

WEST VIRGINIA COUNTIES - SOUTH

Freedom Blue PPO

Summary of Benefits

January 1, 2024 to December 31, 2024

To enroll in the following plan(s), you need to be entitled to Medicare Part A, enrolled in Medicare Part B, and live in one of these counties:

Boone, Cabell, Clay, Fayette, Greenbrier, Jackson, Kanawha, Lincoln, Logan, Mason, McDowell, Mercer, Mingo, Monroe, Nicholas, Pocahontas, Putnam, Raleigh, Roane, Summers, Wayne, Webster, Wyoming

This summary of benefits doesn't list every service, limitation, or special circumstance. Visit us at **medicare.highmark.com** to get more benefit information including:

- Evidence of Coverage (full list of benefits)
- Provider and Pharmacy Directories
- Formulary (full Part D prescription drug list)

If you need printed copies, call us at **1-888-459-4020** (TTY 711). We're available 8 a.m. to 8 p.m., 7 days a week.

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 **medicare.gov** or call 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY 1-877-486-2048.

Freedom Blue PPO has a network of pharmacies. The out-of-network (OON) benefit provides "out-of-network" coverage. You may see out-of-network providers as long as the services are covered benefits and medically necessary. You may pay more for services than you would if you used a "network provider."

	Freedom Blue PPO Merit	Freedom Blue PPO Signature	
Premium	\$0.00	\$0.00	
Part B Premium Reduction	\$85.00	\$10.00	
Deductible	\$0	\$0	
Max Out-Of-Pocket	\$8,300 IN; \$13,000 combined IN and OON	\$7,550 IN; \$10,000 combined IN and OON	
Inpatient Hospital Stay	Days 1 - 5: \$455 copay per day per admit & Days 6 - 90: \$0 copay per admit IN*; Days 1 - 5: \$550 copay per day per admit & Days 6 - 90: \$0 copay per admit OON	Days 1 - 3: \$250 copay per day per admit & Days 4 - 90: \$0 copay per day per admit IN*; Days 1 - 5: \$425 copay per day per admit & Days 6 - 90: \$0 copay per day per admit OON	
Outpatient Hospital Coverage	ASC ¹ : \$300 copay IN*; \$375 copay OON Facility: \$350 copay IN*; \$375 copay OON	ASC¹: \$250 copay IN*; \$350 copay OON Facility: \$300 copay IN*; \$350 copay OON	
Doctor Office Visit	PCP: \$0 copay IN; \$0 copay OON Specialist: \$45 copay IN; \$65 copay OON	PCP: \$0 copay IN; \$0 copay OON Specialist: \$25 copay IN; \$25 copay OON	
Preventive/Screening	Covered in Full (Office visit copays may apply) IN/OON	Covered in Full (Office visit copays may apply) IN/OON	
Emergency Room	\$100 copay IN/OON	\$100 copay IN/OON	
Urgently Needed Services	\$50 copay IN/OON	\$35 copay IN/OON	
Lab & Diagnostic Tests	Office /Lab: \$0 copay IN*; \$100 copay OON; Outpatient: \$100 copay IN*; \$100 copay OON	Office /Lab: \$0 copay IN*; \$20 copay OON; Outpatient: \$10 copay IN*; \$20 copay OON	
X-Rays/ Advanced Imaging	X-ray: \$75 copay IN*; \$100 copay OON Advanced Imaging: \$300 copay IN*; \$350 copay OON	X-ray: \$25 copay IN*; \$40 copay OON Advanced Imaging: \$250 copay IN*; \$350 copay OON	
