# Your summary of benefits



Anthem® Blue Cross

Your Plan: SISC (Self Insured Schools of California): Custom Premier HMO

Your Network: California Care

Covered Medical Benefits	Cost if you use an In- Network Provider	Cost if you use a Non-Network Provider	
Overall Deductible	\$0 person	Not covered	
Out-of-Pocket Limit	\$1,000 single / \$2,000 family	Not covered	

The family out-of-pocket maximum is embedded, meaning the cost shares of one family member will be applied to the per single out-of-pocket maximum; in addition, amounts for all covered family members apply to the family out-of-pocket maximum. No one member will pay more than the per single out-of-pocket maximum.

Your copays, coinsurance and deductible count toward your out of pocket amount(s).

Preventive Care / Screening / Immunization	No charge	Not covered
Preventive Care for Chronic Conditions per IRS guidelines	No charge	Not covered
Virtual Care (Telemedicine / Telehealth Visits)		
Virtual Visits - Online visits with Doctors who also provide services in person		
Primary Care (PCP)	\$10 copay per visit	Not covered
Mental Health and Substance Use Disorder care	\$10 copay per visit	Not covered
Specialist	\$10 copay per visit	Not covered
Virtual Visits from Online Provider LiveHealth Online via <a href="https://www.livehealthonline.com">www.livehealthonline.com</a> ; our mobile app, website or Anthem-enabled device		
Primary Care (PCP) and Mental Health and Substance Use Disorder	No charge	Not covered
Specialist Care	\$10 copay per visit	Not covered
Visits in an Office		
Primary Care (PCP)	\$10 copay per visit	Not covered

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Questions: (800) 825-5541 or visit us at www.anthem.com/ca/sisc

CA/LG/ SISC (Self Insured Schools of California): Custom Premier HMO/1XDV/10-01-2022

Covered Medical Benefits	Cost if you use an In- Network Provider	Cost if you use a Non-Network Provider
Specialist Care	\$10 copay per visit	Not covered
Other Practitioner Visits		
Routine Maternity Care (Prenatal and Postnatal)	\$10 copay per visit	Not covered
Retail Health Clinic	\$10 copay per visit	Not covered
Manipulation Therapy Coverage is limited to 20 visits per benefit period.	\$10 copay per visit	Not covered
Acupuncture Coverage is limited to 20 visits per benefit period.	\$10 copay per visit	Not covered
Other Services in an Office		
Allergy Testing	\$10 copay per visit	Not covered
Chemo/Radiation Therapy	\$10 copay per visit	Not covered
Dialysis/Hemodialysis	\$10 copay per visit	Not covered
Prescription Drugs Dispensed in the office	\$10 copay per visit	Not covered
Surgery	\$10 copay per surgery	Not covered
<u>Diagnostic Services</u> Lab		
Office	No charge	Not covered
Freestanding Lab	No charge	Not covered
Outpatient Hospital	No charge	Not covered
X-Ray		
Office	No charge	Not covered
Freestanding Radiology Center	No charge	Not covered
Outpatient Hospital	No charge	Not covered

Covered Medical Benefits	Cost if you use an In- Network Provider	Cost if you use a Non-Network Provider	
Advanced Diagnostic Imaging for example: MRI, PET and CAT scans			
Office	\$100 copay per service	Not covered	
Freestanding Radiology Center	\$100 copay per service	Not covered	
Outpatient Hospital	\$100 copay per service	Not covered	
Emergency and Urgent Care			
Urgent Care Copay waived if admitted.	\$10 copay per visit	Covered as In-Network	
Emergency Room Facility Services Copay waived if admitted.	\$100 copay per visit	Covered as In-Network	
Emergency Room Doctor and Other Services	No charge	Covered as In-Network	
Ambulance	\$100 copay per trip	Covered as In-Network	
Outpatient Mental Health and Substance Use Disorder			
Doctor Office Visit	\$10 copay per visit	Not covered	
Facility Visit			
Facility Fees	No charge	Not covered	
Doctor Services	No charge	Not covered	
Outpatient Surgery			
Facility Fees			
Hospital	No charge	Not covered	
Freestanding Surgical Center	No charge	Not covered	
Doctor and Other Services			
Hospital	No charge	Not covered	

