



**BlueCross BlueShield  
of North Carolina**

An independent licensee of the Blue Cross and Blue Shield Association

P.O. Box 2073  
Durham, NC 27702  
Phone 800-762-8505  
Fax (919) 313-2020

<http://studentbluenc.com/uncch-pd>  
[email@studentbluenc.com](mailto:email@studentbluenc.com)

### **UNC Postdoc Medical Insurance Policy – Frequently Asked Questions**

***What is the UNC Postdoc Insurance Policy?*** It is a major medical policy underwritten by Blue Cross and Blue Shield of North Carolina (Blue Cross NC). Refer to the attached Summary of Benefits to see your benefits.

***Am I eligible?*** In order to be eligible for the postdoc medical insurance plan, the postdoc must be coded as a Postdoctoral Research Associate or a Postdoctoral Trainee at 30 hours a week or more in ConnectCarolina.

***What if I do not want the policy?*** Complete the enclosed waiver form and submit to Blue Cross NC via email, fax or mail.

***How do I apply?*** Complete the attached enrollment forms and return them to your assigned departmental Human Resources Representative who should mail them to the address above.

***When does coverage begin?*** Coverage begins on the first day of the month following the month of the postdoc's appointment effective date.

***When will I get my insurance card?*** It typically takes about 45 days from the appointment effective date for the postdoc to receive an insurance card. Blue Cross NC is usually notified of a postdoc's eligibility for the plan at the end of the month of the appointment effective date. For example, if a postdoc's appointment effective date is December 1, Blue Cross NC will be notified of that postdoc's eligibility at the end of December and will receive the premium payment for the month of January at that time.

***What if I need to see the doctor before I receive my insurance card?*** You may have to pay for all or part of the charges when you are seen. After you receive your insurance card, you can give the provider's office a copy of your insurance card and ask the provider to file the claim for you.

***Can I add my dependents to the postdoc medical insurance plan?*** Postdocs may pay the monthly premium to cover dependents on the postdoc medical insurance plan. Postdocs have the option to add dependents:

- When the postdoc first enrolls in the plan at the beginning of their appointment;
- During open enrollment which is held annually from July 1 – July 31;
- Within 30 days of a qualifying event; qualifying events include:
  - Birth/adoption of a child
  - Marriage
  - Divorce/legal separation
  - Loss of eligibility for other coverage
  - First time arrival in the United States

***How do I enroll dependents?*** New postdocs have the ability to add dependents beginning the day the postdoc's policy is effective. To enroll a spouse or dependent child/ren, complete Section 2 of the Blue Cross NC insurance application. Monthly dependent premiums will be deducted from payroll. For existing postdocs, please call Blue Cross NC using the contact information above in order to determine if your dependents are eligible to come onto the policy and to obtain enrollment information. \*\*Please note that the Campus Health Fee for spouses is a separate monthly charge



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of \$42.51 and should not be included in the payment to Blue Cross NC. Please contact Campus Health Services at (919) 966-6588 for further questions related to this fee.

***I am covering my spouse on my postdoc medical insurance plan but they do not intend to use Campus Health Services. Do I still have to pay the Campus Health Fee for my spouse?*** Yes, per the plan rules, all postdocs and spouses are required to pay the monthly \$42.51 Campus Health Fee.

***Are all dependents eligible to receive treatment at Campus Health Services?*** No. Postdocs and their spouses are eligible for treatment at Campus Health Services, but children are not.

***What if I want to terminate coverage for my dependent(s) before my coverage ends?*** You can terminate coverage for your dependents, with terminations effective on the last day of the month. Completed termination request forms must be submitted prior to the requested termination date. Dependent termination request forms can be found on the [UNC Postdoc Student Blue website](http://studentbluenc.com/uncch-pd).

***I am leaving my postdoc position at UNC. When will my medical insurance coverage end?*** Coverage for a postdoc and their dependents is effective until the end of the month following the end of the postdoc's appointment end date. For example, if the postdoc's appointment ends on May 15, the postdoc and his/her dependents will remain covered by the postdoc medical insurance plan through June 30. For special circumstances, such as coverage at a new job beginning prior to the end date of the postdoc insurance, postdocs can reach out to their department's human resources contact to request their postdoc coverage terminate the last day of the month their appointment ends. Any early termination requests should be initiated within 30 days of the requested early termination date.

***My postdoc medical insurance coverage has ended and I am interested in purchasing COBRA. How does this process work?*** Postdocs and covered dependents that are no longer eligible for the postdoc medical insurance plan are eligible to continue medical insurance coverage through the Consolidated Omnibus Budget Reconciliation Act (COBRA). COBRA allows the postdoc to pay the full monthly premium (plus a 2% administrative fee), to remain on the postdoc medical insurance plan for up to 18 months or until they obtain other medical insurance coverage. Postdocs have 60 days to elect COBRA from the mailed date of the WageWorks notification or termination date, whichever is later. Coverage is retroactive to the first day the postdoc is no longer eligible for the postdoc medical insurance plan.

