



# 2012 Medicare Solutions enrollment brochure

*Medicare Supplement Plans*

This is a solicitation for insurance



## Questions?

Contact Customer Service or your licensed sales representative for more information or to enroll.

### **Medicare**

For more information about Medicare benefits and services, call:

**1-800-MEDICARE (1-800-633-4227)**

TTY hearing-impaired users call **1-877-486-2048**, 24 hours a day, seven days a week.

### **Medicare Supplement Plans**

Visit: [askblueaz.com/ready](https://askblueaz.com/ready)

*Find a doctor, hospital or urgent care center, print a personal physician list or print other materials.*

Call 8 a.m. to 8 p.m., daily:

*You have the option to speak with a licensed sales representative when you call this number.*

Customer Service **1-888-264-1733**

TTY hearing-impaired users call **711**

Or, contact your licensed sales representative.

The benefit information in this brochure has only a brief summary of Medicare information and Medicare Supplement plans. It is not a comprehensive description of benefits. For more information contact the plan.



## Welcome!

*Thank you for asking for more information about Medicare solutions from Blue Cross Blue Shield of Arizona.*

*When it comes to Medicare, it is important to know what options are available to you. Blue Cross Blue Shield of Arizona is a nonprofit company that has been providing health coverage to Arizonans since 1939. We're proud to be Arizona's largest locally-based health insurance company.<sup>1</sup>*

*That's good to know when you're making decisions about Medicare. In these pages, you'll find information about Senior Security and Senior Preferred Medicare Select plans from Blue Cross Blue Shield of Arizona that can help protect you from some of the medical and hospital expenses that original Medicare does not cover.*

*You'll find simple instructions for enrollment at the back of this brochure. If you have questions, or need help filling out the enrollment form, see the information on the left for a list of resources waiting to assist you.*

<sup>1</sup> Source: Ranking Arizona: The Best of Arizona Business 2011, PPOs, pg. 202, based on membership.

# Medicare made easy

## *Choosing Your Coverage*



**Parts A and B** make up original Medicare, also called “traditional Medicare.” Together, they cover some of your medical costs, but not all of them. You still pay your deductible and coinsurance that Medicare doesn’t cover. That’s how a Medicare Supplement plan from Blue Cross Blue Shield of Arizona can help. Medicare Supplement plans (also called Medigap) help pay your share of the cost for Medicare-covered services.

Most people qualify for Medicare when they turn 65. The more you understand Medicare benefits and how they work, the better prepared you’ll be to evaluate your own needs and make sure you have the health coverage that’s right for you. So let’s look at the four parts of Medicare: A, B, C, and the most recent, Part D\*:

**Part A** helps cover inpatient hospital care. Part A also covers medical care that you may receive at a skilled nursing facility (except for custodial care or long-term care), and covers some hospice and some home health care. You are still responsible for certain costs, including a deductible and coinsurance. Most people do not pay premiums for Part A coverage.

**Part B** helps cover services such as doctor visits and outpatient hospital care. It also covers some other services that Part A doesn’t, including some physical and occupational therapist services and some home health care. You are still responsible for certain costs, deductibles and coinsurance. You have to pay a monthly premium for Part B coverage.

\* Medicare uses letters to reference the different standardized Medicare Supplement plans. These letters should not be confused with the core “Parts” (A–D) of Medicare coverage.

**Part C** combines the benefits offered by Part A and Part B in a Medicare Advantage plan. Part C plans include HMOs, PPOs or Private Fee-for-Service Plans. These plans take the place of traditional Medicare coverage. Medicare Advantage plans may require referrals to see specialists and often have networks, which may require you to see doctors who belong to the plan or to go to certain hospitals to receive covered services. Plans with network restrictions may not be the best option if you travel a lot or if you have a strong preference for certain doctors that may not be in the network.

**Part D** helps cover your prescription drugs and is available to everyone with Medicare. Medicare Prescription Drug plans (PDPs) are offered through private companies. Prescription drug coverage may also be included in Medicare Part C as part of a Medicare Advantage plan.



### *Other Medicare Plans*

- Medicare Cost Plans
- PACE programs

If you qualify for one of these programs and enroll, you do not need a Medicare Supplement plan. To find out if you qualify, contact:

### **Centers for Medicare & Medicaid Services**

**[www.medicare.gov](http://www.medicare.gov)**

**1-800-MEDICARE (1-800-633-4227)**

TTY users should call **1-877-486-2048**,  
24 hours a day/7 days a week.

