

2020 BENEFITS

January 1, 2020 – December 31, 2020

Non-Permanent
Employee Benefits



We've Got You Covered

CITY OF
LONG BEACH

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Here's some important information you should know.

Medicare Part D Notice: If you (and/or your dependents) have Medicare or will become eligible for Medicare in the next 12 months, a federal law gives you more choices about your prescription drug coverage. Please see the Annual Notices at the end of this guide for more details.

This guide is an overview and does not provide a complete description of all benefit provisions. For more detailed information, please refer to your plan benefit booklets or summary plan descriptions (SPDs). The plan benefit booklets determine how all benefits are paid.

A list of plan contacts is included at the back of this guide.



We've Got You Covered

At the City of Long Beach, our employees are our most important asset, and your health and well-being are among our highest priorities. Helping you and your families achieve and maintain good health physically, and emotionally is the reason the City offers you comprehensive, flexible benefits that keep you and your loved ones covered.

Before choosing your coverage options that are effective January 1, 2020 – December 31, 2020, we encourage you to take some time to understand your available options, how the plans work, what you will pay for coverage, where to get help, and most importantly, how to enroll.

We are providing you with this overview to help you understand the benefits that are available to you and how to best use them. Share and discuss this information with your family so that together, you can carefully make the best decision regarding your health care options.

Here are Open Enrollment highlights for 2020:

- **Cost of coverage** for all your benefits will remain the same for the 2020 plan year!
- **Spouses** can be enrolled in the City's health plans.
- **Opposite Sex Registered Domestic Partners** can be enrolled in the City's health plans. Must be registered through California Secretary of State. The age 62 requirement is eliminated.
- **A new benefits resource (must be enrolled in the City's health plan)** that connects you and your family members to all of your benefits, services and programs through one single, toll-free number, where a dedicated health professional can help you with virtually any healthcare need 24/7. Be on the lookout for details coming soon!

While we've made every effort to make sure that this guide is thorough, it cannot provide a complete description of all benefit provisions. For more detailed information, please refer to your carrier plan benefit booklets or summary plan descriptions (SPDs). The plan benefit booklets determine how all benefits are paid and will always prevail. These can be found on our internet website at <http://www.longbeach.gov/hr/>. Anthem documents can also be found at [Anthem.com/ca/colb](https://www.anthem.com/ca/colb).

The benefits in this summary are effective:

January 1, 2020 - December 31, 2020



Who Can You Cover?

WHO IS ELIGIBLE?

You are eligible for the benefits outlined in this overview if you meet the following definition and you can enroll the following family members in our medical plans.

Who's Eligible?	Definition
You	<p>Employees who are hired specifically to work a minimum of 30 hours or more per week or variable hour employees who work on average 30 hours per week or 130 hours per month over a period of one year are eligible for the benefits outlined in this overview.</p> <p>Note: Variable hour employees must re-qualify every year.</p>
Your spouse	The person who you are legally married to under state law, including a same-sex spouse.
Your registered domestic partner (same or opposite sex, must be age 18 or over)	If you have registered your Domestic Partnership with the California Secretary of State, please review the guidelines for adding, ending or changing your domestic partner. Any premiums for your domestic partner paid for by City of Long Beach are taxable income and will be included on your W-2. Any premiums you pay for your domestic partner will be deducted on an after-tax basis.
Your child(ren)	<p>Includes natural children, step-children, domestic partner's children, adopted children, children fostered under legal custody, and children covered under legal guardianship:</p> <ul style="list-style-type: none"> • Under the age of 26 are eligible to enroll in medical coverage. They do not have to live with you or be enrolled in school. They can be married and/or living and working on their own. • Over age 26 ONLY if they are incapacitated due to a disability and primarily dependent on you for support. • Named in a Qualified Medical Child Support Order (QMCSO) as defined by federal law.

WHO IS NOT ELIGIBLE?

- Temporary, part-time, or contract employees

Family members who are not eligible for coverage include (but are not limited to):

- Parents, grandparents, siblings, aunts/uncles, nieces/nephews, and grandchildren
- Divorced spouses
- Family members residing outside the United States
- Former stepchildren as a result of divorce



Enrollment Information

WHEN CAN I ENROLL?

Coverage for new non-permanent full-time employees begins on the 1st of month following the ACA administration period. Employees must complete the benefit selection form and return it within 30 days of their eligibility date. If you do not return your completed forms by this deadline, you will be automatically enrolled in the following plans and payroll deductions will apply:

- Anthem Blue Cross PPO Plan - Employee Only

Your benefits will remain unchanged until the next open enrollment period, unless a qualifying event occurs. Make sure to notify Human Resources right away if you do have a qualifying life event and need to make a change (add or drop) to your coverage election.

Qualifying Life Events include (but are not limited to):	Time you have to make your benefit change
Birth or adoption of a baby or child	60 days
Marriage	60 days
Loss of other healthcare coverage	31 days
Loss of Medicaid or Children's Health Insurance Program (CHIP)	60 days
Eligibility for new healthcare coverage	31 days
Divorce	31 days

DEPENDENT VERIFICATION:

Adding dependents is subject to eligibility verification in order to ensure only eligible individuals are participating in our plans. You may be required to provide proof of one or more of the following:

- Marriage Certificate or License
- Domestic Partner Affidavit
- Birth Certificate (hospital certificates are not official birth records and will not be accepted as proof of birth)
- Final decree of divorce
- Court documents showing legal responsibility for adopted children, foster children, and children under legal guardianship
- Physician's written certification of disabling condition (for dependent children over age 26 incapable of self-support)
- Additional documentation such as tax returns or utility bills to demonstrate dependent eligibility may be requested



Getting Care When You Need It Now

WHEN YOU NEED CARE NOW

What do you do when you need care right away, but it's not an emergency?

Anthem Medical Plan Participants

- Call Anthem's 24/7 NurseLine at 800-337-4770
- Visit a CVS Minute Clinic
- Use Anthem LiveHealth Online
- Schedule a doctor house call through HEAL (Anthem PPO members only)
- Find an urgent care center by visiting anthem.com/ca or via the Anthem Mobile Health Consumer App

WHEN TO USE URGENT CARE

Urgent care is for serious symptoms, pain, or conditions that require immediate medical attention but are not severe or life-threatening and do not require use of a hospital or ER. Depending on the severity of the situation, options such as Anthem's 24/7 NurseLine, LiveHealth Online, HEAL on-demand doctor house calls and the CVS Minute Clinic can be time and money saving alternatives to seeking care at an urgent care facility. It is recommended that you identify an in-network urgent care facility near your home and/or work location.

WHEN TO USE THE ER

The emergency room shouldn't be your first choice unless there's a true emergency—a serious or life threatening condition that requires immediate attention or treatment that is only available at a hospital.

Resources & More at Your Fingertips!



The Mobile Health Consumer App provides one-stop access to the 24/7 NurseLine, LiveHealth Online, in-network urgent care facilities, and more! See pages 13 and 14 for details.

GET A VIDEO HOUSE CALL

Anthem Medical Plan Participants

Anthem members can video chat with a doctor from the comfort of their own homes, without an appointment. LiveHealth Online provides 24/7 access to U.S. board-certified physicians, for half the cost of an office visit! Physicians can treat a host of common illnesses quickly and effectively through a real-time video visit. They can even send prescription orders to your local pharmacy. It's a great option for care when your doctor isn't available. For more information, visit livehealthonline.com.

ON-DEMAND DOCTOR HOUSE CALLS WITH

Anthem Medical PPO Plan Participants

HEAL allows Anthem PPO members to see a licensed doctor in your home, office or just about anywhere else from 8 am to 8 pm, 7 days a week.

- See licensed, qualified physicians for primary, preventive and urgent care needs (including post-surgery care, camp physicals, pediatrics, internal medicine, etc.).
- Receive care where it's needed and where you are comfortable, such as your home or office.
- Spend more time with a physician and share your unique health history for well-rounded care.

