

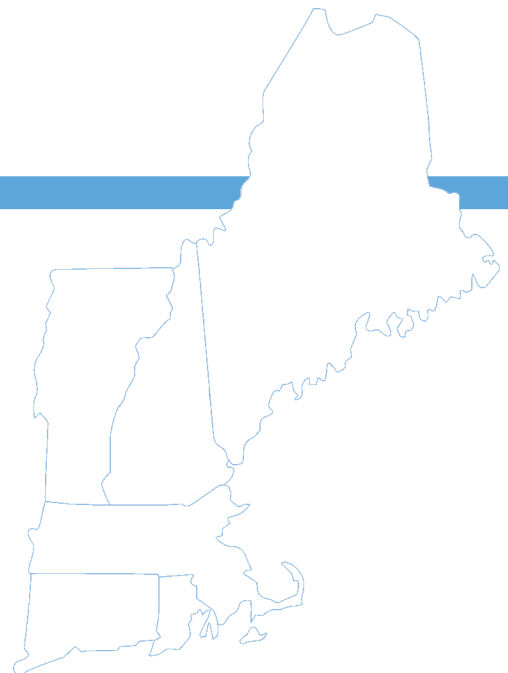


Network Blue New England

Summary of Benefits

City of Lowell

✓ This health plan meets Minimum Creditable Coverage Standards for Massachusetts residents that will be effective January 1, 2009, as part of the Massachusetts Health Care Reform Law.



Your Care

Your Primary Care Physician.

When you join HMO Blue New England, you must choose a primary care physician (PCP) for you and each member of your family from any New England state. There are several ways to find a PCP: visit the Blue Cross Blue Shield of Massachusetts website at www.bluecrossma.com; consult the *HMO Blue New England Provider Directory*; or call our Physician Selection Service at 1-800-821-1388. If you have trouble choosing a doctor, the Physician Selection Service can help. We can tell you whether a doctor is male or female, the medical school(s) he or she attended, and if any languages other than English are spoken in the office.

Referrals You Can Feel Better About.

Your PCP is the first person you call when you need routine or sick care (see *Emergency Care—Wherever You Are* for emergency care services). If you and your PCP decide that you need to see a specialist for covered services, your PCP will refer you to an appropriate network specialist. The specialist will usually be one your PCP knows, probably someone affiliated with your PCP's hospital or medical group. Your physician may also work with Blue Cross Blue Shield concerning the Utilization Review Requirements, which are Pre-Admission Review, Concurrent Review and Discharge Planning, Prior Approval for Certain Outpatient Services, and Individual Case Management. Information concerning Utilization Review is detailed in your benefit description.

Emergency Care—Wherever You Are.

In an emergency, such as a suspected heart attack, stroke, or poisoning, you should go directly to the nearest medical facility or call 911 (or the local emergency phone number). There is a \$25 copayment per visit for emergency room services. This copayment is waived if you're admitted to the hospital or for an observation stay.

Network Blue New England Service Area.

The plan's service area includes all cities and towns in the Commonwealth of Massachusetts, State of Rhode Island, State of Vermont, State of Connecticut, State of New Hampshire, and State of Maine. Please see your benefit description for a complete definition of the service area.

When Outside the Network Blue New England Service Area.

If you're traveling outside the service area and you need urgent or emergency care, go to the nearest appropriate health care facility. You are covered for the urgent or emergency care visit and one follow-up visit while outside the service area. Any additional follow-up care must be arranged by your PCP. Please see your benefit description for more information.

Dependent and Student Benefits.

Your health care plan covers your unmarried dependent children until age 19, or full-time students until age 23. Student coverage ends when the student turns 23, or marries, or on November 1 following the date the student discontinues full-time classes or graduates, whichever comes first.