### **Social Security Administration (SSA)**

**[www.ssa.gov](http://www.ssa.gov)**

**1-800-772-1213** between 7 a.m. and  
7 p.m., Monday through Friday.

TTY users should call **1-800-325-0778**.

### **Arizona State Health Insurance Assistance Program (SHIP)**

**[www.azdes.gov/aaa/programs/ship](http://www.azdes.gov/aaa/programs/ship)**

**1-602-542-9935** or **1-800-432-4040**

8 a.m. to 5 p.m. Monday through Friday,  
except state holidays.

## Medicare Supplement plans

*Protection from many hospital and medical care expenses not covered by original Medicare*

Your out-of-pocket expenses can quickly add up for hospital and medical costs not covered by original Medicare. That's why people with original Medicare enroll in health plans, like those offered by Blue Cross Blue Shield of Arizona, to help pay for those expenses.

When you choose a Medicare Supplement plan from Blue Cross Blue Shield of Arizona, you get protection from many expenses that original Medicare does not cover. You also get peace of mind knowing that you can see any participating provider in our networks, with no referrals required from your primary care physician. Plus, you're covered for medical emergencies when you travel.

### **Blue Cross Blue Shield of Arizona has coverage to fit your needs**

Blue Cross Blue Shield of Arizona offers flexible Medicare solutions with various premiums to choose from. These plans help pay for coverage gaps in original Medicare and more. When you enroll in Senior Security or Senior Preferred Medicare Select, you must continue to pay your Medicare Part B premium if it is not otherwise paid for under Medicaid or by another third party.

Medical Solution	Coverage
Senior Security Plans A, C, F and N Senior Preferred Medicare Select* Plans C and N	<ul style="list-style-type: none"> <li>• Covers many costs beyond original Medicare</li> <li>• Covers hospitalization for 365 days beyond Medicare</li> <li>• Extends coverage beyond Medicare costs for skilled nursing facility care</li> <li>• Generally covers 20% of out-of-pocket costs on Medicare-approved amounts for medical expenses, including physicians' services, inpatient and outpatient medical and surgical services and supplies, physical and speech therapy, diagnostic tests, and durable medical equipment</li> <li>• Includes in-network cost-sharing in the U.S. when traveling outside of Arizona**</li> <li>• Covers worldwide travel with a \$250 copayment for emergency care***</li> <li>• Features a broad network of participating doctors, specialists, and hospitals in Arizona</li> </ul>

\* Senior Preferred Medicare Select is available only in Maricopa, Pima, Apache, Cochise, Coconino, Mohave, Pinal and Santa Cruz counties.

\*\* Senior Security only.

\*\*\* Except Senior Security Plan A.

## Choosing the right solution for you

For most people, original Medicare alone just isn't enough coverage. Out-of-pocket costs like coinsurance and deductibles can be unpredictable and expensive, even with Medicare. If you want to preserve your assets and protect your family from financial burdens, you might need something more. That's why Blue Cross Blue Shield of Arizona offers Medicare Supplement health insurance plans that help pay your share of the costs for Medicare-covered services.

Medicare Supplement plans help cover the "gaps" in Medicare that require out-of-pocket expenditures. For example, Medicare Part B will pay 80% of your outpatient surgery bill after you meet a deductible. What about the other 20%? Without a Medicare Supplement plan, you'll be responsible for that amount...and it could be hundreds or even thousands of dollars!

If you're concerned about your financial future and want to be sure that you have the peace of mind and security that comes with more predictable expenses, then a Medicare Supplement plan may be the right choice for you.



### *Do you travel?*

Senior Security and Senior Preferred members have an emergency travel benefit anywhere in the world. Senior Security members pay in-network cost sharing for medical care anywhere in the U.S.

## Medicare Supplement plans at a glance

Here are side-by-side coverage highlights for one standardized Medicare plan available from Blue Cross Blue Shield of Arizona as both a Senior Security product and as a Senior Preferred (Medicare Select) product. Compare the coverage to coverage from original Medicare. The Senior Preferred Medicare Select benefits reflect in-network coverage under Plan N. For complete benefit information, call your Blue Cross Blue Shield of Arizona sales representative to request a Summary of Benefits.

