The Summary of Benefits and Coverage (SBC) document will help you choose a health <u>plan</u>. The SBC shows you how you and the <u>plan</u> would share the cost for covered health care services. NOTE: Information about the cost of this <u>plan</u> (called the <u>premium</u>) will be provided separately. This is only a summary. For more information about your coverage, or to get a copy of the complete terms of coverage, visit <u>www.bcbsil.com/bb/ind/bb\_sp3b44bceiilp\_il\_2025.pdf</u> or by calling 1-800-541-2768. For general definitions of common terms, such as <u>allowed amount</u>, <u>balance</u> <u>billing</u>, <u>coinsurance</u>, <u>copayment</u>, <u>deductible</u>, <u>provider</u>, or other <u>underlined</u> terms, see the Glossary. You can view the Glossary at <u>www.healthcare.gov/sbc-glossary/</u> or call 1-855-756-4448 to request a copy.

| Important Questions   | Answers   | Why This Matters:   |
|---|---|---|
| What is the overall<br><u>deductible</u> ?                              | \$0 at Indian Health Care <u>Provider</u> or with<br>IHCP <u>referral</u> at non-IHCP; or<br>Individual: Participating \$4,300; Non-<br>Participating \$15,000<br>Family: Participating \$8,600; Non-<br>Participating \$45,000                           | Generally, you must pay all of the costs from <u>providers</u> up to the <u>deductible</u> amount before this <u>plan</u> begins to pay. If you have other family members on the <u>plan</u> , each family member must meet their own individual <u>deductible</u> until the total amount of <u>deductible</u> expenses paid by all family members meets the overall family <u>deductible</u> .   |
| Are there services covered before you meet your <u>deductible</u> ?     | Yes. Services from Indian Health Care<br><u>Providers</u> , In-Network Preventive Health<br>Care services, certain services with a<br><u>copayment</u> , and certain <u>prescription drugs</u><br>are covered before you meet your<br><u>deductible</u> . | This <u>plan</u> covers some items and services even if you haven't yet met the <u>deductible</u> amount. But a <u>copayment</u> or <u>coinsurance</u> may apply. For example, this <u>plan</u> covers certain <u>preventive services</u> without <u>cost sharing</u> and before you meet your <u>deductible</u> . See a list of covered <u>preventive services</u> at <u>www.healthcare.gov/coverage/preventive-care-benefits/</u> .   |
| Are there other <u>deductibles</u> for specific services?               | No.   | You don't have to meet <u>deductibles</u> for specific services.  |
| What is the <u>out-of-pocket</u><br><u>limit</u> for this <u>plan</u> ? | Individual: Participating \$9,200; Non-<br>Participating Unlimited<br>Family: Participating \$18,400; Non-<br>Participating Unlimited   | The <u>out-of-pocket limit</u> is the most you could pay in a year for covered services. If you have other family members in this <u>plan</u> , they have to meet their own <u>out-of-pocket limits</u> until the overall family <u>out-of-pocket limit</u> has been met.   |
| What is not included in the<br>out-of-pocket limit?                     | <u>Premiums</u> , <u>balance billing</u> charges, and<br>health care this <u>plan</u> doesn't cover.  | Even though you pay these expenses, they don't count toward the out-of-pocket limit.  |
| Will you pay less if you use<br>a <u>network provider</u> ?             | Yes. See<br>www.bcbsil.com/bluechoicepreferredppo<br>or call 1-800-541-2768 for a list of<br>Participating <u>Providers</u> .   | You pay the least if you use a <u>provider</u> in IHCP <u>Network</u> . You pay more if you use a <u>provider</u> in Non-IHCP <u>Network</u> . You will pay the most if you use an <u>out-of-network</u> <u>provider</u> , and you might receive a bill from a <u>provider</u> for the difference between the <u>provider's</u> charge and what your <u>plan</u> pays ( <u>balance billing</u> ). Be aware your <u>network</u> <u>provider</u> might use an <u>out-of-network provider</u> for some services (such as lab work). Check with your <u>provider</u> before you get services. |
| Do you need a <u>referral</u> to see a <u>specialist</u> ?              | No.   | You can see the <u>specialist</u> you choose without a <u>referral</u> .  |

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All **<u>copayment</u>** and **<u>coinsurance</u>** costs shown in this chart are after your **<u>deductible</u>** has been met, if a **<u>deductible</u>** applies.

