

2019 Regence Medicare Advantage Plan Information

Thank you for your interest in applying for the Regence BlueShield of Washington Medicare Advantage plan. Below are links to the items which are part of the Enrollment Packet you would receive if we were to mail it to you. Please take note and make sure to review the information. You will be receiving an "Enrollment Verification Letter" from Regence BlueShield within 15 calendar days of receipt of the enrollment request.

Enrollment Packet – click links below to download and save documents

Star Rating: [HMO](#) / [PPO](#)

[Apply Online](#)

Download Application: [Basic](#) / [King, Snohomish & Pierce](#) / [Other Counties](#)

Summary of Benefits: [Basic](#) / [King, Snohomish & Pierce](#) / [Other Counties](#)

[Provider Search](#)

[Pharmacy Search](#)

[Formulary](#)

Initial Enrollment Period (IEP)

If you are new to Medicare, you can enroll during your Initial Enrollment Period (IEP); the three months before, the month of, and the three months after your Part B effective date. Once you have been enrolled in a Medicare Plan, you can only make changes during the Annual Enrollment Period (AEP). Please be aware of the AEP dates are now October 15th to December 7th. This will give you a January 1st effective date for your new plan.

Annual Enrollment Period (AEP)

Applications must be signed and dated on, or between October 15th and December 7th. ***If they are signed prior to October 15th they will be returned to you with a new application.*** If they are received after December 7th, you will not be able to change plans until the next AEP for January of the following year.

Special Enrollment Period (SEP)

There are a number of reasons for Special Enrollments; Loss of a job that provides benefits, death of a spouse who's plan provided benefits, moving to an area where your old plan is not available, etc...

Once you submit your application to us, we will review your application for completeness and accuracy before we submit it to the company. You may fax, upload, email or mail your application in to CDA Insurance:

CDA Insurance LLC
PO Box 26540
Eugene, Oregon 97402

Fax: 1.541.284.2994 or 888.632.5470
Secure File Upload: [Click here](#)
Email: cs@cda-insurance.com

If you should have any questions on the application, please call a licensed insurance agent at 1.800.884.2343 or 1.541.434.9613. Our website: <https://medicare-washington.com>

Y0062_MULTIPLAN_CDA INSURANCE Washington 2019



JANUARY 1 – DECEMBER 31, 2019

Summary of Benefits

for the service area of Columbia, Cowlitz, Island, Kitsap,
Lewis, Thurston, Wahkiakum, Walla Walla and Yakima counties

Regence
**MedAdvantage + Rx
Primary (PPO)**

Regence
**MedAdvantage + Rx
Classic (PPO)**

This document is available electronically and may be available in other formats.

Regence is an HMO/PPO/PDP plan with a Medicare contract. Enrollment in Regence depends on contract renewal. This information is not a complete description of benefits. Call 1-888-369-3171 (TTY: 711) for more information.

H5009_WA-2019SB_M

Are you eligible?

To join a Regence Medicare Advantage PPO plan, you must be entitled to Medicare Part A, be enrolled in Medicare Part B, and live in our service area.

If you want to know more about the coverage and costs of Original Medicare, look in your current **Medicare & You** handbook. View it online at <http://www.medicare.gov> or get a copy by calling 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.

The benefit information provided is a summary of what we cover and what you pay. **It does not list every service that we cover or list every limitation or exclusion.** A complete list of services we cover is found in our Evidence of Coverage (EOC). You can view our plan's EOC on our website at [regence.com/medicare](https://www.regence.com/medicare) or request one through Customer Service.

Using in-network providers

Regence MedAdvantage + Rx Primary (PPO) and **Regence MedAdvantage + Rx Classic (PPO)** have a network of doctors, hospitals, pharmacies and other providers. If you use providers that are not in our network, you may pay more for these services. You can see our plan's provider directory and pharmacy directory at our website, [regence.com/medicare](https://www.regence.com/medicare).

For more information

Please call us at the phone number below or visit us at [regence.com/medicare](https://www.regence.com/medicare).

Prospective members call
1-888-369-3171 (TTY: 711)

Current PPO members call
1-800-541-8981 (TTY: 711)

Hours are from 8:00 a.m. to 8:00 p.m., Monday through Friday (October 1 through March 31, our telephone hours are 8:00 a.m. to 8:00 p.m., seven days a week).

Using out-of-network providers

Out-of-network/non-contracted providers are under no obligation to treat Regence members, except in emergency situations. If you receive care from an out-of-network/non-contracted provider, we will pay for the same services we cover in network, as long as the services are medically necessary. Please call our Customer Service number or see Chapter 4, section 1 of your Evidence of Coverage for more information, including the cost-sharing that applies to out-of-network services.