Hearing Services	Medicare Covered: \$45 copay IN; \$65 copay OON. Routine: \$40 copay IN; \$40 copay OON (1 Per Year). TruHearing Advanced: \$699 copay; TruHearing Premium: \$999 copay (2 Aids Every Year); \$500 allowance IN/OON (per year)	Medicare Covered: \$25 copay IN; \$25 copay OON. Routine: \$30 copay IN; \$30 copay OON (1 Per Year). TruHearing Advanced: \$699 copay; TruHearing Premium: \$999 copay (2 Aids Every Year); \$500 allowance IN/OON (per year)	
Dental Services	Medicare Covered*: \$45 copay IN; \$65 copay OON. Office Visit: \$0 copay IN; 30% coinsurance OON (1 per six months). X-Rays: \$0 copay IN; 30% coinsurance OON (1 per year). Comprehensive*: 20% coinsurance IN; 50% coinsurance OON; with a maximum \$1,000 allowance (preventive and comprehensive combined) IN/OON (Per Year)	Medicare Covered*: \$25 copay IN; \$25 copay OON. Office Visit: \$0 copay IN; 30% coinsurance OON (1 per six months). X-Rays: \$0 copay IN; 30% coinsurance OON (1 per year). Comprehensive*: 20% coinsurance IN; 50% coinsurance OON; with a maximum \$2,000 allowance (preventive and comprehensive combined) IN/OON (Per Year)	
Vision Services	Medicare Covered: \$45 copay IN; \$65 copay OON. Routine: \$0 copay IN; \$50 copay OON (1 Per Year). Standard eyeglass lenses and frames or contact lenses are covered in full. IN/OON: A \$100 benefit max applies to non-standard frames or a \$100 benefit max for specialty contact lenses per year; \$200 benefit max for post cataract eyewear (once per operated eye).	Medicare Covered: \$25 copay IN; \$25 copay OON. Routine: \$0 copay IN; \$50 copay OON (1 Per Year). Standard eyeglass lenses and frames or contact lenses are covered in full. IN/OON: A \$100 benefit max applies to non-standard frames or a \$100 benefit max for specialty contact lenses per year; \$200 benefit max for post cataract eyewear (once per operated eye).	
Mental Health Services	Inpatient: Days 1 - 3: \$645 copay per day per admit & Days 4 - 90: \$0 copay per admit IN*; Days 1 - 7: \$645 copay per day per admit & Days 8 - 90: \$0 copay per day per admit OON; Outpatient: \$40 copay IN*; \$50 copay OON	Inpatient: Days 1 - 3: \$425 copay per day per admit & Days 4 - 90: \$0 copay per admit IN*; Days 1 - 3: \$500 copay per day per admit & Days 4 - 90: \$0 copay per day per admit OON; Outpatient: \$40 copay IN*; \$50 copay OON	
Skilled Nursing Facility	\$0 copay/day (days 1-20), \$203 copay/day (days 21-100) IN*; 30% coinsurance OON	\$0 copay/day (days 1-20), \$203 copay/day (days 21-100) IN*; 30% coinsurance OON	
Physical Therapy	\$45 copay IN*; \$55 copay OON	\$30 copay IN*; \$50 copay OON	
Ambulance (per one- way trip)	Emergent/Non-Emergent: \$300 copay IN**; Non-Emergent: 30% coinsurance OON	Emergent/Non-Emergent: \$250 copay IN**; Non-Emergent: 30% coinsurance OON	
Transportation	\$0 copay IN*; 30% coinsurance OON	\$0 copay IN*; 30% coinsurance OON	
Part B Drugs [†]	20% coinsurance IN*; 30% coinsurance OON	20% coinsurance IN*; 30% coinsurance OON	
OTC	Not Covered	\$85 allowance once per quarter IN/OON	
Durable Medical Equipment	20% coinsurance IN*; 30% coinsurance OON	20% coinsurance IN*; 30% coinsurance OON	
Fitness Benefit	SilverSneakers covered in full IN; 50% coinsurance after satisfying a \$500 deductible OON	SilverSneakers covered in full IN; 50% coinsurance after satisfying a \$500 deductible OON	
Formulary	Performance	Performance	