|           |  |   | What You Will Pay  |   |  |   |  |
|-----------|--|---|--|---|--|---|--|
|           | Common<br>Medical Event                                  | Services You May Need                               | Indian Health Care<br>Provider (IHCP)<br>(You will pay the<br>least) | Non-IHCP In-<br>Network Provider<br>(You will pay more)                                 | Non-IHCP Out-of-<br>Network Provider<br>(You will pay the<br>most)   | Limitations, Exceptions, & Other<br>Important Information   |  |
|           |  | Primary care visit to treat an<br>injury or illness | NO COARDE  | \$30/visit; <u>deductible</u><br>does not apply   | 50% <u>coinsurance</u>   | Virtual Visits: \$30/visit. See your benefit booklet* for details.  |  |
|           | lf you visit a health<br>care <u>provider's</u> office   | <u>Specialist</u> visit                             | NO LINAROA   | \$40/visit; <u>deductible</u><br>does not apply   | 50% <u>coinsurance</u>   | Cost sharing waived at non-IHCP with IHCP referral.   |  |
| or clinic | <u>Preventive</u><br><u>care/screening</u> /immunization | No Charge   | No Charge;<br><u>deductible</u> does not<br>apply                    | 50% <u>coinsurance</u>  | You may have to pay for services that<br>aren't preventive. Ask your <u>provider</u> if<br>the services needed are preventive.<br>Then check what your <u>plan</u> will pay for. |   |  |
|           | If you have a test                                       | <u>Diagnostic test</u> (x-ray, blood<br>work)       | No Charge  | Freestanding Facility:<br>30% <u>coinsurance</u><br>Hospital: 40%<br><u>coinsurance</u> | 50% <u>coinsurance</u>   | <u>Preauthorization</u> may be required; see<br>your benefit booklet* for details.<br><u>Cost sharing</u> waived at non-IHCP with<br>IHCP <u>referral</u> . |  |
|           |  | Imaging (CT/PET scans,<br>MRIs)                     | No Charge  | Freestanding Facility:<br>30% <u>coinsurance</u><br>Hospital: 40%<br><u>coinsurance</u> | 50% <u>coinsurance</u>   | Preauthorization may be required; see<br>your benefit booklet* for details.<br><u>Cost sharing</u> waived at non-IHCP with<br>IHCP <u>referral</u> .        |  |