COMPARING COSTS

24/7 NurseLine	\$0
CVS Minute Clinic	\$0
LiveHealth Online	\$10 copay
HEAL (Anthem PPO only)	\$20 copay
Urgent Care	\$20 copay*
Emergency Room	\$100 copay*

*Additional costs may apply



Is it Preventive or Diagnostic?

You benefit both financially and health-wise when you get annual medical checkups. Preventive care helps you avoid more serious and costly health problems down the road. Plus, it's fully covered in-network.

But did you know that, depending on the situation, the same test or service can be considered preventive (100% covered) or diagnostic (you share the cost)?

Preventive care services

- Help you stay healthy by checking for disease before you have symptoms or feel sick
- Can include flu shots and other vaccinations, physical exams, lab tests and prescriptions
- 100% covered when delivered by an in-network provider



PREVENTIVE: At Don's annual checkup, his doctor orders a blood sugar test to screen for diabetes, even though Don does not have symptoms.



PREVENTIVE: As part of her well woman exam, Vanessa receives a mammogram to make sure there have been no changes since last time.



PREVENTIVE: Aki's doctor orders lab work during his annual physical, including a cholesterol check.

Diagnostic services

- Check for disease after you have symptoms or because of a known health issue
- Can also include physical exams, lab tests and prescriptions
- You pay your share of the cost



DIAGNOSTIC: Grace's doctor orders a blood sugar test because she complains of increased thirst, frequent urination, weight loss, and fatigue—all symptoms of diabetes.



DIAGNOSTIC: Darla visits her doctor because she found a lump. Her doctor schedules a mammogram and a biopsy to check for cancer.



DIAGNOSTIC: Hector was diagnosed with high cholesterol two years ago. He has blood tests twice a year to check his cholesterol levels and make sure his medication is the right dose.

If you're unsure why a test was ordered, ask your doctor. And don't forget to schedule your preventive care visits. Many people use a key date like their birthday or anniversary as a reminder to make their appointments each year.



Employee Cost of Coverage

The City of Long Beach pays the majority of the monthly medical premium costs for health coverage for you and your family.

In general, you pay for benefits coverage before federal, state and social security taxes are withheld, so you pay less in taxes. Please note that (registered) domestic partner contributions, are regulated by the IRS and generally must be made on an after-tax basis. Similarly, the company contribution toward the cost of domestic partner coverage and his/her dependents is taxable income to you. Contact your tax advisor for more details on how this tax treatment applies to your specific situation. Please note that the costs listed below are on a monthly basis.

EMPLOYEE DEDUCTION AMOUNTS (COSTS SHOWN ARE MONTHLY)

Medical	Single	Two Party	Family
Anthem HMO	\$183.00	\$219.00	\$242.00
Anthem PPO	\$137.00	\$171.00	\$197.00





Medical

Medical coverage provides you with benefits that help keep you healthy such as preventive care screenings and access to urgent care. It also provides important financial protection if you have a serious medical condition. The City of Long Beach provides you with comprehensive coverage through Anthem Blue Cross.

HMO PLAN

When you enroll in the Anthem Blue Cross HMO plan, you agree to use only Anthem Blue Cross doctors, facilities and medical groups for all of your medical care. You must choose a Participating Medical Group (PMG) or Independent Physician Association (IPA), and Primary Care Physician (PCP) to manage your care. Anthem Blue Cross covers most services at 100%, with no deductible, as long as you use providers who belong to your PMG/IPA. Office visit copayments are \$20, and there are no claim forms. Any care you receive without approval from your PCP is not covered. Emergency room services require a \$100 copayment per visit. This copayment is waived if you are admitted to the hospital.

PPO PLAN

The PPO plan offers you access to a large network of physicians who agree to discount their fees for services. Under this plan, you are not required to select a PCP and you can access different physicians and specialists at your own discretion. While you may go to any doctor or hospital each time you need care, your copay or coinsurance will be lowest when you go to an in-network PPO provider. As long as you use providers who participate in the network, your care will be covered at the highest benefit level – 90% for most services after your deductible is met.

You also have the option to see an out-of-network PPO provider, but services are then covered at 50% of Usual, Customary, and Reasonable charges (UCR). Higher deductible amounts apply, and claim forms are required. Some providers may also require payment in full at the time of service. Out-of-network benefits are paid based on 90th percentile of UCR

charges, which means the plan pays charges for non-network providers based on fees charged by 9 out of 10 doctors in their geographic area. This means you could receive a bill for any charges over UCR. If the UCR amount is lower than the actual charge, the provider may take a loss or you, the patient, may be responsible for the difference. **Note: If you use non-network providers, Anthem will mail the reimbursement check to you (not to the non-network provider). It is your responsibility to reimburse non-network providers with the money you receive from Anthem.**

ABOUT THE HEALTH CARE PROVIDER GROUPS

Here are some things to keep in mind as you weigh your medical plan options:

1. Consider the location of your physician. They should be within a reasonable distance (about 30 miles) of your home or office.
2. You must select a PCP if you enroll in the Anthem Blue Cross HMO plan. You may choose different PCPs for yourself and each of your family members, if you wish.
3. The Anthem Blue Cross PPO plan has national networks of physicians and hospitals. Network providers are often available when you travel or if your dependents live in other areas.
4. The Anthem Blue Cross HMO plan covers urgent and emergency services outside your service area when you travel.

Medical Summary

Plan Provisions	Anthem Blue Cross Premier HMO	Anthem Blue Cross PPO	
	In-Network	In-Network	Out-Of-Network
Annual Deductible	\$0 per individual \$0 per family	\$150 per individual \$300 per family	\$350 per individual \$700 per family
Annual Out-of-Pocket Max	\$1,000 per individual \$3,000 per family	\$2,650 per individual \$5,300 per family	Unlimited Unlimited
Lifetime Max	Unlimited	Unlimited	Unlimited
Office Visit	\$20 copay per visit	\$20 copay per visit	\$40 copay then 50% after deductible
Outpatient X-ray & Lab	No Charge	10% after deductible	50% after deductible
Maternity Care	\$20 copay for initial prenatal visit; no copay for subsequent visits	10% after deductible	\$300 deductible then 50% after deductible ^{1,2}
Birthing Centers	No Charge	No Charge	No Charge
Ambulatory Surgical Centers	No Charge	10% after deductible	50% after deductible
Home Health Care	No Charge	No charge (limited to combined maximum of 100 visits/calendar year, one visit by home health aide equals four hours or less; not covered while insured person receives hospice care) ²	50% after deductible (in-network limitations apply) ²
Preventive Services	No Charge	No Charge	50% after deductible
Chiropractic Care	\$10 copay per visit (up to 30 visits per year combined with acupuncture) ³	10% after deductible (up to 34 visits per year, combined in and out-of-network)	50% after deductible (up to 34 visits per year, combined in and out-of-network)
Acupuncture	\$10 copay per visit (up to 30 visits per year combined with chiro) ³	10% after deductible (up to 34 visits per year, combined in and out-of-network)	50% after deductible (up to 34 visits per year, combined in and out-of-network)
Lab & X-Ray	No Charge	10% after deductible (at contracted facilities)	50% after deductible
Inpatient Hospitalization	No Charge	10% after deductible ²	\$300 deductible then 50% after deductible ^{1,2}
Outpatient Surgery	No Charge	10% after deductible	50% after deductible

