

Serving select  
counties in Idaho

# 2021 Benefits at a Glance

True Blue Special Needs Plan (HMO D-SNP)

# HELPFUL RESOURCES

## Call toll-free

1-888-495-2583 (TTY 711)

## Hours

8 a.m. to 8 p.m., seven days a week  
October 1 to March 31 and 8 a.m. to 8 p.m.,  
Monday to Friday April 1 to September 30

## Find a provider

[bcidaho.com/FindSNPDoctors](https://bcidaho.com/FindSNPDoctors)

## Find a pharmacy

[bcidaho.com/SNPParmacy](https://bcidaho.com/SNPParmacy)

## Find a list of covered prescription drugs

[bcidaho.com/SNPDrugList](https://bcidaho.com/SNPDrugList)

## Sign up for a free account

[members.bcidaho.com](https://members.bcidaho.com)

For fast and easy access to your account, sign up on the member website today. Have your member ID handy and create a free account.

# What we cover

We cover everything that Original Medicare covers, plus...

- We cover Part D drugs. In addition, we cover Part B drugs such as chemotherapy and some drugs administered by your provider.
- You can see the complete plan formulary (list of Part D prescription drugs) on our website, [bcidaho.com/SNPDrugList](https://bcidaho.com/SNPDrugList).

Our plan members also get additional benefits such as gym memberships, over-the-counter items, vision and hearing aid discounts, meal delivery services and transportation services and more.

# Doctors and hospitals

The True Blue Special Needs Plan has a network of doctors, hospitals, pharmacies and other providers. If you use providers that are not in our network, the plan may not pay for these services.

- You must generally use network pharmacies to fill your prescriptions for covered Part D drugs.
- We will send you a copy of the directories, just call us at 1-888-495-2583 (TTY 711).

# Determining drug costs

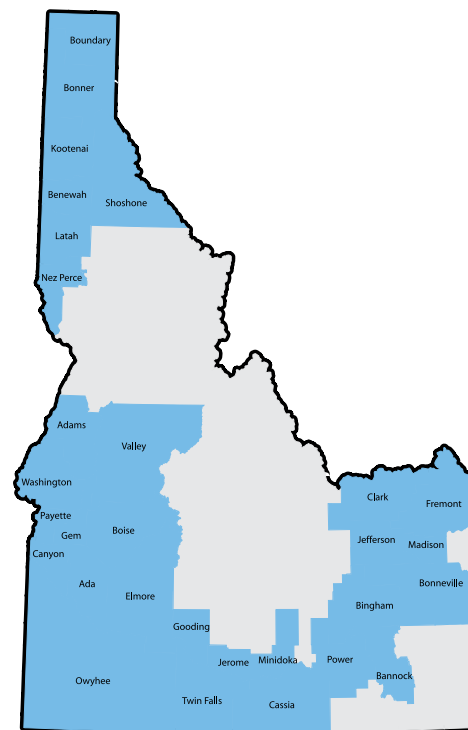
The amount you pay for drugs depends on the drug you are taking and your individual share of cost as determined by Medicaid.

# How we can serve you

To join a True Blue Special Needs Plan you must be at least 21 years of age, entitled to Medicare Part A, enrolled in Medicare Part B and Enhanced Idaho Medicaid, and live in our service area.

## Service area includes the following counties:

Ada, Adams, Bannock, Benewah, Bingham, Boise, Bonner, Bonneville, Boundary, Canyon, Cassia, Clark, Elmore, Fremont, Gem, Gooding, Jefferson, Jerome, Kootenai, Latah, Madison, Minidoka, Nez Perce, Owyhee, Payette, Power, Shoshone, Twin Falls, Valley and Washington



## About this summary

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. To get a complete list of services we cover, please request the Evidence of Coverage. You can request an Evidence of Coverage by calling Blue Cross of Idaho at the numbers listed to the left.

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](https://www.medicare.gov) or get a copy by calling toll-free 1-800-MEDICARE (1-800-633-4227), TTY 1-877-486-2048, 24 hours a day, seven days a week.

## Your care coordinator

### An important contact in managing your care

A care coordinator is assigned to you when you become a True Blue member. As your healthcare advocate, they will help coordinate your care and work with you, your family, doctors and other medical providers to make sure you get the right care. Care coordinators connect you with community resources, provide education, assist with care transitions, monitor authorizations, and develop a plan of care according to your personal needs. Care coordinators provide individual support to you throughout your healthcare journey.