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|   |   |  | What You Will Pay   |  |   |  |
|---|---|--|---|--|---|--|
| Common<br>Medical Event   | Services You May Need                             | Indian Health Care<br>Provider (IHCP)<br>(You will pay the<br>least) | Non-IHCP In-<br>Network Provider<br>(You will pay more)   | Non-IHCP Out-of-<br>Network Provider<br>(You will pay the<br>most) | Limitations, Exceptions, & Other<br>Important Information   |  |
|   | Generic drugs (Preferred)                         | No Charge  | Retail: Preferred -<br>\$10/prescription<br>Non-Preferred -<br>\$10/prescription<br>Mail:<br>\$30/prescription;<br><u>deductible</u> does not<br>apply  | \$10/prescription;<br><u>deductible</u> does not<br>apply          | Limited to a 30-day supply at retail (or a<br>90-day supply at a <u>network</u> of select<br>retail pharmacies). Up to a 90-day<br>supply at mail order. <u>Specialty drugs</u><br>are limited to a 30-day supply except<br>for certain FDA-designated dosing<br>regimens. Payment of the difference<br>between the cost of a brand name drug |  |
| If you need drugs to<br>treat your illness or<br>condition<br>More information<br>about <u>prescription</u><br>drug coverage is | Generic drugs (Non-<br>Preferred)                 | No Charge  | Retail: Preferred -<br>\$65/prescription<br>Non-Preferred -<br>\$65/prescription<br>Mail:<br>\$195/prescription;<br><u>deductible</u> does not<br>apply | \$65/prescription;<br><u>deductible</u> does not<br>apply          | and a generic may also be required if a generic drug is available. Any differences between the cost of the generic drug and the cost of the brand name drug will apply to the <u>deductible</u> or out-of-pocket maximum. The applicable <u>cost sharing</u> (by tier) and the cost difference between the generic                            |  |
| available at<br>www.bcbsil.com/rx25<br>/6T  | Brand drugs (Preferred)                           | No Charge  | Preferred - 30%<br>coinsurance<br>Non-Preferred - 30%<br>coinsurance  | 30% <u>coinsurance</u>   | and brand will never exceed the overall<br>cost of the drug. All Out-of-Network<br>prescriptions are subject to a 50%<br>additional charge after the applicable   |  |
|   | Brand drugs (Non-Preferred)                       | No Charge  | Preferred - 35%<br><u>coinsurance</u><br>Non-Preferred - 35%<br><u>coinsurance</u>  | 35% <u>coinsurance</u>   | <u>copayment/coinsurance</u> . Additional<br>charge will not apply to any <u>deductible</u><br>or out-of-pocket amounts. The amount<br>you may pay per 30-day supply of a<br>covered insulin drug, regardless of  |  |
|   | Specialty drugs (Preferred)                       | No Charge  | 45% <u>coinsurance</u>  | 45% coinsurance  | quantity or type, shall not exceed \$100,   |  |
|   | <u>Specialty drugs</u> (Non-<br>Preferred)        | No Charge  | 50% <u>coinsurance</u>  | 50% <u>coinsurance</u>   | when obtained from a Preferred<br>Participating or Participating Pharmacy.  |  |
| lf you have<br>outpatient surgery   | Facility fee (e.g., ambulatory<br>surgery center) | No Charge  | Freestanding Facility:<br>30% <u>coinsurance</u><br>Hospital: 40%<br><u>coinsurance</u>   | \$2,000/visit plus 50%<br><u>coinsurance</u>                       | <u>Preauthorization</u> may be required. For<br>Outpatient Infusion Therapy, see your<br>benefit booklet* for details. <u>Cost</u><br><u>sharing</u> waived at non-IHCP with IHCP   |  |
|   | Physician/surgeon fees                            | No Charge  | 40% <u>coinsurance</u>  | 50% <u>coinsurance</u>   | <u>referral</u> .   |  |

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|  |                                       |  | What You Will Pay   |  |  |
|--|---------------------------------------|--|---|--|--|
| Common<br>Medical Event                                      | Services You May Need                 | Indian Health Care<br>Provider (IHCP)<br>(You will pay the<br>least) | Non-IHCP In-<br>Network Provider<br>(You will pay more)   | Non-IHCP Out-of-<br>Network Provider<br>(You will pay the<br>most) | Limitations, Exceptions, & Other<br>Important Information  |
|  | Emergency room care                   | No Charge  | 40% <u>coinsurance</u>  | 40% <u>coinsurance</u>   | Cost sharing waived at non-IHCP with IHCP referral.  |
| If you need<br>immediate medical<br>attention                | Emergency medical<br>transportation   | No Charge  | 40% <u>coinsurance</u>  | 40% <u>coinsurance</u>   | Preauthorization may be required for<br>non-emergency transportation; see<br>your benefit booklet* for details. <u>Cost</u><br><u>sharing</u> waived at non-IHCP with IHCP<br>referral.  |
|  | <u>Urgent care</u>                    | No Charge  | \$40/visit; <u>deductible</u><br>does not apply   | 50% <u>coinsurance</u>   | Cost sharing waived at non-IHCP with IHCP referral.  |
| lf you have a hospital<br>stay                               | Facility fee (e.g., hospital<br>room) | No Charge  | 40% <u>coinsurance</u>  | \$2,000/visit plus 50%<br><u>coinsurance</u>                       | Preauthorization required.<br>Preauthorization penalty: \$1,000 or<br>50% of the eligible charge In-Network,<br>\$500 Out-of-Network. See your benefit<br>booklet* for details.<br><u>Cost sharing</u> waived at non-IHCP with<br>IHCP <u>referral</u> .           |
|  | Physician/surgeon fees                | No Charge  | 40% <u>coinsurance</u>  | 50% <u>coinsurance</u>   | <u>Preauthorization</u> required.<br><u>Cost sharing</u> waived at non-IHCP with<br>IHCP <u>referral</u> .   |
| health, behavioral<br>health, or substance<br>abuse services | Outpatient services                   | No Charge  | \$30/office visit;<br><u>deductible</u> does not<br>apply<br>40% <u>coinsurance</u> for<br>other outpatient<br>services | 50% <u>coinsurance</u>   | <u>Preauthorization</u> may be required; see<br>your benefit booklet* for details.<br>Telepsychiatry benefits and Virtual<br>Visits are available; See your benefit<br>booklet* for details. <u>Cost sharing</u><br>waived at non-IHCP with IHCP <u>referral</u> . |
|  | Inpatient services                    | No Charge  | 40% <u>coinsurance</u>  | \$2,000/visit plus 50%<br><u>coinsurance</u>                       | <u>Preauthorization</u> may be required; see<br>your benefit booklet* for details. <u>Cost</u><br><u>sharing</u> waived at non-IHCP with IHCP<br>referral.   |

