would endanger the life of the mother; the pregnancy is a result of rape or incest; the fetus is not viable; or the fetus has been diagnosed with a lethal or otherwise significant abnormality;
- Services, supplies or prosthetics primarily to improve appearance;
- Surgeries to correct or repair the results of a prior Surgical Procedure, the primary purpose of which was to improve appearance, even if that prior procedure was a Covered Service;
- Surgeries and related services to change gender (transsexual Surgery);
- Custodial, domiciliary or private duty nursing services;
- Cognitive rehabilitation;
- Therapy/Rehabilitative treatment beyond what can reasonably be expected to significantly improve health, including therapeutic treatments for ongoing maintenance or palliative care;
- Enhancement therapy that is designed to improve Your physical status beyond Your pre-injury or pre-illness state;
- Complementary and alternative therapeutic services, including, but not limited to: massage therapy; acupuncture; craniosacral therapy; cognitive rehabilitation; vision exercise therapy; and neuromuscular reeducation;
- Therapy modalities that do not require the attendance or supervision of a licensed therapist;
- Behavioral therapy, play therapy, communication therapy, and therapy for self correcting language dysfunctions as part of speech therapy, physical therapy or occupational therapy programs;
- Organ transplant and related services that were not Authorized through Transplant Case Management;
- Transplant related charges in excess of the Transplant Maximum Allowable Charge;
- Donor services including screening and assessment procedures that have not received Prior Authorization;

- Removal of an organ from a Member for purposes of transplantation into another person, except as Covered by the Donor Organ Procurement provision;
- Routine dental care and related services;
- Treatment for correction of underbite, overbite, and misalignment of the teeth;
- Extraction of impacted teeth, including wisdom teeth;
- Diagnostic services that are not Medically Necessary and Appropriate;
- Diagnostic services not ordered by a Practitioner;
- Pharmaceuticals purchased with a prescription except those dispensed at a participating facility, unless listed in a separate rider;
- Pharmaceuticals that may be purchased without a prescription;
- Self-administered Specialty Drugs as identified on the Plan's Specialty Drug list, except as may be Covered by a separate rider;
- FDA-approved drugs used for purposes other than those approved by the FDA, unless the drug is recognized for the treatment of the particular indication in one of the standard reference compendia;
- Services, surgeries and supplies to detect or correct refractive errors of the eyes;
- Eyeglasses, contact lenses and examinations for the fitting of eyeglasses and contact lenses;
- Eye exercises and/or therapy;
- Visual training;
- Charges exceeding the total cost of the Maximum Allowable Charge to purchase Durable Medical Equipment;
- Unnecessary repair, adjustment or replacement or duplicates of any such equipment;
- Supplies and accessories that are not necessary for the effective functioning of the Covered equipment;
- Items to replace those that were lost, damaged, stolen or prescribed as a result of new technology;
- Items that require or are dependent on alteration of home, workplace or transportation vehicle;
- Motorized scooters, exercise equipment, hot tubs, pool, saunas;
- "Deluxe" or "enhanced" equipment;
- Computerized or gyroscopic mobility systems, roll about chairs, geriatric chairs, hip chairs, and seat lifts of any kind;
- Patient lifts, auto tilt chairs, air fluidized beds, or air flotation beds, unless approved by Case Management for a Member who is in Case Management;
- Diabetic treatments or supplies that are not prescribed and certified by a Practitioner as being Medically Necessary;
- Diabetic supplies not required by state statute;
- Hearing aids;
- Prosthetics primarily for cosmetic purposes, including but not limited to wigs, or other hair prosthesis or transplants;
- Replacements of contacts after the initial pair have been provided following cataract surgery;
- Items such as non-treatment services or: routine transportation; homemaker or housekeeping services; behavioral counseling; supportive environmental equipment; Maintenance Care or Custodial Care; social casework; meal delivery; personal hygiene; and convenience items;
- Services such as: homemaker or housekeeping services; meals; convenience or comfort items not related to the illness; supportive environmental equipment; private duty nursing; routine transportation; and funeral or financial counseling;
- Supplies that can be obtained without a prescription (except for diabetic supplies).

Please refer to the Evidence of Coverage for Complete description of benefits and exclusions.

Deductible & Coinsurance Prescription Drug Coverage

Benefits are available for prescription drugs when filled by a BlueCross BlueShield of Tennessee participating pharmacy, subject to your deductible and coinsurance.