### **You'll still pay your Part B premium**

To be eligible for Blue Cross Blue Shield of Arizona's Medicare Supplement plans, you must be age 65 or older, entitled to Medicare Part A, enrolled in Medicare Part B and live in Arizona. You must continue to pay your Medicare Part B premiums (and Part A, if applicable), if not otherwise paid for by Medicaid or another third party. If you apply after the first six months you are 65, you may be subject to medical underwriting.

### **Senior Security (Supplement Plans A, C, F and N)**

Senior Security offers the most flexibility and choice among BCBSAZ Medicare Supplement plans. Unlike some Medicare Advantage plans, there are no "service area" restrictions. You have full Medicare Supplement insurance coverage while traveling throughout the United States. You also have the freedom to see any Medicare participating doctor in the United States—even a specialist—without a referral.

### **Senior Preferred Medicare Select (Supplement Plans C and N)**

Senior Preferred Medicare Select offers lower monthly rates than those for Senior Security plans, but requires you to use doctors and hospitals in the Senior Preferred provider network (except in emergencies and other very limited circumstances). You decide which network physicians you want to see and when. We don't require a referral from a primary care physician for you to see a specialist. And with more than 15,000 network providers, you should be able to find a physician who's right for you. Senior Preferred is available only in Maricopa, Pima, Apache, Cochise, Coconino, Mohave, Pinal and Santa Cruz counties.



2011 Benefits	Original Medicare	Senior Security Plan N	Senior Preferred Plan N*
<b>Monthly plan premium</b> — amount you pay	In 2011, you pay \$115.40 for Medicare Part B premium	\$92**	\$78**
<b>Annual deductible for medical services</b>	You pay Part A deductible of \$1,132 and Part B deductible of \$162	\$1,132	
<b>Foreign Travel Emergency</b> • First \$250 each calendar year • Remainder of charges	Generally not covered outside the United States	Plan pays 80% to a lifetime maximum benefit of \$50,000	
<b>Inpatient hospital care</b> • Days 1–60 • Days 61–90 • Days 91–150 • Additional 365 days after lifetime reserve days are used	\$1,132 deductible \$283 copay per day \$566 copay per day Not covered	\$1,132 benefit \$283 benefit per day \$566 benefit per day 100% of Medicare-eligible expenses	
<b>Skilled nursing facility care</b> • Days 1–20 • Days 21–100	All approved amounts \$141.50 copay per day	\$0 Up to \$141.50 benefit per day	
<b>Outpatient care</b> • Therapy/outpatient visits, certain lab services • Outpatient or ambulatory surgical center	• 20% coinsurance • 20% coinsurance	Balance, other than up to \$20 per office visit and up to \$50 per emergency room visit***	

\* Must use network providers.

\*\* BlueValue rate with 32% early-enrollment discount. The early-enrollment discount is available only to Medicare-eligible individuals who are age 65, 66, or 67 at time of enrollment. The discount is reduced annually by 3.2 percent over the next eight to ten years of continuous enrollment, depending on when you enroll. The change in discount occurs in the next month's bill after your birthday. When you reach age 75, the discount no longer applies, and you will be charged the applicable BlueValue or Standard rate assigned to your Senior Security or Senior Preferred plan.

\*\*\* The copayment of up to \$50 is waived if the insured is admitted to any hospital and the emergency visit is covered as a Medicare Part A expense.

## Save with Blue365<sup>®</sup> discounts

Blue365 is a national program available to Blue Cross Blue Shield of Arizona members. It provides access to information, discounts and savings that make it easier and more affordable to make healthy choices. Blue365 offers access to discounts and savings on products and services from vendors for healthy lifestyles. These products and services do not overlap with covered benefits under Blue Cross Blue Shield of Arizona, any applicable federal health care program or Medicare. Blue365 complements health care coverage by helping members live healthier every day.

Blue365 includes discounts from select local companies and industry-leading, national brands in four main categories: Health and Wellness, Family Care, Healthy Travel and Financial Well-Being. Blue Cross Blue Shield of Arizona's Blue365 program also offers discounts on complementary and alternative medicine.

*The products and services described above are neither offered nor guaranteed under our Medicare Supplement plans. In addition, they are not subject to the Medicare appeals process. Any disputes regarding these products and services may be subject to the Blue Cross Blue Shield plan grievance process.*

## Important information

### **Senior Security and Senior Preferred Medicare Select**

Medicare beneficiaries may enroll in a standardized Senior Security and Senior Preferred Medicare Select plan online at [azblue.com/ready](http://azblue.com/ready). For more information, contact Blue Cross Blue Shield of Arizona at **1-888-264-1733**, 8 a.m. to 8 p.m. daily. TTY hearing impaired users, call **711**. You have the option to speak with a licensed sales representative when you call these numbers.