Medical Summary

Plan Provisions	Anthem Blue Cross Premier HMO	Anthem Blue Cross PPO	
	In-Network	In-Network	Out-Of-Network
Emergency Room (copay waived if admitted)	\$100 copay per visit	\$100 copay per visit	\$100 copay per visit
Durable Medical Equipment (Including hearing aids offered one hearing aid per year every three years)	No Charge	10% after deductible	50% after deductible
Physical Therapy	\$10 copay per visit	10% after deductible	50% after deductible
Skilled Nursing Facility (Limited to 100 days per year)	No Charge	10% after deductible ²	50% after deductible ^{1,2}
Hospice Care	No Charge	No Charge	50% ¹
Mental Health & Substance Abuse – Inpatient/Facility Based Care	No Charge for unlimited days; pre-authorization required	10% ²	\$300 deductible then 50% after deductible ^{1,2}
Mental Health & Substance Abuse – Inpatient/Physician Visits	No Charge	10% after deductible	50% after deductible
Mental Health & Substance Abuse – Outpatient/Facility Based	No Charge; pre-authorization required	10% ²	\$300 deductible then 50% after deductible ^{1,2}
Mental Health & Substance Abuse – Outpatient/Physician Visits	\$20 copay per visit	\$20 copay per visit	\$40 copay then 50% after deductible

1. The per confinement deductible and plan coinsurance will apply to facility charges. The calendar year deductible and plan coinsurance will apply to any physician charges.
2. Subject to utilization review.
3. Services must be medically/clinically necessary except for emergency services and initial exam. A referral from your primary care doctor is not necessary but chiropractor/acupuncturist must be in the American Specialty Health (ASH) network.

For additional information and a complete list of benefits, please visit [Anthem.com/ca/colb](https://www.anthem.com/ca/colb).

Anthem Wellness Programs

Anthem Blue Cross offers several wellness programs to supplement our plans. All of these programs are available to both HMO and PPO members.

CONDITION CARE

If you have, or one of your dependents has, a long-term health problem, ConditionCare is for you. It's a program that helps people with asthma, chronic obstructive pulmonary disease (COPD), diabetes, heart failure, coronary artery disease (CAD) and more. You'll get:



Educational resources, like email newsletters.



24/7 access to a nurse care manager for health questions.



Depending on your health, you may be asked to complete a health questionnaire. Your answers will help Anthem figure out how to best support you.



Then, Anthem will put you in touch with a nurse care manager who'll provide guidance on reaching your health goals. He or she will also follow up periodically to offer encouragement and advice.

You can participate at no extra cost, just call (866) 962-0957.

MYHEALTH ADVANTAGE

Anthem reviews medical histories, pharmacy claims and doctor visits, and then connects the dots to find ways to help you avoid health problems, stay healthy or save money. If they find something you could do to improve your health, you'll get a MyHealth Note in the mail! MyHealth Notes have information on tips to save money, prescriptions drug refill reminders, checkups, tests and exam appointment reminders, as well as easy-to-read summaries on recent pharmacy claims.

24/7 NURSELINE

You can call any time to talk to a registered nurse about your health concerns. You can get answers to questions, whether you're sick or not. A nurse can help you decide where to go if your doctor isn't available – just call (800) 337-4770.

FUTURE MOMS

Having a healthy baby is every mom's goal, and it starts with a healthy pregnancy. You want to make the right choices and take care of yourself so you can reach that goal, but it's not always easy to do it alone. That's why there's Future Moms. It's a program that can answer your questions, help you make good choices and follow your health care provider's plan of care. And, it can help you have a safe delivery and a healthy child. Nurse Coaches:

- ✓ Check for risks and manage members based on risk level
- ✓ Give moms-to-be information on healthy eating and exercise during pregnancy
- ✓ Provide prenatal education and information on labor options
- ✓ Refer members to specialists, such as pharmacists, nutritionists or others, as needed
- ✓ Help smokers quit, if needed
- ✓ Screen for depression during and after pregnancy
- ✓ Answer questions during pregnancy and after the baby's birth

Sign up as soon as you know you're pregnant! Call (866) 664-5404.

MOBILE HEALTH CONSUMER

Mobile Health Consumer is a customized digital health and wellness companion that empowers members by centrally connecting the Health Plan, Provider and Patient. With MobileHealth Consumer, you have access to the following:



- ✓ ID card and plan benefit summary
- ✓ Health Risk Assessment <5 minutes
- ✓ Receive coaching, condition care referrals & gap in care notifications
- ✓ Biometric and activity tracking
- ✓ Participation incentives and team challenges
- ✓ Quick access to LiveHealth Online
- ✓ Connectivity to medical care team (for HMO members only)

Support via smartphone (iOS & Android), tablet and web – register today at [Anthem.com/ca](https://www.anthem.com/ca).

Anthem Wellness Programs

HEAL (PPO MEMBERS ONLY)

HEAL allows doctor house calls on-demand for primary, pediatric, preventative, and urgent care appointments. As a benefit of your Anthem Blue Cross PPO health insurance plan, you can see a licensed doctor in your home, office or just about anywhere else with HEAL.

HEAL doctors are available 8 am to 8 pm, 365 days a year and are typically to your door in 2 hours, for only a \$20 copay per visit.

For more information or to get started, visit heal.com or download the HEAL mobile phone app from the App Store or Google Play.

LIVEHEALTH ONLINE

Use LiveHealth Online to have a video visit with a doctor on your smartphone, tablet or computer with a webcam. Online visits using LiveHealth Online are a covered benefit under your Anthem health plan. Sign up quick, easy and for free today at livehealthonline.com or download the app (IOS and Android) so you can get access to board-certified doctors 24/7 for a \$10 copay. Doctors using LiveHealth Online can provide medical care for common conditions, like the flu, colds, pink eye and more. And they'll even send prescriptions to the pharmacy of your choice, if needed. Here are a couple frequently asked questions:

Why would I use LiveHealth Online instead of going to visit my doctor in person?

LiveHealth Online isn't meant to replace your primary care doctor. It's a convenient option for care when your doctor isn't available. LiveHealth Online connects you with a doctor in minutes. Plus, you can get a LiveHealth Online visit summary from the MyHealth tab at livehealthonline.com to print, email or fax to your primary care doctor.

What are some examples of what I can use LiveHealth Online for?

Use LiveHealth Online if you have pinkeye, a cold, the flu, a fever, rashes, infections, allergies or another common health condition. It's faster, easier and more convenient than a visit to an urgent care center.

How much does it cost to use LiveHealth Online?

LiveHealth Online is available to the City's Anthem members for a \$10 copay, that's half the cost of an office visit!

How does it work?

When you need to see a doctor, there are two simple ways to access LiveHealth Online:

- ✓ **Computer:** Simply go to livehealthonline.com
- ✓ **Smartphone:** Download the **LiveHealth Online** mobile app from the App Store or Google Play

Pick the state you're in and answer a few questions. Setting up an account allows you to securely store your personal and health information. Plus, you can easily connect with doctors in the future, share your health history and set up online visits at times that fit your schedule. Once connected, you can talk with the doctor as if you were in a private exam room.

Can I get online care from a doctor if I'm traveling or in another state?

Yes, just select the state (i.e. California, etc.) you're in under My Location on livehealthonline.com or with the app, and you'll only see doctors licensed to treat you in that state. Don't forget to change the state back when you get home.

Does LiveHealth Online offer any other services?

Yes, in addition to the general services that have been discussed, LiveHealth Online Psychiatry and LiveHealth Online Psychology are also available. Below are some facts about these additional services:

	LiveHealth Online Psychiatry	LiveHealth Online Psychology
Provider Types	Board Certified Doctors	Licensed Therapists and Psychologists
Benefit offered	Medication, if necessary after evaluation	Counseling with Psychologists and Therapists
Visit length	30-45 minute initial evaluation. 15 minute follow up sessions if needed for medication review	45 minute counseling sessions
Ages Served	Age 18 and higher	Age 10 and higher

Please note: Appointment wait times for Psychiatry and Psychology vary by availability

Prescription Drugs

Prescription drug coverage provides a benefit that is important to your overall health. If you enroll in medical coverage, you will automatically receive coverage for prescription drugs through CVS Caremark. View your COLB prescription drug benefits, including copay amounts for specific medicines, your prescription drug history, and more by registering online at www.caremark.com.