Regence
**MedAdvantage + Rx
Primary (PPO)**

Regence
**MedAdvantage + Rx
Classic (PPO)**

	Regence MedAdvantage + Rx Primary (PPO)	Regence MedAdvantage + Rx Classic (PPO)
Service area	Columbia, Cowlitz, Island, Kitsap, Lewis, Thurston, Wahkiakum, Walla Walla and Yakima counties	
Premium, deductible and out-of-pocket limits		
Monthly plan premium	\$79	\$158
	You must continue to pay your Medicare Part B premiums.	
Deductible		
Medical	\$0	\$0
Prescription	\$340 (waived for Tiers 1 and 2)	\$300 (waived for Tiers 1 and 2)
Maximum out-of-pocket responsibility (Does not include prescription drugs)	In-network providers: \$6,700 annually Combined in- and out-of-network providers: \$10,000 annually	In-network providers: \$5,700 annually Combined in- and out-of-network providers: \$10,000 annually
	This is the most you pay for copays, coinsurance and other costs for Medicare-covered Part A and Part B medical services for the year. Some services do not apply to the maximum out-of-pocket.	

Medical and hospital benefits

	Regence MedAdvantage + Rx Primary (PPO)	Regence MedAdvantage + Rx Classic (PPO)
Inpatient hospital coverage¹	In-network: Days 1 through 4: \$450 copay per day Days 5 and beyond: \$0 copay per day Out-of-network: Days 1 and beyond: 50% coinsurance per day	In-network: Days 1 through 4: \$390 copay per day Days 5 and beyond: \$0 copay per day Out-of-network: Days 1 and beyond: 50% coinsurance per day

1- Services may require prior authorization. **2-** Services rendered in a hospital-owned clinic or in an outpatient hospital may have associated facility charges. See the Outpatient Hospital Services section for cost-sharing amounts. **3-** Services do not apply to the out-of-pocket maximum.

	Regence MedAdvantage + Rx Primary (PPO)	Regence MedAdvantage + Rx Classic (PPO)
Medical and hospital benefits (cont.)		
Outpatient hospital coverage		
Ambulatory surgical center services ¹		
-For wound care	In-network: \$50 copay	In-network: \$40 copay
-For all other services	15% coinsurance	15% coinsurance
-All outpatient services	Out-of-network: 50% coinsurance	Out-of-network: 50% coinsurance
Outpatient hospital services ¹		
-For wound care	In-network: \$50 copay	In-network: \$40 copay
-For all other services	20% coinsurance	20% coinsurance
-All outpatient services	Out-of-network: 50% coinsurance	Out-of-network: 50% coinsurance
Doctor visits		
Primary care provider ²	In-network: \$25 copay Out-of-network: 50% coinsurance	In-network: \$20 copay Out-of-network: 50% coinsurance
Specialist ²	In-network: \$50 copay Out-of-network: 50% coinsurance	In-network: \$40 copay Out-of-network: 50% coinsurance

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	Regence MedAdvantage + Rx Primary (PPO)	Regence MedAdvantage + Rx Classic (PPO)
Medical and hospital benefits (cont.)		
Preventive care	<p>In-network: \$0 copay</p> <p>Out-of-network: 50% coinsurance</p> <p>The Medicare-covered preventive services listed below are covered under this benefit. Any additional preventive services approved by Medicare during the contract year will be covered.</p> <p>Annual Wellness Visit</p> <p>Abdominal aortic aneurysm screening</p> <p>Alcohol misuse screening and counseling</p> <p>Bone mass measurement</p> <p>Breast cancer screening (mammogram)</p> <p>Cardiovascular disease (behavioral therapy)</p> <p>Cardiovascular screening</p> <p>Cervical and vaginal cancer screening</p> <p>Colorectal cancer screening (colonoscopy, fecal occult blood test, or flexible sigmoidoscopy)</p> <p>Depression screening</p> <p>Diabetes screening</p>	<p>In-network: \$0 copay</p> <p>Out-of-network: 50% coinsurance</p> <p>Glaucoma screening</p> <p>HIV screening</p> <p>LDCT (screening for lung cancer with low-dose computed tomography)</p> <p>Medical nutrition therapy</p> <p>Medicare Diabetes Prevention Program (MDPP) (\$0 out of network)</p> <p>Obesity screening and therapy</p> <p>Prostate cancer screening (PSA)</p> <p>Sexually transmitted infections screening and counseling</p> <p>Some immunizations (including flu, hepatitis B, and pneumococcal shots)</p> <p>Tobacco use cessation counseling (counseling for people with no sign of tobacco-related disease)</p> <p>“Welcome to Medicare” preventive visit (one-time)</p>

