

Your 2022 Healthcare Benefit Guide

CITY OF BALTIMORE





The CareFirst BlueCross BlueShield PROMISE



A not-for-profit organization
driven by mission



Serving 3.3 million members
in the Mid-Atlantic region



Recognized as one of the
World's Most Ethical Companies®

WELCOME



We're glad you're considering CareFirst BlueCross BlueShield (CareFirst). We know there's a lot of information to review when selecting your health plan. We hope this simplified guide provides information that makes choosing CareFirst an easy decision.

Inside, you'll find information that'll help you select the plan that's best suited to your needs. Whichever plan you choose, you'll have coverage that's recognized and accepted by more top doctors than any other network. Plus, you'll know that you have the support of a team that's working everyday to improve the healthcare experience of every member.



Ready to explore your 2022 benefits?

Let's find the best health plan for you. There are two CareFirst plans to choose from.

High Option Plan
High Option BlueChoice
Advantage

-  Plan has no annual deductible
-  Lower per visit copays for most services

Standard Option Plan
Standard Option BlueChoice
Advantage

-  Plan has an annual deductible
-  Higher per visit copays and coinsurance



Your Open Enrollment dates are October 18 through November 1, 2021

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It helps to understand some key terms

CareFirst member cost: The maximum amount providers can charge CareFirst members for a specific service.

Deductible: Depending on your plan, you'll need to pay for some services on your own until you reach your deductible. Then your plan starts helping with the cost of your care.

Out-of-pocket maximum: The most you'll pay for covered services in a plan year. After you spend this amount on care costs, your plan will pay 100% of the CareFirst member costs for the rest of the plan year.

The personas and quotes in this decision guide were created by CareFirst in order to provide an example of the benefits described and are not real members.

NARROW YOUR CHOICES

To help narrow your choices, answer these questions:

Do you prefer a plan with predictable, low copays for most services?

☐ YES

☐ NO

Does your family typically only see your doctors for checkups and annual exams?

☐ YES

☐ NO

Would you prefer a plan with no deductible?

☐ YES

☐ NO

Do you prefer a plan with a deductible and coinsurance for most services?

☐ YES

☐ NO

Do you, or a family member, have a medical condition that requires regular doctor visits?

☐ YES

☐ NO

☐ High Option

If most of the answers you checked are orange, the High Option plan may be more your style. This is a good plan for people who:

- Use their health or pharmacy benefits more frequently
- Have a planned medical procedure, pregnancy, etc.
- Prefer to have predictable, low copays for most services
- Prefer a plan with \$0 deductible

☐ Standard Option

If most of the answers you checked are blue, the Standard Option plan may be the best fit. This plan is good for people who:

- Are healthy and don't use their health benefits frequently
- Don't mind the flexibility of coinsurance for most services
- Are comfortable with having to meet a plan deductible for some services

MEDICAL PLAN HIGHLIGHTS

Let’s compare some of your in-network costs for common services with these plans.

	High Option	Standard Option
Costs to consider		
In-network Deductible You'll pay the full CareFirst member cost for some services until you reach your deductible	\$0	\$250 individual/ \$500 family
Out-of-pocket Maximum The most you'll pay for covered in-network services in a plan year	\$1,000 individual/ \$2,000 family	Annual Salary < \$45,000/year: \$1,000 individual/ \$2,000 family Annual Salary > \$45,000/year: \$1,500 individual/ \$3,000 family
Plan Includes Out-of-network Coverage	Yes	Yes
Staying healthy		
Annual Physical Exam	\$0 per visit	\$0 per visit
Preventive Screenings and Immunizations	\$0 per visit	\$0 per visit
Well-Child Care (including exams & immunizations)	\$0 per visit	\$0 per visit
Feeling under the weather?		
Primary Care Doctor	\$5 per visit	\$25 per visit
Specialist (e.g. Dermatologist)	\$5 per visit	\$40 per visit
Mental Health Professional—Office	\$5 per visit	\$25 per visit
Urgent Care	\$5 per visit	\$25 per visit plus 10% of the CareFirst member cost
Emergency Room	\$50 per visit (waived if admitted)	10% of the CareFirst member cost per visit
Following doctor’s orders?		
Allergy Shots	\$0 per visit	10% of the CareFirst member cost per visit
Imaging (MRA/MRS, MRI, PET & CT Scans) (non-hospital facility)	\$0 per visit	10% of the CareFirst member cost per visit
Labs and X-rays (non-hospital facility)	\$0 per visit	10% of the CareFirst member cost per visit
Physical, Speech and/or Occupational Therapy	\$0 per visit	10% of the CareFirst member cost per visit
Chiropractic	\$0 per visit	10% of the CareFirst member cost per visit
Outpatient Surgery (surgical center)	\$0 per visit	10% of the CareFirst member cost per visit
Inpatient Surgery (including maternity)	\$0 per visit	10% of the CareFirst member cost per visit
Artificial and Intrauterine Insemination and In Vitro Fertilization Procedures	\$0 per visit	10% of the CareFirst member cost per visit