	Freedom Blue PPO Distinct	Freedom Blue PPO Prestige	
Premium	\$25.00	\$39.00	
Part B Premium Reduction	\$0.00	\$0.00	
Deductible	\$0	\$0	
Max Out-Of-Pocket	\$6,000 IN; \$9,550 combined IN and OON	\$5,500 IN; \$8,950 combined IN and OON	
Inpatient Hospital Stay	\$375 copay per admit IN*; \$500 copay per admit OON	\$325 copay per admit IN*; \$500 copay per admit OON	
Outpatient Hospital Coverage	ASC ¹ : \$225 copay IN*; \$350 copay OON Facility: \$300 copay IN*; \$350 copay OON	ASC¹: \$225 copay IN*; \$350 copay OON Facility: \$300 copay IN*; \$350 copay OON	
Doctor Office Visit	PCP: \$0 copay IN; \$0 copay OON Specialist: \$20 copay IN; \$25 copay OON	PCP: \$0 copay IN; \$0 copay OON Specialist: \$0 copay IN; \$0 copay OON	
Preventive/Screening	Covered in Full (Office visit copays may apply) IN/OON	Covered in Full (Office visit copays may apply) IN/OON	
Emergency Room	\$100 copay IN/OON	\$100 copay IN/OON	
Urgently Needed Services	\$35 copay IN/OON	\$35 copay IN/OON	
Lab & Diagnostic Tests	Office /Lab: \$0 copay IN*; \$20 copay OON; Outpatient: \$0 copay IN*; \$20 copay OON	Office /Lab: \$0 copay IN*; \$20 copay OON; Outpatient: \$0 copay IN*; \$20 copay OON	
X-Rays/ Advanced Imaging	X-ray: \$15 copay IN*; \$35 copay OON Advanced Imaging: \$200 copay IN*; \$350 copay OON	X-ray: \$15 copay IN*; \$35 copay OON Advanced Imaging: \$150 copay IN*; \$350 copay OON	
Hearing Services	Medicare Covered: \$20 copay IN; \$25 copay OON. Routine: \$25 copay IN; \$25 copay OON (1 Per Year). TruHearing Advanced: \$699 copay; TruHearing Premium: \$999 copay (2 Aids Every Year); \$500 allowance IN/OON (per year)	Medicare Covered: \$0 copay IN; \$0 copay OON. Routine: \$0 copay IN; \$0 copay OON (1 Per Year). TruHearing Advanced: \$699 copay; TruHearing Premium: \$999 copay (2 Aids Every Year); \$500 allowance IN/OON (per year)	
Dental Services	Medicare Covered*: \$20 copay IN; \$25 copay OON. Office Visit: \$0 copay IN; 30% coinsurance OON (1 per six months). X-Rays: \$0 copay IN; 30% coinsurance OON (1 per year). Comprehensive*: 10% coinsurance IN; 50% coinsurance OON; with a maximum \$2,500 allowance (preventive and comprehensive combined) IN/OON (Per Year)	Medicare Covered*: \$0 copay IN; \$0 copay OON. Office Visit: \$0 copay IN; 30% coinsurance OON (1 per six months). X-Rays: \$0 copay IN; 30% coinsurance OON (1 per year). Comprehensive*: 0% coinsurance IN; 50% coinsurance OON; with a maximum \$3,500 allowance (preventive and comprehensive combined) IN/OON (Per Year)	
Vision Services	Medicare Covered: \$20 copay IN; \$25 copay OON. Routine: \$0 copay IN; \$50 copay OON (1 Per Year). Standard eyeglass lenses and frames or contact lenses are covered in full. IN/OON: A \$100 benefit max applies to non-standard frames or a \$100 benefit max for specialty contact lenses per year; \$200 benefit max for post cataract eyewear (once per operated eye).	Medicare Covered: \$0 copay IN; \$0 copay OON. Routine: \$0 copay IN; \$50 copay OON (1 Per Year). Standard eyeglass lenses and frames or contact lenses are covered in full. IN/OON: A \$100 benefit max applies to non-standard frames or a \$100 benefit max for specialty contact lenses per year; \$200 benefit max for post cataract eyewear (once per operated eye).	
Mental Health Services	Inpatient: Days 1 - 3: \$425 copay per day per admit & Days 4 - 90: \$0 copay per admit IN*; Days 1 - 3: \$500 copay per day per admit & Days 4 - 90: \$0 copay per day per admit OON; Outpatient: \$40 copay IN*; \$50 copay OON	Inpatient: Days 1 - 3: \$425 copay per day per admit & Days 4 - 90: \$0 copay per admit IN*; Days 1 - 3: \$500 copay per day per admit & Days 4 - 90: \$0 copay per day per admit OON; Outpatient: \$40 copay IN*; \$50 copay OON	
Skilled Nursing Facility	\$0 copay/day (days 1-20), \$203 copay/day (days 21-100) IN*; 30% coinsurance OON	\$0 copay/day (days 1-20), \$203 copay/day (days 21-100) IN*; 30% coinsurance OON	
Physical Therapy	\$25 copay IN*; \$30 copay OON	\$20 copay IN*; \$30 copay OON	
Ambulance (per one- way trip)	Emergent/Non-Emergent: \$250 copay IN**; Non-Emergent: 30% coinsurance OON	Emergent/Non-Emergent: \$250 copay IN**; Non-Emergent: 30% coinsurance OON	
Transportation	\$0 copay IN*; 30% coinsurance OON	\$0 copay IN*; 30% coinsurance OON	
Part B Drugs [†]	20% coinsurance IN*; 30% coinsurance OON	20% coinsurance IN*; 30% coinsurance OON	
OTC	\$170 allowance once per quarter IN/OON	\$115 allowance once per quarter IN/OON	
Durable Medical Equipment	20% coinsurance IN*; 30% coinsurance OON	20% coinsurance IN*; 30% coinsurance OON	
Fitness Benefit	SilverSneakers covered in full IN; 50% coinsurance after satisfying a \$500 deductible OON	SilverSneakers covered in full IN; 50% coinsurance after satisfying a \$500 deductible OON	
Formulary	Performance	Performance	

