

Summary of Benefits

Blue Cross MedicareRx (PDP)SM

January 1, 2017 – December 31, 2017

This booklet gives you a summary of what we cover and what you pay. It doesn't list every service that we cover or list every limitation or exclusion. To get a complete list of services we cover, call us and ask for the "Evidence of Coverage."

INTRODUCTION TO SUMMARY OF BENEFITS

January 1, 2017 - December 31, 2017

	Blue Cross MedicareRx Basic (PDP) SM	Blue Cross MedicareRx Value (PDP) SM	Blue Cross MedicareRx Plus (PDP)SM
You have choices about how to get your Medicare	One choice is to get prescription drug coverage through a Medicare Prescription Drug Plan, like Blue Cross MedicareRx Basic (PDP).	One choice is to get prescription drug coverage through a Medicare Prescription Drug Plan, like Blue Cross MedicareRx Value (PDP).	One choice is to get prescription drug coverage through a Medicare Prescription Drug Plan, like Blue Cross MedicareRx Plus (PDP).
prescription drug benefits	Another choice is to get your prescription drug coverage through a Medicare Advantage Plan (like an HMO or PPO) or another Medicare health plan that offers Medicare prescription drug coverage. You get all of your Part A and Part B coverage, and prescription drug coverage (Part D), through these plans.	Another choice is to get your prescription drug coverage through a Medicare Advantage Plan (like an HMO or PPO) or another Medicare health plan that offers Medicare prescription drug coverage. You get all of your Part A and Part B coverage, and prescription drug coverage (Part D), through these plans.	Another choice is to get your prescription drug coverage through a Medicare Advantage Plan (like an HMO or PPO) or another Medicare health plan that offers Medicare prescription drug coverage. You get all of your Part A and Part B coverage, and prescription drug coverage (Part D), through these plans.
Tips for comparing your Medicare choices	This Summary of Benefits booklet gives you a summary of what Blue Cross MedicareRx Basic (PDP) covers and what you pay.	This Summary of Benefits booklet gives you a summary of what Blue Cross MedicareRx Value (PDP) covers and what you pay.	This Summary of Benefits booklet gives you a summary of what Blue Cross MedicareRx Plus (PDP) covers and what you pay.
	If you want to compare our plan with other Medicare health plans, ask the other plans for their Summary of Benefits booklets. Or, use the Medicare Plan Finder on http://www.medicare.gov.	If you want to compare our plan with other Medicare health plans, ask the other plans for their Summary of Benefits booklets. Or, use the Medicare Plan Finder on http://www.medicare.gov.	If you want to compare our plan with other Medicare health plans, ask the other plans for their Summary of Benefits booklets. Or, use the Medicare Plan Finder on http://www.medicare.gov.
	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 http://www.medicare.gov or get a copy by calling 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.	• 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 http://www.medicare.gov or get a copy by calling 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.	• 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 http://www.medicare.gov or get a copy by calling 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.