When a department processes an end of appointment action for a postdoc, Blue Cross NC is notified. Blue Cross NC then contacts WageWorks who will mail the COBRA enrollment packet. Postdocs whose appointments have ended may not receive COBRA information for 4-6 weeks after their appointment ends, depending on when actions are processed in the system. However, once COBRA information is received, the postdoc still has 60 days to enroll and the coverage will be retroactive to the first date they are not covered by the postdoc medical plan.

Additional information can be found at <http://studentbluenc.com/uncch-pd>. If you have any questions, please contact Blue Cross NC at 800-762-8505 or [email@studentbluenc.com](mailto:email@studentbluenc.com).



## BLUE OPTIONS APPLICATION UNC CHAPEL HILL POSTDOC 2021–2022 Print Clearly

All fields required unless otherwise noted.

### SECTION 1 PRIMARY APPLICANT INFORMATION

First Name Middle Initial (Optional) Last Name

Student I.D. Number

Mailing Address (Street, Route, Box Number, etc.)

Social Security Number (Optional)

City State Zip

Date of Birth (Month, Day, Year)

Email Address

Telephone Number (Optional)

Department Affiliation (Optional)

Gender

☐ Male ☐ Female

### SECTION 2 DEPENDENT INFORMATION

Please fill in all information for each person who is applying for coverage. Please see the legal notice on the reverse side of this application regarding special enrollment.

Spouse / Domestic Partner Name (First, Middle Initial, Last)	<input type="checkbox"/> Single <input type="checkbox"/> Married <input type="checkbox"/> Domestic Partner	Social Security Number (Optional)	Date of Birth (MM / DD / YY)	<b>Gender</b> <input type="checkbox"/> M <input type="checkbox"/> F
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Dependent Child 1* (First, Middle Initial, Last)	<input type="checkbox"/> Intellectually or Physically Disabled	Social Security Number (Optional)	Date of Birth (MM / DD / YY)	<b>Gender</b> <input type="checkbox"/> M <input type="checkbox"/> F
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Dependent Child 2* (First, Middle Initial, Last)	<input type="checkbox"/> Intellectually or Physically Disabled	Social Security Number (Optional)	Date of Birth (MM / DD / YY)	<b>Gender</b> <input type="checkbox"/> M <input type="checkbox"/> F
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Dependent Child 3* (First, Middle Initial, Last)	<input type="checkbox"/> Intellectually or Physically Disabled	Social Security Number (Optional)	Date of Birth (MM / DD / YY)	<b>Gender</b> <input type="checkbox"/> M <input type="checkbox"/> F
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This application is designed to accommodate up to 3 dependent children. For options on how to apply for coverage with 4 or more dependent children, call Blue Cross and Blue Shield of North Carolina (Blue Cross NC) at **1-800-762-8505**.

\*Dependent children include foster, adopted or a child placed by court or administrative order.



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### SECTION 3 PREMIUM RATE SELECTION

- ☐ Spouse / Domestic Partner..... \$ 354.36 per month
- ☐ Child / Children ..... \$ 361.02 per month
- ☐ Family ..... \$ 713.23 per month

—   —    
Beginning Date (MM / DD / YY)

The Postdoc's insurance premiums and Postdoc health fee will be paid by the University.  
Additional monthly premiums to cover dependents will be payroll deducted (see Section 5).

### SECTION 4 STATEMENT OF UNDERSTANDING

I understand that by signing below, I am agreeing to the following:

I understand that the coverage applied for will not be issued unless Blue Cross NC finds that I am eligible for this coverage as of the date of the application according to its policy.

I understand that as long as I am enrolled in this coverage, I will not be eligible to enroll in any other Blue Cross NC or any other Blue Cross or Blue Shield plan.

I certify that all statements on this application are complete and true. I understand that for a period of two years from the date of this application, Blue Cross NC may rescind my policy for any acts or practices that constitute fraud or if I make an intentional misrepresentation of material fact. If fraudulent misstatements were made, Blue Cross NC may take legal action at any time.

I understand that any coverage provided according to this application will be subject to the provisions of the contract including the benefit booklet provided to me by Blue Cross NC.

\_\_\_\_\_  
Signature of Primary Applicant or Parent / Guardian (if Applicant is Under Age 18)

\_\_\_\_\_  
Date (MM / DD / YY)

### SECTION 5 PAYROLL DEDUCTION

At enrollment, current amount due will be payroll deducted. All subsequent payroll deductions will be made at the end of each month throughout the postdoctoral appointment. I hereby authorize UNC Chapel Hill to deduct from my salary / wages my premium applicable to the enrollment of my dependents in the UNC Chapel Hill Postdoc Medical Insurance Plan.