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|   |  |  | What You Will Pay  |  |   |  |
|---|--|--|--|--|---|--|
| Common<br>Medical Event                   | Services You May Need                        | Indian Health Care<br>Provider (IHCP)<br>(You will pay the<br>least) | Non-IHCP In-<br>Network Provider<br>(You will pay more)                                | Non-IHCP Out-of-<br>Network Provider<br>(You will pay the<br>most) | Limitations, Exceptions, & Other<br>Important Information   |  |
|   | Office visits                                | No Charge  | Primary Care: \$30<br><u>Specialist</u> : \$40;<br><u>deductible</u> does not<br>apply | 50% <u>coinsurance</u>   | <u>Copayment</u> applies to first prenatal visit<br>(per pregnancy). <u>Cost sharing</u> does not<br>apply for <u>preventive services</u> .<br>Depending on the type of services, a<br>copayment, coincurrence, or doductible |  |
| If you are pregnant                       | Childbirth/delivery<br>professional services | No Charge  | 40% <u>coinsurance</u>   | 50% <u>coinsurance</u>   | <u>copayment</u> , <u>coinsurance</u> , or <u>deductible</u><br>may apply. Maternity care may include<br>tests and services described elsewhere   |  |
|   | Childbirth/delivery facility services        | No Charge  | 40% <u>coinsurance</u>   | \$2,000/visit plus 50%<br>coinsurance                              | in the SBC (i.e., ultrasound). <u>Cost</u><br><u>sharing</u> waived at non-IHCP with IHCP<br><u>referral</u> .  |  |
|   | Home health care                             | No Charge  | 40% <u>coinsurance</u>   | 50% <u>coinsurance</u>   | <u>Preauthorization</u> may be required.<br><u>Cost sharing</u> waived at non-IHCP with<br>IHCP <u>referral</u> .   |  |
|   | Rehabilitation services                      | No Charge  | 40% coinsurance  | 50% coinsurance  | Preauthorization may be required.   |  |
| lf you need help                          | Habilitation services                        | No Charge  | 40% <u>coinsurance</u>   | 50% <u>coinsurance</u>   | Cost sharing waived at non-IHCP with IHCP referral.   |  |
| recovering or have other special health   | Skilled nursing care                         | No Charge  | 40% <u>coinsurance</u>   | 50% <u>coinsurance</u>   | <u>Preauthorization</u> may be required.<br><u>Cost sharing</u> waived at non-IHCP with<br>IHCP <u>referral</u> .   |  |
| needs                                     | Durable medical equipment                    | No Charge  | 40% <u>coinsurance</u>   | 50% <u>coinsurance</u>   | <u>Preauthorization</u> may be required.<br><u>Cost sharing</u> waived at non-IHCP with<br>IHCP <u>referral</u> .   |  |
|   | Hospice services                             | No Charge  | 40% <u>coinsurance</u>   | 50% <u>coinsurance</u>   | <u>Preauthorization</u> may be required.<br><u>Cost sharing</u> waived at non-IHCP with<br>IHCP <u>referral</u> .   |  |
| lf your child needs<br>dental or eye care | Children's eye exam                          | No Charge  | No Charge;<br><u>deductible</u> does not<br>apply                                      | Up to a \$30<br>reimbursement is<br>available                      | One visit per year. Out-of-Network<br>reimbursement will not exceed the retail<br>cost. See your benefit booklet*<br>(Pediatric Vision Care Benefits) for<br>details.   |  |

