

Benefit Summary *continued*

Family Deductible Details

Example: Bob and Sue Thompson have one child, Margo. Their family deductible is \$3,000 and the individual deductible is \$1,500. Sue paid \$1,200 in covered healthcare expenses. Bob paid \$1,100 in covered healthcare expenses. Margo paid \$700 in covered healthcare expenses. None of the Thompson's met the individual deductible. However, their family's total expense \$3,000 (meeting the family deductible) and the health plan will begin paying coinsurance for all family members.

Other Member Services

My Blueprint – your personal online self-service center – allows you access to a wealth of information from the home page of our website at arkansasbluecross.com. Access or register for *My Blueprint* through the log in box on the home page.

The **Personal Health Statement (PHS)** lets you know that we have received your claim(s) and shows you how they were paid, including the amount the doctor or hospital charged, the discount for being a member, the amount we paid and any leftover charges you may owe. Your policy features a deductible carry over feature. Check Benefit Certificate for details and restrictions. You can receive your PHS by mail or electronically.

Your **Personal Health Record (PHR)** is a confidential, online medical record that combines health information provided by both you and medical claims submitted to us by the doctors, hospitals and other health care providers you have visited, so you can keep track of your personal health information.

HealthConnect Blue — a free health program from Arkansas Blue Cross that provides you with a variety of resources to help you reach your health goals; available through "Health Resources" on *My Blueprint*.



Questions?

We hope you'll call us with any questions or concerns.

Our office hours are Monday through Friday from 8 a.m. to 4:30 p.m. (CST).

Customer Service Number: **501-378-2010** or **1-800-238-8379**

More information can be found at our website at: arkansasbluecross.com

Local Sales and Service Center: Arkansas Blue Cross and Blue Shield
601 S. Gaines
Little Rock, AR 72201



 PLAN # HSA 621E - (1)

MPI 3234 11/15

Important Disclaimer from Arkansas Blue Cross and Blue Shield

This document is intended only to highlight your benefits and should not be relied on to fully determine coverage. **Some of the above services are subject to visit, day and/or dollar limits.** Please refer to your Benefit Certificate for a full explanation of your benefits, the limitations of these benefits and the services that are not covered. If this document conflicts in any way with the policy issued to your employer, the policy shall prevail.