	Freedom Blue PPO Valor	
Premium	\$0.00	
Part B Premium Reduction	\$60.00	
Deductible	\$0	
Max Out-Of-Pocket	\$6,000 IN; \$8,950 combined IN and OON	
Inpatient Hospital Stay	\$275 copay per admit IN*; \$395 copay per admit OON	
Outpatient Hospital Coverage	ASC¹: \$195 copay IN*; \$325 copay OON Facility: \$245 copay IN*; \$375 copay OON	
Doctor Office Visit	PCP: \$0 copay IN; \$0 copay OON Specialist: \$10 copay IN; \$10 copay OON	
Preventive/Screening	Covered in Full (Office visit copays may apply) IN/OON	
Emergency Room	\$100 copay IN/OON	
Urgently Needed Services	\$50 copay IN/OON	
Lab & Diagnostic Tests	Office /Lab: \$0 copay IN*; \$35 copay OON; Outpatient: \$0 copay IN*; \$35 copay OON	
X-Rays/ Advanced Imaging	X-ray: \$20 copay IN*; \$35 copay OON Advanced Imaging: \$225 copay IN*; \$325 copay OON	
Hearing Services	Medicare Covered: \$10 copay IN; \$10 copay OON. Routine: \$10 copay IN; \$10 copay OON (1 Per Year). TruHearing Advanced: \$699 copay; TruHearing Premium: \$999 copay (2 Aids Every Year); \$500 allowance IN/OON (per year)	
Dental Services	Medicare Covered*: \$10 copay IN; \$10 copay OON. Office Visit: \$0 copay IN; 30% coinsurance OON (1 per six months). X-Rays: \$0 copay IN; 30% coinsurance OON (1 per year). Comprehensive*: 20% coinsurance IN; 50% coinsurance OON; with a maximum \$2,000 allowance (preventive and comprehensive combined) IN/OON (Per Year)	
Vision Services	Medicare Covered: \$10 copay IN; \$10 copay OON. Routine: \$0 copay IN; \$50 copay OON (1 Per Year). Standard eyeglass lenses and frames or contact lenses are covered in full. IN/OON: A \$150 benefit max applies to non-standard frames or a \$150 benefit max for specialty contact lenses per year; \$200 benefit max for post cataract eyewear (once per operated eye).	
Mental Health Services	Inpatient: Days 1 - 3: \$325 copay per day per admit & Days 4 - 90: \$0 copay per admit IN*; Days 1 - 3: \$475 copay per day per admit & Days 4 - 90: \$0 copay per day per admit OON; Outpatient: \$5 copay IN*; \$35 copay OON	
Skilled Nursing Facility	\$0 copay/day (days 1-20), \$203 copay/day (days 21-100) IN*; 30% coinsurance OON	
Physical Therapy	\$15 copay IN*; \$35 copay OON	
Ambulance (per one- way trip)	Emergent/Non-Emergent: \$250 copay IN**; Non-Emergent: 30% coinsurance OON	
Transportation	\$0 copay IN*; 30% coinsurance OON up-to 24 one-way trips	
Part B Drugs [†]	20% coinsurance IN*; 30% coinsurance OON	
OTC	\$100 allowance once per quarter IN/OON	
Durable Medical Equipment	20% coinsurance IN*; 30% coinsurance OON	
Fitness Benefit	SilverSneakers covered in full IN; 50% coinsurance after satisfying a \$500 deductible OON	
Formulary	Not Covered	

^{*}Indicates a service that requires prior authorization.

^{**}Indicates a service that requires prior authorization for non-emergent trips.