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|                         |                            | What You Will Pay  |   |  |  |  |
|-------------------------|----------------------------|--|---|--|--|--|
| Common<br>Medical Event | Services You May Need      | Indian Health Care<br>Provider (IHCP)<br>(You will pay the<br>least) | Non-IHCP In-<br>Network Provider<br>(You will pay more) | Non-IHCP Out-of-<br>Network Provider<br>(You will pay the<br>most) | Limitations, Exceptions, & Other<br>Important Information  |  |
|                         | Children's glasses         | No Charge  | No Charge;<br><u>deductible</u> does not<br>apply       | Up to a \$75<br>reimbursement is<br>available                      | One pair of glasses per year up to age<br>19. Reimbursement for frames, lenses<br>and lens options purchased Out-of-<br>Network is available (not to exceed the<br>retail cost). See your benefit booklet*<br>(Pediatric Vision Care Benefits) for<br>details. |  |
|                         | Children's dental check-up | Not Covered  | Not Covered   | Not Covered  | None   |  |

Blue Cross and Blue Shield of Illinois, a Division of Health Care Service Corporation, a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association SBC IL Non-HMO IND-2025 \*For more information about limitations and exceptions, see the <u>plan</u> or policy document at <u>www.bcbsil.com/bb/ind/bb\_sp3b44bceiilp\_il\_2025.pdf</u> **Excluded Services & Other Covered Services:** Services Your Plan Generally Does NOT Cover (Check your policy or plan document for more information and a list of any other excluded services.) • Acupuncture Long-term care Routine eye care (Adult) • Dental care (Adult and child) Non-emergency care when traveling outside the Weight loss programs U.S. Other Covered Services (Limitations may apply to these services. This isn't a complete list. Please see your plan document.) • Abortion care Cosmetic surgery (when medically necessary) • Private-duty nursing (with the exception of inpatient • Bariatric surgery • Hearing aids (1 per ear every 24 months) private-duty nursing) • Routine foot care (when medically necessary) Chiropractic care (Chiropractic and Osteopathic • Infertility treatment (covered for 4 procedures per

benefit period)

Your Rights to Continue Coverage: There are agencies that can help if you want to continue your coverage after it ends. The contact information for those agencies is: the <u>plan</u> at 1-800-541-2768. You may also contact your state insurance department at 1-877-527-9431. Other coverage options may be available to you too, including buying individual insurance coverage through the <u>Health Insurance Marketplace</u>. For more information about the <u>Marketplace</u>, visit <u>www.HealthCare.gov</u> or call 1-800-318-2596.

Your Grievance and Appeals Rights: There are agencies that can help if you have a complaint against your <u>plan</u> for a denial of a <u>claim</u>. This complaint is called a <u>grievance</u> or <u>appeal</u>. For more information about your rights, look at the explanation of benefits you will receive for that medical <u>claim</u>. Your <u>plan</u> documents also provide complete information on how to submit a <u>claim</u>, <u>appeal</u>, or a <u>grievance</u> for any reason to your <u>plan</u>. For more information about your rights, this notice, or assistance, contact: Blue Cross and Blue Shield of Illinois at 1-800-541-2768 or visit <u>www.bcbsil.com</u>, or contact the U.S. Department of Labor's Employee Benefits Security Administration at 1-866-444-EBSA (3272) or visit <u>www.dol.gov/ebsa/healthreform</u>. Additionally, a consumer assistance program can help you file your <u>appeal</u>. Contact the Illinois Department of Insurance at 1-877-527-9431 or visit <u>http://insurance.illinois.gov</u>.

# Does this plan provide Minimum Essential Coverage? Yes

manipulation limited to 25 visits per calendar year)

Minimum Essential Coverage generally includes plans, health insurance available through the Marketplace or other individual market policies, Medicare, Medicaid, CHIP, TRICARE, and certain other coverage. If you are eligible for certain types of Minimum Essential Coverage, you may not be eligible for the premium tax credit.

### Does this plan meet the Minimum Value Standards? Not Applicable

If your plan doesn't meet the Minimum Value Standards, you may be eligible for a premium tax credit to help you pay for a plan through the Marketplace.

### Language Access Services:

Spanish (Español): Para obtener asistencia en Español, llame al 1-800-541-2768.

Tagalog (Tagalog): Kung kailangan ninyo ang tulong sa Tagalog tumawag sa 1-800-541-2768.

Chinese (中文): 如果需要中文的帮助, 请拨打这个号码 1-800-541-2768.

Navajo (Dine): Dinek'ehgo shika at'ohwol ninisingo, kwiijigo holne' 1-800-541-2768.