	Blue Cross MedicareRx Basic (PDP) SM	Blue Cross MedicareRx Value (PDP)SM	Blue Cross MedicareRx Plus (PDP) SM		
Sections in this booklet	Things to Know About Blue Cross MedicareRx Basic (PDP)	Things to Know About Blue Cross MedicareRx Value (PDP)	Things to Know About Blue Cross MedicareRx Plus (PDP)		
	Monthly Premium, Deductible, and Limits on How Much You Pay for Covered Services	 Monthly Premium, Deductible, and Limits on How Much You Pay for Covered Services 	 Monthly Premium, Deductible, and Limits on How Much You Pay for Covered Services 		
	Prescription Drug Benefits	Prescription Drug Benefits	Prescription Drug Benefits		
	This document is available in other formats such as Braille and large print. This document may be available in a non-English language.	This document is available in other formats such as Braille and large print. This document may be available in a non-English language.	This document is available in other formats such as Braille and large print. This document may be available in a non-English language.		
	For additional information, call us at 1-888-285-2249 (TTY/TDD users should call 711).	For additional information, call us at 1-888-285-2249 (TTY/TDD users should call 711).	For additional information, call us at 1-888-285-2249 (TTY/TDD users should call 711).		
	Es posible que este documento esté disponible en un idioma distinto al inglés. Para obtener información adicional, llame a servicio al cliente al 1-888-285-2249 (los usuarios de TTY/TDD deben llamar al 711)	Es posible que este documento esté disponible en un idioma distinto al inglés. Para obtener información adicional, llame a servicio al cliente al 1-888-285-2249 (los usuarios de TTY/TDD deben llamar al 711)	Es posible que este documento esté disponible en un idioma distinto al inglés. Para obtener información adicional, llame a servicio al cliente al 1-888-285-2249 (los usuarios de TTY/TDD deben llamar al 711)		
Hours of Operation	Things to Know About Blue Cross MedicareRx Basic (PDP)	Things to Know About Blue Cross MedicareRx Value (PDP)	Things to Know About Blue Cross MedicareRx Plus (PDP)		
	• From October 1 to February 14, you can call us 7 days a week from 8:00 a.m. to 8:00 p.m. Central time.	• From October 1 to February 14, you can call us 7 days a week from 8:00 a.m. to 8:00 p.m. Central time.	• From October 1 to February 14, you can call us 7 days a week from 8:00 a.m. to 8:00 p.m. Central time.		
	From February 15 to September 30, you can call us Monday through Friday from 8:00 a.m. to 8:00 p.m. Central time.	 From February 15 to September 30, you can call us Monday through Friday from 8:00 a.m. to 8:00 p.m. Central time. 	 From February 15 to September 30, you can call us Monday through Friday from 8:00 a.m. to 8:00 p.m. Central time. 		

	Blue Cross MedicareRx Basic (PDP) SM	Blue Cross MedicareRx Value (PDP) SM	Blue Cross MedicareRx Plus (PDP)SM
Phone Numbers and Website	 If you are a member of this plan, call toll-free 1-888-285-2249 (TTY/TDD users should call 711). If you are not a member of this plan, call toll-free 1-877-632-5920 (TTY/TDD users should call 711). Our website: www.getblueil.com/pdp 	 If you are a member of this plan, call toll-free 1-888-285-2249 (TTY/TDD users should call 711). If you are not a member of this plan, call toll-free 1-877-632-5920 (TTY/TDD users should call 711). Our website: www.getblueil.com/pdp 	 If you are a member of this plan, call toll-free 1-888-285-2249 (TTY/TDD users should call 711). If you are not a member of this plan, call toll-free 1-877-632-5920 (TTY/TDD users should call 711). Our website: www.getblueil.com/pdp
Who can join?	To join Blue Cross MedicareRx Basic (PDP) , you must be entitled to Medicare Part A, and/or be enrolled in Medicare Part B, and live in our service area. Our service area includes the state of Illinois.	To join Blue Cross MedicareRx Value (PDP) , you must be entitled to Medicare Part A, and/or be enrolled in Medicare Part B, and live in our service area. Our service area includes the state of Illinois.	To join Blue Cross MedicareRx Plus (PDP), you must be entitled to Medicare Part A, and/or be enrolled in Medicare Part B, and live in our service area. Our service area includes the state of Illinois.
What drugs are covered?	You can see the complete plan formulary (list of Part D prescription drugs) and any restrictions on our website (www.getblueil.com/pdp). Or, call us and we will send you a copy of the formulary.	You can see the complete plan formulary (list of Part D prescription drugs) and any restrictions on our website (www.getblueil.com/pdp). Or, call us and we will send you a copy of the formulary.	You can see the complete plan formulary (list of Part D prescription drugs) and any restrictions on our website (www.getblueil.com/pdp). Or, call us and we will send you a copy of the formulary.