PHARMACY (RETAIL)

The City offers a three-tier prescription drug program through CVS Caremark for employees enrolled in the Anthem Blue Cross HMO and PPO plans. Members receive combo medical and prescription ID cards (Anthem Blue Cross and CVS Caremark) when initially enrolled in the City's health plan or if the member changes the health plan or adds a new dependent. When you present your ID card at a participating pharmacy, you will be charged a copay based on the type of prescription you receive.

HMO Plan

Annual Out-of-Pocket Limit*	Combined with medical
Individual (Premier / Classic)	\$1,000 / \$1,500
Family (Premier / Classic)	\$3,000 / \$4,500
Pharmacy	
Generic	\$10 copay
Preferred Brand	\$25 copay
Non-preferred Brand	\$40 copay
Supply Limit	30 days

*You must meet an annual out-of-pocket limit in order for your plan to cover benefits at 100%.

PPO Plan

Annual Out-of-Pocket Limit*	In-Network	Out-of-Network
Individual	\$3,950	Unlimited
Family	\$7,900	Unlimited
Pharmacy		
Generic	\$10 copay	
Preferred Brand	\$25 copay	
Non-preferred Brand	\$40 copay	
Supply Limit	30 days	

MAIL ORDER (MAINTENANCE CHOICE)

If you take maintenance medications for conditions such as high blood pressure, diabetes, or asthma, you can save money by purchasing your prescriptions through CVS Caremark. **A 90-day generic prescription is available for a \$10 copay!**

HMO Plan

Mail Order	
Generic	\$10 copay
Preferred Brand	\$50 copay
Non-preferred Brand	\$80 copay
Supply Limit	90 days

PPO Plan

Mail Order	
Generic	\$10 copay
Preferred Brand	\$50 copay
Non-preferred Brand	\$80 copay
Supply Limit	90 days

PPO & HMO Members: When you use an out-of-network pharmacy, you must file a claim form with CVS/Caremark; benefit amount paid will be reduced.

AVOID PAYING 2X THE COST FOR 30 DAY SUPPLY

For prescriptions taken on a long-term basis, members will be allowed to obtain three fills of maintenance drugs at a retail pharmacy. For all subsequent fills of the same prescription, you must use CVS Caremark Mail Service Pharmacy or a local retail CVS Pharmacy. If you continue to fill your long-term prescription at a retail pharmacy, you will pay 2x the retail copayment and receive a 30-day supply. Please talk to your doctor about obtaining a 90-day prescription in these cases.

IMPORTANT: BRAND NAME VS. GENERIC

If you request a brand-name drug when there is a generic equivalent, you must either purchase the generic drug, or pay 100% of the difference between the brand-name price and the generic price, plus the generic copayment. The only exception to this rule is if your doctor writes "Dispense As Written," or "DAW," on your prescription, in which case the brand-name drug will be dispensed at the brand name formulary or brand name non-formulary copay (depending on the drug).

CVS Caremark Programs & Perks

MINUTE CLINIC

MinuteClinic® walk-in medical clinics are staffed by nurse practitioners and physician assistants who specialize in family health care. They care for children and adults, every day with no appointment needed, at \$0 copay for you and your eligible dependents!

While life happens, they can help you feel better. MinuteClinic® practitioners can:

- ✓ Treat more than 125 minor illnesses & injuries
- ✓ Provide vaccines, physicals, screenings & more
- ✓ Write prescriptions, when medically appropriate
- ✓ Treat adults and children 18 months and older
- ✓ Share records with your primary care provider, with your permission

CVS VACCINE PROGRAM

CVS Caremark Vaccine Services allows members to visit any CVS/pharmacy, including any CVS Minute Clinic, for approved vaccinations. Vaccinations are available whenever there is an immunizing pharmacist on duty.

No appointment is necessary and there is no cost to you or your family.

CVS DISCOUNTS

ExtraCare Health Card holders receive a 20 percent discount on regular, non-sale priced, CVS/pharmacy Brand health-related items. Call (888) 543-5938 to combine your COLB ExtraCare Card with your personal CVS ExtraCare Card for additional savings.

CASH PAY SERVICES

- ✓ Camp & Sports physicals
- ✓ DOT physical
- ✓ Eyelash lengthening consultation
- ✓ Pre-Travel consultation
- ✓ Malaria
- ✓ Motion sickness prevention
- ✓ TB test
- ✓ Strep throat test
- ✓ Traveler's diarrhea prevention & care
- ✓ Typhoid
- ✓ Urine Collection
- ✓ Vitamin B12 injections

CVS/PHARMACY AT TARGET

Members can get their 30-day or 90-Day Maintenance Choice fills at any CVS or Target location.

CONDITION ALERTS

City of Long Beach employees are automatically enrolled in the CVS Condition Alerts Program which is a comprehensive approach to addressing RX and medical gaps. The program's goals include:

- Continuous review of pharmacy claims, medical claims and lab data for a broader view of member's physician care plan
- Establish a comprehensive member profile including both Rx and medical gaps
- Identify potential gaps in care for over 100+ conditions
- Support members in all points of therapy, in accordance with their physician care plan

DIABETES MANAGEMENT (ANTHEM PPO & HMO MEMBERS)

Transform Diabetes Care is designed to deliver better overall care and lower costs for eligible Anthem PPO and HMO members with diabetes. This comprehensive program targets medication adherence, blood glucose control and behavioral improvement to help improve member health outcomes. Program benefits include:

- **Telcare connected meter (optional)** gives members the opportunity to enroll in the Telcare connected meter. This connected meter allows you to track your levels, see trends, have your data analyzed by a Diabetic counselor.
- **Two diabetes monitoring visits per year** at any MinuteClinic® location at no out-of-pocket cost to you.
- **Personalized, one-on-one coaching with a CVS Pharmacy® pharmacist.** Just stop by CVS Pharmacy® or call the number on your member ID card to speak with a CVS Caremark® pharmacist.

The Diabetic Bundling Program waives the cost of diabetic supplies when you purchase them on the same day as your insulin. Under this program, diabetic supplies such as syringes and needles would be at a \$0 member cost share if purchased on the same day as the insulin and if the insulin claim is processed first.



Employee Assistance Program

There are times when everyone needs a little help or advice. The confidential Employee Assistance Program (EAP) through MHN can help you with life's many challenges. Best of all, it's 100% paid for by the City.

Our EAP with MHN offers six face-to-face sessions or phone consultations per incident, per plan period (August 1 – July 31) with licensed professionals in their network. Professionals can help with:

- Marriage, family, and relationship issues
- Problems in the workplace
- Stress, anxiety, and sadness
- Grief, loss, or response to traumatic events
- Concerns about your use of alcohol or drugs
- Childcare and eldercare assistance
- Financial services (budgeting, credit and financial questions, retirement planning)
- Legal services (civil, consumer, and criminal law)
- Identity theft recovery
- Daily living services (locate housekeepers, caterers, pet groomers, party planners, etc.)
- Health & wellness coaching

Anyone who resides in the employee's home is eligible for EAP services through MHN.