To see examples of how this <u>plan</u> might cover costs for a sample medical situation, see the next section.

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# About these Coverage Examples:



This is not a cost estimator. Treatments shown are just examples of how this <u>plan</u> might cover medical care. Your actual costs will be different depending on the actual care you receive, the prices your <u>providers</u> charge, and many other factors. Focus on the <u>cost-sharing</u> amounts (<u>deductibles</u>, <u>copayments</u> and <u>coinsurance</u>) and <u>excluded services</u> under the <u>plan</u>. Use this information to compare the portion of costs you might pay under different health <u>plans</u>. Please note these coverage examples are based on self-only coverage.

| <b>Peg is Having a B</b><br>(9 months of in-network pre-na<br>hospital delivery)   | tal care and a           | Managing Joe's Type 2 Diabetes<br>(a year of routine in-network care of a well-<br>controlled condition)   |                          | <b>Mia's Simple Fracture</b><br>(in-network emergency room visit and follow<br>up care)   |                          |
|--|--------------------------|--|--------------------------|---|--------------------------|
| <ul> <li>The <u>plan's</u> overall <u>deductible</u></li> <li><u>Specialist copayment</u></li> <li>Hospital (facility) <u>copayment</u></li> <li>Other <u>coinsurance</u></li> </ul>   | \$0<br>\$0<br>\$0<br>\$0 | <ul> <li>The <u>plan's</u> overall <u>deductible</u></li> <li><u>Specialist copayment</u></li> <li>Hospital (facility) <u>copayment</u></li> <li>Other <u>coinsurance</u></li> </ul>               | \$0<br>\$0<br>\$0<br>\$0 | <ul> <li>The <u>plan's</u> overall <u>deductible</u></li> <li><u>Specialist copayment</u></li> <li>Hospital (facility) <u>copayment</u></li> <li>Other <u>coinsurance</u></li> </ul>            | \$0<br>\$0<br>\$0<br>\$0 |
| This EXAMPLE event includes services like:Specialist office visits (prenatal care)Childbirth/Delivery Professional ServicesChildbirth/Delivery Facility ServicesDiagnostic tests (ultrasounds and blood work)Specialist visit (anesthesia) |                          | This EXAMPLE event includes services like:Primary care physicianoffice visits (includingdisease education)Diagnostic tests (blood work)Prescription drugsDurable medical equipment (glucose meter) |                          | This EXAMPLE event includes services like:Emergency room care (including medical supplies)Diagnostic test (x-ray)Durable medical equipment (crutches)Rehabilitation services (physical therapy) |                          |
| Total Example Cost   | \$12,700                 | Total Example Cost   | \$5,600                  | Total Example Cost  | \$2,800                  |
| In this example, Peg would pay:  |                          | In this example, Joe would pay:  |                          | In this example, Mia would pay:   |                          |
| Cost Sharing   |                          |  |                          | Cost Sharing  |                          |
| Deductibles  | \$0                      | Deductibles  | \$0                      | <u>Deductibles</u>  | \$0                      |
| <u>Copayments</u>  | \$0                      | <u>Copayments</u>  | \$0                      | <u>Copayments</u>   | \$0                      |
| Coinsurance  | \$0                      | Coinsurance  | \$0                      | <u>Coinsurance</u>  | \$0                      |
| What isn't covered   | What isn't covered       |  | What isn't covered       |   | 1                        |
| Limits or exclusions   | \$60                     | Limits or exclusions   | \$20                     | Limits or exclusions  | \$0                      |
| The total Peg would pay is   | \$60                     | The total Joe would pay is   | \$20                     | The total Mia would pay is  | \$0                      |

Note: These numbers assume the patient does not participate in the <u>plan's</u> wellness program. If you participate in the <u>plan's</u> wellness program, you may be able to reduce your costs. For more information about the wellness program, please contact: 1-866-236-1702.

Note: These numbers assume the patient received care from an IHCP <u>provider</u> or with IHCP <u>referral</u> at a non-IHCP. If you receive care from a non-IHCP <u>provider</u> without a <u>referral</u> from an IHCP your costs may be higher.

The <u>plan</u> would be responsible for the other costs of these EXAMPLE covered services.

