

Access to Traditional Network Providers for BlueOptions and BlueChoice Members

As a participating provider in Blue Cross and Blue Shield of Florida's (BCBSF) Traditional network, you have agreed to provide services to BCBSF members when they choose access to BCBSF's Traditional provider network at the point of service. All of our BlueOptions products, and most of our BlueChoice products, provide this option to our members. In most cases, the member accesses the Traditional provider network based on the out-of-network member responsibility, but this may depend upon the particular benefit design.

In any event, members with access to the Traditional provider network are protected from balance-billing when they receive services from a physician or provider who, while not participating in the preferred provider network for the product offering, does participate in our Traditional Payment for Professional Services (PPS) or Payment for Hospital Services (PHS) programs. Payment to these physicians or providers is based on their Traditional provider agreements with BCBSF. A PPS/PHS Traditional network provider is entitled to collect the applicable patient responsibility (i.e., copayment or coinsurance) from the member and the balance of the allowed amount would be paid by BCBSF. The member cannot be billed for the difference between what would otherwise be the physician's or provider's charges and the BCBSF allowed amount.

Special Note: City of Hollywood Physician Office Services

City of Hollywood employees have BlueOptions coverage (group number 63897), a point of service product providing access to either NetworkBlue or the Traditional network. Therefore, City of Hollywood employees (and their covered dependents) have the option of accessing the BCBSF Traditional provider network at the point of service. **The benefit design for the City of Hollywood allows members access to physician office services at both NetworkBlue and Traditional (PPS) physicians for the same \$20 copay.** This does not mean that PPS physicians are in, or participate with, NetworkBlue. The obligations of the Traditional (PPS) physician remain subject to the terms of the PPS Agreement and they are not subject to the terms, conditions and/or other requirements of NetworkBlue. PPS physicians should collect the \$20 copay and bill BCBSF for payment of the balance of the allowed amount. This benefit design for the City of Hollywood only applies to Traditional (PPS) physicians and not to other types of providers who may participate in the Traditional provider network. Physicians and providers can check eligibility and benefits using Availity^{®1} or call the Provider Contact Center at (800) 727-2227.

¹ Availity, L.L.C., is an independent company formed as a joint venture between Navigy, Inc., a wholly owned subsidiary of Blue Cross and Blue Shield of Florida, Inc., and HUM-e-FL, Inc., a subsidiary of Humana, Inc. Blue Cross and Blue Shield of Florida has business arrangements with Availity with the goal of reducing costs in the Florida health care marketplace, simplifying provider workflow, improving the patient experience and in providing HIPAA-AS compliant solutions. For more information or to register, visit Availity's website at www.availity.com.