# True Blue® Special Needs Plan (HMO D-SNP)

BENEFITS	IN-NETWORK COST-SHARING (WHAT YOU PAY)
<b>Part D Prescription Drug Deductible</b>	This plan does not have a Part D prescription drug deductible. <b>You pay nothing</b>
<b>Inpatient Hospital Coverage</b>	Our plan covers an unlimited number of days for an inpatient hospital stay. <b>You pay nothing</b>
<b>Outpatient Hospital Coverage</b>	<b>You pay nothing</b>
<b>Doctor Visits</b> Primary Care / Specialists	No referral required for specialist visits. <b>You pay nothing</b>
<b>Emergency Care</b>	<b>You pay nothing</b>
<b>Urgently Needed Services</b>	Cost-sharing for necessary urgently needed services furnished out-of-network is the same as for such services furnished in-network. <b>You pay nothing</b>

## Additional benefits you get with our True Blue Special Needs Plan (HMO D-SNP)



### ROUTINE EYEWEAR

\$0 copay for annual exam



### HEARING AIDS

\$0 copay for hearing exam



### OVER-THE-COUNTER

\$80 every three months on approved items



### GET A RIDE

Non-emergency transportation services

BENEFITS	IN-NETWORK COST-SHARING (WHAT YOU PAY)
<b>Diagnostic Services/Labs/Imaging</b> Diagnostic radiology service (CT, PET, MRI) Lab services, diagnostic tests and procedures	<b>You pay nothing</b>
<b>Mental Health Services</b> Inpatient visit Outpatient individual/group Therapy visit	<b>You pay nothing</b>
<b>Skilled Nursing Facility (SNF)</b>	Our plan covers up to 100 days per benefit period in a SNF. <b>You pay nothing</b>
<b>Rehabilitation Services</b> Occupational therapy visit Physical therapy and speech language therapy visit	<b>You pay nothing</b>
<b>Medical Equipment/Supplies</b> Durable medical equipment (like wheelchairs, oxygen)	<b>You pay nothing</b>



**MEAL SERVICE**

Meal delivery service for members



**GYM MEMBERSHIP**

No charge for gym membership



**CONVENIENCE CARE**

Get care when you are outside of Idaho



**NURSE ADVICE LINE**

24/7 nurse advice line



**TELEHEALTH**

Help is just a phone call away



**FOOT CARE**

Routine foot care



# Let's talk about your health.

## **You're a valued member and we are excited to begin working with you.**

The more we get to know you and learn about your health history, the better we can help you achieve all of your health goals and provide you with the right care for your needs. We will reach out to you by phone to introduce ourselves and find out how we can be of service.

Here's what you can expect from us in the first few months:

### **The first 30 days: Welcome to Blue Cross of Idaho**

You should expect a call from us within 30 days to welcome you to Blue Cross of Idaho. We will ensure that you received your member ID card and make sure you have established care with a primary care provider (PCP) or need any assistance finding a healthcare provider.

### **First 90 days: Health Risk Assessment (HRA) Survey**

A representative will take a few minutes to ask you health-related questions. This is an annual survey we conduct to see if there are any changes in your health.

### **After two months: Annual Wellness Visit Appointment Call**

We will call you to schedule a free 45 to 60 minute Annual Wellness Visit with your PCP or one of our network providers or at home with a nurse or doctor. This is a basic health screening and does not replace any check-ups with your doctor or the survey mentioned in the previous paragraph.

## DISCRIMINATION IS AGAINST THE LAW

Blue Cross of Idaho and Blue Cross of Idaho Care Plus, Inc., (collectively referred to as Blue Cross of Idaho) 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 of Idaho does not exclude people or treat them differently because of race, color, national origin, age, disability or sex. Blue Cross of Idaho:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
    - o Qualified sign language interpreters
    - o Written information in other formats (large print, audio, accessible electronic formats, other formats)
  - Provides free language services to people whose primary language is not English, such as:
    - o Qualified interpreters
    - o Information written in other languages
- If you need these services, contact Blue Cross of Idaho Customer Service Department. Call 1-800-627-1188 (TTY: 1-800-377-1363), or call the customer service phone number on the back of your card. If you believe that Blue Cross of Idaho has failed to provide these

**ATTENTION:** If you speak Arabic, Bantu, Chinese, Farsi, Russian, Serbo-Croatian, Spanish, Tagalog, or Vietnamese, language assistance services, free of charge, are available to you. Call 1-800-627-1188 (TTY: 1-800-377-1363).