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	Regence MedAdvantage + Rx Primary (PPO)	Regence MedAdvantage + Rx Classic (PPO)
Medical and hospital benefits (cont.)		
Emergency care	<p>In- and out-of-network: \$90 copay</p> <p>Waived if admitted to the hospital within 48 hours for the same condition</p>	<p>In- and out-of-network: \$90 copay</p>
Urgently needed services	<p>In- and out-of-network: \$50 copay</p>	<p>In- and out-of-network: \$40 copay</p>
Diagnostic services/labs/imaging		
Diagnostic radiology (MRI, CAT, etc.) ¹	<p>In-network: 20% coinsurance</p> <p>Out-of-network: 50% coinsurance</p>	<p>In-network: 20% coinsurance</p> <p>Out-of-network: 50% coinsurance</p>
Lab services ¹	<p>In-network: \$30 copay</p> <p>Out-of-network: 50% coinsurance</p>	<p>In-network: \$20 copay</p> <p>Out-of-network: 50% coinsurance</p>
Diagnostic tests and procedures ¹	<p>In-network: \$30 copay</p> <p>Out-of-network: 50% coinsurance</p>	<p>In-network: \$20 copay</p> <p>Out-of-network: 50% coinsurance</p>
Outpatient X-rays	<p>In-network: \$30 copay</p> <p>Out-of-network: 50% coinsurance</p>	<p>In-network: \$20 copay</p> <p>Out-of-network: 50% coinsurance</p>

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	Regence MedAdvantage + Rx Primary (PPO)	Regence MedAdvantage + Rx Classic (PPO)
Medical and hospital benefits (cont.)		
Hearing services		
Medical hearing exam ²	In-network: \$50 copay Out-of-network: 50% coinsurance	In-network: \$40 copay Out-of-network: 50% coinsurance
Routine hearing exam ³	Not covered; see the Optional Supplemental Benefits Section of this book for routine hearing exam options available for an additional premium	Not covered; see the Optional Supplemental Benefits Section of this book for routine hearing exam options available for an additional premium
Hearing aids ³	Not covered; see the Optional Supplemental Benefits Section of this book for hearing aid options available for an additional premium	Not covered; see the Optional Supplemental Benefits Section of this book for hearing aid options available for an additional premium
Dental services		
Medical dental services ²	In-network: \$50 copay Out-of-network: 50% coinsurance	In-network: \$40 copay Out-of-network: 50% coinsurance

1- Services may require prior authorization. **2-** Services rendered in a hospital-owned clinic or in an outpatient hospital may have associated facility charges. See the Outpatient Hospital Services section for cost-sharing amounts. **3-** Services do not apply to the out-of-pocket maximum.

	Regence MedAdvantage + Rx Primary (PPO)	Regence MedAdvantage + Rx Classic (PPO)
Medical and hospital benefits (cont.)		
Dental services (cont.)		
Preventive dental services ³	Not covered; see the Optional Supplemental Benefits Section of this book for preventive dental options available for an additional premium	In-network: \$0 copay Out-of-network: 50% coinsurance Preventive dental services limited to: 1 full-mouth X-ray every 3 years 2 preventive exams every year 2 cleanings every year 2 bitewings every year Out-of-network dental providers may bill you for any charges remaining over the allowed amount
Comprehensive dental services ³	Not covered	Not covered; see the Optional Supplemental Benefits Section of this book for comprehensive dental options available for an additional premium

1- Services may require prior authorization. **2-** Services rendered in a hospital-owned clinic or in an outpatient hospital may have associated facility charges. See the Outpatient Hospital Services section for cost-sharing amounts. **3-** Services do not apply to the out-of-pocket maximum.

	Regence MedAdvantage + Rx Primary (PPO)	Regence MedAdvantage + Rx Classic (PPO)
Medical and hospital benefits (cont.)		
Vision services		
Medical vision services ²	In-network: \$0 copay Out-of-network: 50% coinsurance	In-network: \$0 copay Out-of-network: 50% coinsurance
Routine vision exam ³	Not covered; see the Optional Supplemental Benefits Section of this book for routine vision exam options available for an additional premium	In-network (VSP providers only): \$0 copay Out-of-network: 50% of the billed charge Services limited to 1 routine vision exam every year
Routine vision hardware ³	Not covered; see the Optional Supplemental Benefits Section of this book for routine vision hardware options available for an additional premium	In-network (VSP providers only): Lenses: \$0 copay AND Frames OR Elective contact lenses (in lieu of eyeglasses): Up to \$100 allowance (you are responsible for amounts over the allowance) Medically necessary contact lenses: \$0 copay

1- Services may require prior authorization. **2-** Services rendered in a hospital-owned clinic or in an outpatient hospital may have associated facility charges. See the Outpatient Hospital Services section for cost-sharing amounts. **3-** Services do not apply to the out-of-pocket maximum.