\_\_\_\_\_  
Signature of Primary Applicant

\_\_\_\_\_  
Date (MM / DD / YY)

### SECTION 6 AUTHORIZATION FOR RELEASE OF PROTECTED HEALTH INFORMATION

I understand that my protected health information is individually identifiable health information, including demographic information, collected from me or created or received by a health care provider, a health plan, or a health care clearinghouse and that relates to:

- (i) my past, present, or future physical or mental health or condition;
- (ii) the provision of health care provided to me; or
- (iii) the past, present, or future payment for the provision of health care provided to me.

I authorize any current or past medical professional, medical care institution, pharmacy benefit manager or other medical care-giver that has treated me or provided medical services or supplies to me to disclose my protected health information to Blue Cross NC. I further authorize Blue Cross NC to review any applications for health care coverage that I may have submitted to Blue Cross NC in the past. I authorize Blue Cross NC to receive, use and disclose as necessary my protected health information in connection with any underwriting or eligibility determination purposes in connection with the coverage for which I have applied.



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**SECTION 6** AUTHORIZATION FOR RELEASE OF PROTECTED HEALTH INFORMATION

The protected health information (excluding psychotherapy notes) that may be used and disclosed is as follows:

Medical records or any information concerning my current or past health status or treatment received from my medical care providers or previous applications for health care coverage.

I understand that Blue Cross NC will use my protected health information for the following purposes:

To determine my premium rate in accordance with allowable rating factors. To comply, participate, or contribute to any government-facilitated program, requirement or mandate.

I understand that Blue Cross NC will make every effort to safeguard my protected health information. I further understand that Blue Cross NC will not disclose my protected health information unless I request it or when state or federal privacy laws permit or require Blue Cross NC to disclose my protected health information. I understand that Blue Cross NC may disclose my protected health information to individuals or organizations that are not health care providers, health care clearinghouses, or health plans covered by the federal privacy regulations.

I understand that if my protected health information is received by individuals or organizations that are not health care providers, health care clearinghouses, or health plans covered by the federal privacy regulations, my protected health information described above may be re-disclosed and no longer protected by federal privacy regulations. I understand that I may revoke this authorization at any time by sending a written notification addressed to:

Blue Cross and Blue Shield of North Carolina  
P.O. Box 2073  
Durham, NC 27702

and this revocation will be effective for future uses and disclosures of protected health information. However, I further understand that this revocation will not be effective:

- i) for information that Blue Cross NC already used or disclosed, relying on this authorization or
- ii) if the authorization was obtained as a condition of coverage in Blue Cross NC and, by law, Blue Cross NC has a right to contest the coverage.

This authorization expires when my policy expires.

I understand that completion of this authorization is required as part of my application and I have the right to receive a copy of this authorization. I further understand that coverage may not be issued if I refuse to sign this authorization.

\_\_\_\_\_  
Signature of Primary Applicant or  
Legal Personal Representative

\_\_\_\_\_  
Date (MM / DD / YY)

\_\_\_\_\_  
Primary Applicant's Social Security Number (Optional)

\_\_\_\_\_  
Signature of Applicant Spouse /  
Domestic Partner

\_\_\_\_\_  
Date (MM / DD / YY)

\_\_\_\_\_  
Signature of Applicant Dependent Age 18  
or Older

\_\_\_\_\_  
Date (MM / DD / YY)

\_\_\_\_\_  
Signature of Applicant Dependent Age 18  
or Older

\_\_\_\_\_  
Date (MM / DD / YY)

\_\_\_\_\_  
Signature of Applicant Dependent Age 18  
or Older

\_\_\_\_\_  
Date (MM / DD / YY)

\_\_\_\_\_  
Name of Legal Personal Representative (Please Print)

\_\_\_\_\_  
Description of Legal Personal Representative's Authority

**Blue Cross and Blue Shield of North Carolina will provide a signed copy of this form.  
This page is part of the application.**



## BLUE OPTIONS APPLICATION UNC CHAPEL HILL POSTDOC 2021–2022 Print Clearly

All fields required unless otherwise noted.

### SECTION 7 IMPORTANT LEGAL NOTICES – SPECIAL ENROLLMENT

If you are declining enrollment for yourself or your dependents (including your spouse) because of other health insurance (including Medicaid or Children's Health Insurance Program (CHIP)) or group health plan coverage, you may be able to enroll yourself and the dependents in this plan if you or your dependents lose eligibility for that other coverage (or if the employer stops contributing towards your or your dependents' other coverage). However, you must request enrollment within 30 days after your or your dependents' other coverage ends (other than Medicaid or CHIP) or if the employer stops contributing towards your or your dependents' other coverage and within 60 days after the loss of Medicaid or CHIP eligibility. In addition, if you have a new dependent as a result of marriage, birth, adoption, placement for adoption or foster care, or by court order, you may be able to enroll yourself and your dependents. You must request enrollment within 30 days after the qualifying life event, unless adding a dependent child will not change your coverage type or premiums that are owed.

**Please note:** Not all plans offer dependent coverage. Please review your plan documents or contact your plan administrator to confirm eligibility.