Covered Medical Benefits	Cost if you use an In- Network Provider	Cost if you use a Non-Network Provider	
Hospital (Including Maternity, Mental Health and Substance Use Disorder)			
Facility Fees	No charge	Not covered	
Doctor and other services	No charge	Not covered	
Recovery & Rehabilitation			
Home Health Care Coverage is limited to 100 visits per benefit period.	\$10 copay per visit	Not covered	
Rehabilitation services Coverage for rehabilitative and habilitative physical therapy and occupational therapy combined is limited to 40 visits per benefit period. Coverage for rehabilitative and habilitative speech therapy is limited to 20 visits per benefit period.			
Office	\$10 copay per visit	Not covered	
Outpatient Hospital	\$10 copay per visit	Not covered	
Cardiac rehabilitation Coverage is limited to 36 visits per benefit period.			
Office	\$10 copay per visit	Not covered	
Outpatient Hospital	\$10 copay per visit	Not covered	
Skilled Nursing Care (facility) Coverage for Inpatient rehabilitation and skilled nursing services is limited to 150 days combined per benefit period.	No charge	Not covered	
Inpatient Hospice	No charge	Not covered	
Durable Medical Equipment	No charge	Not covered	
Prosthetic Devices	No charge	Not covered	

# Notes:

- Your plan requires the selection of a Primary Care Physician (PCP). Choosing a PCP is an important decision. Call us
  at the number on your ID card and we'll help you pick a doctor. Additionally, a referral from your Primary Care
  Physician (PCP) is required for Specialist care and most other providers for select covered services.
- If you have an office visit with your Primary Care Physician or Specialist at an Outpatient Facility (e.g., Hospital or Ambulatory Surgical Facility), benefits for Covered Services will be paid under "Outpatient Facility Services".
- Costs may vary by the site of service. Other cost shares may apply depending on services provided. Check your Certificate of Coverage for details.
- Coverage includes standard fertility preservation services as a basic healthcare service including but are not limited to, injections, cryopreservation and storage for both male and female members when a medically necessary treatment may cause iatrogenic infertility. Member cost share for fertility preservation services is based on provider type and service rendered.

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Anthem Blue Cross HMO benefits are covered only when services are provided or coordinated by the primary care physician and authorized by the participating medical group or independent practice association (IPA); except OB/GYN services received within the member's medical group/IPA, and services for mental and nervous disorders and substance abuse. Benefits are subject to all terms, conditions, limitations, and exclusions of the EOC.

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# Get help in your language



# **Language Assistance Services**

Curious to know what all this says? We would be too. Here's the English version:

IMPORTANT: Can you read this letter? If not, we can have somebody help you read it. You may also be able to get this letter written in your language. For free help, please call right away at 1-888-254-2721. (TTY/TDD: 711)

Separate from our language assistance program, we make documents available in alternate formats for members with visual impairments. If you need a copy of this document in an alternate format, please call the customer service telephone number on the back of your ID card.

# Spanish

IMPORTANTE: ¿Puede leer esta carta? De lo contrario, podemos hacer que alguien lo ayude a leerla. También puede recibir esta carta escrita en su idioma. Para obtener ayuda gratuita, llame de inmediato al 1-888-254-2721. (TTY/TDD: 711)

#### Arabic

مهم: هل يمكنك قراءة هذه الرسالة؟ إذا لم تستطع، فيمكننا الاستعانة بشخص ما ليساعدك على قراءتها. كما يمكنك أيضنا الحصول على هذا الخطاب مكتوبا بلغتك. للحصول على المساعدة المجانية، يُرجى الاتصال فورا بالرقم2721-258-88-1 (TTY/TDD:711).