	Regence MedAdvantage + Rx Primary (PPO)	Regence MedAdvantage + Rx Classic (PPO)
Medical and hospital benefits (cont.)		
Vision services (cont.)		
Routine vision hardware ³ (cont.)		Out-of-network: Lenses: 50% of the billed charge AND Frames OR Elective contact lenses (in lieu of eyeglasses): Up to \$100 allowance (you are responsible for amounts over the allowance) Medically necessary contact lenses: 50% of the billed charge
		In- and out-of-network services limited to: Lenses: 1 set of basic single vision, lined bifocal, lined trifocal or lenticular lenses every year Frames: 1 pair of frames up to the allowance every year OR Contacts: Single purchase of elective contact lenses up to the allowance (includes fittings) every year

1- Services may require prior authorization. **2-** Services rendered in a hospital-owned clinic or in an outpatient hospital may have associated facility charges. See the Outpatient Hospital Services section for cost-sharing amounts. **3-** Services do not apply to the out-of-pocket maximum.

	Regence MedAdvantage + Rx Primary (PPO)	Regence MedAdvantage + Rx Classic (PPO)
Medical and hospital benefits (cont.)		
Mental health services		
Inpatient services ¹	In-network: Days 1 through 4: \$400 copay per day Days 5 through 190: \$0 copay per day Out-of-network: Days 1 through 190: 50% coinsurance per day	In-network: Days 1 through 4: \$390 copay per day Days 5 through 190: \$0 copay per day Out-of-network: Days 1 through 190: 50% coinsurance per day
Outpatient services ^{1,2} (Individual and group therapy)	In-network: \$25 copay from a PCP \$40 copay from a specialist Out-of-network: 50% coinsurance	In-network: \$20 copay from a PCP \$40 copay from a specialist Out-of-network: 50% coinsurance
Skilled nursing facility¹ (Up to 100 days per benefit period are covered)	In-network: Days 1 through 20: \$0 copay per day Days 21 through 100: \$167 copay per day Out-of-network: Days 1 and beyond: 50% coinsurance per day	In-network: Days 1 through 20: \$0 copay per day Days 21 through 100: \$160 copay per day Out-of-network: Days 1 and beyond: 50% coinsurance per day
Physical therapy^{1,2} (Includes physical therapy, occupational therapy and speech language therapy)	In-network: \$40 copay Out-of-network: 50% coinsurance	In-network: \$40 copay Out-of-network: 50% coinsurance
Ambulance¹	\$275 copay per one-way transport	\$275 copay per one-way transport
Transportation	Not covered	Not covered

1- Services may require prior authorization. **2-** Services rendered in a hospital-owned clinic or in an outpatient hospital may have associated facility charges. See the Outpatient Hospital Services section for cost-sharing amounts. **3-** Services do not apply to the out-of-pocket maximum.

	Regence MedAdvantage + Rx Primary (PPO)	Regence MedAdvantage + Rx Classic (PPO)
Medical and hospital benefits (cont.)		
Medicare Part B drugs¹	In-network: 20% coinsurance Out-of-network: 50% coinsurance	In-network: 20% coinsurance Out-of-network: 50% coinsurance
Regence PPO plans cover Part B drugs such as chemotherapy and other drugs administered by your provider. In addition, we cover Part D drugs through the prescription benefit. You can see the complete plan formulary (list of Part D prescription drugs) and any restrictions on our website at regence.com/medicare .		

1- Services may require prior authorization. **2-** Services rendered in a hospital-owned clinic or in an outpatient hospital may have associated facility charges. See the Outpatient Hospital Services section for cost-sharing amounts. **3-** Services do not apply to the out-of-pocket maximum.