Your Medical Benefits

| Outpatient Care | |
|---|--|
| Emergency room visits | \$25 per visit (waived if admitted or for observation stay) |
| Well-child care visits | \$5 per visit (no cost for immunizations and routine tests) |
| Routine adult physical exams, including related tests | \$5 per visit (no cost for routine tests) |
| Routine GYN exams, including related lab tests (one per calendar year) | \$5 per visit (no cost for routine tests) |
| Routine hearing exams | \$5 per visit |
| Routine vision exams (one per calendar year) | \$5 per visit |
| Family planning services—office visits | \$5 per visit |
| Office visits | \$5 per visit |
| Chiropractor services (up to 12 visits per calendar year for members age 16 or older) | \$5 per visit |
| Short-term rehabilitation therapy—physical and occupational (up to 60 visits per calendar year*) | \$5 per visit |
| Speech, hearing, and language disorder treatment—speech therapy | \$5 per visit |
| Preventive dental care for children under age 12 (one visit each six months) | Nothing |
| Allergy injections only | Nothing |
| Diagnostic X-rays, lab tests, and other tests | Nothing |
| Home health care, including hospice services | Nothing |
| Oxygen and equipment for its administration | Nothing |
| Prosthetic devices and repairs | Nothing |
| Durable medical equipment and repairs—such as wheelchairs, crutches, hospital beds (up to \$1,500 per calendar year**) | All charges beyond the calendar-year benefit maximum |
| Surgery and related anesthesia | \$5 per visit |
| <ul style="list-style-type: none"> • Office setting • Ambulatory surgical facility, hospital, or surgical day care unit | Nothing |
| Inpatient Care (including maternity care) | |
| General or chronic disease hospital care (as many days as medically necessary) | Nothing |
| Rehabilitation hospital care (up to 60 days per calendar year) | Nothing |
| Skilled nursing facility care (up to 100 days per calendar year) | Nothing |
| Prescription Drug Benefits | |
| At designated retail pharmacies (up to a 30-day formulary supply for each prescription or refill) | \$5 for generic \$10 for brand-name |
| Through the designated mail service pharmacy (up to a 90-day formulary supply for each prescription or refill) | \$5 for generic \$10 for brand-name |

* No visit limit applies when short-term rehabilitation therapy is furnished as part of covered home health care.

** No dollar limit applies when durable medical equipment is furnished as part of covered home dialysis, home health care, or hospice services.

Your Medical Benefits (continued)

| Covered Services | Your Cost |
|---|---------------|
| Mental Health and Substance Abuse Treatment | |
| Biologically based conditions* | |
| Inpatient admissions in a general hospital or mental hospital | Nothing |
| Outpatient visits | \$5 per visit |
| Non-biologically based mental conditions (includes drug addiction and alcoholism) | |
| Inpatient admissions in a general hospital | Nothing |
| Inpatient admissions in a mental hospital or substance abuse treatment facility (up to 60 days per calendar year) | Nothing |
| Outpatient visits (up to 24 visits per calendar year) | \$5 per visit |
| Alcoholism treatment (in addition to non-biologically based mental conditions) | |
| Inpatient admissions in a general hospital | Nothing |
| Inpatient admissions in a substance abuse treatment facility (up to 30 days per calendar year) | Nothing |
| Outpatient visits (up to 8 visits per calendar year) | \$5 per visit |

* Treatment for rape-related mental or emotional disorders and treatment for children under age 19 are covered to the same extent as biologically based conditions.

Healthy Blue Programs

At Blue Cross Blue Shield of Massachusetts we offer you Healthy Blue, a group of programs, discounts and savings, resources, and tools to help you get the most you can from your health care plan. Call us at **1-800-782-3675** to receive our *Healthy Blue* booklet, which outlines these special programs.

| | |
|---|---------------------------------------|
| LIVING HEALTHY <i>Babies</i> [®] | No charge |
| A Fitness Benefit toward membership at a health club (see your benefit description for details) | \$150 per year, per individual/family |
| Reimbursement for a Blue Cross Blue Shield of Massachusetts designated weight loss program | \$150 per year, per individual/family |
| Living Healthy [®] Vision—discounts on eyewear (frames, lenses, supplies, and laser vision correction surgery) | Discount varies |
| Discounts on safety helmets and home safety items | Discount varies |
| Living Healthy [®] Naturally—discounts on different types of complementary and alternative medicine services such as acupuncture, massage therapy, nutritional counseling, personal training, Pilates, tai chi, and yoga | Up to a 30% discount |
| Blue Care [®] Line to answer your health care questions 24 hours a day—call 1-888-247-BLUE (2583) | No charge |
| Visit www.AHealthyMe.com for an around-the-clock healthy approach to fitness, family, and fun | No charge |

Questions? Call 1-800-782-3675.

For questions about Blue Cross Blue Shield of Massachusetts, visit the website at www.bluecrossma.com.

Limitations and Exclusions. These pages summarize the benefits of your health care plan. Your benefit description and riders define the full terms and conditions in greater detail. Should any questions arise concerning benefits, the benefit description and riders will govern. Some of the services not covered are: cosmetic surgery; custodial care; hearing aids; most dental care; and any services covered by workers' compensation. For a complete list of limitations and exclusions, refer to your benefit description and riders.

Please note: Blue Cross and Blue Shield of Massachusetts, Inc., administers claims payment only and does not assume financial risk for claims.