

Blue Medicare SupplementSM

June 2018 – May 2019

Supplemental health care coverage
for Medicare beneficiaries



Blue Medicare SupplementSM

Covering the gaps left by Medicare

Medicare covers many health care services and certain prescription drugs, but it doesn't pay for all of your costs, such as copayments, coinsurance and deductibles. These "coverage gaps" could leave you paying up to 20 percent of your health-related expenses. A Blue Medicare Supplement plan can give you additional coverage for Medicare deductibles and coinsurance for services like: hospital stays, skilled nursing facilities, physician services, diagnostic tests, and medical and surgical services and supplies. You'll also be covered for Medicare-eligible costs not covered by Medicare.

Guaranteed acceptance for coverage

Enrollment is simple. And, you can't be denied for Blue Medicare Supplement coverage if you:

- A) are age 65 or older and eligible for Medicare (or under age 65 and eligible for Medicare by reason of disability – Plans A and C available, Plan B also available to current Blue Cross NC members who are disabled)
- B) enroll within six months of enrolling in Medicare Part B
- C) are not covered by Medicaid
- D) are a North Carolina resident

Avoid waiting periods for pre-existing conditions

If you enroll within 30 days following your 65th birthday, or if you have six months of continuous prior coverage, the 6-month waiting period for pre-existing conditions will be waived. Pre-existing conditions are conditions for which medical advice was given or treatment was recommended by or received from a physician within six months before the effective date of coverage. If you wait until after the deadline to enroll, you may have a waiting period for pre-existing conditions and may have to complete a medical questionnaire.



Caution: Policy benefits are limited to those approved by Medicare for payment.

Note:

- **Blue Medicare Supplement rates are effective through May 31, 2019 for Plans A–N.**
- This coverage is guaranteed renewable and may not be canceled or non-renewed for any reason other than failure to pay premiums or misstatements in or omissions of information from your application.
- These policies may not fully cover all your medical costs. These policies contain provisions that list benefits to those approved for payment by Medicare.
- Not connected with or endorsed by the U.S. government or the federal Medicare program.

Learn more

Contact your local authorized Blue Cross NC agent TODAY!

Attractive extras

With Blue Medicare Supplement you can also count on some valuable extras. And all of them come with a focus on your health. Members who enroll in a Blue Cross NC Medicare Supplement plan will have the freedom to change plans, without underwriting, for January 1 and June 1 effective dates. Members can change to any of our Medicare Supplement plans that are currently sold.

Silver&Fit^{®1} Exercise and Healthy Aging Program

This fitness program, available on select plans, offers you a low-cost membership at a fitness facility or exercise center near you. For just a \$50 fee, you can have a year's membership in a participating Silver&Fit facility.

And if the gym's not for you? You can enroll in the Silver&Fit Home Fitness Program and work out in the comfort of your own home. You can choose from more than 24 home fitness kits. And you just pay a \$10 annual fee.

Blue365[®] Health and Wellness Deals

Blue365 brings you great discounts on a wide variety of products and services. All at no additional cost. You'll find savings on just about every aspect of a healthy, active life, including:

- gym discounts
- activity trackers
- hearing aids
- laser eye surgery
- vision services
- medical bracelets
- healthy eating
- and more!

What's more, all the Blue365 deals are delivered right to you. When you sign up, you'll get deal alerts via email. So you'll find it easy to take advantage of all the offers you'd like. And because we send out one deal alert each week, your email inbox stays clutter-free.

Note:

- The Silver&Fit program is a value-added service on most plans that is provided by American Specialty Health Fitness, Inc. (ASH Fitness), a subsidiary of American Specialty Health Incorporated (ASH), to members of Blue Cross NC Blue Medicare Supplement plans. The program is not part of a member's policy or benefits, and is not available on our Plan F-HD. The program may be changed or discontinued at any time. Additional fees may apply and results are not guaranteed. You should consult with your doctor before taking part in a fitness program. All programs and services are not available in all areas. Silver&Fit and the Silver&Fit logo are trademarks of ASH and are used with permission herein. ASH and ASH Fitness do not offer Blue Cross or Blue Shield products or services.
- Blue365 offers access to savings on items that members may purchase directly from independent vendors, which are different from items that are covered under the policies with Blue Cross NC. Any disputes regarding these products and services may be subject to the Blue Cross NC grievance process. Blue Cross and Blue Shield Association (BCBSA) may receive payments from Blue365 vendors. Neither Blue Cross NC nor BCBSA recommends, endorses, warrants or guarantees any specific Blue365 vendor or item. This program may be modified or discontinued at any time without prior notice.

Silver&Fit programs

Phone: 1-877-764-2746
TTY: 1-877-710-2746
Hours: Monday – Friday,
 8 a.m. to 9 p.m. EST

Blue365

Phone: 1-855-511-BLUE(2583)
Online: *BlueCrossNC.com/*
Blue365Medicare

Compare plans

We want to help you choose the Blue Medicare Supplement plan that includes the benefits that are most important to you.