*Eligibility.* You are eligible to enroll in a BCBSAZ Medicare Supplement plan if you are age 65 or older, entitled to Medicare Part A, and enrolled in Medicare Part B, and you live in the plan service area. You must continue to pay your Medicare Part B premiums (and Part A, if applicable), if not otherwise paid for by Medicaid or another third party. During the first six months when you are age 65 and also enrolled in Medicare Parts A & B you cannot be denied a Medicare Supplement plan when you apply for one, regardless of health status. If you apply outside of this timeframe, you may be subject to medical underwriting.

*Network:* If you enroll in Senior Security, you can use any provider who is part of our network of doctors, specialists, and hospitals, or you may go to doctors out of the network. However, you may have to pay more for services received out of the network, except in emergency/urgent care situations. If you enroll in **Senior Preferred Medicare Select**, you must use providers who are in our network of doctors, specialists, and hospitals for all care except in emergencies and other very limited situations. The providers in our network can change at any time. For a current Provider Directory, contact Customer Service at the number listed on the inside front cover or visit [askblueaz.com/ready](http://askblueaz.com/ready).





## How to enroll in Senior Security or Senior Preferred Medicare Select Medicare Supplement plans

**Note:** Before you enroll, review the enclosed “Outline of Medicare Supplement Coverage.”

- 1. Select the plan option that fits your needs.**
- 2. Choose a premium payment option** (you must also continue to pay your Medicare Part B premium, and Part A if applicable):
  - A paper bill each month so you can pay by mail.
  - After you’ve received your first paper bill, you can sign up for Electronic Funds Transfer (EFT). This allows the plan to withdraw your monthly premium directly from your checking or savings account. The EFT form will be in your new member welcome kit.
- 3. Enroll using whichever method of contact you prefer.**
  - Enroll online at [askblueaz.com/ready](https://askblueaz.com/ready).
  - Call Customer Service 8 a.m. to 8 p.m., daily, and enroll by telephone: **1-888-264-1733**. TTY hearing-impaired users call **711**.
  - Contact a licensed sales representative for assistance in completing an enrollment form.
  - Complete the enclosed **Senior Security/ Senior Preferred Medicare Select** enrollment form and mail it in the enclosed postage-paid envelope. **Important: Use the enclosed envelope.** *Do NOT send a payment with your enrollment form.*

Once you’ve enrolled, we’ll send you a letter acknowledging and confirming your enrollment, and a member ID card.

## When can you enroll?

- **Open Enrollment For Medicare Supplement Plans (or Medigap):** The open enrollment period for a Medicare Supplement or “Medigap” plan happens during the first six months when you are at least age 65 and also enrolled in Medicare Parts A & B. During this time, you cannot be denied a Medicare Supplement plan when you apply for one, regardless of your health status.
- **Annual Enrollment Period:** Each year, between October 15 and December 7, you have the opportunity to enroll in Medicare or a Medicare Supplement plan, or to make changes to your plan. The changes you make become effective on January 1.
- **Medicare Advantage Disenrollment Period:** Between January 1 and February 14 of each year, you may disenroll from a Medicare Advantage plan. You may then enroll in original Medicare and a Medicare Supplement plan.
- **Special Enrollment Periods:** These allow you to enroll at other times of the year under special circumstances. For example:
  - If you move into or out of the plan’s service area.
  - If you lose coverage from an employer or union group plan, or Medicaid, or your current plan is no longer offering coverage.
  - If you have other special circumstances.

Call Customer Service if you have questions.



# Senior Security and Senior Preferred Medicare Select

Coverage is available to residents of Arizona and issued by Blue Cross Blue Shield of Arizona, an independent licensee of the Blue Cross and Blue Shield Association.

For more information, visit [askblueaz.com/ready](https://askblueaz.com/ready), contact a licensed sales representative or call Customer Service. You have the option to speak with a licensed sales representative when you call this number.

Customer Service **1-888-264-1733**

TTY hearing impaired users call **711**

8 a.m. to 8 p.m., daily

To opt out of future communications regarding this product, call **1-888-268-8431**, TTY hearing impaired users call **711**, 8 a.m. to 8 p.m., daily.





**BlueCross  
BlueShield  
of Arizona**

An Independent Licensee of the Blue Cross and Blue Shield Association