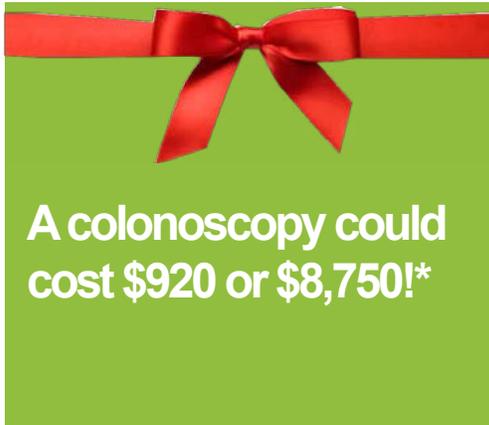


# Shopping for the holidays?

How about shopping for health care?



A colonoscopy could cost \$920 or \$8,750!\*



An MRI could cost \$300 or \$8,150!\*



An X-ray could cost \$90 or \$1,700!\*

Prices vary! Call Patient Care at least 7 days before you schedule any elective health care test or procedure.

Your Advocate will research cost and quality for up to three providers and send you an easy-to-read report.



\*Based on 2014 National Health Care Data

**866-253-2273**

patientcare4u.com

Online assistance form: [patientcare4u.com/help](http://patientcare4u.com/help)

Connect:   



Monday-Friday: 7 a.m. - 8 p.m. CST

Saturday: 8 a.m. - 1 p.m. CST

# Virtual care

Get access to medical care anytime anywhere



When your plan starts, you can use Teladoc® to talk to a doctor anytime anywhere in the United States.\* You usually pay \$40 or less for a consultation (health plan deductible and office visit copays and coinsurance apply).

Teladoc does not replace your family doctor or primary care physician. It's an affordable alternative to costly urgent care and ER visits when you need care now. Teladoc doctors can treat many medical conditions, including cold and flu symptoms, allergies, bronchitis, urinary tract infections, and more.

## Getting started with Teladoc

Teladoc's U.S. board-certified doctors are available to resolve many of your medical issues through phone or video consults.\* When your plan starts, set up your account so when you need urgent care, a Teladoc doctor is just a call or click away.

### Set up your account

It's quick and easy online. Visit [teladoc.com/premeraAK](https://teladoc.com/premeraAK), click "Set up account" and provide the required information. You can also call Teladoc at **855.332.4059** for assistance.

### Request a consult

Once your account is set up, request a consult anytime you need care.

### Provide medical history

Your medical history provides Teladoc doctors with the information they need to make an accurate diagnosis.

**ONLINE:** Log into [teladoc.com/premeraAK](https://teladoc.com/premeraAK) and click "My Medical History".

**MOBILE APP:** Log into your account and complete the "My Health Record" section. Visit [teladoc.com/mobile](https://teladoc.com/mobile) to download the app.

**PHONE:** Call Teladoc at **855.332.4059** for help with completing your medical history over the phone.

\* Teladoc operates subject to state regulation and may not be available in certain states. Teladoc phone consultations are available 24 hours a day, 7 days a week; video consultations are available 7 a.m. to 9 p.m., 7 days a week.

Teladoc® is an independent company that provides virtual medical care services on behalf of Premera Blue Cross Blue Shield of Alaska. Teladoc does not replace the primary care physician. Teladoc does not guarantee that a prescription will be written. Teladoc does not prescribe DEA controlled substances, non-therapeutic drugs and certain other drugs which may be harmful because of their potential for abuse. Teladoc physicians reserve the right to deny care for potential misuse of services.



**BLUE CROSS BLUE SHIELD OF ALASKA**

An Independent Licensee of the Blue Cross Blue Shield Association

# The Real Story?

“I would still be fighting if it wasn’t for Patient Care.” Dan, a Patient Care member, felt like a weight was lifted from his shoulders after one year of enduring what was one of the most painful experiences of his life – not recovering from hip surgery, but recovering from the surprise **\$19,000 bill** he received after it.

Bounced between different hospital departments, staff members, and even a committee, Dan was ready to give up. “The stack of bills was ridiculous and no one was taking ownership,” said Dan. This went on for one year before his insurance company turned Dan’s case over to Patient Care. “**How does Patient Care work?**” Dan asked.

He found out right away when a Patient Care Advocate, Sally, called him, asked him a few questions, and told him she would get back to him soon. Within one month, Sally had resolved Dan’s case. Dan now owed his expected \$2,800 to the hospital for his in-patient hip surgery.

“**I felt like someone was finally standing up for me,**” said Dan. “With Patient Care, I had someone on my side – they took everything off my plate.”