Medicare Part D prescription drugs—initial coverage phase cost sharing

Regence **MedAdvantage + Rx Primary** (PPO)

You pay a **\$340** Part D prescription drug deductible annually **(waived for Tiers 1 and 2)**

Tier	30-day supply Preferred retail and mail order	30-day supply Standard retail, out-of-network* and LTC**facility	90-day supply Preferred retail and mail order	90-day supply Standard retail
1 Preferred generic	\$3 copay	\$10 copay	\$6 copay	\$20 copay
2 Generic	\$13 copay	\$20 copay	\$26 copay	\$40 copay
3 Preferred brand	\$40 copay	\$47 copay	\$100 copay	\$117.50 copay
4 Non-preferred drug	40% coinsurance	45% coinsurance	40% coinsurance	45% coinsurance
5 Specialty	26% coinsurance	26% coinsurance	Not available	Not available

Regence **MedAdvantage + Rx Classic** (PPO)

You pay a **\$300** Part D prescription drug deductible annually **(waived for Tiers 1 and 2)**

Tier	30-day supply Preferred retail and mail order	30-day supply Standard retail, out-of-network* and LTC** facility	90-day supply Preferred retail and mail order	90-day supply Standard retail
1 Preferred generic	\$3 copay	\$10 copay	\$6 copay	\$20 copay
2 Generic	\$13 copay	\$20 copay	\$26 copay	\$40 copay
3 Preferred brand	\$40 copay	\$47 copay	\$100 copay	\$117.50 copay
4 Non-preferred drug	40% coinsurance	45% coinsurance	40% coinsurance	45% coinsurance
5 Specialty	27% coinsurance	27% coinsurance	Not available	Not available

For more information about prescription coverage see page 23.

*You may pay more than your copay or coinsurance amount if you get drugs from an out-of-network pharmacy.

**Long-term care facility (31-day supply).

Regence **MedAdvantage + Rx Primary (PPO)**

Regence **MedAdvantage + Rx Classic (PPO)**

Other benefits

Benefit	Regence MedAdvantage + Rx Primary (PPO)	Regence MedAdvantage + Rx Classic (PPO)
Acupuncture³	Not covered	In-network: \$20 copay Out-of-network: 50% coinsurance Limited to 18 visits every year, combined with naturopathy and additional chiropractic services
Annual physical exam	In-network: \$0 copay Out-of-network: 50% coinsurance Limited to once every year and in addition to the Medicare Annual Wellness Visit	In-network: \$0 copay Out-of-network: 50% coinsurance

Chiropractic care

Coverage Type	Regence MedAdvantage + Rx Primary (PPO)	Regence MedAdvantage + Rx Classic (PPO)
Medicare-covered	In-network: \$20 copay Out-of-network: 50% coinsurance Limited to manipulation of the spine to correct a subluxation (when 1 or more of the bones of your spine move out of position)	In-network: \$20 copay Out-of-network: 50% coinsurance
Additional chiropractic coverage ³	Not covered	In-network: \$20 copay Out-of-network: 50% coinsurance Limited to 18 visits every year, combined with acupuncture and naturopathy

1- Services may require prior authorization. **2-** Services rendered in a hospital-owned clinic or in an outpatient hospital may have associated facility charges. See the Outpatient Hospital Services section for cost-sharing amounts. **3-** Services do not apply to the out-of-pocket maximum.

	Regence MedAdvantage + Rx Primary (PPO)	Regence MedAdvantage + Rx Classic (PPO)
Other benefits (cont.)		
Naturopathy³	Not covered	In-network: \$20 copay Out-of-network: 50% coinsurance Limited to 18 visits every year, combined with acupuncture and additional chiropractic services
Virtual visits	In-network: \$25 copay Out-of-network: 50% coinsurance You can contact MDLIVE [®] or a primary care physician (if offered) by phone and/or video chat	In-network: \$20 copay Out-of-network: 50% coinsurance

	Regence MedAdvantage + Rx Primary (PPO)	Regence MedAdvantage + Rx Classic (PPO)
Optional supplemental benefits— dental, vision and hearing benefits for your plan		
Monthly premium	\$20	\$28
In addition to your monthly plan and Part B premiums		
Maximum out-of-pocket responsibility	Costs for optional supplemental benefits do not apply to the maximum out-of-pocket	
Dental services		
Preventive dental services	In-network: \$0 copay Out-of-network: 50% coinsurance; out-of-network providers may bill you for any charges remaining over the allowed amount In- and out-of-network services are limited to: 1 full-mouth X-ray every 3 years 2 preventive exams every year 2 cleanings every year 2 (sets) bitewings every year	Included in standard medical benefits

1- Services may require prior authorization. **2-** Services rendered in a hospital-owned clinic or in an outpatient hospital may have associated facility charges. See the Outpatient Hospital Services section for cost-sharing amounts. **3-** Services do not apply to the out-of-pocket maximum.