	Freedom Blue PP	edom Blue PPO Signature			
			total yearly drug costs reach		
	Deductible	costs are the total drug costs paid by both you and your Part D plan. \$0			
	Deductible	ΦU	Tier	31 Day Supply	100 Day (T1/2) 90 Day (T3/4)
		Door for more of	Tier 1 (Preferred Generic)	\$0 Copay	\$0 Copay
		Preferred Retail Cost- Sharing	Tier 2 (Generic)	\$5 Copay	\$15 Copay
			Tier 3 (Preferred Insulin)	\$35 Copay	\$105 Copay
			Tier 3 (Preferred Brand)	\$47 Copay	\$141 Copay
			Tier 4 (Insulin)	\$35 Copay	\$105 Copay
			Tier 4 (Non-Preferred Drug)	\$100 Copay	\$300 Copay
			Tier 5 (Specialty Tier)	33% of the cost	Not Applicable
			Tier	31 Day Supply	100 Day (T1/2) 90 Day (T3/4)
		Standard	Tier 1 (Preferred Generic)	\$7 Copay	\$21 Copay
		Retail	Tier 2 (Generic)	\$20 Copay	\$60 Copay
		Cost-	Tier 3 (Preferred Insulin)	\$35 Copay	\$105 Copay
		Sharing	Tier 3 (Preferred Brand)	\$47 Copay	\$141 Copay
			Tier 4 (Insulin)	\$35 Copay	\$105 Copay
			Tier 4 (Non-Preferred Drug)	\$100 Copay	\$300 Copay
כ	Initial		Tier 5 (Specialty Tier)	33% of the cost	Not Applicable
R	Coverage		Tier	31 Day Supply	100 Day (T1/2) 90 Day (T3/4)
		Preferred Mail Cost- Sharing	Tier 1 (Preferred Generic)	Not Applicable	\$0 Copay
J			Tier 2 (Generic)	Not Applicable	\$0 Copay
G			Tier 3 (Preferred Insulin)	Not Applicable	\$105 Copay
			Tier 3 (Preferred Brand)	Not Applicable	\$120 Copay
			Tier 4 (Insulin)	Not Applicable	\$105 Copay
			Tier 4 (Non-Preferred Drug)	Not Applicable	\$275 Copay
			Tier 5 (Specialty Tier)	33% of the cost	Not Applicable
		Standard Mail Cost- Sharing	Tier	31 Day Supply	100 Day (T1/2) 90 Day (T3/4)
			Tier 1 (Preferred Generic)	Not Applicable	\$21 Copay
			Tier 2 (Generic)	Not Applicable	\$60 Copay
			Tier 3 (Preferred Insulin)	Not Applicable	\$105 Copay
			Tier 3 (Preferred Brand)	Not Applicable	\$141 Copay
			Tier 4 (Insulin)	Not Applicable	\$105 Copay
			Tier 4 (Non-Preferred Drug)	Not Applicable	\$300 Copay
			Tier 5 (Specialty Tier)	33% of the cost	Not Applicable
	Coverage Gap	The coverage gap begins after the yearly drug cost (including what our plan has paid and what you have paid) reaches \$5,030. After you enter the coverage gap, you pay 25% of the plan's cost for covered brand name drugs and 25% of the plan's cost for covered generic drugs until your costs total \$8,000, which is the end of the coverage gap. Not everyone will enter the coverage gap.			
	0-44 1:	· ·	Generics (25% Coinsurance) Brand (25% Coinsurance including 70% discount)		
	Catastrophic Coverage				