**866-253-2273**

Monday-Friday 7am-8pm CT

Saturday 8am-1pm CT

[www.patientcare4u.com](http://www.patientcare4u.com)

[assistance@patientcare4u.com](mailto:assistance@patientcare4u.com)



**patientcare**  
we make sense



# Sometimes going the distance is more than worth it

## MEDICAL TRAVEL SUPPORT EXPANDED ACCESS

If you're looking for a way to control medical costs and gain broader access to quality medical care, consider the Medical Travel Support Expanded Access program.

### It can be difficult to find affordable care

Medical Travel Support Expanded Access pays you back for approved travel costs when you travel for an eligible medical procedure to any in-network hospital or surgical center outside<sup>1</sup> Alaska. Because the price of medical care is likely to be lower outside Alaska, your share of the medical costs will most likely be lower, too.

### The most expensive healthcare is not always the best

Our goal is to balance positive outcomes with reduced costs. Customers using Medical Travel Support Expanded Access may select any in-network Blue Cross Blue Shield inpatient or outpatient facility for qualified procedures.



<sup>1</sup>Travel within Alaska to Providence Anchorage is also currently permitted.

## There are many eligible procedures

Hundreds of inpatient and outpatient procedures are eligible for Medical Travel Support Expanded Access when covered by the health plan. This benefit provides medical travel support for any procedure not on the exclusion list. All deductibles and cost shares are subject to the existing health plan.

## The primary condition for participation is safety

Safety comes first. So the decision to travel must be made by the patient and their doctor. Before any procedure, consult with your doctor. Following the procedure, the doctor will determine when it's safe for you to travel home.

## We help arrange your travel

Our travel partners can make air and ground travel and lodging reservations—for you and a companion.<sup>2</sup>

Travel expenses, such as round-trip airfare, all surface transportation and lodging, are partially covered for the patient and their traveling companion. All travel expenses are subject to IRS guidelines.

## Before you travel

- Find out if your procedure needs a prior authorization
- Confirm that your procedure is medically necessary
- Get pre-approval to use Medical Travel Support
- Remember, medical care is subject to your plan's copays, coinsurance, and deductible

## For more information, contact Customer Service at 800-364-2982.

### Discrimination is Against the Law

Premera Blue Cross Blue Shield of Alaska complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

### Getting Help in Other Languages

**This Notice has Important Information.** This notice may have important information about your application or coverage through Premera Blue Cross Blue Shield of Alaska. There may be key dates in this notice. 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. Call 800-508-4722 (TTY: 800-842-5357).

**Español (Spanish): Este Aviso contiene información importante.** Es posible que este aviso contenga información importante acerca de su solicitud o cobertura a través de Premera Blue Cross Blue Shield of Alaska. Es posible que haya fechas clave en este aviso. Es posible que deba tomar alguna medida antes de determinadas fechas para mantener su cobertura médica o ayuda con los costos. Usted tiene derecho a recibir esta información y ayuda en su idioma sin costo alguno. Llame al 800-508-4722 (TTY: 800-842-5357).

**中文 (Chinese): 本通知有重要的訊息。**本通知可能有關於您透過 Premera Blue Cross Blue Shield of Alaska 提交的申請或保險的重要訊息。本通知內可能有重要日期。您可能需要在截止日期之前採取行動，以保留您的健康保險或者費用補貼。您有權利免費以您的母語得到本訊息和幫助。請撥電話 800-508-4722 (TTY: 800-842-5357)。

**Tiếng Việt (Vietnamese): Thông báo này cung cấp thông tin quan trọng.** Thông báo này có thông tin quan trọng về đơn xin tham gia hoặc hợp đồng bảo hiểm của quý vị qua chương trình Premera Blue Cross Blue Shield of Alaska. Xin xem ngày quan trọng trong thông báo này. Quý vị có thể phải thực hiện theo thông báo đúng trong thời hạn để duy trì bảo hiểm sức khỏe hoặc được trợ giúp thêm về chi phí. Quý vị có quyền được biết thông tin này và được trợ giúp bằng ngôn ngữ của mình miễn phí. Xin gọi số 800-508-4722 (TTY: 800-842-5357).

**Tagalog (Tagalog): Ang Paunawa na ito ay naglalaman ng mahalagang impormasyon.** Ang paunawa na ito ay maaaring naglalaman ng mahalagang impormasyon tungkol sa iyong aplikasyon o pagsakop sa pamamagitan ng Premera Blue Cross Blue Shield of Alaska. Maaaring may mga mahalagang petsa dito sa paunawa. Maaaring mangailangan ka na magsagawa ng hakbang sa ilang mga itinakdang panahon upang mapanatili ang iyong pagsakop sa kalusugan o tulong na walang gastos. May karapatan ka na makakuha ng ganitong impormasyon at tulong sa iyong wika ng walang gastos. Tumawag sa 800-508-4722 (TTY: 800-842-5357).

<sup>2</sup>Approved travel expenses are partly covered for both you and a companion. If you have a question about what expenses are allowed under this benefit, check with Premera Customer Service.