# Armenian

ՈՒՇԱԴՐՈՒԹՅՈՒՆ. Կարողանո՞ւմ եք ընթերցել այս նամակը։ Եթե ոչ, մենք կարող ենք տրամադրել ինչ-որ մեկին, ով կօգնի Ձեզ՝ կարդալ այն։ Կարող ենք նաև այս նամակը Ձեզ գրավոր տարբերակով տրամադրել։ Անվձար օգնություն ստանալու համար կարող եք անհապաղ զանգահարել 1-888-254-2721 հեռախոսահամարով։ (TTY/TDD: 711)

### Chinese

重要事項:您能看懂這封信函嗎?如果您看不懂,我們能夠找人協助您。您有可能可以獲得以您的語言而寫的本信函。如需免費協助,請立即撥打1-888-254-2721。(TTY/TDD: 711)

# Farsi

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مهم: آیا می توانید این نامه را بخوانید؟ اگر نمی توانید، می توانیم شخصی را به شما معرفی
کنیم تا در خواندن این نامه شما را کمک کند. همچنین می توانید این نامه را به صورت
مکتوب به زبان خودتان دریافت کنید. برای دریافت کمک رایگان، همین حالا با شماره
TTY/TDD:711):مای بگیرید.(TTY/TDD:711)
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# Hindi

महत्वपूर्णः क्या आप यह पत्र पढ़ सकते हैं? अगर नहीं, तो हम आपको इसे पढ़ने में मदद करने के लिए किसी को उपलब्ध करा सकते हैं। आप यह पत्र अपनी भाषा में लिखवाने में भी सक्षम हो सकते हैं। निःशुल्क मदद के लिए, कृपया 1-888-254-2721 पर तुरंत कॉल करें। (TTY/TDD: 711)

# Hmong

TSEEM CEEB: Koj puas muaj peev xwm nyeem tau daim ntawv no? Yog hais tias koj nyeem tsis tau, peb muaj peev xwm cia lwm tus pab nyeem rau koj mloog. Tsis tas li ntawd tej zaum koj kuj tseem yuav tau txais daim ntawv no sau ua koj hom lus thiab. Txog rau kev pab dawb, thov hu tam sim no rau tus xov tooj 1-888-254-2721. (TTY/TDD: 711)

# Japanese

重要:この書簡を読めますか?もし読めない場合には、内容を理解するための支援を受けることができます。また、この書簡を希望する言語で書いたものを入手することもできます。次の番号にいますぐ電話して、無料支援を受けてください。1-888-254-2721 (TTY/TDD: 711)

# Khmer

សំខាន់៖ ដើរ្ម្រាកាចអានលិខិតនេះទេ? បើមិនភេចទេ យើងភេចឲ្យនរណាម្នាក់ភានវាជូនអ្នក។ អ្នកក៍អាចទទួលលិខិតនេះអោយសរសេរជាភាសារបស់អ្នកផងដែរ។ ដើម្បីទទួលជំនួយ៨គគិតផ្នៃ សូមហៅទូរស័ក្តភ្លាម១ទៅលេន 1-888-254-2721- (TTY/TDD: 711)

### Korean

중요: 이 서신을 읽으실 수 있으십니까? 읽으실 수 없을 경우 도움을 드릴 사람이 있습니다. 귀하가 사용하는 언어로 쓰여진 서신을 받으실 수도 있습니다. 무료 도움을 받으시려면 즉시 1-888-254-2721로 전화하십시오. (TTY/TDD: 711)

# Puniabi

ਮਹੱਤ<sup>ੰ</sup>ਵਪੂਰਨ: ਕੀ ਤੁਸ ਇਹ ਪੱਤਰ ਪੜਹ ਸਕਦੇ ਹੋ? ਜੇ ਨਹ , ਤਾਂ ਅਸ ਇਸ ਨੂੰ ਪੜਹ੍ ਿਵੱਚ ਤੁਹਾਡੀ ਮਦਦ ਲਈ ਿਕਸੇ ਨੂੰ ਬੁਲਾ ਸਕਦਾ ਹਾਂ ਤੁਸ ਸ਼ਾਇਦ ਪੱਤਰ ਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਿਵੱਚ ਿਲਿਖਆ ਹੋਇਆ ਵਬੀ ਪਰ੍ਾਪ ੍ਾਪ ਕਰ ਸਕਦੇ ਹੋ। ਮੁਫ਼ਤ ਮਦਦ ਲਈ, ਿਕਰਪਾ ਕਰਕੇ ਫੌਰਨ 1-888-254-2721 ਤੇ ਕਾਲ ਕਰੋ। (TTY/TDD: 711)