This is only a summary of benefits. Please see the Outline of Coverage for more details.

All of our Blue Medicare Supplement plans are attained-age rated.

Attained-age plans should be compared to entry-age plans (also known as issue-age plans). Premiums for entry-age plans do not increase due to age.

Our rates increase due to age when you move from one age band to the next. Rates may also be adjusted for medical inflation or overall claims experience.

Any change in rates will be preceded by a 30-day notice and is guaranteed for 12 months. Rates are subject to change June 1 of each year, but members will not be singled out for premium increases based on their individual health.

Benefits covered by Blue Medicare Supplement		
	PLAN A PAYS BMS A 12/17	PLAN B PAYS BMS B 12/17
Part A (Hospitalization):		
\$1,340 Inpatient hospital deductible each benefit period:		✓
\$335 a day copayment for days 61–90 in a hospital:	✓	✓
\$670 a day copayment for days 91–150 (lifetime reserve ¹):	✓	✓
100% of Medicare-allowable expenses for additional 365 days after Medicare hospital benefits are exhausted:	✓	✓
\$167.50 per day for days 21–100 in a skilled nursing facility: ²		
Part B (Physician and medical services):		
\$183 Part B deductible:		
Generally, 20% of Medicare-approved amount (Part B coinsurance) after Part B deductible is met:	✓	✓
100% of Medicare Part B excess charges:		
 Silver&Fit offered:	✓	✓
Age³	Monthly Premium	
Under 65	\$859.25	\$965.75
65	\$111.75	\$127.50
66–69	\$131.25	\$150.00
70–74	\$160.75	\$186.25
75–79	\$191.50	\$228.00
80 +	\$178.25	\$225.25

Notes:

✓ Benefit included in plan.

¹ After 90 days of hospitalization, Medicare benefits are paid from a one-time, lifetime reserve of 60 additional days, which are not renewable each benefit period.

² You must have been in a hospital for at least three days and enter a Medicare-approved facility within 30 days after hospital discharge.

³ **Rates are effective through May 31, 2019 for Plans A–N.**

Benefits covered by Blue Medicare Supplement (continued)

PLAN C PAYS BMS C 12/17	PLAN D PAYS BMS D 12/17	PLAN F PAYS BMS F 12/17	HIGH DED PLAN F ⁴ PAYS BMS HDF 12/17	PLAN G PAYS BMS G 12/17	PLAN K PAYS BMS K 12/17	PLAN L PAYS BMS L 12/17	PLAN M PAYS BMS M 12/17	PLAN N PAYS BMS N 12/17
✓	✓	✓	✓	✓	5, 6	7, 8	5	✓
✓	✓	✓	✓	✓	✓	✓	✓	✓
✓	✓	✓	✓	✓	✓	✓	✓	✓
✓	✓	✓	✓	✓	✓	✓	✓	✓
✓	✓	✓	✓	✓	5, 6	7, 8	✓	✓
✓		✓	✓					
✓	✓	✓	✓	✓	5, 6	7, 8	✓	9
		✓	✓	✓				
✓	✓	✓		✓	✓	✓	✓	✓
Monthly Premium								
\$1,091.25								
\$153.25	\$128.50	\$153.25	\$36.75	\$111.75	\$67.75	\$90.50	\$104.25	\$122.25
\$178.00	\$153.25	\$178.75	\$36.75	\$144.25	\$80.75	\$107.75	\$124.00	\$145.75
\$217.00	\$192.25	\$218.25	\$40.00	\$193.00	\$101.00	\$135.25	\$155.50	\$182.75
\$267.50	\$243.00	\$264.00	\$44.50	\$243.50	\$127.25	\$170.50	\$196.50	\$230.75
\$287.75	\$263.00	\$284.75	\$44.50	\$263.50	\$137.75	\$184.75	\$212.75	\$250.00

4 Benefits for this plan will not begin until your \$2,240 deductible is met.
 5 Plan pays 50%; member pays 50%.
 6 Until annual out-of-pocket limit of \$5,240 is met.
 7 Plan pays 75%; member pays 25%.

8 Until annual out-of-pocket limit of \$2,620 is met.
 9 Member pays up to \$20 per office visit and up to \$50 per emergency room visit; plan pays the balance.

Non-Discrimination and Accessibility Notice

Blue Cross and Blue Shield of North Carolina (Blue Cross NC) provides:

- Free aids and services to people with disabilities to communicate effectively with us, such as: qualified interpreters and/or written information in other formats (large print, accessible electronic formats, etc.)
- Free language services to people whose primary language is not English, such as: qualified interpreters and/or information written in other languages

If you need these services, contact:

Customer Service

Call: 1-800-478-0583, 1-800-922-3140 (TTY)

Hours: Monday – Friday, 8 a.m. to 5 p.m.