	Regence MedAdvantage + Rx Primary (PPO)	Regence MedAdvantage + Rx Classic (PPO)
Optional supplemental benefits— dental, vision and hearing benefits for your plan (cont.)		
Dental services (cont.)		
Comprehensive dental services	Not covered	<p>In- and out-of-network: 50% coinsurance</p> <p>Services limited to: 2 problem-focused exams and 2 intraoral-periapical films every year</p> <p>Restorations, endodontics, periodontics, oral surgery, crowns, dentures, partials, bridges and implants, limited to specific dental codes (exclusions apply)</p> <p>\$1,000 benefit limit per calendar year (services above the limit are your responsibility); out-of- network dental providers may bill you for any charges remaining over the allowed amount</p>

	Regence MedAdvantage + Rx Primary (PPO)	Regence MedAdvantage + Rx Classic (PPO)
Optional supplemental benefits— dental, vision and hearing benefits for your plan (cont.)		
Vision services		
Routine vision exam	<p>In-network (VSP providers only): \$0 copay</p> <p>Out-of-network: 50% of the billed charge</p> <p>Services limited to 1 routine vision exam every year</p>	Included in standard medical benefits
Routine vision hardware	<p>In-network (VSP providers only): Lenses: \$0 copay AND Frames OR Elective contact lenses (in lieu of eyeglasses): Up to \$100 allowance (you are responsible for amounts over the allowance)</p> <p>Medically necessary contact lenses: \$0 copay</p>	Included in standard medical benefits
	<p>Out-of-network: Lenses: 50% of the billed charge AND Frames OR Elective contact lenses (in lieu of eyeglasses): Up to \$100 allowance (you are responsible for amounts over the allowance)</p> <p>Medically necessary contact lenses: 50% of the billed charge</p>	Included in standard medical benefits

Regence
**MedAdvantage + Rx
 Primary (PPO)**

Regence
**MedAdvantage + Rx
 Classic (PPO)**

Optional supplemental benefits—
 dental, vision and hearing benefits for your plan (cont.)

Vision services (cont.)

Routine vision hardware (cont.)	In-and out-of-network services limited to: Lenses: 1 set of basic single vision, lined bifocal, lined trifocal or lenticular lenses every year Frames: 1 pair of frames up to the allowance every year OR Contacts: Single purchase of elective contact lenses up to the allowance (includes fittings) every year	
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Hearing services

Routine hearing exam	In-network (TruHearing providers only): \$45 copay Out-of-network: \$150 copay	In-network (TruHearing providers only): \$45 copay Out-of-network: \$150 copay	
	Service limited to 1 routine hearing exam every year		
Hearing aids	\$699 copay for each TruHearing Advanced hearing aid \$999 copay for each TruHearing Premium hearing aid Services covered with TruHearing providers only and limited to 1 hearing aid per ear, per year; coverage only for aids listed		

Additional services for PPO plans

24-hour nurse line

Advice24 is a 24-hour nurse line staffed by nurses who can help you determine when, where and even if you should receive medical care when your normal doctor is unavailable. They are also able to provide self-care suggestions for minor injuries and illnesses, and help you find a nearby urgent care facility or emergency room. Call **1-800-267-6729**.

Urgent and emergency care when you travel

If you travel outside the United States, you can leave home without worrying about access to care if you need it (except for prescription drugs). The plan covers urgent care and medical emergencies anywhere in the world.

Visitor/traveler program (PPO plans only)

The Blue Medicare Advantage Network Sharing Program for PPO plans is available in select areas of 37 states and Puerto Rico: Alabama, California, Colorado, Connecticut, Florida, Georgia, Hawaii, Idaho, Illinois, Indiana, Kansas, Kentucky, Louisiana, Maine, Massachusetts, Michigan, Minnesota, Missouri, Montana, Nevada, New Hampshire, New Jersey, New Mexico, New York, North Carolina, Ohio, Oklahoma, Oregon, Pennsylvania, South Carolina, Tennessee, Texas, Utah, Virginia, Washington, West Virginia and Wisconsin. By using a participating provider while you travel the U.S. or Puerto Rico, you will enjoy the same in-network benefits for Medicare covered services as you would if you were still at home. You can search for a participating provider at **bcbs.com**.

No-cost gym memberships

The Silver&Fit® Exercise & Healthy Aging Program provides you access to fitness center/ YMCA membership(s) through a broad network of participating locations or access to the Home Fitness program, with your choice of up to two Home Fitness Kits per calendar year. You can view Healthy Aging educational materials and a newsletter online or request it to be sent via mail. Access the program at **SilverandFit.com**.