# Russian

ВАЖНО. Можете ли вы прочитать данное письмо? Если нет, наш специалист поможет вам в этом. Вы также можете получить данное письмо на вашем языке. Для получения бесплатной помощи звоните по номеру 1-888-254-2721. (TTY/TDD: 711)

# Tagalog

MAHALAGA: Nababasa ba ninyo ang liham na ito? Kung hindi, may taong maaaring tumulong sa inyo sa pagbasa nito. Maaari ninyo ring makuha ang liham na ito nang nakasulat sa ginagamit ninyong wika. Para sa libreng tulong, mangyaring tumawag kaagad sa 1-888-254-2721. (TTY/TDD: 711)

#### Thai

หมายเหตุสำคัญ: ท่านสามารถอ่านจดหมายฉบับนี้หรือไม่ หากท่านไม่สามารถอ่านจดหมายฉบับนี้ เราสามารถจัดหาเจ้าหน้าที่มาอ่านให้ท่านฟังได้ ท่านยังอาจให้เจ้าหน้าที่ช่วยเขียนจดหมายในภาษาของท่านอีกด้วย หากต้องการความช่วยเหลือโดยไม่มีค่าใช้จ่าย โปรดโทรดิดต่อที่หมายเลข 1-888-254-2721 (TTY/TDD: 711)

#### Vietnamese

QUAN TRONG: Quý vị có thể đọc thư này hay không? Nếu không, chúng tôi có thể bố trí người giúp quý vị đọc thư này. Quý vị cũng có thể nhận thư này bằng ngôn ngữ của quý vị. Để được giúp đỡ miễn phí, vui lòng gọi ngay số 1-888-254-2721. (TTY/TDD: 711)

# It's important we treat you fairly

That's why we follow federal civil rights laws in our health programs and activities. We don't discriminate, exclude people, or treat them differently on the basis of race, color, national origin, sex, age or disability. For people with disabilities, we offer free aids and services. For people whose primary language isn't English, we offer free language assistance services through interpreters and other written languages. Interested in these services? Call the Member Services number on your ID card for help (TTY/TDD: 711). If you think we failed to offer these services or discriminated based on race, color, national origin, age, disability, or sex, you can file a complaint, also known as a grievance. You can file a complaint with our Compliance Coordinator in writing to Compliance Coordinator, P.O. Box 27401, Mail Drop VA2002-N160, Richmond, VA 23279. Or you can file a complaint with the U.S. Department of Health and Human Services, Office for Civil Rights at 200 Independence Avenue, SW; Room 509F, HHH Building; Washington, D.C. 20201 or by calling 1-800-368-1019 (TDD: 1-800-537-7697) or online at <a href="https://ocrportal.hhs.gov/ocr/portal/lobby.jsf">https://ocrportal.hhs.gov/ocr/portal/lobby.jsf</a>. Complaint forms are available at <a href="https://www.hhs.gov/ocr/office/file/index.html">https://www.hhs.gov/ocr/office/file/index.html</a>.

# Your summary of benefits



Anthem® Blue Cross

Your Plan: Chiropractic-Manipulative Treatment/Acupuncture Rider (HMO)

Your Network: ASH

# **Covered Medical Benefits**

Cost if you use an In-Network Provider Cost if you use a Non-Network Provider

Benefits described in this section are provided through an agreement between Anthem Blue Cross and American Specialty Health Plans of California, Inc. (ASH Plans). The services described in this section are covered only if provided by a chiropractor or acupuncturist that is an In-Network Provider. These benefits are in addition to the benefits described in the "Therapy Services" provision within the Evidence of Coverage (EOC). However, when you are treated by a chiropractor or acupuncturist that is an In-Network Provider, services will not be covered other than those benefits specifically described in this section. You may search for chiropractors or acupuncturists that are In-Network Providers using the "Find Care" function on our website at <a href="https://www.anthem.com/ca">www.anthem.com/ca</a> and select the HMO Chiropractic/Acupuncture Network (American Specialty Health Plans).