For questions or to obtain more information, contact:

Blue Cross and Blue Shield of North Carolina  
P.O. Box 2073 • Durham, NC 27702  
1-800-762-8505

Blue Cross and Blue Shield of North Carolina (Blue Cross NC) provides free aids to service people with disabilities as well as free language services for people whose primary language is not English. Please contact 1-800-762-8505 (TTY/TTD: 1-800-442-7028) for assistance.

*Blue Cross and Blue Shield of North Carolina (Blue Cross NC) proporciona asistencia gratuita a las personas con discapacidades, así como servicios lingüísticos gratuitos para las personas cuyo idioma principal no es el inglés. Llame al 1-800-762-8505 (TTY/TTD: 1-800-442-7028) para obtener ayuda.*

**Mailing Address: Blue Cross and Blue Shield of North Carolina, P.O. Box 2073, Durham, NC 27702**  
**Questions? Call Blue Cross and Blue Shield of North Carolina at 1-800-762-8505 or email@[studentbluenc.com](mailto:studentbluenc.com)**

## BLUE OPTIONS® BENEFIT HIGHLIGHTS (PPO)

All dollar amounts and percentages are what you, as a plan member, would pay.

	In-Network	Out-of-Network <sup>1</sup>
<b>Campus Health Services</b> (medical services)	No charge	Not applicable
<b>Physician Office Visit</b> Includes office surgery, consultation, X-rays, lab and benefit period maximum of 4 office visits for the assessment of obesity in- and out-of-network		
Primary Care Provider	20% after deductible	30% after deductible
Specialist	20% after deductible	30% after deductible
<b>Preventive Care</b> Routine examinations, well-child care, immunizations, pap smears, mammograms, prostate specific antigen tests (PSAs)		
Primary Care Provider	No charge	30% after deductible*
Specialist	No charge	30% after deductible*
*Only federally mandated Preventive Care is covered out-of-network		
<b>Therapies</b> Short-term rehabilitative therapies (maximums apply to home, office and outpatient settings): <i>Physical/occupational:</i> 30 visits per benefit period <i>Speech therapy:</i> 30 visits per benefit period		
Primary Care Provider	20% after deductible	30% after deductible
Specialist	20% after deductible	30% after deductible
<b>Urgent Care Centers and Emergency Room</b>		
Urgent care centers	20% after deductible	20% after deductible
Emergency room visit (Copay waived and inpatient benefits apply if admitted. If held for observation, outpatient benefits apply.)	\$150 copayment, then 20% after deductible	\$150 copayment, then 20% after deductible
<b>Ambulatory Surgical Center</b>	20% after deductible	30% after deductible
<b>Inpatient and Outpatient Hospital Services</b>		
Hospital and hospital-based services	20% after deductible	30% after deductible
Outpatient clinic services (other than Preventive Care above)	20% after deductible	30% after deductible
Professional services	20% after deductible	30% after deductible
<b>Hospital and Professional</b>		
Outpatient labs	20% after deductible	30% after deductible
Outpatient X-rays, ultrasounds, and other diagnostic tests, such as EEGs and EKGs	20% after deductible	30% after deductible
CT scans, MRIs, MRAs and PET scans in any location, including physician's office	20% after deductible	30% after deductible
<b>Other Services</b>		
<b>Skilled Nursing Facility</b> (60 days per benefit period)	20% after deductible	30% after deductible
<b>Home Health Care, Durable Medical Equipment and Hospice</b>	20% after deductible	30% after deductible
<b>Ambulance</b>	20% after deductible	20% after deductible
<b>Maternity</b> (includes prenatal and post-delivery care)		
Hospital services (delivery)	20% after deductible	30% after deductible
Professional services (delivery)	20% after deductible	30% after deductible
<b>Transplants</b>		
Hospital services	20% after deductible	30% after deductible
Professional services	20% after deductible	30% after deductible