	Blue Cross MedicareRx Basic (PDP) SM	Blue Cross MedicareRx Value (PDP) SM	Blue Cross MedicareRx Plus (PDP) SM		
How will I determine my drug costs?	Our plan groups each medication into one of five "tiers." You will need to use your formulary to locate what tier your drug is on to determine how much it will cost you. The amount you pay depends on the drug's tier and what stage of the benefit you have reached. Later in this document we discuss the benefit stages that occur after you meet your deductible: Initial Coverage, Coverage Gap, and Catastrophic Coverage.	Our plan groups each medication into one of five "tiers." You will need to use your formulary to locate what tier your drug is on to determine how much it will cost you. The amount you pay depends on the drug's tier and what stage of the benefit you have reached. Later in this document we discuss the benefit stages that occur after you meet your deductible: Initial Coverage, Coverage Gap, and Catastrophic Coverage.	Our plan groups each medication into one of five "tiers." You will need to use your formulary to locate what tier your drug is on to determine how much it will cost you. The amount you pay depends on the drug's tier and what stage of the benefit you have reached. Later in this document we discuss the benefit stages that occur: Initial Coverage, Coverage Gap, and Catastrophic Coverage.		
Which pharmacies can I use?	We have a network of pharmacies and you must generally use these pharmacies to fill your prescriptions for covered Part D drugs. Some of our network pharmacies have preferred cost-sharing. You may pay less	We have a network of pharmacies and you must generally use these pharmacies to fill your prescriptions for covered Part D drugs. Some of our network pharmacies have preferred cost-sharing. You may pay less	We have a network of pharmacies and you must generally use these pharmacies to fill your prescriptions for covered Part D drugs. Some of our network pharmacies have preferred cost-sharing. You may pay		
	if you use these pharmacies. You can see our plan's pharmacy directory at our website (www.getblueil.com/pdp). Or, call us and we will send you a copy of the pharmacy directory.	if you use these pharmacies. You can see our plan's pharmacy directory at our website (www.getblueil.com/pdp). Or, call us and we will send you a copy of the pharmacy directory.	less if you use these pharmacies. You can see our plan's pharmacy directory at our website (www.getblueil.com/pdp). Or, call us and we will send you a copy of the pharmacy directory.		

SUMMARY OF BENEFITS

January 1, 2017 - December 31, 2017

	Blue Cross MedicareRx Basic (PDP) SM	Blue Cross MedicareRx Value (PDP) SM	Blue Cross MedicareRx Plus (PDP)SM							
MONTHLY PREMIUM, DEDUCTIBLE, AND LIMITS ON HOW MUCH YOU PAY FOR COVERED SERVICES										
How much is the monthly premium?	\$26.10 per month.	\$65.50 per month.	\$163.70 per month.							
How much is the deductible?	\$400 per year for Part D prescription drugs.	\$400 per year for Part D prescription drugs except for drugs listed on Tier 1 and Tier 2 which are excluded from the deductible.	This plan does not have a deductible.							
PRESCRIPTION DE	RUG BENEFITS									
Initial Coverage	After you pay your yearly deductible, you pay the following until your total yearly drug costs reach \$3,700. Total yearly drug costs are the total drug costs paid by both you and our Part D plan. You may get your drugs at network retail pharmacies and mail order pharmacies.	After you pay your yearly deductible, you pay the following until your total yearly drug costs reach \$3,700. Total yearly drug costs are the total drug costs paid by both you and our Part D plan. You may get your drugs at network retail pharmacies and mail order pharmacies.	You pay the following until your total yearly drug costs reach \$3,700. Total yearly drug costs are the total drug costs paid by both you and our Part D plan. You may get your drugs at network retail pharmacies and mail order pharmacies.							