	Freedom Blue PP	e PPO Distinct			
			total yearly drug costs reach		
	Deductible	costs are the total drug costs paid by both you and your Part D plan. \$0			
	Deddelible	7.	Tier	31 Day Supply	100 Day (T1/2) 90 Day (T3/4)
		Preferred	Tier 1 (Preferred Generic)	\$0 Copay	\$0 Copay
		Retail	Tier 2 (Generic)	\$0 Copay	\$0 Copay
		Cost- Sharing	Tier 3 (Preferred Insulin)	\$35 Copay	\$105 Copay
			Tier 3 (Preferred Brand)	\$42 Copay	\$126 Copay
			Tier 4 (Insulin)	\$35 Copay	\$105 Copay
			Tier 4 (Non-Preferred Drug)	\$100 Copay	\$300 Copay
			Tier 5 (Specialty Tier)	33% of the cost	Not Applicable
			Tier	31 Day Supply	100 Day (T1/2) 90 Day (T3/4)
		Standard	Tier 1 (Preferred Generic)	\$7 Copay	\$21 Copay
		Retail	Tier 2 (Generic)	\$15 Copay	\$45 Copay
		Cost-	Tier 3 (Preferred Insulin)	\$35 Copay	\$105 Copay
		Sharing	Tier 3 (Preferred Brand)	\$47 Copay	\$141 Copay
			Tier 4 (Insulin)	\$35 Copay	\$105 Copay
			Tier 4 (Non-Preferred Drug)	\$100 Copay	\$300 Copay
)	Initial		Tier 5 (Specialty Tier)	33% of the cost	Not Applicable
	Coverage		Tier	31 Day Supply	100 Day (T1/2) 90 Day (T3/4)
$R \mid$		Preferred Mail Cost- Sharing	Tier 1 (Preferred Generic)	Not Applicable	\$0 Copay
J			Tier 2 (Generic)	Not Applicable	\$0 Copay
3			Tier 3 (Preferred Insulin)	Not Applicable	\$105 Copay
			Tier 3 (Preferred Brand)	Not Applicable	\$120 Copay
			Tier 4 (Insulin)	Not Applicable	\$105 Copay
			Tier 4 (Non-Preferred Drug)	Not Applicable	\$275 Copay
			Tier 5 (Specialty Tier)	33% of the cost	Not Applicable
		Standard Mail Cost- Sharing	Tier	31 Day Supply	100 Day (T1/2) 90 Day (T3/4)
			Tier 1 (Preferred Generic)	Not Applicable	\$21 Copay
	M C		Tier 2 (Generic)	Not Applicable	\$45 Copay
			Tier 3 (Preferred Insulin)	Not Applicable	\$105 Copay
			Tier 3 (Preferred Brand)	Not Applicable	\$141 Copay
			Tier 4 (Insulin)	Not Applicable	\$105 Copay
			Tier 4 (Non-Preferred Drug)	Not Applicable	\$300 Copay
			Tier 5 (Specialty Tier)	33% of the cost	Not Applicable
	Coverage Gap	The coverage gap begins after the yearly drug cost (including what our plan has paid and what you have paid) reaches \$5,030 After you enter the coverage gap, you pay 25% of the plan's cost for covered brand name drugs and 25% of the plan's cost for covered generic drugs until your costs total \$8,000, which is the end of the coverage gap. Not everyone will enter the coverage gap.			
	_	· ·	Generics (25% Coinsurance) Brand (25% Coinsurance including 70% discount)		
	Catastrophic Coverage	After your yearly out-of-pocket drug costs (including drugs purchased through your retail pharmacy and through mail order) reaches \$8,000, the plan pays the full cost for your covered Part D drugs. You pay nothing.			



Highmark Blue Cross Blue Shield is a Medicare Advantage HMO, PPO, and/or Part D plan with a Medicare contract. Enrollment in these plans depends on contract renewal.

Benefits and/or benefit administration may be provided by or through the following entities, which are independent licensees of the Blue Cross Blue Shield Association: Highmark West Virginia Inc. d/b/a Highmark Blue Cross Blue Shield, Highmark Health Insurance Company or Highmark Senior Solutions Company. The Blue Cross[©], Blue Shield[©], Cross, and Shield Symbols are registered service marks of the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans.

All references to "Highmark" in this document are references to the Highmark company that is providing the member's health benefits or health benefit administration and/or to one or more of its affiliated Blue companies.

Out-of-network/non-contracted providers are under no obligation to treat Freedom Blue PPO members, except in emergency situations. For a decision about whether we will cover an out-of-network service, we encourage you or your provider to ask us for a pre-service organization determination before you receive the service. Please call our customer service number or see your Evidence of Coverage for more information, including the cost sharing that applies to out-of-network services.

This information is not a complete description of benefits. Call 1-866-739-1899 (TTY users may call 711), October 1 – March 31, 8 a.m. to 8 p.m., 7 days a week; April 1 – September 30, 8 a.m. to 8 p.m., Monday – Friday for more information.

TruHearing is a registered trademark of TruHearing, Inc.

SilverSneakers is a registered trademark of Tivity Health, Inc., is a separate company that administers the SilverSneakers program.