



FAQ - Blue Cross Plan Re Design

- Can we change from one plan to another from year to year?

Yes, employees will have the ability to modify their plan selections annually during the enrollment period (September). Should there be a life event, employees will have 31 days after the life event to log onto the flex tool and declare the changes.

- What is a, "life event"?

A life event is considered to be marriage, divorce, birth or adoption of a child, loss of spousal coverage, etc.

- Will everyone get the same amount of flex dollars?

Yes. Employees with single coverage will receive \$575 flex dollars from the company towards their health & dental coverage, employees selecting family coverage will receive \$1,450.

- If someone currently has optional life insurance, will they need a medical to increase the optional life insurance?

Yes, medical evidence will have to be provided to increase existing optional life insurance, or obtain new optional life insurance. Any existing optional life coverage amounts have been transferred to the tool and do not require new medical evidence.

- If my spouse is not currently on my plan, can they join during the enrolment period for the new flex plan?

Yes, however individuals who were previously declined will not be eligible for the open enrolment unless they supply new medical evidence and are approved.

- If I am on basic and I get sick mid-year what happens?

The maximum out of pocket drug costs per prescription are \$75 on the basic plan. Employees would need to increase their coverage should they wish during the following year's enrolment period.

- Is the contribution of company flex dollars dependent on what plan we choose? (basic, comprehensive or premium)

No, Flex dollars are available based on single and family coverage and are the same regardless of plan chosen.

- Are there different drugs excluded from certain plans?

No. Only one drug formulary is used. The drug formulary is not changing from the one used today in Clearwater's traditional plan.

- If you're smoking status is incorrect with Blue Cross, could this affect your life insurance coverage if something were to happen?

It would not affect basic life insurance, however if you apply for Optional Life insurance and submit a health statement that is inaccurate, the claim could be refused if the claim is related to smoking. In these situations the carrier typically refunds the premium and declines the death benefit payment.

- Can family members have different coverage? For example can one person in the family have premium coverage and others have basic? Is there any benefit to this? Or are we wasting money?

Family members under the family option cannot have different coverage.

- What does "total family" mean? Is it just an employee and spouse, or employee, spouse and children?

Family coverage is defined as more than one individual. So, it would include just a husband and wife and husband and wife with kids. There are no couple rates built into the plan.

- Is the coverage for children going to stay the same as the current coverage, up to 19 years of age, and then maximum 25 as long as they are enrolled in school?

Yes, the current definition of dependents will remain the same.

- What does the max employee pays per prescription mean?

The per prescription employee max for drugs means that regardless of the cost of the drug, the most any employee will pay per prescription is the stated maximum. It is intended to protect employees from having to pay a substantial amount for high cost drugs. There are drugs on the market that can cost upwards of \$100,000 so it is critical to have built in out-of-pocket maximums for employees.

- Does the dispensing fee vary depending on what pharmacy you visit?

Yes, dispensing fees vary depending on which pharmacy you visit.

- Is there a tool to find out what dispensing fees and prescription costs are at varying pharmacies?

Blue Cross has a new tool, called the, "Pharmacy Value Finder", which enables you to search by location, or prescription drug. It provides information on total drug costs but does not provide a breakdown by dispensing fee.

- Will the enrollment tool allow us to see our monthly payment as we are enrolling?

Yes, employees will be able to determine their payroll deductions based on the type of payroll they are enrolled (weekly, bi-weekly, monthly, etc.). Also, the tool will allow employees to run multiple scenarios.

- Are we able to opt out altogether?

The current plan does not allow opt-outs unless you have coverage through a spouse elsewhere. There will be no change to the current participation requirements.

- Can we choose benefits by line item? Ex – premium drug coverage and basic vision (under health plan)?

No, employees may not select coverage by line item. Employee must select a coverage type for health, and another for dental. These can vary (ex – premium health & basic dental).

- If Blue Cross currently has my banking information on file for reimbursement, do I need to re enter this information in the flex tool?

No, Blue Cross will upload your existing banking information.

- What is the definition of a common law spouse?

As per Clearwater's Blue Cross contract, a common law spouse is considered eligible for spousal coverage under the Clearwater plan after one year of cohabitation.

- Will my claim history be carried forward or re set on November 1, 2012 when the flex plan becomes effective?

Claims history will be carried forward when the new flex plan becomes effective November 1, 2012. For example, if you have already spent \$200 on paramedical practitioners year to date, this would be carried forward and deducted from your remaining annual eligible amount.

- Are there booklets for the new flex plan?

Booklets will be available for the new flex plan before the end of 2012.

- Is there a number for Blue Cross which I can call with questions about my coverage?

Yes, 1-800-667-4511.

- Do I add my spouse to the flex tool if I do not want him covered under my health or dental plan?

Yes. Even if you do not want your spouse covered under the Clearwater Plan, there is mandatory dependent life insurance which needs to be arranged. Blue Cross will be unaware of your dependents unless you add them. Please add all dependents, including spouses, in the flex tool.

- What is a late applicant?

A late applicant is someone who is not enrolled in the plan within 31 days of becoming eligible (i.e. birth date of a child, date of marriage, or first anniversary of a common law relationship). Should someone be a late applicant, they will be reviewed on an individual basis and be required to be medically underwritten to be enrolled in the plan. During the September 4 – October 5, 2012 open enrolment period, dependents who would otherwise be late applicants may be added without being medically underwritten (unless medical evidence has been previously provided and coverage declined).

- If I have single coverage, can I coordinate coverage with my spouse's plan?

Yes, you would be able to coordinate for your coverage only. The employee's coverage is always the first payer and then any remaining would be billed through to the spouses plan. So it's technically the spouse's plan that's doing the Coordination of benefits.

- Do I need to be a member of Costco to purchase a prescription drug?

No, you do not need to be a member.

- Do I need to be a member at Costco in order to purchase a pair of prescription glasses?

Yes, you need to be a member.