In-network Pharmacy

Benefits are subject to your in-network deductible and coinsurance

Out-of-Network Pharmacy

Benefits are subject to your out-of-network deductible and coinsurance

When you get your prescription filled, you pay the pharmacy in full. The pharmacy will electronically file your claim with BlueCross BlueShield of Tennessee. BlueCross BlueShield of Tennessee will reimburse you, less your deductible and coinsurance. For the best benefits, get your prescriptions filled at a participating pharmacy.

Benefits are available for brand name drugs and generic drugs. Generic drugs offer the best value. A generic drug is a safe and effective alternative to a brand name drug. When your doctor writes your prescription, ask about using a generic drug.

Limitations

These limitations apply to each prescription order.

Benefits will be provided for

- up to a 30-calendar-day supply of prescription drugs, and/or
- up to a 90-calendar-day supply of prescription drugs obtained through Prescription Home Delivery or the Home Delivery Retail Network.

Some drugs require prior authorization, step therapy or have quantity limitations. Please refer to the special drug lists on the pharmacy page on www.bcbst.com for more information.

Step Therapy

Step Therapy is a form of Prior Authorization. When Step Therapy is required, You must initially try a drug that has been proven effective for most people with Your condition. This initial drug will be a Covered Generic Drug (if available) or a Preferred Brand Drug.

However, if You have already tried an alternate, less expensive drug and it did not work, or if Your doctor believes that You must take the more expensive drug because of Your medical condition, Your doctor can contact the Plan to request an exception. If the request is approved, the Plan will cover the requested drug.

Refills

Refills must be dispensed pursuant to a Prescription. If the number of refills is not specified in the Prescription, benefits for refills will not be provided beyond one year from the date of the original prescription.

The Plan has time limits on how soon a Prescription can be refilled. If you request a refill too soon, the Network Pharmacy will advise you when your Prescription benefit will cover the refill.

Prescription Home Delivery

Enjoy the convenience of prescription home delivery. Simply mail a completed form along with the written prescription and payment in one of the envelopes provided or visit the pharmacy section at www.bcbst.com for other helpful ways to have your prescriptions delivered to your home or another preferred address.

Home Delivery Retail Network

Another convenient way to obtain up to a 90-calendar-day supply of drugs is through the Home Delivery Retail network. The Home Delivery Retail Network is a network of retail pharmacies that are permitted to dispense prescription drugs to BlueCross BlueShield of Tennessee members on the same terms as pharmacies in the Home Delivery Network. A directory of the participating Home Delivery Retail Network is available online at www.bcbst.com.

Out-of-Network Pharmacies

If a prescription is filled at an out-of-network pharmacy, you must pay all costs. A claim can then be submitted to BlueCross BlueShield of Tennessee. Reimbursement is based on the BlueCross BlueShield of Tennessee allowed charge, less any applicable copay, deductible or coinsurance amount.

A Broad Network of Retail Pharmacies

BlueCross BlueShield of Tennessee members access the Caremark network for retail pharmacy benefits. Your pharmacy network provides tremendous accessibility in Tennessee as well as nationally. A directory of participating pharmacies is available online at www.bcbst.com. Click on Find a Pharmacy, and enter the pharmacy network code that appears in the bottom center of your BlueCross BlueShield of Tennessee ID card. This code will start with RX (RX04, for example).

Self-Administered Specialty Pharmacy Network and Coverage

You have a separate network for Specialty Drugs: the Specialty Pharmacy Network. You receive the highest level of benefits when you use a Specialty Pharmacy Network provider for your self-administered Specialty Drugs. **Accredo Health Group, Caremark Specialty Pharmacy Services, CuraScript, Inc., and Walgreens Specialty Pharmacy** are experienced in managing high-cost drugs and providing patient support for complex conditions such as Hepatitis C, Multiple Sclerosis, Arthritis and Hemophilia.

Accredo Health Group	Caremark Specialty Pharmacy Services	CuraScript, Inc.	Walgreens Specialty Pharmacy
1-888-239-0725 (<i>phone</i>) 1-866-387-1003 (<i>fax</i>)	1-800-237-2767 (<i>phone</i>) 1-800-323-2445 (<i>fax</i>)	1-888-773-7376 (<i>phone</i>) 1-888-773-7386 (<i>fax</i>)	1-888-347-3416 (<i>phone</i>) 1-877-231-8302 (<i>fax</i>)

You may purchase self-administered Specialty Drugs from a retail pharmacy, but your copay will be higher. When purchasing self-administered Specialty Drugs from an Out-of-Network Pharmacy, you must pay all expenses and file a claim for reimbursement with us. You will be reimbursed based on the Maximum Allowable Charge, less any applicable Drug Copayment amount.