HELP IS AVAILABLE

Help is available 24 hours a day, 7 days a week by calling (888) 426-0025 (TTY users dial 711) or by visiting [MHN.advantageengagement.com](https://mhn.advantageengagement.com)

Company code: **LBBWell**





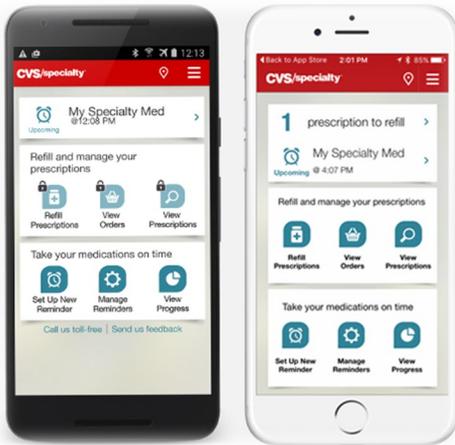
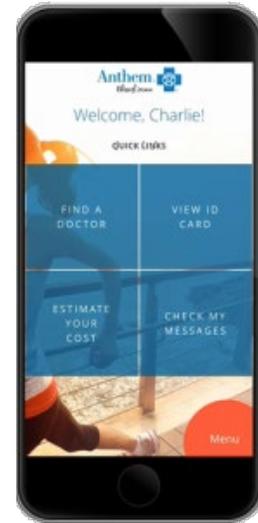
Mobile Resources

ANTHEM BLUE CROSS

Now you can take Anthem on the go!

- Find a doctor
- Get to an urgent care center fast with maps and driving directions
- Locate a hospital or emergency room
- Access your ID card on your phone
- Search claims information

Download the free app **Anthem Blue Cross** on the App Store or Google Play. You must be registered on Anthem's secure member site (Anthem.com/ca) and have a username and password.



CVS CAREMARK

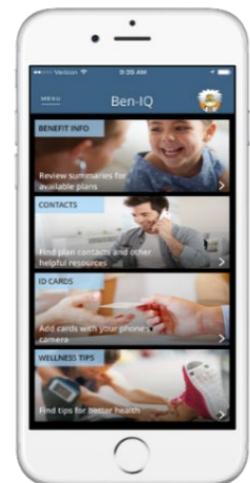
CVS Caremark mobile app makes managing your prescription benefit easy!

- Refill & renew mail service prescriptions from yourself & family members
- ID unknown pills with the pill identifier
- Check for potential drug interactions among medications
- Check order status and view your prescription history
- Check drug coverage and cost under your plan
- Find local pharmacies in your plan's network

BEN-IQ

Ben-IQ is a free iPhone and Android app that includes information that's listed in this overview, but in a place that's always at your fingertips - your smartphone. With Ben-IQ, you can review plan summaries, important contacts, and store ID cards for all your carriers and more! Make sure to share Ben-IQ with your covered family members too.

Employer Key: **COLB**





Memorial Care Hospital Ambassadors

In 2020, the City of Long Beach Nurse Ambassador Program will be phased out by Memorial Care Hospital. However, Memorial Care Hospital will continue to be an Anthem in-network hospital and valued partner of the City. Assistance for hospitalized patients at Memorial Care Hospital is available by calling either of the following:

- **Nurse Facilitator:** 1-866-276-3627 Prompt 2
- **Hospital Liaison:** 1-800-MEMORIAL

The City is preparing to announce a new type of benefit resource to assist enrolled employees, their dependents, parents and parents-in-laws with comprehensive health care navigation, regardless of the Anthem health plan you are enrolled in, or the hospital facility you utilize. More details to come!

Patient Protection and Affordable Care Act

The Patient Protection and Affordable Care Act (PPACA), commonly called the Affordable Care Act (ACA), is a United States federal statute signed into law by President Barack Obama on March 23, 2010. The ACA was introduced to increase the quality and affordability of health insurance, lower the uninsured rate by expanding public and private insurance coverage, and reduce the costs of health care for individuals and the government. It introduced mechanisms such as mandates, subsidies, employer and employee reporting requirements, and insurance exchanges. The regulations under the ACA continue to evolve, and we want to make sure you're in the loop and aware of how you and the City are affected by these regulations.

Currently, both health insurance providers and employers with 50 or more full-time employees have reporting requirements to ensure they are meeting health care coverage obligations. The information-reporting obligations are meant to provide the IRS with policy details for each person covered under our health plans.

The City is required to report information such as:

- Your length of full-time status
- Proof of the minimal essential coverage offered
- Your coverage dates and how much you pay for coverage
- Taxpayer identification numbers for you and your dependents
- The addresses we have on file for you and your enrolled dependents

In addition to reporting this information to the IRS, we must also share this information with you in order to help you meet your tax filing requirements. You will receive a form 1095-C along with your W-2 form for the 2019 tax year no later than January 31, 2020. Please retain this document for your records, and provide it to your tax consultant when you complete your tax filing for the 2018 tax year.

Key Terms

MEDICAL/GENERAL TERMS

Allowable Charge	The negotiated amount that in-network providers have agreed to accept as full payment.
Balance Billing	A practice where out-of-network providers bill a member for charges that exceed the plan's allowable charge.
Coinsurance	The percentage cost share between the insurance carrier and a member.
Copay	The dollar amount a member must pay directly to a provider at the time of service.
Explanation of Benefits (EOB)	The statement you receive from the insurance carrier that details how much the provider billed, how much the plan paid (if any) and how much you owe (if any). In general, you should not pay your provider until you have received this except for copays. Applies to PPO only.
Family Deductible	The maximum dollar amount any one family will pay out in individual deductibles in a year.
Individual Deductible	The dollar amount a member must pay each year before the plan will pay benefits for certain services.
In-Network	Services received from providers (doctors, hospitals, etc.) who have agreed to limit their fees for health plan members to a negotiated allowable charge.
Out-of-Network	Services received from providers (doctors, hospitals, etc.) who have not agreed to limit their fees to a negotiated allowable charge. Out-of-network benefits are usually lower and additional balance billing charges will apply whenever the provider charges more than the plan's allowable charge.
Out-of-Pocket Maximum	That maximum amount that you will pay each year for covered services.
Preventive Care	A routine exam - usually yearly that may include a physical exam, immunizations and tests for cancer.

PRESCRIPTION DRUG TERMS

Brand Prescription Drug	A drug which is produced and distributed under patent protection with a trademarked name from a single drug manufacturer. A generic drug may be available if the patent has expired.
Dispense as Written (DAW)	A prescription that does not allow for substitution of an equivalent generic or similar brand drug.
Generic Prescription Drug	A drug that has the same active ingredients as a brand name drug, but is sold under a different name. For example, Atorvastatin is the generic name for medicines with the same formula as Lipitor. You generally pay a lower copay for generic drugs.
Maintenance Medications	Medications taken on a regular basis for an ongoing condition. Examples of maintenance medications include oral contraceptives, blood pressure medication and asthma medications.
Non-Preferred Brand Drug	A brand drug for which alternatives are available from either the insurance carrier's preferred brand drug or generic drug list. There is generally a higher copayment for a non-preferred brand drug.
Preferred Brand Drug	A brand drug that an insurance carrier has selected for its preferred drug list. Preferred drugs are generally chosen based on a combination of their clinical effectiveness and their cost.
Specialty Pharmacy	Provide special drugs that are used to treat complex conditions such as multiple sclerosis, cancer and HIV/AIDS.
Step Therapy	The practice of beginning drug therapy for a medical condition with the most cost effective and safest drug therapy and progressing to other more costly or risky therapy, only if necessary.



Plan Contacts

Plan Type	Provider	Phone Number	Website	Policy #
Medical Plans				
Medical	Anthem Blue Cross HMO	(844) 653-7399	Anthem.com/ca/colb	276800
Medical	Anthem Blue Cross PPO	(844) 653-7399	Anthem.com/ca/colb	276800
Medical	Anthem Blue Cross Nurse Line	(800) 337-4770	Anthem.com/ca/colb	276800
Pharmacy Benefit Manager				
Pharmacy	CVS Caremark	(855) 559-7917	Caremark.com	N/A
Behavioral Health and Emotional Well Being				
EAP	MHN	(888) 426-0025 TTY Users, dial 711	MHN.advantageengagement.com	N/A
Mental Health	Anthem Blue Cross Behavioral Health Network	(800) 274-7767	Anthem.com/ca/colb	276800
City of Long Beach Employee Benefits				
COLB Employee Benefits	City of Long Beach	(562) 570-6303	Employee-Benefits@LongBeach.gov	

IMPORTANT! Visit our internet website at <http://www.longbeach.gov/hr/> for links to plan documents including Summary Plan Descriptions (SPDs), Summary of Benefits and Coverage (SBCs), Benefit Summaries, and much more!