Costs shown are for care received in-network and, except for emergency room, at non-hospital locations. See your Summary of Benefits for limitations and plan details.

PERKS INCLUDED WITH EVERY PLAN



Achieve your wellness goals with the help of programs for weight loss, tobacco cessation and more



Enjoy exclusive discounts through our Blue365 Program on things like fitness gear, gym memberships, meal delivery services, hotels and travel



Pay nothing for annual in-network preventive care, 24-Hour Nurse Advice Line, routine vision and dental care for children under age 18

"I take advantage of the hotel discounts through Blue365."



"I lost 30 lbs. with the help of my coach and the weight loss program."



"I like knowing I can call the 24-hour nurse line at any time."



FIND A DOCTOR

CareFirst has one of the world's largest networks of participating providers—over one million in all. Whether you're looking for a primary care physician, a specialist or a care facility, we can help you find one that's right for you.



Try it for yourself. Visit **carefirst.com/doctor**. You'll be able to search by name, location, specialty and a host of other options. You can even find participating doctors and facilities outside of the U.S.

MY ACCOUNT BENEFITS

Your *My Account* page makes managing your CareFirst plan simple and easy. Everything you need to take the best care of yourself is right here. At *My Account*, you can:

- Check your plan's benefits and deductible
- View, order and print your member ID cards
- Review your claims status and Explanation of Benefits (EOB)
- Find in-network doctors, labs and hospitals
- Access your wellness program and other tools
- Send a secure message for member support

TREATMENT COST ESTIMATOR

Our Treatment Cost Estimator shows you what you'll pay for procedures, doctor's office visits, lab tests and surgery beforehand, so you can plan ahead and avoid surprises.



- Receive personalized estimates based on your plan
- Compare costs from different doctors and facilities

TELEMEDICINE OPTIONS

Advances in technology have made it easier and more convenient to get care wherever and whenever you need it.

CareFirst Video Visit

Video Visit securely connects you with a doctor, day or night, through your smartphone, tablet or computer. You can also schedule visits for other needs such as therapy or counseling, nutrition or breastfeeding. Visit carefirstvideovisit.com to learn more.



24-Hour Nurse Advice Line

Registered nurses are available through our 24-Hour Nurse Advice Line. Call **800-535-9700** to talk to a nurse about your symptoms and the most appropriate steps to take.

WELLNESS PROGRAM

Your CareFirst wellness program—brought to you in partnership with Sharecare, Inc.—can help you be your healthiest. Offering a wide array of engaging, easy-to-use tools and personalized content, plus specialized programs for extra support, the program includes:

- **RealAge®:** Find out if your healthy habits are truly making an impact by taking the RealAge® health assessment.
- **Health coaching:** Trained professionals provide one-on-one support to help you reach your wellness goals.
- **Weight management program:** Improve your overall health, reach a healthier weight and reduce your risk for pre-diabetes and associated chronic diseases.
- **Tobacco cessation program:** Our program's expert guidance, support and online tools make quitting easier than you might think.
- **Financial well-being program:** Whether you want to stop living paycheck to paycheck, get out of debt, or send a child to college, this program can help.

BLUECARD & BLUE CROSS BLUE SHIELD GLOBAL® CORE

With your Blue Cross and Blue Shield member ID card, you have access to doctors and hospitals almost anywhere. BlueCard gives you the peace of mind that you'll always have the care you need when you're away from home. And with Blue Cross Blue Shield Global® Core (BCBS Global® Core), you have access to care in more than 190 countries.