**Your First Visit** You must make an appointment with a chiropractor or acupuncturist that is an In-Network Provider for an examination of your condition. You do not need a referral from your Medical Group or Primary Care Physician to see a chiropractor or acupuncturist that is an In-Network Provider.

Services Must be Approved All services must be approved as Medically Necessary except for:

- An initial new patient exam by a chiropractor or acupuncturists that are In-Network Provider and the provision or commencement, during the initial new patient exam, of Medical Necessary services that are chiropractic and acupuncture services, to the extent services are consistent with professionally recognized, valid, evidence-based standards of practice; and
- Emergency Services.

If additional services are required after the initial new patient exam and they are approved as Medically Necessary, you are covered up to the maximum number of visits shown below. All visits will be applied towards the maximum number of visits in a Benefit Period.

**Services Not Approved** A chiropractor or acupuncturists that is an In-Network Provider may provide non-Covered Services. However, you must agree in writing, before receiving non-Covered Services, to pay for them yourself. If a chiropractor or an acupuncturist that is an In-Network Provider provides non-Covered Services without obtaining your written acknowledgement prior to providing the non-Covered Services, you will not be financially responsible to pay the provider for such non-Covered Services.

Visits in an Office & Outpatient		
Chiropractic Care Coverage is limited to 30 visits per benefit period. Benefit limit is for office and outpatient combined. Benefit maximum is for Chiropractic Care Services and Acupuncture Services combined.	\$10 copay per visit	Not covered

Covered Medical Benefits	Cost if you use an In- Network Provider	Cost if you use a Non-Network Provider
Acupuncture Coverage is limited to 30 visits per benefit period. Benefit limit is for office and outpatient combined. Benefit maximum is for Chiropractic Care Services and Acupuncture Services combined.	\$10 copay per visit	Not covered
Diagnostic Services Lab  Chiropractic labs Covered when prescribed by a chiropractor that is an In-network Provider and approved as Medically Necessary.	Covered at the same cost share percentage as Diagnostic Labs.	Not covered
Chiropractic X-Ray Covered when prescribed by a chiropractor that is an In-network Provider and approved as Medically Necessary.	Covered at the same cost share percentage as Diagnostic X-ray.	Not Covered
Durable Medical Equipment  Chiropractic appliances  Covered when prescribed by a chiropractor that is an In-Network Provider and approved as Medically Necessary.	\$50 maximum of Chiropractic Appliances per Benefit Period.	Not Covered

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# Your summary of benefits



Anthem® Blue Cross

Your Plan: Custom Hearing Aid Benefit (HMO)

Covered Medical Benefits	Cost if you use an In- Network Provider	Cost if you use a Non-Network Provider
Hearing Aids Coverage is limited to one hearing aid device per ear every 3 years.	50% coinsurance	Not Covered

The following hearing aids services are covered when provided by or purchased as a result of a written recommendation from an otolaryngologist or state-certified audiologist at the above cost share and apply above Member benefit Maximum.

- Audiological evaluations to measure the extent of hearing loss and determine the most appropriate make and model of hearing aid. These evaluations will be covered under Plan benefits for office visits to Physicians.
- Hearing aids (monaural or binaural) including ear mold(s), the hearing aid instrument, batteries, cords, and other ancillary equipment.
- Visits for fitting, counseling, adjustments and repairs for a one-year period after receiving the covered hearing aid.
- Includes bone-anchored hearing aids.

Benefits will not be provided for charges for a hearing aid, which exceeds specifications prescribed for the correction of hearing loss, or for more than the benefit maximums found above and in the Evidence of Coverage (EOC).

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# Get help in your language



# Language Assistance Services

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# Spanish

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#### Arabic

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# Armenian

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### Chinese

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# Farsi

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مهم: آیا میتوانید این نامه را بخوانید؟ اگر نمیتوانید، میتوانیم شخصی را به شما معرفی
کنیم تا در خواندن این نامه شما را کمک کند. همچنین میتوانید این نامه را به صورت
مکتوب به زبان خودتان دریافت کنید. برای دریافت کمک رایگان، همین حالا با شماره
TTY/TDD:711):حاس بگیرید.(TTY/TDD:711)
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# Hindi

