

Frequently Asked Questions By Potential Members

Blue Cross of Idaho True Blue Special Needs Plan

Updated October 2013

1. What is True Blue?

Blue Cross of Idaho is proud to offer the True Blue Special Needs Plan (SNP). True Blue SNP provides coverage for Medicare A, B and D, and Medicaid services including long term services and supports (A and D waiver services sometime in 2014). We designed True Blue SNP to address members' specific needs, and to provide members their own Care Coordinator to serve as a central point of contact.

2. Do I need to live in a certain part of the state?

True Blue SNP is available in Ada, Adams, Bannock, Benewah, Bingham, Blaine, Boise, Bonner, Bonneville, Boundary, Canyon, Caribou, Cassia, Clark, Elmore, Fremont, Gem, Gooding, Jefferson, Jerome, Kootenai, Latah, Madison, Minidoka, Nez Perce, Oneida, Owyhee, Payette, Power, Shoshone, Twin Falls, Valley, and Washington counties. You must live in one of these areas to join the Plan.

3. What does True Blue cover?

True Blue SNP covers all medically-necessary and preventive services covered under **Medicare** Part A and Part B and prescription drug coverage under Part D as well as additional services covered by **Medicaid**. True Blue SNP also covers **additional services over and above** original Medicare/Medicaid, such as:

- Care Coordination
- Dental
- Vision
- Call-in 24 Hour Nurseline
- Fitness Benefit

4. How do I qualify for True Blue coverage?

To be eligible for True Blue SNP, enrollees must be at least 21 years old and enrolled in the State of Idaho Medicaid program. The enrollee must also be eligible for Medicare Part A, enrolled in Medicare Part B, and reside in the SNP service area (see #2 above).

5. How do I know if my doctors are in the True Blue provider network?

Blue Cross of Idaho knows how important it is to see your doctor. That's why True Blue SNP formed a State-wide network of doctors, dentists, specialists, and hospitals. For provider information, or to help locate your doctor or specialist, call Blue Cross of Idaho Customer service number at 1-888-492-2583. You can also use our website bcidaho.com/medicare to locate your doctor.

6. What happens if my doctors are not in the network?

Members can work with their Care Coordinators to find a provider within the True Blue network and develop a transition plan. Most providers are in Blue Cross of Idaho's True Blue Network. If

you choose to go to a doctor outside of the network without a transition plan, you must pay for these services yourself.

7. How much will it cost me to join and get services with True Blue SNP?

There is no cost to join. Network provided services and coverage are also provided at no cost to you. Members must maintain their eligibility for Medicaid in the State of Idaho, be entitled to Medicare Part A, and enrolled in Medicare Part B.

(Note: The fitness benefit requires a yearly co-pay)

8. What is a Care Coordinator?

A Care Coordinator serves as the member's central point of contact. Care Coordinators ensure a member receives the right care and information, while working directly with the member's family and healthcare provider. Care Coordinators are an essential part of the member's Care Team, a small group made up of the member, a designated family member, and physician.

9. How can I benefit from a Care Coordinator?

Care Coordinators work with you, your family and physician to ensure your healthcare needs are met in a timely, professional manner. Care Coordinators can also link you to community-based services, find specialists, provide information on chronic health concerns, preventing illnesses and accidents, and trips to the doctor.

10. What if I don't like True Blue?

While we are confident that you will be very satisfied with the True Blue SNP coverage, members can disenroll or enroll from True Blue SNP on a monthly basis.

11. Can I receive information in my primary language?

True Blue SNP provides interpreter services for those enrollees who do not speak English.

12. What coverage is provided for prescription drugs?

True Blue SNP covers a full range of Part D Prescription medications as well as the full array of medications covered by Medicaid including over the counter drugs. Complete coverage information can be found by calling the Blue Cross of Idaho Customer service number or on the Blue Cross of Idaho website.

13. Where can I find more information and stay up-to-date on this plan?

More True Blue SNP information can be obtained from the Blue Cross of Idaho website bcidaho.com/medicare. Interested parties may also call and speak to a Blue Cross Customer Representative a 1-888-492-2583.