BlueCard

- You'll have access to local Blue Cross Blue Shield Plan doctors and hospitals when you're outside the CareFirst service area.
- You'll be considered a member of the local BCBS plan when you receive care. Your cost may be different than when you're in the CareFirst service area.
- For care received in-network, you don't have to complete claim forms, so there's no paperwork.

BCBS Global® Core

- In most cases, you shouldn't have to pay up front for inpatient care at hospitals in the BCBS Global Core Network.
- At hospitals outside the BCBS Global Core Network, you pay the doctor or hospital for inpatient care, outpatient hospital care and other medical services. You then complete an international claim form for reimbursement.



"I'm constantly traveling for work and for fun. It's good to know I'm covered—wherever I go."

UNDERSTANDING YOUR OPTIONS FOR CARE

It's helpful to know where you can go for care before you need it. Becoming familiar with the information below can help you save time and money.



Seeking advice: 24-Hour Nurse Advice Line

- General questions about health issues or where to go for care
- Registered nurses are available 24/7 by phone



Need care soon: Primary Care Provider

- Diagnosis & treatment of illness, chronic conditions, check-ups
- Night/weekend hours & some may have 24-hour phone lines



Want care quickly: CareFirst Video Visit

- Treatment for minor illnesses and injuries as well as therapy, psychiatry, diet and nutrition and breastfeeding support
- Board-certified doctors available by smartphone, tablet or computer



Need care now: Urgent Care Center

- Non-life-threatening illness or injury requiring immediate care
- Open 7 days a week



Emergency: 911 or Nearest ER

- Life-threatening illness or injury
- Open 24/7

MENTAL HEALTH SUPPORT

It's common to face some kind of mental health challenge during your life. Our support team is made up of specially trained service representatives, registered nurses and licensed behavioral health clinicians, ready to:

- Help you find the right mental health provider(s) and schedule appointments
- Connect you with a care coordinator who will work with your doctor to create a tailored action plan
- Find support groups and resources to help you stay on track

When mental health difficulties arise for you or a loved one, remember you're not alone. Help is available 24/7. If you are in crisis, call **800-245-7013**.



CareFirst members have access to specialized services and programs for depression, anxiety, drug or alcohol dependence, eating disorders and other mental health conditions.

NEXT STEPS

I'm choosing the
High Option Plan
High Option BlueChoice
Advantage

I'm choosing the
Standard Option Plan
Standard Option
BlueChoice Advantage

Ready to enroll?

- Visit <http://workday.baltimorecity.gov/login> or call 410-396-8089 from October 18–November 1
- Complete the enrollment process
- Look for your member ID cards in the mail

Not ready to choose your plan just yet?

- If you need more detailed plan information, visit <https://www.carefirst.com/baltimorecity/>
- Alex JellyVision is also here to help. Interact online with Alex, the virtual benefits counselor. Alex walks you through the process of picking your best benefits and provides easy to understand explanations for any questions you might have along the way. Prepare to make the best benefits decision with ALEX at <https://www.myalex.com/cityofbaltimore/2022>

NOVEMBER

1

Remember—
you have until
November 1, 2021
to make or change
your plan selection.



We're here to help! If you have additional questions,
please call 410-396-5830, Monday–Friday 8 a.m. to 8 p.m.

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CONNECT WITH US:



The examples provided in this booklet are meant to help you evaluate the benefits we offer. They are not meant to convey the exact terms of any one particular plan and do not create rights not given through the benefit plan. The details of your plan may vary.

The policies may have exclusions, limitations or terms under which the policy may be continued in force or discontinued. For costs and complete details of the coverage, call CareFirst.

Notice of Nondiscrimination and Availability of Language Assistance Services

CareFirst BlueCross BlueShield, CareFirst BlueChoice, Inc. and all of their corporate affiliates comply with applicable federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 855-258-6518.

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 855-258-6518。

This wellness program is administered by Sharecare, Inc., an independent company that provides health improvement management services to CareFirst members. Sharecare, Inc. does not provide CareFirst BlueCross BlueShield products or services and is solely responsible for the health improvement management services it provides.

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