Payroll/Personnel Assistant Phone Listing

DEPARTMENT	PPA	EXT.	BACK-UP CONTACT	EXT.
Airport (AP)	Martha Mino	82611	Colleen Pickens	82625
City Auditor (AU)	Pam Watts	86752	Sierra Smith	86758
City Clerk (CC)	Alma Valenzuela	86765	Maggie Seymore	86549
City Manager (CM)	Kathy Bussi	86803	Harvie Kaur	86612
City Prosecutor (CP)	Paulette Burgos	85506	Sherri Seldon	85621
Civil Service (CS)	Bea Lacerda	86625	Lizeth Rodriguez	86628
Development Services (DV)	Erika Pinedo	85777	Tiffany James-Norseweather	85290
Disaster Preparedness & Emergency Communication (DPEC)	Jami Kerr-Jenkins	89253		
Economic Development (ED)	Crystal King	83693		
Financial Management (FM)	Janay McCray	86277	Georgette Wittman	85486
Fire (FD)	Melissa Swift	82514	Anna Lopez	82527
Harbor (HA)	Lidia Jauregui	283-7509	Celina Peraza	283-7508
	Wayne Lucas	283-7523		
Health & Human Services (HHS)	Brett Bruhanski	84102		
Human Resources (HR)	Kathy Bussi	86803	Harvie Kaur	86612
Law (CA)	Patricia Ochoa-Talavera	82254	Tyler Pike	82208
Legislative	Maria Banegas	86801	Tim Patton	85089
Library (LS)	Pat Fierros	86945		
Energy Resources (ER)	Jeannine Franklin	82061	Idali Saenz	82051
Parks, Rec & Marine (PRM)	Debbie Soto	83187	Crystal Murphy	83185
	Renita Green	83186	Shertrell Collins	83184
Police (PD)	Gladys Malagamalii	85522	Antoinette Hodge-Bowser	85523
	Marie (Eva) Parham	87407	Myra Talley	85768
	Rosa Escamilla	85519	Victoria Bonillas	85066
Public Works (PW)	Natalie Vargas	84690	Carmen Virgen	84677
	Katrina Reynolds	84683		
Technology & Innovation (TI)	Deborah Hill	86982		
Water (WA)	Sandra Flores	82376	Jessica Stoudenmire	82355
HUMAN RESOURCES / CENTRAL PAYROLL SUPPORT				
HR-GENERAL SUPPORT:		HR-BENEFITS:		FM-CENTRAL PAYROLL:
General HR:	86621	Employee Benefits	86303	Central Payroll
		Employee-Benefits@longbeach.gov		85418

Required Federal Notices

AVAILABILITY OF PRIVACY PRACTICE NOTICE

We maintain the HIPAA Notice of Privacy Practices for City of Long Beach describing how health information about you may be used and disclosed. You may obtain a copy of the Notice of Privacy Practices by contacting Human Resources.

HIPAA NOTICE OF SPECIAL ENROLLMENT RIGHTS FOR MEDICAL/HEALTH PLAN COVERAGE

If you decline enrollment in City of Long Beach's health plan for you or your dependents (including your spouse) because of other health insurance or group health plan coverage, you or your dependents may be able to enroll in City of Long Beach's health plan without waiting for the next open enrollment period if you:

- Lose other health insurance or group health plan coverage. You must request enrollment within 31 days after the loss of other coverage.
- Gain a new dependent as a result of marriage, birth, adoption, or placement for adoption. You must request health plan enrollment within 60 days after the marriage, birth, adoption, or placement for adoption.
- Lose Medicaid or Children's Health Insurance Program (CHIP) coverage because you are no longer eligible. You must request medical plan enrollment within 60 days after the loss of such coverage.

If you request a change due to a special enrollment event within the 31-60 day timeframe, coverage will be effective the date of birth, adoption or placement for adoption. For all other events, coverage will be effective the first of the month following your request for enrollment. In addition, you may enroll in City of Long Beach's health plan if you become eligible for a state premium assistance program under Medicaid or CHIP. You must request enrollment within 60 days after you gain eligibility for medical plan coverage. If you request this change, coverage will be effective the first of the month following your request for enrollment. Specific restrictions may apply, depending on federal and state law.

THE WOMEN'S HEALTH AND CANCER RIGHTS ACT

If you have had or are going to have a mastectomy, you may be entitled to certain benefits under the Women's Health and Cancer Rights Act of 1998 (WHCRA). For individuals receiving mastectomy-related benefits, coverage will be provided in a manner determined in consultation with the attending physician and the patient, for:

- All stages of reconstruction of the breast on which the mastectomy was performed;
- Surgery and reconstruction of the other breast to produce a symmetrical appearance;
- Prostheses; and
- Treatment of physical complications of the mastectomy, including lymphedema.

These benefits will be provided subject to the same deductibles and coinsurance applicable to other medical and surgical benefits provided under this plan. You can contact your health plan's Member Services for more information.

NEWBORNS' AND MOTHERS' HEALTH PROTECTION ACT NOTICE

Group health plans and health insurance issuers generally may not, under Federal law, restrict benefits for any hospital length of stay in connection with childbirth for the mother or newborn child to less than 48 hours following a vaginal delivery, or less than 96 hours following a cesarean section. However, Federal law generally does not prohibit the mother's or newborn's attending provider, after consulting with the mother, from discharging the mother or her newborn earlier than 48 hours (or 96 hours as applicable). In any case, plans and issuers may not, under Federal law, require that a provider obtain authorization from the plan or the insurance issuer for prescribing a length of stay not in excess of 48 hours (or 96 hours). If you would like more information on maternity benefits, call your plan administrator.

Required Federal Notices

AVAILABILITY OF SUMMARY INFORMATION

As an employee, the health benefits provided by City of Long Beach represent a significant component of your compensation package. They also provide important protection for you and your family in the case of illness or injury.

City of Long Beach offers a variety of benefit plans to eligible employees. The federal health care reform law requires that eligible members of an employer plan receive a Summary of Benefits and Coverage (SBC) for any medical and pharmacy plans available. The SBC is intended to provide important plan information to individuals, such as common benefit scenarios and definitions for frequently used terms. The SBC is intended to serve as an easy-to-read, informative summary of benefits available under a plan. SBCs and any revisions or amendments of the plans offered by City of Long Beach are available by visiting our internet website at <http://www.longbeach.gov/hr/> or Anthem's website at Anthem.com/ca/colb. You may also request a copy from Human Resources.

NOTICE OF CHOICE OF PROVIDERS

The Anthem Blue Cross HMO plan generally requires the designation of a primary care provider. You have the right to designate any primary care provider who participates in their network and who is available to accept you or your family members. Until you make this designation, Anthem Blue Cross will designate one for you. For information on how to select a primary care provider, and for a list of the participating primary care providers, contact your insurance carriers directly.

You do not need prior authorization from Anthem Blue Cross or from any other person (including a primary care provider) in order to obtain access to obstetrical or gynecological care from a health care professional in our network who specializes in obstetrics or gynecology. The health care professional, however, may be required to comply with certain procedures, including obtaining prior authorization for certain services, following a pre-approved treatment plan, or procedures for making referrals. For a list of participating health care professionals who specialize in obstetrics or gynecology, contact Anthem Blue Cross at (844) 653-7399.