महत्वपूर्णः क्या आप यह पत्र पढ़ सकते हैं? अगर नहीं, तो हम आपको इसे पढ़ने में मदद करने के लिए किसी को उपलब्ध करा सकते हैं। आप यह पत्र अपनी भाषा में लिखवाने में भी सक्षम हो सकते हैं। निःशुल्क मदद के लिए, कृपया 1-888-254-2721 पर तुरंत कॉल करें। (TTY/TDD: 711)

# Hmong

TSEEM CEEB: Koj puas muaj peev xwm nyeem tau daim ntawv no? Yog hais tias koj nyeem tsis tau, peb muaj peev xwm cia lwm tus pab nyeem rau koj mloog. Tsis tas li ntawd tej zaum koj kuj tseem yuav tau txais daim ntawv no sau ua koj hom lus thiab. Txog rau kev pab dawb, thov hu tam sim no rau tus xov tooj 1-888-254-2721. (TTY/TDD: 711)

# Japanese

重要:この書簡を読めますか?もし読めない場合には、内容を理解するための支援を受けることができます。また、この書簡を希望する言語で書いたものを入手することもできます。次の番号にいますぐ電話して、無料支援を受けてください。1-888-254-2721 (TTY/TDD: 711)

### Khmer

សំខាន់៖ កើត្តការាចភាពលិខិតនេះទេ? ឃើមិចភាចទេ ឃើងភាចឲ្យនរណាម្នាក់ភាពវាខ្លួចអ្នក។ អ្នកក៏ភាចទទួលលិខិតនេះដោយសរសេរជាភាសារបស់អ្នកផងដែរ។ ដើម្បីទទួលជំនួយពតគិតថ្លៃ សូមហៅទូរស័ព្ទភ្លាម១ទៅលេខ 1-888-254-2721។ (TTY/TDD: 711)

# Korean

중요: 이 서신을 읽으실 수 있으십니까? 읽으실 수 없을 경우 도움을 드릴 사람이 있습니다. 귀하가 사용하는 언어로 쓰여진 서신을 받으실 수도 있습니다. 무료 도움을 받으시려면 즉시 1-888-254-2721로 전화하십시오. (TTY/TDD: 711)

# Punjabi

ਮਹੱਤਵਪੂਰਨ: ਕੀ ਤੁਸ ਇਹ ਪੱਤਰ ਪੜਹ ਸਕਦੇ ਹੋ? ਜੇ ਨਹ , ਤਾਂ ਅਸ ਇਸ ਨੂੰ ਪੜਹ੍ ਿਵੱਚ ਤੁਹਾਡੀ ਮਦਦ ਲਈ ਿਕਸੇ ਨੂੰ ਬੁਲਾ ਸਕਦਾ ਹਾਂ ਤੁਸ ਸ਼ਾਇਦ ਪੱਤਰ ਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਿਵੱਚ ਿਲਿਖਆ ਹੋਇਆ ਵਬੀ ਪਰ੍ਾਪ ੍ਾਪ ਕਰ ਸਕਦੇ ਹੋ। ਮੁਫ਼ਤ ਮਦਦ ਲਈ, ਿਕਰਪਾ ਕਰਕੇ ਫੌਰਨ 1-888-254-2721 ਤੇ ਕਾਲ ਕਰੋ। (TTY/TDD: 711)

# Russian

ВАЖНО. Можете ли вы прочитать данное письмо? Если нет, наш специалист поможет вам в этом. Вы также можете получить данное письмо на вашем языке. Для получения бесплатной помощи звоните по номеру 1-888-254-2721. (TTY/TDD: 711)

# Tagalog

MAHALAGA: Nababasa ba ninyo ang liham na ito? Kung hindi, may taong maaaring tumulong sa inyo sa pagbasa nito. Maaari ninyo ring makuha ang liham na ito nang nakasulat sa ginagamit ninyong wika. Para sa libreng tulong, mangyaring tumawag kaagad sa 1-888-254-2721. (TTY/TDD: 711)