**BLUE OPTIONS® BENEFIT HIGHLIGHTS (PPO) (CONTINUED)**

	In-Network	Out-of-Network <sup>1</sup>
<b>Infertility Services</b>		
Primary Care Provider	20% after deductible	30% after deductible
Specialist	20% after deductible	30% after deductible
Hospital services	20% after deductible	30% after deductible
Inpatient and outpatient professional services	20% after deductible	30% after deductible
<b>Lifetime Maximum, Deductibles and Coinsurance Maximums</b>		
The following deductibles and coinsurance maximums also apply to the services on the previous page and mental health and substance use services below.		
<b>Lifetime Benefit Maximum</b>	Unlimited	Unlimited
<b>Deductibles</b>		
Individual ( <i>per benefit period</i> )	\$500	\$1,000
Family ( <i>per benefit period</i> )	\$1,500	\$3,000
<b>Out-of-Pocket Maximum</b>		
Individual ( <i>per benefit period</i> )	\$2,100	\$4,200
Family ( <i>per benefit period</i> )	\$6,300	\$12,600
<b>Mental Health and Substance Use Services</b>		
Precertification required for inpatient and certain outpatient services.		
<b>Mental Health Services</b>		
Office visit	20% after deductible	30% after deductible
Inpatient/outpatient	20% after deductible	30% after deductible
<b>Substance Use Services</b>		
Office visit	20% after deductible	30% after deductible
Inpatient/outpatient	20% after deductible	30% after deductible
<b>Prescription Drugs</b>		
<b>Campus Health Services</b>		
Generic or brand ( <i>30 day supply</i> )	\$10 copayment	Not applicable
<b>Other Pharmacy</b>		
Up to 30 day supply. 31-60 day supply is two copayments, and 61-90 day supply is three copayments.		
<b>Tier 1</b>	\$20 copayment	Copayment + charge over in-network allowed amount
<b>Tier 2</b>	\$35 copayment	Copayment + charge over in-network allowed amount
<b>Tier 3</b>	\$50 copayment	Copayment + charge over in-network allowed amount
<b>Tier 4</b>	\$75 copayment	Copayment + charge over in-network allowed amount
<b>Tier 5</b>	25% coinsurance	Copayment + charge over in-network allowed amount
There is \$50 per drug minimum and \$100 per drug maximum for each 30-day supply of Tier 5 drugs.		

<sup>1</sup> NOTICE: Your actual expenses for covered services may exceed the stated coinsurance percentage or copayment amount because actual provider charges may not be used to determine the payment obligations for Blue Cross and Blue Shield of North Carolina (Blue Cross NC) and its members.



## ADDITIONAL INFORMATION ABOUT BLUE OPTIONS FROM BLUE CROSS NC

### Benefit Period

The period of time, usually 12 months as stated in the group contract, during which charges for covered services provided to a member must be incurred in order to be eligible for payment by Blue Cross NC. A charge shall be considered incurred on the date the service or supply was provided to a member.

### Allowed Amount

The maximum amount that Blue Cross NC determines is to be paid for covered services provided to a member.

### Out-of-Pocket Maximum

The dollar amount a member must pay prior to Blue Cross NC paying 100% for certain services.

### Day and Visit Maximums

All day and visit maximums are on a combined in- and out-of-network basis.

### Utilization Management

To make sure you have access to high quality, cost-effective health care, we manage utilization through a variety of programs including certification, transplant management, concurrent and retrospective review.

If you have a concern regarding the final determination of your care, you have the right to appeal the decision. If you would like a copy of a benefit booklet providing more information about our utilization management programs, call the toll-free number listed in your information packet.

### Certification

Certification is a program designed to make sure that your care is given in a cost-effective setting and efficient manner.

If you need to be hospitalized, you must obtain certification. Non-emergency and non-maternity hospital admissions must be certified prior to the hospitalization. If the admission is not certified, a penalty will be applied.

For maternity admissions, your provider is not required to obtain certification from Blue Cross NC for prescribing a length of stay up to 48 hours for a normal vaginal delivery, or up to 96 hours for delivery by cesarean section. You or your provider must request certification for coverage for additional days, which will be given by Blue Cross NC, if medically necessary.

All inpatient and certain outpatient mental health and substance use services must be certified in advance. Office visits do not require certification.

In-network providers are responsible for obtaining certifications. The member will bear no financial penalties if the in-network provider fails to obtain the appropriate authorization. The member is responsible for obtaining certification for services rendered by an out-of-network or out-of-state provider.

### Health and Wellness Program

Because we want to help you stay healthy, we offer a variety of wellness benefits and services. You can take advantage of Health Line Blue<sup>SM</sup>, our 24-hour health information service; a health topics library, asthma and diabetes management; and a prenatal program. You will also receive Active Blue, our health magazine, and have access to online health and wellness information at **BlueCrossNC.com**. With our program you can get health advice anytime you need it, so you can learn how to take charge of your health.

### What is Not Covered?

The following are summaries of some of the coverage restrictions. A full explanation and listing of restrictions will be found in your benefit booklet.

Your health benefit plan does not cover services, supplies, drugs or charges that are:

- Not medically necessary
- For injury or illness resulting from an act of war
- For personal hygiene and convenience items
- For inpatient admissions that are primarily for diagnostic studies
- For palliative or cosmetic foot care
- For investigative or experimental purposes
- For hearing aids or tinnitus maskers
- For cosmetic services or cosmetic surgery
- For custodial care, domiciliary care or rest cures
- For treatment of obesity, except for surgical treatment of morbid obesity, or as specifically covered by your health benefit plan
- For reversal of sterilization
- For treatment of sexual dysfunction not related to organic disease
- For conception by artificial means
- For self-injectable drugs in the provider's office

The benefit highlights is a summary of Blue Options benefits. This is meant only to be a summary. Final interpretation and a complete listing of benefits and what is not covered are found in and governed by the group contract and benefit booklet. You may preview the benefit booklet by requesting a copy of the Blue Options benefit booklet from Blue Cross NC Customer Service.