Your personal well-being

With your wellness program, you can use our interactive tools, health trackers and wellness resources to take charge of your health and enjoy your life. Through your personalized dashboard on **regence.com/medicare** the online health assessment, digital self-guided programs, symptom checker and tracking for many apps and compatible devices are right at your fingertips. You will also find information about and links to basic health information, your benefits and other resources so you can be more empowered while reaching your life balance goals.

The Silver&Fit program is provided by American Specialty Health Fitness, Inc. (ASH Fitness), a subsidiary of American Specialty Health Incorporated (ASH). Silver&Fit is a registered trademark of ASH and used with permission herein.

Not all YMCAs participate in the network. Please check the searchable directory on the Silver&Fit website to see if your location participates in the program.

Additional services for PPO plans

Medications made easy

With MedSavvy® you are able to compare medications side by side for effectiveness and shop around for the lowest cost in your area based on your benefits, as well as other services. You can even ask a pharmacist if you still have questions for more personalized care. Access MedSavvy by signing in to your account on [regence.com/medicare](https://www.regence.com/medicare).

Virtual diabetes prevention

Retrofit is a diabetes prevention program offered in a virtual setting for members at risk of developing diabetes. The program delivers a personalized experience with expert coaches who provide practical training in making long-term dietary changes, increasing physical activity, and problem-solving strategies for overcoming challenges to sustaining weight loss and a healthy lifestyle. Sign in on your secure account on [regence.com/medicare](https://www.regence.com/medicare) to find out if you qualify.

Personalized Care Support (palliative care)

Get one-on-one support if you or your loved one is facing a serious or life-limiting condition. This program uses a team-based approach to coordinate care between medical providers and community resources so you get the support you need when you need it most.

Disease management

If you're living with a chronic condition, our disease management program can give you the tools and information you need to take an active role in your health.

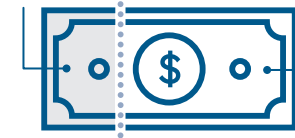
We'll help you understand how to manage your condition, support your doctor's care and help you improve your quality of life. We also give you checklists and information to help you figure out how you're doing and general information about your condition. You can get answers about your condition and its treatment over the phone from a registered nurse disease manager. They use guidelines based on research evidence to decide what education and support might work best for you.

Case management

Navigating the health care system can be a challenge, but when you're working through a health crisis, not knowing what to do can make things even harder. Regence Case Management can help. If you face a serious medical situation, you'll have access to one-on-one support at no extra cost. Our registered nurses and clinical behavioral health specialists will help you make sense of your health coverage and get the care you need.

Additional prescription information for PPO plans

You pay a little Plan pays most



Initial coverage phase

After you pay your annual deductible (if your plan has one), you pay a copay or coinsurance for each prescription you fill. Your plan pays the rest. You enter the coverage gap when the total amount you and your plan pay for covered drugs reaches \$3,820.

You pay some Plan pays some



Coverage gap phase

The coverage gap begins after the total yearly drug cost (what you have paid and what our plan has paid) reaches \$3,820. After you enter the coverage gap, you pay 25% of the plan's cost for covered brand name drugs and 37% percent of the plan's cost for covered generic drugs until your costs total \$5,100—which is the end of the coverage gap. Not everyone will enter the coverage gap.

For more information on cost sharing in the coverage gap, please call us or access our Evidence of Coverage online.

You pay a little Plan pays most



Catastrophic coverage phase

After your yearly out-of-pocket drug costs (including drugs purchased through your retail pharmacy and through mail order) reach \$5,100, you pay the greater of:

5% of the cost, or

\$3.40 copay for generic (including brand name drugs treated as generic) and a \$8.50 copay for all other drugs

American Specialty Health Incorporated, MDLIVE, MedSavvy, Retrofit, TruHearing and VSP are separate and independent companies that do not provide Blue Cross and Blue Shield products or services, and are solely responsible for their products or services.

Important information to know before you enroll

Before making an enrollment decision, it is important that you fully understand our benefits and rules. If you have any questions, you can call and speak to a customer service representative at **1-800-541-8981**.

Understanding the Benefits

- Review the full list of benefits found in the Evidence of Coverage (EOC), especially for those services for which you routinely see a doctor. Visit [regence.com/medicare](https://www.regence.com/medicare) or call **1-800-541-8981** to view a copy of the EOC.
- Review the provider directory (or ask your doctor) to make sure the doctors you see now are in the network. If they are not listed, it means you will likely have to select a new doctor.
- Review the pharmacy directory to make sure the pharmacy you use for any prescription medicines is in the network. If the pharmacy is not listed, you will likely have to select a new pharmacy for your prescriptions.