Please refer to the Specialty Pharmacy Products List to see which drugs are covered as self-administered specialty pharmacy products. Go to www.bcbst.com/Pharmacy.

Specialty Pharmacy Products are limited to a 30-day supply per Prescription.

	Specialty Pharmacy Network	Other Network Pharmacies	Out-of-Network Pharmacies
A Self-Administered Specialty Pharmacy Product, as indicated on Our Specialty Pharmacy Products list.	Benefits are subject to your in-network deductible and coinsurance	Benefits are subject to your in-network deductible and coinsurance	Benefits are subject to your out-of-network deductible and coinsurance

(Please refer to Your EOC for information on benefits for provider-administered Specialty Pharmacy Products, which are covered as a Medical benefit.)

Need More Information?

For more information on prescription drug coverage or our pharmacy programs call 1-800-565-9140. You can also visit the pharmacy section at www.bcbst.com.



Benefits will not be provided for:

- drugs for the treatment of onychomycosis (e.g., nail fungus), except for: 1) diabetics; or 2) immuno-compromised patients.
- growth hormones, except for: 1) treatment of absolute growth hormone deficiency in children whose epiphyses have not closed; 2) patients with “Turner” syndrome; and 3) patients with Prader-Willi syndrome confirmed by appropriate genetic testing;
- prescription and non-prescription medical supplies, devices and appliances, except for syringes used in conjunction with injectable medications or other supplies used in the treatment of diabetes and/or asthma;
- immunizations or immunological agents, including but not limited to: 1) biological sera, 2) blood, 3) blood plasma; or 4) other blood products are not Covered, except for blood products required by hemophiliacs.
- injectable drugs, unless: 1) intended for self-administration; or 2) defined by the Plan.
- drugs which are prescribed, dispensed or intended for use while You are confined in a hospital, skilled nursing facility or similar facility, except as otherwise Covered in the EOC;
- any drugs, medications, Prescription devices or vitamins, available over-the-counter that do not require a Prescription by Federal or State law; except as otherwise Covered in the EOC;
- any quantity of Prescription Drugs which exceeds that specified by the Plan’s P & T Committee;
- any Prescription Drug purchased outside the United States, except those authorized by Us;
- any Prescription dispensed by or through a non-retail internet Pharmacy;
- contraceptives which require administration or insertion by a Provider (e.g., non-drug devices, implantable products such as Norplant, except injectables), except as otherwise Covered in the EOC;
- medications intended to terminate a pregnancy (e.g., RU-486);
- non-medical supplies or substances, including support garments, regardless of their intended use;
- artificial appliances;
- allergen extracts;
- any drugs or medicines dispensed more than one year following the date of the Prescription;
- Prescription Drugs You are entitled to receive without charge in accordance with any worker’s compensation laws or any municipal, state, or federal program;
- replacement Prescriptions resulting from lost, spilled, stolen, or misplaced medications (except as required by applicable law);
- drugs dispensed by a Provider other than a Pharmacy;
- administration or injection of any drugs;
- Prescription Drugs used for the treatment of infertility;
- Prescription Drugs not on the Drug Formulary;
- anorectics (any drug or medicine for the purpose of weight loss and appetite suppression);
- nicotine replacement therapy and aids to smoking cessation including, but not limited to, patches;
- all newly FDA approved drugs prior to review by the Plan’s P & T Committee. Prescription Drugs that represent an advance over available therapy according to the P & T Committee will be reviewed within at least six (6) months after FDA approval. Prescription Drugs that appear to have therapeutic qualities similar to those of an already marketed drug, will be reviewed within at least twelve (12) months after FDA approval;
- any Prescription Drugs or medications used for the treatment of sexual dysfunction, including but not limited to erectile dysfunction (e.g. Viagra), delayed ejaculation, anorgasmia and decreased libido;
- Prescription Drugs used for cosmetic purposes including, but not limited to: 1) drugs used to reduce wrinkles (e.g. Renova); 2) drugs to promote hair-growth; 3) drugs used to control perspiration; 4) drugs to remove hair (e.g. Vaniqa); and 5) fade cream products;
- any Prescription Drug for which there is an over-the-counter (OTC) equivalent in both dosage and strength, except for insulin;
- FDA approved drugs used for purposes other than those approved by the FDA unless the drug is recognized for the treatment of the particular indication in one of the standard reference compendia;
- Compound drugs filled or refilled at an Out-of-Network Pharmacy;
- drugs used to enhance athletic performance;
- Experimental and/or Investigational Drugs;
- Provider-administered Specialty Drugs, as indicated on Our Specialty Drug list; and
- Prescription Drugs or refills dispensed:
 - in quantities in excess of amounts specified in the BENEFIT PAYMENT section;
 - without Our Prior Authorization when required; or
 - which exceed any applicable Annual Maximum Benefit, or any other maximum benefit amounts stated in this Rider or the EOC