MEDICARE PART D

Important Creditable Coverage Notice from City of Long Beach About Your Prescription Drug Coverage and Medicare

Please read this notice carefully and keep it where you can find it. This notice has information about your current prescription drug coverage with City of Long Beach and about your options under Medicare's prescription drug coverage. This information can help you decide whether or not you want to join a Medicare drug plan. If you are considering joining, you should compare your current coverage, including which drugs are covered at what cost, with the coverage and costs of the plans offering Medicare prescription drug coverage in your area. Information about where you can get help to make decisions about your prescription drug coverage is at the end of this notice.

There are two important things you need to know about your current coverage and Medicare's prescription drug coverage:

1. Medicare prescription drug coverage became available in 2006 to everyone with Medicare. You can get this coverage if you join a Medicare Prescription Drug Plan or join a Medicare Advantage Plan (like an HMO or PPO) that offers prescription drug coverage. All Medicare drug plans provide at least a standard level of coverage set by Medicare. Some plans may also offer more coverage for a higher monthly premium.
2. City of Long Beach has determined that the prescription drug coverage offered by City of Long Beach's health plan is, on average for all plan participants, expected to pay out as much as standard Medicare prescription drug coverage pays and is therefore considered Creditable Coverage. Because your existing coverage is Creditable Coverage, you can keep this coverage and not pay a higher premium (a penalty) if you later decide to join a Medicare drug plan.

When Can You Join A Medicare Drug Plan?

You can join a Medicare drug plan when you first become eligible for Medicare and each year from October 15th through December 7th. However, if you lose your current creditable prescription drug coverage, through no fault of your own, you will also be eligible for a two (2) month Special Enrollment Period (SEP) to join a Medicare drug plan.

Required Federal Notices

MEDICARE PART D, CONTINUED

What Happens To Your Current Coverage If You Decide to Join A Medicare Drug Plan?

If you decide to join a Medicare drug plan and drop your current City of Long Beach prescription drug coverage, be aware that you and your dependents may not be able to get this coverage back.

Since the existing prescription drug coverage under City of Long Beach is creditable (e.g., as good as Medicare coverage), you can retain your existing prescription drug coverage and choose not to enroll in a Part D plan; or you can enroll in a Part D plan as a supplement to, or in lieu of, your existing prescription drug coverage.

If you do decide to join a Medicare drug plan and drop your City of Long Beach prescription drug coverage, be aware that you and your dependents may not be able to get this coverage back.

When Will You Pay A Higher Premium (Penalty) To Join A Medicare Drug Plan?

You should also know that if you drop or lose your current coverage with City of Long Beach and don't join a Medicare drug plan within 63 continuous days after your current coverage ends, you may pay a higher premium (a penalty) to join a Medicare drug plan later.

If you go 63 continuous days or longer without creditable prescription drug coverage, your monthly premium may go up by at least 1% of the Medicare base beneficiary premium per month for every month that you did not have that coverage. For example, if you go nineteen months without creditable coverage, your premium may consistently be at least 19% higher than the Medicare base beneficiary premium. You may have to pay this higher premium (a penalty) as long as you have Medicare prescription drug coverage. In addition, you may have to wait until the following October to join.

For More Information About This Notice Or Your Current Prescription Drug Coverage...

Contact the office listed below for further information. NOTE: You'll get this notice each year. You will also get it before the next period you can join a Medicare drug plan, and if this coverage through City of Long Beach changes. You also may request a copy of this notice at any time.

For More Information About Your Options Under Medicare Prescription Drug Coverage...

More detailed information about Medicare plans that offer prescription drug coverage is in the "Medicare & You" handbook. You'll get a copy of the handbook in the mail every year from Medicare. You may also be contacted directly by Medicare drug plans.

For more information about Medicare prescription drug coverage:

- Visit medicare.gov
- Call your State Health Insurance Assistance Program (see the inside back cover of your copy of the "Medicare & You" handbook for their telephone number) for personalized help
- Call (800) MEDICARE or (800) 633-4227. TTY users should call (877) 486-2048.

If you have limited income and resources, extra help paying for Medicare prescription drug coverage is available. For information about this extra help, visit Social Security on the web at www.socialsecurity.gov, or call them at (800) 772-1213. TTY users should call (800) 325-0778.

Date: January 1, 2020
Name of Entity: City of Long Beach
Contact: Human Resources
Address: 411 West Ocean Blvd., 10th Floor, Long Beach, CA 90802
Phone: (562) 570-6303

Remember: Keep this Creditable Coverage notice. If you decide to join one of the Medicare drug plans, you may be required to provide a copy of this notice when you join to show whether or not you have maintained creditable coverage and, therefore, whether or not you are required to pay a higher premium (a penalty).

Required Federal Notices

PREMIUM ASSISTANCE UNDER MEDICAID AND THE CHILDREN'S HEALTH INSURANCE PROGRAM (CHIP)

If you or your children are eligible for Medicaid or CHIP and you're eligible for health coverage from your employer, your state may have a premium assistance program that can help pay for coverage, using funds from their Medicaid or CHIP programs. If you or your children aren't eligible for Medicaid or CHIP, you won't be eligible for these premium assistance programs but you may be able to buy individual insurance coverage through the Health Insurance Marketplace. For more information, visit www.healthcare.gov.

If you or your dependents are already enrolled in Medicaid or CHIP and you live in a State listed below, contact your State Medicaid or CHIP office to find out if premium assistance is available.

If you or your dependents are NOT currently enrolled in Medicaid or CHIP, and you think you or any of your dependents might be eligible for either of these programs, contact your State Medicaid or CHIP office or dial 1-877-KIDS NOW or www.insurekidsnow.gov to find out how to apply. If you qualify, ask your state if it has a program that might help you pay the premiums for an employer-sponsored plan.

If you or your dependents are eligible for premium assistance under Medicaid or CHIP, as well as eligible under your employer plan, your employer must allow you to enroll in your employer plan if you aren't already enrolled. This is called a "special enrollment" opportunity, and you must request coverage within 60 days of being determined eligible for premium assistance. If you have questions about enrolling in your employer plan, contact the Department of Labor at www.askebsa.dol.gov or call 1-866-444-EBSA (3272).

If you live in one of the following states, you may be eligible for assistance paying your employer health plan premiums. The following list of states is current as of July 31, 2019. Contact your State for more information on eligibility –

ALABAMA - Medicaid	Website: http://myalhipp.com/ Phone: 1-855-692-5447
ALASKA - Medicaid	The AK Health Insurance Premium Payment Program Website: http://myakhipp.com/ Phone: 1-866-251-4861 Email: CustomerService@MyAKHIPP.com Medicaid Eligibility: http://dhss.alaska.gov/dpa/Pages/medicaid/default.aspx
ARKANSAS – Medicaid	Website: http://myarhipp.com/ Phone: 1-855-692-7447)
COLORADO – Medicaid and CHIP	Health First Colorado (Colorado's Medicaid Program & Child Health Plan Plus (CHP+) Health First Colorado Website: https://www.healthfirstcolorado.com/ Health First Colorado Member Contact Center: 1-800-221-3943/ State Relay 711 CHP+: https://www.colorado.gov/pacific/hcpf/child-health-plan-plus CHP+ Customer Service: 1-800-359-1991/ State Relay 711
FLORIDA – Medicaid	Website: http://flmedicaidprecovery.com/hipp/ Phone: 1-877-357-3268
GEORGIA – Medicaid	Website: http://www.medicaid.georgia.gov/health-insurance-premium-payment-program-hipp Phone: 678-564-1162 ext. 2131
INDIANA – Medicaid	Healthy Indiana Plan for low-income adults 19-64 Website: http://www.in.gov/fssa/hip/ Phone: 1-877-438-4479 All other Medicaid Website: http://www.indianamedicaid.com Phone 1-800-403-0864
IOWA – Medicaid	Website: http://dhs.iowa.gov/hawki Phone: 1-800-257-8563

