

Your plan allows you to participate with BlueCross BlueShield providers nationwide on the national BlueCard network.  
Your group number is: **P6X**

# Your Health Ticket

It's important to choose the right doctor to meet your healthcare needs. With Health Ticket you have access to an online provider directory and comprehensive information about your health care benefits.

Health Ticket is available 24/7 and your search results are printable so you can take them along with you to medical appointments.

Your Health Ticket looks similar to your regular ID card, only with more detail, which will allow you to:

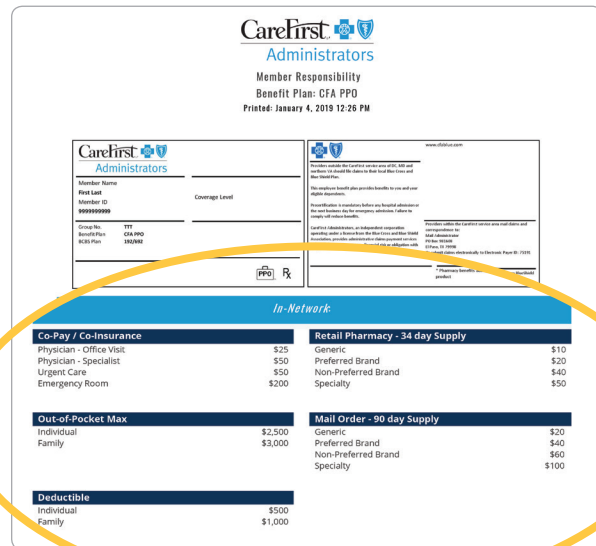
- Keep better control of your out-of-pocket expenses.
- Obtain a snapshot of each provider you research, in-network or out-of-network.
- Use the printable ID card in the event you lose or misplace your regular card.

Based on the search criteria you enter, you will easily be able to locate:

- In-network providers by specialty, hospital, facility or geographic location
- Your copay information specific to that provider
- Deductible information
- Coinsurance information
- Directions to the provider's office
- Important phone numbers
- How to print an ID Card

## It's easy to get started

- Visit [cfablue.com](http://cfablue.com)
- Select *Log in* or *Register* to log into your account
- Next, click on *Digital ID Card*
- Enter member number, last name, and ZIP code
- Select *Submit*, and follow instructions on the next page



CareFirst Administrators  
Member Responsibility  
Benefit Plan: CFA PPD  
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In-Network		
<b>Co-Pay / Co-Insurance</b>		
Physician - Office Visit	\$25	
Physician - Specialist	\$50	
Urgent Care	\$50	
Emergency Room	\$200	
<b>Retail Pharmacy - 34 day Supply</b>		
Generic		\$10
Preferred Brand		\$20
Non-Preferred Brand		\$40
Specialty		\$50
<b>Out-of-Pocket Max</b>		
Individual	\$2,500	
Family	\$3,000	
<b>Mall Order - 90 day Supply</b>		
Generic		\$20
Preferred Brand		\$40
Non-Preferred Brand		\$60
Specialty		\$100
<b>Deductible</b>		
Individual	\$500	
Family	\$1,000	

If you have further questions about Health Ticket, please call CFA at the number on your member ID card.



# Find a Doctor, Hospital or Urgent Care

We make it easy for you to find the doctors you need at **cfablue.com**. Whether you need a doctor or facility, the Provider Search online tool can help you find what you're looking for based on your specific needs.

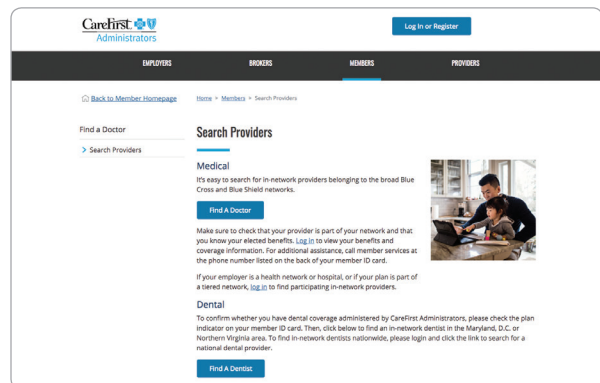
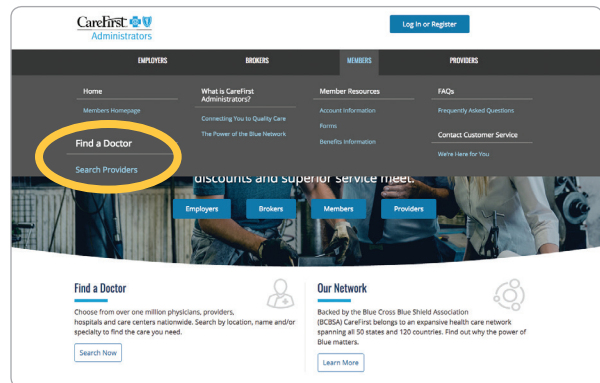
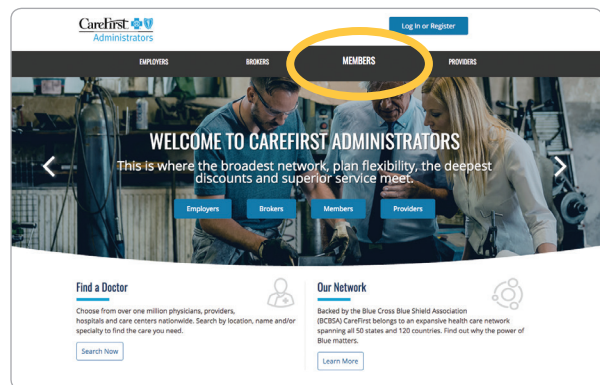
The database is updated regularly, so you can always have the most up-to-date information available.