	Blue Cross M	edicareRx Ba	sic (PDP) SM	Blue Cross M	ledicareRx Va	lue (PDP) SM	Blue Cross MedicareRx Plus (PDP) SM			
Initial Coverage	Standard F	Retail Cost-S	haring	Standard F	Retail Cost-S	haring	Standard F	Retail Cost-S	haring	
(continued)	Tier One- Three- Tier One- Three- month supply supply Supply Supply Supply		month	Tier	One- month supply	Three- month supply				
	Tier 1 (Preferred Generic)	\$5 copay	\$15 copay	Tier 1 (Preferred Generic)	\$5 copay	\$15 copay	Tier 1 (Preferred Generic)	\$5 copay	\$15 copay	
	Tier 2 (Generic)	\$9 copay	\$27 copay	Tier 2 (Generic)	\$15 copay	\$45 copay	Tier 2 (Generic)	\$7 copay	\$21 copay	
	Tier 3 (Preferred Brand)	21% of the cost	21% of the cost	Tier 3 (Preferred Brand)	\$47 copay	\$141 copay	Tier 3 (Preferred Brand)	\$40 copay	\$120 copay	
	Tier 4 (Non- Preferred Brand)	50% of the cost	50% of the cost	Tier 4 (Non- Preferred Brand)	\$100 copay	\$300 copay	Tier 4 (Non- Preferred Brand)	\$95 copay	\$285 copay	
	Tier 5 (Specialty Tier)	25% of the cost	25% of the cost	Tier 5 (Specialty Tier)	25% of the cost	25% of the cost	Tier 5 (Specialty Tier)	33% of the cost	33% of the cost	

	Blue Cross M	edicareRx Ba	sic (PDP) SM	Blue Cross M	ledicareRx Va	lue (PDP) SM	Blue Cross MedicareRx Plus (PDP) SM			
Initial Coverage	Preferred R	etail Cost-Sl	haring	Preferred F	Retail Cost-S	haring	Preferred R	Retail Cost-Sl	naring	
(continued)	Tier	One- month supply	Three- month supply	Tier	One- month supply	Three- month supply	Tier	One- month supply	Three- month supply	
	Tier 1 (Preferred Generic)	\$0 copay	\$0 copay	Tier 1 (Preferred Generic)	\$0 copay	\$0 copay	Tier 1 (Preferred Generic)	\$0 copay	\$0 copay	
	Tier 2 (Generic)	\$4 copay	\$12 copay	Tier 2 (Generic)	\$10 copay	\$30 copay	Tier 2 (Generic)	\$1 copay	\$3 copay	
	Tier 3 (Preferred Brand)	16% of the cost	16% of the cost	Tier 3 (Preferred Brand)	\$42 copay	\$126 copay	Tier 3 (Preferred Brand)	\$18 copay	\$54 copay	
	Tier 4 (Non- Preferred Brand)	45% of the cost	45% of the cost	Tier 4 (Non- Preferred Brand)	\$95 copay	\$285 copay	Tier 4 (Non- Preferred Brand)	\$70 copay	\$210 copay	
	Tier 5 (Specialty Tier)	25% of the cost	25% of the cost	Tier 5 (Specialty Tier)	25% of the cost	25% of the cost	Tier 5 (Specialty Tier)	33% of the cost	33% of the cost	

	Blue Cross M	edicareRx Basic (PDP) SM	Blue Cross M	edicareRx Value (PDP) SM	Blue Cross MedicareRx Plus (PDP) SM			
Initial Coverage	Standard N	lail Order Cost Sharing	Standard N	lail Order Cost Sharing	Standard Mail Order Cost Sharing			
(continued)	Tier	Three-month Supply	Tier	Three-month Supply	Tier	Three-month Supply		
	Tier 1 (Preferred Generic)	\$15 copay	Tier 1 (Preferred Generic)	(Preferred		\$15 copay		
	Tier 2 (Generic)	\$27 copay	Tier 2 (Generic)	\$45 copay	Tier 2 (Generic)	\$21 copay		
	Tier 3 (Preferred Brand)	21% of the cost	Tier 3 (Preferred Brand)	\$141 copay	Tier 3 (Preferred Brand)	\$120 copay		
	Tier 4 (Non- Preferred Brand)	50% of the cost	Tier 4 (Non- Preferred Brand)	(Non- Preferred		\$285 copay		
	Tier 5 (Specialty Tier)	25% of the cost	Tier 5 (Specialty Tier)	25% of the cost	Tier 5 (Specialty Tier)	33% of the cost		
	· · · · · · · · · · · · · · · · · · ·	in a long-term care facility, same as at a retail pharmacy.		in a long-term care facility, same as at a retail pharmacy.	If you reside in a long-term care facility, you pay the same as at a retail pharmacy.			
		drugs from an out-of- rmacy at the same cost as < pharmacy.	, 0	drugs from an out-of- rmacy at the same cost as k pharmacy.	You may get drugs from an out-of- network pharmacy at the same cost as an in-network pharmacy.			