Understanding Important Rules

- In addition to your monthly plan premium, you must continue to pay your Medicare Part B premium. This premium is normally taken out of your Social Security check each month.
- Benefits, premiums and/or copayments/co-insurance may change on January 1, 2020.
- Our plan allows you to see providers outside of our network (non-contracted providers). However, while we will pay for covered services provided by a non-contracted provider, the provider must agree to treat you. Except in an emergency or urgent situation, non-contracted providers may deny care.

Notes

NONDISCRIMINATION NOTICE

Regence complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Regence does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Regence:

Provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, and accessible electronic formats, other formats)

Provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services listed above, please contact:

Medicare Customer Service
1-800-541-8981 (TTY: 711)

Customer Service for all other plans
1-888-344-6347 (TTY: 711)

If you believe that Regence has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with our civil rights coordinator below:

Medicare Customer Service
Civil Rights Coordinator
MS: B32AG, PO Box 1827
Medford, OR 97501
1-866-749-0355, (TTY: 711)
Fax: 1-888-309-8784
medicareappeals@regence.com

Customer Service for all other plans
Civil Rights Coordinator
MS CS B32B, P.O. Box 1271
Portland, OR 97207-1271
1-888-344-6347, (TTY: 711)
CS@regence.com

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

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

1-800-368-1019, 800-537-7697 (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Language assistance

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-344-6347 (TTY: 711).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電1-888-344-6347 (TTY: 711)。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-888-344-6347 (TTY: 711).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-888-344-6347 (TTY: 711) 번으로 전화해 주십시오.

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-888-344-6347 (TTY: 711).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-888-344-6347 (телетайп: 711).

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-888-344-6347 (ATS : 711)

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-888-344-6347 (TTY:711) まで、お電話にてご連絡ください

Díí baa akó nínízin: Díí saad bee yáníłti'go **Diné Bizaad**, saad bee áká'ánída'áwo'déé', t'áá jiik'eh, éí ná hóló, kojí' hódíílnih 1-888-344-6347 (TTY: 711.)

FAKATOKANGA'I: Kapau 'oku ke Lea-Fakatonga, ko e kau tokoni fakatonu lea 'oku nau fai atu ha tokoni ta'etotongi, pea te ke lava 'o ma'u ia. ha'o telefonimai mai ki he fika 1-888-344-6347 (TTY: 711)

OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-888-344-6347 (TTY- Telefon za osobe sa oštećenim govorom ili sluhom: 711)

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតល្បួល គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ 1-888-344-6347 (TTY: 711)។

यिआन टिठि: जे त्रुमीं पंजाबी बोलते हे, तं त्रामा टिंठ

महाडिता मेदा त्रुडाडे लछी मुदत उुपलबध है। 1-888-344-6347 (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ।

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlose Sprachdienstleistungen zur Verfügung. Rufnummer: 1-888-344-6347 (TTY: 711)

ማስታወሻ:- የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በአ ሊያገለግሉት ተዘጋጅተዋል፤ በሚከተለው ቁጥር ይደውሉ- 1-888-344-6347 (መስማት ለተሳናቸው:- 711)::

УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 1-888-344-6347 (телетайп: 711)

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् 1-888-344-6347 (टिडिवाइ: 711)

ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la 1-888-344-6347 (TTY: 711)

MAANDO: To a waawi [Adamawa], e woodi ballooji-ma to ekkitaaki wolde caahu. Noddu 1-888-344-6347 (TTY: 711)

โปรดทราบ: ถ้าคุณพูดภาษาไทย คุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-888-344-6347 (TTY: 711)

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ຄວນນຳໃຊ້ທ່ານ. ໂທ 1-888-344-6347 (TTY: 711)

Afaan dubbattan Oroomiffaa tiif, tajaajila gargaarsa afaanii tola ni jira. 1-888-344-6347 (TTY: 711) tiin bilbilaa.

توجه: اگر به زبان فارسی صحبت می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1-888-344-6347 (TTY: 711) تماس بگیرید.
ملحوظة: إذا كنت تتحدث فانذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-888-344-6347 (رقم هاتف الصم والبكم 711 TTY)

For more information

Visit us at [regence.com/medicare](https://www.regence.com/medicare).

Prospective members call
1-888-369-3171 (TTY: 711)

Current PPO members call
1-800-541-8981 (TTY: 711)

Hours are 8:00 a.m. to 8:00 p.m.,
Monday through Friday (October 1
through March 31, our telephone hours
are from 8:00 a.m. to 8:00 p.m., seven
days a week).



Regence BlueShield serves select counties in the state of Washington
and is an Independent Licensee of the Blue Cross and Blue Shield Association

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