Blue Cross NC provides the Health Line Blue program for your convenience. Blue Cross NC is not liable in any way for the goods or services received through Health Line Blue. Blue Cross NC reserves the right to discontinue or change the program at any time without prior notice. Decisions regarding your care should be made with the advice of a doctor. Depending on your plan, selected programs may not be available to you at this time. Check with your benefits administrator or Blue Cross NC Customer Service to determine your eligibility. Blue Cross NC has contracted with a third-party vendor independent from Blue Cross NC to bring you Health Line Blue.

## Non-Discrimination and Accessibility Notice

### Blue Cross and Blue Shield of North Carolina (Blue Cross NC) provides:

- Free aids and services to people with disabilities to communicate effectively with us, such as: qualified interpreters and/or written information in other formats (large print, accessible electronic formats, etc.)
- Free language services to people whose primary language is not English, such as: qualified interpreters and/or information written in other languages

If you need these services, call the Customer Service or TTY number on the back of your member ID card.

If you believe that Blue Cross NC 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:

**Blue Cross NC, P.O. Box 2291, Durham, NC 27702**  
**Attention: Civil Rights Coordinator-Privacy,**  
**Ethics & Corporate Policy Office**  
**Call: 919-765-1663, 1-888-291-1783 (TTY)**  
**Fax: 919-287-5613**  
**Email: [civilrightscordinator@bcbsnc.com](mailto:civilrightscordinator@bcbsnc.com)**

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, the Civil Rights Coordinator-Privacy, Ethics & Corporate Policy Office 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:

**Online: <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>**  
**Mail: U.S. Department of Health & Human Services**  
**200 Independence Avenue, SW Room 509F**  
**HHH Building Washington, D.C., 20201**  
**Call: 1-800-368-1019, 1-800-537-7697 (TDD)**  
**Complaint forms are available online at:**  
**<http://www.hhs.gov/civil-rights/filing-a-complaint/index.html>**

This notice and/or attachments may have important information about your application or coverage through Blue Cross NC. Look for key dates. You may need to take action by certain deadlines to keep your health coverage or help with costs. You have the right to get this information and help in your language at no cost. If you need these services, call the Customer Service or TTY number on the back of your member ID card.

### Discrimination is Against the Law

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

BLUE CROSS®, BLUE SHIELD®, the Cross and Shield symbols and service marks are marks of the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans. Blue Cross NC is an independent licensee of the Blue Cross and Blue Shield Association.

## Multi-Language Interpreter Services

ATTENTION: If you speak another language, language assistance services, free of charge, are available to you. Call the Customer Service or TTY number on the back of your member ID card.

ATENCIÓN: Si habla otro idioma, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame a Servicio de Atención al Cliente al número de teléfono para personas con problemas auditivos (TTY) que figura al dorso de su tarjeta de identificación.

注意：他の言語を話す方は、言語支援サービスを無料でご利用いただけます。

顧客サービスにお電話いただくか、会員IDカードの裏面にあるTTYサービスをご利用ください。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số Dịch vụ khách hàng hoặc TTY trên mặt sau thẻ ID thành viên của bạn.

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 가입자 ID 카드 뒷면에 있는 고객 서비스 혹은 TTY 번호로 전화해 주십시오.

ATTENTION: si vous parlez une autre langue, des services d'aide linguistique vous sont proposés gratuitement. Contactez le service clients au numéro figurant au dos de votre carte de membre.

ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم خدمة العملاء أو رقم الهاتف النسي الموضح على ظهر بطاقة هوية العضو.

LUS CEEB TOOM: Yog tias koj hais lus Hmoob, , peb muaj kev pab txhais lus pub dawb rau koj. Hu rau Customer Service tus xov tooj los yog tus xov tooj TTY rau cov neeg tsis hnov lus zoo uas nyob sab tom qab koj daim npav ID.

ВНИМАНИЕ: Если вы говорите на другом языке, то вам доступны бесплатные услуги перевода. Позвоните в Отдел обслуживания по номеру, указанному на обратной стороне вашей идентификационной карточки участника.

PAUNAWA: Kung nagsasalita ka ng ibang lengguwahe, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tawagan ang numero ng Customer Service o TTY sa likod ng iyong member ID card.

સૂચના: જો તમે ગુજરાતી બોલતા હોવ તો તમારા માટે ભાષા સેવાઓ નિઃશુલ્ક ઉપલબ્ધ છે. તમારા સ ચપલ ઓળખપત્રની (આઈ.ડી) પાછળની બાજુ પર આપેલ ગ્રાહક સેવાઓના નંબર અથવા TTY નંબર પર કોલ કરો.

ចំណាំ: ប្រសិនបើប្រាកដកម្មនិយាយជាភាសាខ្មែរ បសវាកម្មជំនួយអ្នកភាសាមានតុល្យភាពសេរីសម្រាប់ប្រាកដកម្មបោកបញ្ឆោតមិនគិតថ្លៃ។ សូមប្រើប្រាស់ សំបុត្រសមាជិកជនប្របលទ្ធផលសំបុត្រខាងក្រោមដាក់តម្កល់ក្នុងសំបុត្រសមាជិក។

ACHTUNG: Falls Sie eine andere Sprache sprechen, stehen Ihnen kostenlose Sprachdienste zur Verfügung. Rufen Sie die Nummer des Kundenservices oder von TTY an, die auf der Rückseite Ihrer Mitgliedskarte angegeben ist.