	Blue Cross MedicareRx Basic (PDP) SM	Blue Cross MedicareRx Value (PDP)SM	Blue Cross MedicareRx Plus (PDP) SM
Coverage Gap	Most Medicare drug plans have a coverage gap (also called the "donut hole"). This means that there's a temporary change in what you will pay for your drugs. The coverage gap begins after the total yearly drug cost (including what our plan has paid and what you have paid) reaches \$3,700.	Most Medicare drug plans have a coverage gap (also called the "donut hole"). This means that there's a temporary change in what you will pay for your drugs. The coverage gap begins after the total yearly drug cost (including what our plan has paid and what you have paid) reaches \$3,700.	Most Medicare drug plans have a coverage gap (also called the "donut hole"). This means that there's a temporary change in what you will pay for your drugs. The coverage gap begins after the total yearly drug cost (including what our plan has paid and what you have paid) reaches \$3,700.
	After you enter the coverage gap, you pay 40% of the plan's cost for covered brand name drugs and 51% of the plan's cost for covered generic drugs until your costs total \$4,950, which is the end of the coverage gap. Not everyone will enter the coverage gap.	After you enter the coverage gap, you pay 40% of the plan's cost for covered brand name drugs and 51% of the plan's cost for covered generic drugs until your costs total \$4,950, which is the end of the coverage gap. Not everyone will enter the coverage gap.	After you enter the coverage gap, you pay 40% of the plan's cost for covered brand name drugs and 51% plan's cost for covered generic drugs until your costs total \$4,950, which is the end of the coverage gap. Not everyone will enter the coverage gap. Under this plan, you may pay even less for the brand and generic drugs on the formulary. Your cost varies by tier. You will need to use your formulary to locate your drug's tier. See the chart that follows to find out how much it will cost you.

	Blue Cros	s Medicai	reRx Basio	c (PDP) SM	Blue Cross MedicareRx Value (PDP) SM				Blue Cross MedicareRx Plus (PDP SM			
Coverage Gap	Standar	rd Retail (Cost-Shai	ring	Standa	Standard Retail Cost-Sharing				d Retail (Cost-Shar	ing
(Continued)	Tier	Drugs Covered	One- month supply	Three- month supply	Tier	Drugs Covered	One- month supply	Three- month supply	Tier	Drugs Covered	One- month supply	Three- month supply
	Tier 1 (Preferred Generic)	Not covered	Not covered	Not covered	Tier 1 (Preferred Generic)	Not covered	Not covered	Not covered	Tier 1 (Preferred Generic)	All	\$5 copay	\$15 copay
	Tier 2 (Generic)	Not covered	Not covered	Not covered	Tier 2 (Generic)	Not covered	Not covered	Not covered	Tier 2 (Generic)	All	\$7 copay	\$21 copay
	Tier 3 (Preferred Brand)	Not covered	Not covered	Not covered	Tier 3 (Preferred Brand)	Not covered	Not covered	Not covered	Tier 3 (Preferred Brand)	Some	\$40 copay	\$120 copay
	Tier 4 (Non- Preferred Brand)	Not covered	Not covered	Not covered	Tier 4 (Non- Preferred Brand)	Not covered	Not covered	Not covered	Tier 4 (Non- Preferred Brand)	Some	\$95 copay	\$285 copay
	Tier 5 (Specialty Tier)	Not covered	Not covered	Not covered	Tier 5 (Specialty Tier)	Not covered	Not covered	Not covered	Tier 5 (Specialty Tier)	Some	33% of the cost	33% of the cost

See pg.9 for Basic and Value plans coverage gap cost sharing information.

