

December 2016

Annual Notices About Your Health Coverage

Dear Member:

Once a year, we send out information about your member rights and other required notices. Some of these are a little complicated, so read on for a breakdown of some of the topics.

Your Member Rights and More

Member Rights and More is a brochure with important information that can help you maximize your benefits and get personal support for your health. Read about:

- Your rights and responsibilities, including the grievance and appeal process and the right to an external review
- How to obtain language assistance
- Eligibility and referrals for managing an illness or disease and help coordinating your care
- Preventive medical and behavioral health information
- Financial Incentives Policy
- Quality improvement programs, including member satisfaction survey results and progress

The brochure is available at **floridablue.com** in the Member Tools section. Please refer to the **Frequently Asked Questions** under **Enrolling and Making Payments**. Want us to mail it instead? Simply call the customer service number on your ID card.

Coverage for Breast Reconstruction

This notice is to let you know that your policy covers breast reconstruction surgery after a mastectomy, at the same time as the mastectomy, or later. You're covered for reconstruction of the breast on which the mastectomy is performed, as well as the other breast to produce a symmetrical appearance. In addition, your health plan covers prosthesis and treatment of physical complications at all stages of the mastectomy, including lymphedema. The type of procedure is determined by you and your doctor. Your coverage is subject to the terms of your policy which can be found in your member account at **floridablue.com** or by calling the customer service number on your ID card.

Florida Blue is a trade name of Blue Cross and Blue Shield of Florida, Inc. Florida Blue HMO is the trade name of Health Options, Inc., an HMO affiliate of Florida Blue. These companies are Independent Licensees of the Blue Cross and Blue Shield Association. New Directions is contracted to provide behavioral health services on behalf of Florida Blue and Florida Blue HMO members.

Your Privacy

Florida Blue makes a Notice of Privacy Practices available to its members. This Notice describes our legal duties and our members' rights under HIPAA with respect to our members' protected health information. This notice is available on our website at <https://www.floridablue.com/general/hipaa-notice-privacy-practice> or you can call the Customer Service number on your ID card and we'll mail you a copy.

Behavioral Health Services

A supporting hand is helpful. That's why Florida Blue chose New Directions to manage behavioral health care services for its members. The information below is about the services you can expect from New Directions:

- New Directions is committed to finding ways to improve the care and service you receive. You can find a summary of their annual quality improvement initiatives and outcomes on their website at <https://ndbh.com/Home/QualityImprovement>.
- Decisions about utilization of services are based solely on eligibility, coverage, and appropriateness of the care and service. New Directions does not specifically reward, hire, promote or terminate practitioners or other individuals for issuing denials of coverage. Utilization decision-makers do not receive incentives that would result in under-utilization.
- You can find information about your Behavioral Health Services Rights and Responsibilities on their website at <https://www.ndbh.com/Home/MemberRightsResponsibilities>.
- To obtain information about: behavioral health benefits, access to services and providers and services inside and outside of your area, you can call New Directions at 1-866-287-9569. If you need emergency care, please call 911 or go to your nearest emergency care facility.

Want these materials mailed to you? Simply call New Directions at 866-287-9569, 24 hours a day, 7 days a week. TTY users call 800-955-8770.

We're here for you.

If you have any questions about this information or about your health care coverage, please call the customer service number on your ID card between 8 a.m. – 9 p.m., Monday – Thursday, and 9 a.m. – 9 p.m. on Friday (TTY users call 800-955-8770).

Sincerely,

Your Customer Service Team

We comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability or sex.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-352-2583 (TTY: 1-877-955-8773).

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-352-2583 (TTY: 1-800-955-8770).