ध्यान दें: यदि आप दूसरी भाषा बोलते हैं, तो आपके लिए भाषा सहायता सेवाएं, मुफ्त में, उपलब्ध हैं। अपने सदस्य आईडी कार्ड के पीछे मौजूद ग्राहक सेवा या TTY नंबर पर कॉल करें।

ឡើងខ្លាប: កុំភ័យខ្លាចស្តាប់ភាសាដទៃទៀត, យើងមានសេវាបំប្លែងភាសាឱ្យអ្នកស្តាប់បានដោយឥតគិតថ្លៃ។ សូមប្រើប្រាស់លេខសមាជិកដែលមានលេខនៅលើផ្ទៃខាងក្រោយនៃកាត់សមាជិករបស់អ្នក។

注意：如果您講廣東話或普通話，您可以免費獲得語言援助服務。請撥打您會員 ID 卡背面的客服或 TTY 號的電話號碼。

BLUE CROSS®, BLUE SHIELD®, the Cross and Shield symbols and service marks are marks of the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans. Blue Cross NC is an independent licensee of the Blue Cross and Blue Shield Association.

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U20687b, 7/19



## 2021 EXAM PLUS PLAN

### Vision plan benefit summary

When you choose a health plan to cover you and your family, it's important that you consider vision care. Why? Because it's about your total health. Your eye doctor can often see early signs of glaucoma, macular degeneration and cataracts through a comprehensive eye exam, but did you know they can also detect diabetes, heart disease, high blood pressure and more?<sup>1</sup> That's why you will benefit from Blue 20/20 vision coverage from the most preferred health insurer in North Carolina.<sup>2</sup>

#### Valuable coverage

Blue Cross and Blue Shield of North Carolina (Blue Cross NC) offers you value. You get great benefit coverage combined with our experience and affordable rates. Plus, your vision coverage is from a name trusted in North Carolina for over 85 years.

#### A plan for your lifestyle

With Blue 20/20, you'll have access to one of the nation's largest vision networks – more than 100,000 providers at both independent and retail locations.<sup>3</sup> With so many locations to choose from, you're sure to find a provider with a schedule that works for you. In fact, more than 70% of participating locations offer convenient evening and weekend appointment hours,<sup>3</sup> online provider options and walk-in appointments. Plus, you can choose any available frame at an in-network provider location.

Blue 20/20 is easy to use. There is no need for an ID card when you visit an in-network provider, and there won't be any claim forms to fill out because your benefit is applied at point of sale.

#### Partial list of network providers\*

INDEPENDENT  
PROVIDER  
NETWORK



LENSCRAFTERS<sup>SM</sup>

PEARLE  
VISION

OPTICAL

GLASSES<sup>SM</sup>

contactsdirect

#### Easy online access

You have access to all of your Blue Cross NC plans through Blue Connect<sup>SM</sup>. Anytime you visit [BlueCrossNC.com](https://www.bluecrossnc.com) and log in to your Blue Connect portal, from the Vision tab you will be able to:

- + Find an eyecare provider
- + Review your benefits
- + Check claim status
- + Learn more about eye health

#### Learn more

**Ask your employer how you can enroll in Blue 20/20 today.**

\*For a full list go to [Blue2020NC.com](https://www.Blue2020NC.com). Blue Cross NC does not recommend, endorse, warrant or guarantee any specific vendor, product or service available through the EyeMed Access Network, their largest network.





# 2021 EXAM PLUS PLAN

## Group Voluntary Vision Plan

Vision Care Benefits	In-Network Copayment or Allowance	Out-of-Network Reimbursement
ROUTINE EYE EXAM	\$10 copayment	Up to \$39
FRAMES <sup>4,5</sup>	Up to \$100 allowance, then member pays 80% of balance	50% of allowance
LENS OPTIONS <sup>4,5,6</sup>		
STANDARD PLASTIC LENSES <sup>4,5</sup>		
Single vision	\$25 copayment	Up to \$25
Bifocal	\$25 copayment	Up to \$39
Trifocal	\$25 copayment	Up to \$63
Lenticular	\$25 copayment	Up to \$63
Standard progressive lens	\$25 copayment plus \$65	Up to \$39
Premium progressive lens		
Tier 1	\$25 copay plus \$85	Up to \$39
Tier 2	\$25 copay plus \$95	Up to \$39
Tier 3	\$25 copay plus \$110	Up to \$39
Tier 4	80% of retail less \$120 allowance, plus \$25 copay plus \$65	Up to \$39
ADD-ONS & SERVICES		
UV treatment, tint, scratch coating, photochromatic, anti-reflective coating	Discounts vary; see next page for details	Discounts do not apply
OR		
CONTACT LENSES <sup>5</sup>		
Conventional	Up to \$100 allowance, with 15% discount on remaining balance	80% of allowance
OR		
Disposable	Up to \$100 allowance	80% of allowance
Medically necessary	\$0 copayment	Up to \$200
LASER VISION CORRECTION LASIK or PRK from U.S. Laser Network	15% off the retail price, or 5% off the promotional price	Discounts do not apply
FREQUENCY		
Exam	Once every 12 months	
Lenses OR Contact Lenses	Once every 12 months	
Frames	Once every 12 months	