	Blue Cross M	1edicareR	x Basic (P	DP) SM	Blue Cross MedicareRx Value (PDP) SM				Blue Cross MedicareRx Plus (PDP SM			
Coverage	Preferred R	etail Cos	t-Sharing	ı	Preferred R	etail Cos	t-Sharing	ı	Preferred R	etail Cos	t-Sharin	g
Gap (Continued)	Tier	Drugs Covered	One- month supply	Three- month supply	Tier	Drugs Covered	One- month supply	Three- month supply	Tier	Drugs Covered	One- month supply	Three- month supply
	Tier 1 (Preferred Generic)	Not covered	Not covered	Not covered	Tier 1 (Preferred Generic)	Not covered	Not covered	Not covered	Tier 1 (Preferred Generic)	All	\$0 copay	\$0 copay
	Tier 2 (Generic)	Not covered	Not covered	Not covered	Tier 2 (Generic)	Not covered	Not covered	Not covered	Tier 2 (Generic)	All	\$1 copay	\$3 copay
	Tier 3 (Preferred Brand)	Not covered	Not covered	Not covered	Tier 3 (Preferred Brand)	Not covered	Not covered	Not covered	Tier 3 (Preferred Brand)	Some	\$18 copay	\$54 copay
	Tier 4 (Non-Preferred Brand)	Not covered	Not covered	Not covered	Tier 4 (Non-Preferred Brand)	Not covered	Not covered	Not covered	Tier 4 (Non-Preferred Brand)	Some	\$70 copay	\$210 copay
	Tier 5 (Specialty Tier)	Not covered	Not covered	Not covered	Tier 5 (Specialty Tier)	Not covered	Not covered	Not covered	Tier 5 (Specialty Tier)	Some	33% of the cost	33% of the cost

See pg.9 for Basic and Value plans coverage gap cost sharing information.

	Blue Cross M	ledicareRx Bas	sic (PDP) SM	Blue Cross N	ledicareRx Va	lue (PDP) SM	Blue Cross MedicareRx Plus (PDP) SM			
Coverage	Standard M	Mail Order Cos	st-Sharing	Standard N	/Iail Order Co	st-Sharing	Standard	l Mail Order C	Cost-Sharing	
Gap (Continued)	Tier	Drugs Covered	Three-month supply	Tier	Drugs Covered	Three-month supply	Tier	Drugs Covered	Three-month supply	
	Tier 1 (Preferred Generic)	Not covered	Not covered	Tier 1 (Preferred Generic)	Not covered	Not covered	Tier 1 (Preferred Generic)	All	\$15 copay	
	Tier 2 (Ge- neric)	Not covered	Not covered	Tier 2 (Generic)	Not covered	Not covered	Tier 2 (Generic)	All	\$21 copay	
	Tier 3 (Preferred Brand)	Not covered	Not covered	Tier 3 (Preferred Brand)	Not covered	Not covered	Tier 3 (Preferred Brand)	Some	\$120 copay	
	Tier 4 (Non- Preferred Brand)	Not covered	Not covered	Tier 4 (Non-Preferred Brand)	Not covered	Not covered	Tier 4 (Non- Preferred Brand)	Some	\$285 copay	
	Tier 5 (Specialty Tier)	Not covered	Not covered	Tier 5 (Specialty Tier)	Not covered	Not covered	Tier 5 (Specialty Tier)	Some	33% of the cost	

See pg.9 for Basic and Value plans coverage gap cost sharing information.