If you believe that Blue Cross NC 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:

Blue Cross NC, P.O. Box 2291, Durham, NC 27702

**Attention: Civil Rights Coordinator-Privacy,
Ethics & Corporate Policy Office**

Call: 919-765-1663, 1-888-291-1783 (TTY)

Fax: 919-287-5613

E-mail: civilrightscordinator@bcbsnc.com

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, the Civil Rights Coordinator-Privacy, Ethics & Corporate Policy Office is available to help you. 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, available at:

Online: <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>

**Mail: U.S. Department of Health & Human Services
200 Independence Avenue, SW Room 509F
HHH Building Washington, D.C. 20201**

Call: 1-800-368-1019, 1-800-537-7697 (TDD)

Complaint forms are available online at:

<http://www.hhs.gov/civil-rights/filing-a-complaint/index.html>

This notice and/or attachments may have important information about your application or coverage through Blue Cross NC. Look for key dates. You may need to take action by certain deadlines to keep your health coverage or help with costs. You have the right to get this information and help in your language at no cost. Contact:

Customer Service

Call: 1-800-478-0583, 1-800-922-3140 (TTY)

Hours: Monday – Friday, 8 a.m. to 5 p.m.

Discrimination is Against the Law

Blue Cross NC complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

Blue Cross NC does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Neither Blue Cross and Blue Shield of North Carolina nor its agents are endorsed by or affiliated with the United States government or the federal Medicare program.

BLUE CROSS®, BLUE SHIELD®, the Cross and Shield Symbols and service marks are marks of the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans. Blue Cross NC is an independent licensee of the Blue Cross and Blue Shield Association.

Multi-language Interpreter Services

ATTENTION: If you speak another language, language assistance services, free of charge, are available to you. Call 1-800-478-0583 (TTY: 1-800-922-3140).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-478-0583 (TTY: 1-800-922-3140).

注意: 如果您講廣東話或普通話, 您可以免費獲得語言援助服務。請致電 1-800-478-0583 (TTY: 1-800-922-3140)。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-478-0583 (TTY: 1-800-922-3140).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-478-0583 (TTY: 1-800-922-3140) 번으로 전화해 주십시오.

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-478-0583 (ATS: 1-800-922-3140).

ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-478-0583. المبرقة الكاتبة: 1-800-922-3140.

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-800-478-0583 (TTY: 1-800-922-3140).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-478-0583 (телетайп: 1-800-922-3140).

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-478-0583 (TTY: 1-800-922-3140).

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:સુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-800-478-0583 (TTY: 1-800-922-3140).

ចំណាំ: ប្រសិនបើលោកអ្នកនិយាយជាភាសាខ្មែរ សេវាកម្មជំនួយផ្នែកភាសាមានផ្តល់ជូនសម្រាប់លោកអ្នកដោយមិនគិតថ្លៃ។ សូមទំនាក់ទំនងតាមរយៈលេខ៖ 1-800-478-0583 (TTY: 1-800-922-3140)។

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-478-0583 (TTY: 1-800-922-3140).

ध्यान दें: यदि आप हिन्दी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-800-478-0583 (TTY: 1-800-922-3140) पर कॉल करें।

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-800-478-0583 (TTY: 1-800-922-3140).

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。1-800-478-0583 (TTY: 1-800-922-3140)まで、お電話にてご連絡ください。

Neither Blue Cross and Blue Shield of North Carolina nor its agents are endorsed by or affiliated with the United States government or the federal Medicare program.

BLUE CROSS®, BLUE SHIELD®, the Cross and Shield Symbols and service marks are marks of the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans. Blue Cross NC is an independent licensee of the Blue Cross and Blue Shield Association.

Blue Medicare SupplementSM

First Pioneer Insurance Agency

409 Johnson St, Aberdeen, NC 28315

p: 910.944.2848 t: 800.547.1495

agency@pioneerinsurance.com

Contact your local authorized Blue Cross NC agent today!

Limitations & Exclusions

Like most health plans, Blue Medicare Supplement plans have some limitations and exclusions. For example, Blue Cross NC does not provide benefits for services, supplies or charges that are: not Medicare-eligible expenses under the Medicare program unless otherwise noted; incurred prior to the effective date of coverage, including any expenses when a subscriber is an inpatient on the effective date of coverage; and payable under Medicare.

This brochure contains a summary of benefits only describing our policy's most important features. You must read the policy itself to understand all the rights and duties of both you and your insurance company. It is not an insurance policy. The Blue Medicare Supplement policy is the insurance contract. If there is any difference between this brochure and the policy, the provisions of the policy will control. Neither Blue Cross and Blue Shield of North Carolina nor its agents are affiliated with Medicare or endorsed by the U.S. government.

Once members enroll in a plan, they will receive a policy and outline of coverage that will contain detailed information about plan benefits, exclusions and limitations. Members will be notified 30 days in advance of any change in rates. The new rate will be guaranteed for 12 months.



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**BlueCross BlueShield
of North Carolina**

Medicare plans to fit your needs