# Thai

หมายเหดุสำคัญ: ท่านสามารถอ่านจดหมายฉบับนี้หรือไม่ หากท่านไม่สามารถอ่านจดหมายฉบับนี้ เราสามารถจัดหาเจ้าหน้าที่มาอ่านให้ท่านฟังได้ ท่านยังอาจให้เจ้าหน้าที่ช่วยเขียนจดหมายในภาษาของท่านอีกด้วย หากด้องการความช่วยเหลือโดยไม่มีค่าใช้จ่าย โปรดโทรดิดด่อที่หมายเลข 1-888-254-2721 (TTY/TDD: 711)

# Vietnamese

QUAN TRỌNG: Quý vị có thể đọc thư này hay không? Nếu không, chúng tôi có thể bố trí người giúp quý vị đọc thư này. Quý vị cũng có thể nhận thư này bằng ngôn ngữ của quý vị. Để được giúp đỡ miễn phí, vui lòng gọi ngay số 1-888-254-2721. (TTY/TDD: 711)

# It's important we treat you fairly

That's why we follow federal civil rights laws in our health programs and activities. We don't discriminate, exclude people, or treat them differently on the basis of race, color, national origin, sex, age or disability. For people with disabilities, we offer free aids and services. For people whose primary language isn't English, we offer free language assistance services through interpreters and other written languages. Interested in these services? Call the Member Services number on your ID card for help (TTY/TDD: 711). If you think we failed to offer these services or discriminated based on race, color, national origin, age, disability, or sex, you can file a complaint, also known as a grievance. You can file a complaint with our Compliance Coordinator in writing to Compliance Coordinator, P.O. Box 27401, Mail Drop VA2002-N160, Richmond, VA 23279. Or you can file a complaint with the U.S. Department of Health and Human Services, Office for Civil Rights at 200 Independence Avenue, SW; Room 509F, HHH Building; Washington, D.C. 20201 or by calling 1-800-368-1019 (TDD: 1-800-537-7697) or online at <a href="https://ocrportal.hhs.gov/ocr/portal/lobby.jsf">https://ocrportal.hhs.gov/ocr/portal/lobby.jsf</a>. Complaint forms are available at <a href="https://www.hhs.gov/ocr/poffice/file/index.html">https://www.hhs.gov/ocr/poffice/file/index.html</a>.





# Self-Insured Schools of California (SISC) Pharmacy Benefit Schedule

# **PLAN RX 5-20**

		Walk-In			Mail	
	Net	work	Cos	stco	Costco	Navitus
Days' Supply*	30	90	30	90	90	30
Generic	\$5	N/A	FREE	FREE	FREE	N/A
Brand	\$20	N/A	\$20	\$50	\$50	N/A
Specialty	N/A	N/A	N/A	N/A	N/A	\$20

Out-of-Pocket Maximum \$1,500 Individual / \$2,500 Family
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SISC urges members to use generic drugs when available. If you or your physician requests the brand name when a generic equivalent is available, you will pay the generic copay plus the difference in cost between the brand and generic. The difference in cost between the brand and generic will not count toward the Annual Out-of-Pocket Maximum.

\*Members may receive up to 30 days and/or up to 90 days supply of medication at participating pharmacies. Some narcotic pain and cough medications are not included in the Costco Free Generic or 90day supply programs. Navitus contracts with most independent and chain pharmacies with the exception of Walgreens.

#### Mail Order Service

The Mail Order Service allows you to receive a 90-day supply of maintenance medications. This program is part of your pharmacy benefit and is **voluntary**.

# **Specialty Pharmacy**

Navitus SpecialtyRx helps members who are taking medications for certain chronic illnesses or complex diseases by providing services that offer convenience and support. This program is part of your pharmacy benefit and is **mandatory**.

For information regarding the Prescription Drug Program call or visit on-line: Navitus Customer Care 1-866-333-2757 (toll-free) TTY (toll free) 711 www.navitus.com

The Navitus Member Portal allows you to access personalized pharmacy benefit information online at <a href="https://www.navitus.com">www.navitus.com</a>. For information specific to your plan, visit the Navitus Member Portal. Activate your account online using the Member Login link and an activation email will be sent to you. The site provides access to prescription benefits, pharmacy locator, drug search, drug interaction information, medication history, and mail order information. The site is available 24 hours a day, seven days a week.