	Blue Cross MedicareRx Basic (PDP) SM	Blue Cross MedicareRx Value (PDP) SM	Blue Cross MedicareRx Plus (PDP) SM
Catastrophic Coverage	After your yearly out-of-pocket drug costs (including drugs purchased through your retail pharmacy and through mail order) reach \$4,950, you pay the greater of: • 5% of the cost, or • \$3.30 copay for generic (including brand drugs treated as generic) and a \$8.25 copayment for all other drugs.	After your yearly out-of-pocket drug costs (including drugs purchased through your retail pharmacy and through mail order) reach \$4,950, you pay the greater of: • 5% of the cost, or • \$3.30 copay for generic (including brand drugs treated as generic) and a \$8.25 copayment for all other drugs.	After your yearly out-of-pocket drug costs (including drugs purchased through your retail pharmacy and through mail order) reach \$4,950, you pay the greater of: • 5% of the cost, or • \$3.30 copay for generic (including brand drugs treated as generic) and a \$8.25 copayment for all other drugs.

ADDITIONAL INFOR	MATION ABOUT E	Blue Cross Medi	careRx (PDP) ^{sм}



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

Blue Cross and Blue Shield of Illinois:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - 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:
 - Qualified interpreters
 - o Information written in other languages

If you need these services, contact Civil Rights Coordinator

If you believe that Blue Cross and Blue Shield of Illinois 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: Civil Rights Coordinator, Office of Civil Rights Coordinator, 300 E. Randolph St., 35th floor, Chicago, Illinois 60601, 1-855-664-7270, TTY/TDD: 1-855-661-6965, Fax: 1-855-661-6960, Civilrightscoordinator@hcsc.net. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Civil Rights Coordinator 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, D.C. 20201

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

Complaint forms are available at http://www.hhs.gov/ocr/office/file/index.html.

A Division of Health Care Service Corporation, a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-888-285-2249 (TTY: 711).

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-285-2249 (TTY: 711).

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-888-285-2249 (TTY: 711).

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 1-888-285-2249 (TTY: 711).

주의: 한국어를 사용하시는 경우 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-888-285-2249 (TTY: 711) 번으로 전화해 주십시오.

PAUNAWA: Kung nagsasa ita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-888-285-2249 (TTY: 711).

ملحوظ: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل رقم 2249-285-888-1 (رقم هاتف الصم والبكم: 711).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-888-285-2249 (телетайп: 711).

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:િશુલક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-888-285-2249 (TTY: 711)

خبر دار : اگر آپ ار دو بولت ے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں ۔ کال کریں 2249-285-888-1 (TTY: 711).

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Goi số 1-888-285-2249 (TTY: 711).

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-888-285-2249 (TTY: 711).

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-888-285-2249 (TTY: 711) पर कॉल करें।

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-888-285-2249 (ATS: 711).

ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε 1-888-285-2249 (ΤΤΥ: 711).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-888-285-2249 (TTY: 711).



This information is available for free in other languages. Please call our Customer Service number at 1-888-285-2249 (TTY/TDD users should call 711). We are open between 8:00 a.m. and 8:00 p.m., local time, 7 days a week. If you are calling from February 15 through September 30, alternate technologies (for example, voicemail) will be used on the weekends and holidays.

Esta información está disponible en otros idiomas de forma gratuita. Comuníquese a nuestro número de Servicio al cliente al 1-888-285-2249 (los usuarios de TTY/TDD deben llamar al 711). Nuestro horario es de 8:00 a.m. a 8:00 p.m., hora local, los 7 días de la semana. Si usted llama del 15 de febrero al 30 de septiembre, durante los fines de semana y feriados, se usarán tecnologías alternas (por ejemplo, correo de voz).

You must continue to pay your Medicare Part B premium.

This information is not a complete description of benefits. Contact the plan for more information. Limitations, copayments, and restrictions may apply. Benefits, premiums and/or co-payments/co-insurance may change on January 1 of each year.

The Formulary, pharmacy network, and/or provider network may change at any time. You will receive notice when necessary.

Plans available in Illinois.

Prescription drug plan provided by Blue Cross and Blue Shield of Illinois, which refers to HCSC Insurance Services Company (HISC), an Independent Licensee of the Blue Cross and Blue Shield Association. A Medicare-approved Part D sponsor. Enrollment in HISC's plan depends on contract renewal.