KANSAS – Medicaid	Website: http://www.kdheks.gov/hcf/ Phone: 1-785-296-3512
KENTUCKY – Medicaid	Website: https://chfs.ky.gov Phone: 1-800-635-2570
LOUISIANA – Medicaid	Website: http://dhh.louisiana.gov/index.cfm/subhome/1/n/331 Phone: 1-888-695-2447
MAINE – Medicaid	Website: http://www.maine.gov/dhhs/ofi/public-assistance/index.html Phone: 1-800-442-6003 TTY: Maine relay 711
MASSACHUSETTS – Medicaid and CHIP	Website: http://www.mass.gov/eohhs/gov/departments/masshealth/ Phone: 1-800-862-4840
MINNESOTA – Medicaid	Website: https://mn.gov/dhs/people-we-serve/seniors/health-care/health-care-programs/programs-and-services/other-insurance.jsp Phone: 1-800-657-3739
MISSOURI – Medicaid	Website: https://www.dss.mo.gov/mhd/participants/pages/hipp.htm Phone: 573-751-2005
MONTANA – Medicaid	Website: http://dphhs.mt.gov/MontanaHealthcarePrograms/HIPP Phone: 1-800-694-3084
NEBRASKA – Medicaid	Website: http://www.ACCESSNebraska.ne.gov Phone: (855) 632-7633 Lincoln: (402) 473-7000 Omaha: (402) 595-1178
NEVADA – Medicaid	Medicaid Website: https://dhcfp.nv.gov Medicaid Phone: 1-800-992-0900
NEW HAMPSHIRE – Medicaid	Website: https://www.dhhs.nh.gov/oii/hipp.htm Phone: 603-271-5218 Toll free number for the HIPP program: 1-800-852-3345, ext 5218
NEW JERSEY – Medicaid and CHIP	Medicaid Website: http://www.state.nj.us/humanservices/dmahs/clients/medicaid/ Phone: 609-631-2392 CHIP Website: http://www.njfamilycare.org/index.html Phone: 1-800-701-0710
NEW YORK – Medicaid	Website: https://www.health.ny.gov/health_care/medicaid/ Phone: 1-800-541-2831
NORTH CAROLINA – Medicaid	Website: https://dma.ncdhhs.gov/ Phone: 919-855-4100
NORTH DAKOTA – Medicaid	Website: http://www.nd.gov/dhs/services/medicalserv/medicaid/ Phone: 1-844-854-4825
OKLAHOMA – Medicaid and CHIP	Website: http://www.insureoklahoma.org Phone: 1-888-365-3742
OREGON – Medicaid and CHIP	Website: http://healthcare.oregon.gov/Pages/index.aspx http://www.oregonhealthcare.gov/index-es.html Phone: 1-800-699-9075
PENNSYLVANIA – Medicaid	Website: http://www.dhs.pa.gov/provider/medicalassistance/healthinsurancepremiumpaymenthippprogram/index.htm Phone: 1-800-692-7462

RHODE ISLAND – Medicaid and CHIP	Website: http://www.eohhs.ri.gov/ Phone: 855-697-4347, or (401) 462-0311 (Direct Rlite Share Line)
SOUTH CAROLINA – Medicaid	Website: https://www.scdhhs.gov Phone: 1-888-549-0820
SOUTH DAKOTA – Medicaid	Website: http://dss.sd.gov Phone: 1-888-828-0059
TEXAS – Medicaid	Website: http://gethipptexas.com/ Phone: 1-800-440-0493
UTAH – Medicaid and CHIP	Medicaid Website: https://medicaid.utah.gov/ CHIP Website: http://health.utah.gov/chip Phone: 1-877-543-7669
VERMONT– Medicaid	Website: http://www.greenmountaincare.org/ Phone: 1-800-250-8427
VIRGINIA – Medicaid and CHIP	Medicaid Website: http://www.coverva.org/programs_premium_assistance.cfm Medicaid Phone: 1-800-432-5924 CHIP Website: http://www.coverva.org/programs_premium_assistance.cfm CHIP Phone: 1-855-242-8282
WASHINGTON – Medicaid	Website: https://www.hca.wa.gov/ Phone: 1-800-562-3022 ext. 15473
WEST VIRGINIA – Medicaid	Website: http://mywvhipp.com/ Toll-free phone: 1-855-MyWVHIPP (1-855-699-8447)
WISCONSIN – Medicaid and CHIP	Website: https://www.dhs.wisconsin.gov/publications/p1/p10095.pdf Phone: 1-800-362-3002
WYOMING – Medicaid	Website: https://wyequalitycare.acs-inc.com/ Phone: 307-777-7531

To see if any other states have added a premium assistance program since July 31, 2019, or for more information on special enrollment rights, contact either:

U.S. Department of Labor
Employee Benefits Security Administration
www.dol.gov/agencies/ebsa
1-866-444-EBSA (3272)

U.S. Department of Health and Human Services
Centers for Medicare & Medicaid Services
www.cms.hhs.gov
1-877-267-2323, Menu Option 4, Ext. 61565

Paperwork Reduction Act Statement

According to the Paperwork Reduction Act of 1995 (Pub. L. 104-13) (PRA), no persons are required to respond to a collection of information unless such collection displays a valid Office of Management and Budget (OMB) control number. The Department notes that a Federal agency cannot conduct or sponsor a collection of information unless it is approved by OMB under the PRA, and displays a currently valid OMB control number, and the public is not required to respond to a collection of information unless it displays a currently valid OMB control number. See 44 U.S.C. 3507. Also, notwithstanding any other provisions of law, no person shall be subject to penalty for failing to comply with a collection of information if the collection of information does not display a currently valid OMB control number. See 44 U.S.C. 3512.

The public reporting burden for this collection of information is estimated to average approximately seven minutes per respondent. Interested parties are encouraged to send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the U.S. Department of Labor, Employee Benefits Security Administration, Office of Policy and Research, Attention: PRA Clearance Officer, 200 Constitution Avenue, N.W., Room N-5718, Washington, DC 20210 or email ebsa.opr@dol.gov and reference the OMB Control Number 1210-0137.

OMB Control Number 1210-0137 (expires 12/31/2019)

Required Federal Notices

NOTICE ABOUT NONDISCRIMINATION AND ACCESSIBILITY REQUIREMENTS AND NONDISCRIMINATION STATEMENT: DISCRIMINATION IS AGAINST THE LAW

City of Long Beach complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. City of Long Beach does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

City of Long Beach:

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

If you need these services, contact **Language Line**.

If you believe that City of Long Beach 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:

Contact: Language Line

Phone: (866) 874-3972

Email: languageaccess@longbeach.gov (document translation and interpretation available for Spanish, Khmer and Tagalog)

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, **Language Line** 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 www.hhs.gov/ocr/office/file.

Rev. 9/6/2019

Plan Type	Provider	Phone Number	Website	Policy #
Medical Plans				
Medical	Anthem Blue Cross HMO	(844) 653-7399	Anthem.com/ca/colb	276800
Medical	Anthem Blue Cross PPO	(844) 653-7399	Anthem.com/ca/colb	276800
Medical	Anthem Blue Cross Nurse Line	(800) 337-4770	Anthem.com/ca/colb	276800
Pharmacy Benefit Manager				
Pharmacy	CVS Caremark	(855) 559-7917	Caremark.com	N/A
Behavioral Health and Emotional Well Being				
EAP	MHN	(888) 426-0025 TTY Users, dial 711	MHN.advantageengagement.com	N/A
Mental Health	Anthem Blue Cross Behavioral Health Network	(800) 274-7767	Anthem.com/ca/colb	276800
City of Long Beach Employee Benefits				
COLB Employee Benefits	City of Long Beach	(562) 570-6303	Employee-Benefits@LongBeach.gov	

IMPORTANT! Visit our internet website at <http://www.longbeach.gov/hr/> for links to plan documents including Summary Plan Descriptions (SPDs), Summary of Benefits and Coverage (SBCs), Benefit Summaries, and much more!