These exclusions only apply to this Rider. Items that are excluded under the Rider may be Covered as medical supplies under the EOC. Please review your EOC carefully.

Behavioral Health Benefits

Mental Health/Substance Abuse Treatment

Benefits

	In-Network	Out-of-Network
Inpatient Services	90% after Deductible	70% after Deductible
Outpatient Services	90% after Deductible	70% after Deductible

Prior Authorization Requirements

Prior Authorization is required for:

- All inpatient levels of care. Inpatient levels of care include: Acute care, residential care, partial hospital and intensive outpatient programs.
- Electro-convulsive therapy (ECT) provided on an inpatient or outpatient basis.
- Detoxification from narcotic pain medications provided on an inpatient or outpatient basis.
- Outpatient visits do not require Prior Authorization.

When an out-of-network provider is used and prior authorization is not obtained and the service is determined to be medically necessary, benefits will be provided at 50% of the maximum allowable charge after the deductible. Benefits will not be provided if the services are determined to be not medically necessary.

Emergency Care

In an emergency, go to the nearest network facility or to the emergency room of the closest medical hospital. An emergency admission to the hospital does not need prior authorization, but you or the hospital must call Behavioral Health Services within 24 hours.

Access To Services

If you or a covered family member needs help, call the Behavioral Health Services Help Line phone number listed on the back of your BlueCross Blue Shield of Tennessee ID card. **This toll-free number offers assistance 24 hours a day, seven days a week, 365 days a year.**

For inpatient referral and inpatient prior authorization please call the telephone number on the back of your ID card and a care manager will direct you to a participating provider. Consult your directory to determine whether a particular provider is in the network. If you choose to use providers who are not in the behavioral health network, your benefits may be reduced. Behavioral health providers include experienced professionals, programs, and facilities to meet your needs. Any information you provide will be confidential.

If you are outside the State of Tennessee and need behavioral health care you must:

- For Inpatient care, have the hospital call Behavioral Health Services within 24 hours.
- To determine the network status of a provider in the state in which you wish to seek care, call the Behavioral Health Services number on the back of your ID card and ask to speak with a BlueCross BlueShield of Tennessee customer service representative. This call should be made between the hours of 8:30 a.m. and 5:30 p.m. EST, Monday through Friday.

Well Care Services

To maintain your health throughout your life, you should receive the proper tests and immunizations at the appropriate time and frequency. Many factors, including your age, gender, family history, and other special needs, determine when particular services are beneficial. Therefore you should discuss with your physician what is right for you.

You and each eligible dependent age 6 and older may receive preventive health services. All services must be medically necessary and appropriate and recommended by the U.S. Preventive Health Task Force, or in conjunction with the plan's preventive health care guidelines.

All well care benefits listed are subject to the terms, conditions, limitations, and exclusions contained in the Group Master Contract and the Evidence of Coverage.

The following is a list of items that are covered as a part of the annual preventive health exam for persons age 6 and older:

- Annual Health Assessment
- Childhood immunizations
- Blood pressure screening
- Periodic cholesterol screening
- Periodic colorectal cancer screening
- Tetanus-diphtheria (Td) booster
- Pneumococcal immunization
- Other recommended adult immunizations and immunizations not completed in childhood
- Immunizations for travel to foreign countries
- Other prescribed x-ray and lab screenings associated with preventive care
- Vision and hearing screenings performed by the physician during the preventive health exam

Most of these services are not needed every year, or may be appropriate only for people of particular age groups, genders, or those who meet other specific health criteria.