# 2021 EXAM PLUS PLAN

There's more: Discounts honored at in-network providers

## GLASSES & SUNGLASSES

- + 20% off a partial pair of eyeglasses (frames only or lenses only)
- + 40% off additional complete pairs of prescription eyeglasses and prescription sunglasses (frames/lenses/lens add-ons)
- + 20% off non-prescription glasses/sunglasses

LENS OPTIONS	MEMBER DISCOUNTED COST
Anti-Reflective Coating	
Standard	\$45
Premium Tier 1	\$57
Premium Tier 2	\$68
Premium Tier 3	20% off retail price
Photochromic Plastic	\$75
Polycarbonate Standard	
Age 19 and older	\$40
Age 18 and younger	\$0 copayment
Scratch Coating – Standard Plastic	\$15
Tint – Solid or Gradient	\$15
UV Treatment	\$15
All Other Lens Options	20% off retail price

## ADDITIONAL CONTACT SERVICES

- + Retinal imaging discounted to \$39
- + Contact lens fittings discounted to \$55 for standard fit, 10% off premium
- + 15% off retail, or 5% off promo price for LASIK vision correction
- + 15% off conventional contact lenses

## SPECIAL DISCOUNTS

Additional discounts may be available from time to time. Check your Vision tab on Blue Connect for updates.

1 Source: [www.abcnews.go.com/Health/dozens-diseases-diagnosed-simple-eye-exam/story?id=16111097](http://www.abcnews.go.com/Health/dozens-diseases-diagnosed-simple-eye-exam/story?id=16111097) (Accessed July 2020).

2 Ipsos Consumer Brand Tracking Study, June 2020.

3 EyeMed Provider Listing, July 2020.

4 Additional discounts: 40% off additional complete pairs of prescription eyeglasses; 20% off non-prescription sunglasses. These discounts are not insured benefits and are for in-network providers only.

5 Benefit allowances provide no remaining balance for future use within the same benefit frequency. Certain brand name vision materials in which the manufacturer imposes a no-discount practice are excluded.

6 Benefit assumes either eyeglass lens or contact lens.

Rates are valid for groups domiciled in the state of North Carolina. At least 20% employee participation required.

### Plan exclusions:

- + Orthoptic or vision training, subnormal vision aids and any associated supplemental testing; Aniseikonic lenses
- + Medical and/or surgical treatment of the eye, eyes or supporting structures
- + Any eye or vision examination, or any corrective eyewear required by a policyholder as a condition of employment; safety eyewear
- + Services provided as a result of any workers' compensation law, or similar legislation, or required by any governmental agency or program whether federal, state or subdivisions thereof
- + Plano (non-prescription) lenses and/or contact lenses
- + Non-prescription sunglasses
- + Two pairs of glasses in lieu of bifocals
- + Services rendered after the date an insured person ceases to be covered under the policy, except when vision materials ordered before coverage ended are delivered, and the services rendered to the insured person are within 31 days from the date of such order
- + Services or materials provided by any other group benefit plan providing vision care
- + Lost or broken lenses, frames, glasses or contact lenses will not be replaced except in the next benefit frequency when vision materials would next become available

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VIS-EP, 6/20, U7662d, 10/20

**COMPLETE THIS FORM ONLY IF YOU ELECT TO WAIVE COVERAGE**

**THE UNIVERSITY OF NORTH CAROLINA  
AT CHAPEL HILL  
POSTDOC MEDICAL INSURANCE PLAN**

**WAIVER FORM**

Name: \_\_\_\_\_  
(Last) (First) (MI)

PID: \_\_\_\_\_ Department: \_\_\_\_\_

I have reviewed the information on The University of North Carolina at Chapel Hill Blue Cross Blue Shield Medical Insurance Plan provided for Temporary Full-Time Postdoctoral Trainees and Postdoctoral Research Associates.

I hereby elect to waive coverage under the University's Blue Cross Blue Shield Medical Insurance Plan and agree to maintain alternate coverage with the following carrier and notify my departmental manager at the University immediately if my coverage changes or is cancelled.

Please send the completed waiver form to Blue Cross Blue Shield of North Carolina:

PO Box 2073  
Durham, NC 27702

email@studentbluenc.com

Name of Medical Insurance Company: \_\_\_\_\_

Policy #: \_\_\_\_\_

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date