- Go to **cfablue.com**
- Select *Members* on the top of the screen
- Under *Find a Doctor*, click *Search Providers*
- Click *Find A Doctor*
- Next, enter your location and the first three (3) letters or numbers of your member ID, located on the front of your ID card.
- Then select a category from the drop-down menu or type in your search criteria in the search box.
- Click *Search*

## Find a Hospital or Urgent Care

- Go to **cfablue.com**
- Select *Members* on the top of the screen
- Under *Find a Doctor*, click *Search Providers*
- Click *Find A Doctor*
- Next, enter your location and the first three (3) letters or numbers of your member ID, located on the front of your ID card. **P6X**
- Click *Search*

The provider search creates a directory of providers who, based on our records, participate in the network at the time of the provider search. Every effort is made to ensure the accuracy of the directory at the time of printing; however network changes may occur. Please verify provider participation in the network prior to service.



# MEET YOUR HEALTH PROS!

**NEW**

Our goal is to make sure that you receive the right coverage information regarding your benefit plans. Because the world of healthcare and insurance can be confusing and hard to navigate, we are pleased to introduce your Health Pros who will be able to assist you with all things related to your benefits. We also know that sometimes you have to deal with healthcare issues for your family. Your Health Pro can assist your entire household. This includes spouses, domestic partners, dependents, and parents!

Email  
[freshbenies@alight.com](mailto:freshbenies@alight.com)  
with any questions about  
your health plan. Please  
follow any requests to  
complete HIPAA forms  
so the HealthPro may  
advocate on your behalf.

## AT A GLANCE

### HOW YOUR HEALTH PRO CAN HELP YOU

- Resolve claims and billing issues/errors
- Answer benefit questions pertaining to your plans
- Locate in-network facilities, dentists & other healthcare providers near you
- Schedule your appointments
- Research cost and value comparisons for medical services and prescriptions
- Transfer medical records



Contact Your Health Pros



877-412-3108



[freshbenies@alight.com](mailto:freshbenies@alight.com)









# YOUR HEALTH PROS CONTINUED

**NEW**

## TRUSTED GUIDANCE

For comprehensive healthcare navigation, your Health Pro eliminates the healthcare hassle and optimizes the health plan network with high quality, cost-effective care. This high tech, high touch support meets you and your dependents at the right time, wherever you are in your healthcare journey.

Healthcare is complex, and people need help. Here's how your Health Pro simplifies healthcare navigation and lowers healthcare costs for you and your family:

-  **Understand Health Benefits**  
Benefit explanations are provided with unbiased guidance for medical, dental, vision and other health-related benefits.
-  **Highly Rated, Cost-effective Care**  
In-network medical, dental, and vision providers are recommended based on cost, quality, and personal preferences.
-  **Get Help with Medical Bills**  
Give you an expert to fix problem medical bills. We track down and fix problem bills from any source, so you are not overcharged.
-  **Compare Costs for Care**  
Get price comparisons before receiving procedures and care. Costs can vary by hundreds or thousands of dollars—even in-network.
-  **Coordinate Care**  
Help you verify care coverage, schedule appointments, transfer medical records and coordinate care. Let us give you back all the time you've spent on hold only to not get what you needed.
-  **Right Programs at the Right Time**  
Help you understand and use your health benefits like telemedicine, disease management and EAP—in the moment when you need them.
-  **Drive Lower Cost Rx Options**  
Let us compare medication prices and help lower the cost of prescriptions to drive better medication adherence.
-  **Nurse Navigation**  
Health Pros can connect you to a nurse to better understand a new diagnosis or care path.