Blue Cross and Blue Shield of Illinois, a Division of Health Care Service Corporation, a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association SBC IL Non-HMO IND-2025



A Division of Health Care Service Corporation, a Mutual Legal Reserve Company

#### Health care coverage is important for everyone.

If you, or someone you are helping, have questions, you have the right to get help and information in your language at no cost. To talk to an interpreter, call 855-710-6984. We provide free communication aids and services for anyone with a disability or who needs language assistance.

We do not discriminate on the basis of race, color, national origin, sex, gender identity, age, sexual orientation, health status or disability. If you believe we have failed to provide a service, or think we have discriminated in another way, contact us to file a grievance.

| Office of Civil Rights Coordinator | Phone:   | 855-664-7270 (voicemail) |
|------------------------------------|----------|--------------------------|
| 300 E. Randolph St., 35th Floor    | TTY/TDD: | 855-661-6965             |
| Chicago, IL 60601                  | Fax:     | 855-661-6960             |

You may file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, at:

U.S. Dept. of Health & Human Services 200 Independence Avenue SW Room 509F, HHH Building 1019 Washington, DC 20201

| or Health and Huma | an S |
|--------------------|------|
| Phone:             | 80   |
| TTY/TDD:           | 80   |
| Complaint Portal:  | htt  |
| Complaint Forms:   | htt  |
|                    | C    |

800-368-1019 800-537-7697 https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf https://www.hhs.gov/civil-rights/filing-acomplaint/complaint-process/index.html

|            | To receive language or communication assistance free of charge, please call us at 855-710-6984.                                     |  |  |  |
|------------|---|--|--|--|
| Español    | Llámenos al 855-710-6984 para recibir asistencia lingüística o comunicación en otros formatos sin costo.                            |  |  |  |
| العربية    | لتلقى المساعدة اللغوية أو التواصل مجانًا، يرجى الاتصال بنا على الرقم 6984-710-855.  |  |  |  |
| 繁體中文       | 如欲獲得免費語言或溝通協助, 請撥打855-710-6984與我們聯絡。  |  |  |  |
| Français   | Pour bénéficier gratuitement d'une assistance linguistique ou d'une aide à la communication, veuillez nous appeler au 855-710-6984. |  |  |  |
| Deutsch    | Um kostenlose Sprach- oder Kommunikationshilfe zu erhalten, rufen Sie uns bitte unter 855-710-6984 an.                              |  |  |  |
| ગુજરાતી    | ભાષા અથવા સંચાર સહાય મફતમાં મેળવવા માટે, કૃપા કરીને અમને 855-710-6984 પર કૉલ કરો.   |  |  |  |
| हिंदी      | निःशुल्क भाषा या संचार सहायता प्राप्त करने के लिए, कृपया हमें 855-710-6984 पर कॉल करें।   |  |  |  |
| Italiano   | Per assistenza gratuita alla lingua o alla comunicazione, chiami il numero 855-710-6984.  |  |  |  |
| 한국어        | 언어 또는 의사소통 지원을 무료로 받으려면 855-710-6984번으로 전화해 주세요.  |  |  |  |
| Navajo     | Niná: Doo bilagáana bizaad dinits'á'góó, shá ata' hodooni nínízingo, t'áájíík'eh bee<br>náhaz'á. 1-866-560-4042 jj' hodíilni.       |  |  |  |
| فارسی      | بر ای دریافت کمک زبانی یا ارتباطی ر ایگان، لطفاً با شمار ه 6984-710-855 تماس بگیرید.  |  |  |  |
| Polski     | Aby uzyskać bezpłatną pomoc językową lub komunikacyjną, prosimy o kontakt pod numerem 855-710-6984.                                 |  |  |  |
| Русский    | Чтобы бесплатно воспользоваться услугами перевода или получить помощь при общении, звоните нам по<br>телефону 855-710-6984.         |  |  |  |
| Tagalog    | Para makatanggap ng tulong sa wika o komunikasyon nang walang bayad, pakitawagan kami sa 855-710-6984.                              |  |  |  |
| ار دو      | مفت میں زبان یا مواصلت کی مدد موصول کرنے کے لیے، براہ کرم ہمیں 6984-710-855 پر کال کریں۔  |  |  |  |
| Tiếng Việt | Để được hỗ trợ ngôn ngữ hoặc giao tiếp miễn phí, vui lòng gọi cho chúng tôi theo số 855-710-6984                                    |  |  |  |