**Arabic:** ريفندا فيبريغلا شذحتت تنك اذا :فظوح لعم :مغلا نا جملاب لكل رفاوت فيوغلا هذع اسطام اذ نايف ،مغلا مصلنا فتاه فخر) 1-800-627-1188 فؤرب لصرتا مكبلاو :1-800-377-1363)

**Bantu:** ICITONDERWA: Nimba uvuga Ikirundi, uzohabwa serivisi zo gufasha mu ndimi, ku buntu. Woterefona 1-800-627-1188 (TTY: 1-800-377-1363).

**Chinese:** 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 1-800-627-1188 (TTY: 1-800-377-1363)。

**Farsi:** بدونک یم وگتفگ یسراف نابز هب رگا :مچوت :یم م هارف امش یارب ناگیار تروصوب یم نابز ثالی سوت سامت) 1-800-627-1188 (TTY: 1-800-377-1363) :شباب دیری گب

**French:** ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-627-1188 (ATS : 1-800-377-1363).

**German:** ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-627-1188 (TTY: 1-800-377-1363).

**Japanese:** 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。1-800-627-1188 (TTY:1-800-377-1363) まで、お電話にてご連絡ください。

**Korean:** 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-627-1188 (TTY: 1-800-377-1363)번으로 전화해 주십시오.

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 of Idaho's Grievances and Appeals Department at:

Manager, Grievances and Appeals  
3000 E. Pine Ave., Meridian, ID 83642  
Telephone: 1-800-274-4018  
Fax: 208-331-7493  
Email: [grievances&appeals@bcidaho.com](mailto:grievances&appeals@bcidaho.com)  
TTY: 1-800-377-1363

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, our Grievances and Appeals team 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 <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 (TTY). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

French, German, Japanese, Korean, Nepali, Romanian, Russian, Serbo-Croatian, Spanish, Tagalog, or Vietnamese, language assistance services, free of charge, are available to you. Call 1-800-627-1188 (TTY: 1-800-377-1363).

**Nepali:** ध्यान दनिहोस्: तपाइंले नेपाली बोलनुहुन्छ भने तपाइंको नमिता भाषा सहायता सेवाहरू नि:शुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् 1-800-627-1188 (टिचविडि: 1-800-377-1363) ।

**Romanian:** ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la 1-800-627-1188 (TTY: 1-800-377-1363).

**Russian:** ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-627-1188 (телетайп: 1-800-377-1363).

**Serbo-Croatian:** OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-800-627-1188 (TTY- Telefon za osobe sa oštećenim govorom ili sluhom: 1-800-377-1363).

**Spanish:** ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-627-1188 (TTY: 1-800-377-1363).

**Tagalog:** PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-627-1188 (TTY: 1-800-377-1363).

**Vietnamese:** CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-627-1188 (TTY: 1-800-377-1363).

# Call us!

**Toll-Free 1-888-495-2583**

**TTY: 711**

We are available from 8 a.m. to 8 p.m., seven days a week October 1 to March 31 and 8 a.m. to 8 p.m., Monday to Friday April 1 to September 30.

# Visit us online!

Visit [idahotruebluesnp.com](http://idahotruebluesnp.com)

This document is available in accessible formats such as Braille, large print or audio.

Idaho Medicaid pays the Medicare Part B premium for full-benefit dual-eligible members.

This plan is available to full-benefit dual-eligible beneficiaries who are at least 21 years of age, live in our service area and receive medical assistance from Medicare and Idaho Medicaid.

Benefits, premiums and/or co-payments/co-insurance may change on January 1 of each year.

Each member's cost-share may vary based on the level of extra help received.

Blue Cross of Idaho Care Plus, Inc. is an HMO D-SNP health plan with Medicare and Idaho Medicaid contracts. Enrollment in Blue Cross of Idaho Care Plus, Inc. depends on contract renewal.

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