

Boeing Centers of Excellence FAQ

The Boeing Centers of Excellence program provides enhanced benefits for the treatment of specific conditions performed at certain medical centers. These centers were chosen using publically reported quality and safety ratings and have consistently delivered the quality care required to be designated a Boeing Center of Excellence.

Participation and Administration

1. Who does this program benefit?

This program benefits certain Boeing employees and their covered dependents enrolled in eligible Boeing medical plans with BCBSIL, and who meet clinical criteria for specific covered procedures.

2. What surgical services does this program offer?

The Boeing Centers of Excellence Program provides access to the following non-emergent inpatient surgeries:

- Bariatric (weight reduction)
- Cardiac
- Spine
- Hip & Knee Replacement

3. How do I get more information about covered procedures and next steps?

For additional information regarding specific procedures and facilities, members may call 1-888-802-8776 to speak with a BCBSIL Health Advocate or they may visit the web page at www.bcbsil.com/boeing.

A member can obtain more information about next steps by visiting the COE webpage at <https://www.bcbsil.com/boeing/find-a-doctor-or-hospital/centers-of-excellence.html>.

4. What are the criteria to qualify for these services?

The following initial criteria qualify a member for these services:

1. The member is enrolled in an eligible Boeing BCBSIL plan
2. The member meets clinical requirements evaluated by their chosen COE facility and has been recommended for a program covered procedure (additional diagnostic or medical services may be required of the member prior to meeting clinical criteria)
3. The COE has provided BCBSIL with necessary information for procedure and hospital inpatient preauthorization
4. Once the surgery has been authorized by BCBSIL, the member may schedule travel and must alert BCBSIL that surgery has been scheduled and travel has been set

5. Does the member need to provide medical records?

Yes. The COE will coordinate with the member's local physicians to obtain the required medical records. The member will need to provide a release of all medical records as requested by the Center of Excellence. These records are needed to build an individualized treatment plan to ensure the best clinical outcome. A procedure cannot be scheduled without the proper medical records.

Note: Medical Records are necessary for the Center of Excellence to make a determination of eligibility. The member's local physician must sign the "Home Physician" form at the time of records release and agree to assume care for the member upon the member's return home. (Failure to agree may result in a member's ineligibility for the program.)

6. Will you need follow-up health care once you return home after surgery?

Yes. Your home treating provider must agree to provide follow-up care prior to traveling to the Boeing Center of Excellence. A Home Physician Letter of Intent to provide post-surgical care will be included in the COE's information packet for your physician's signature. The COE will help by notifying your home physician of your discharge plan and any other help you need.

Coverage

1. Which services and benefits are covered under the Boeing COE Program?

The following services and benefits are covered:

In utilizing the Boeing Centers of Excellence benefit, eligible members will receive 100% coverage for medical expenses related to the episode of care while at the Center of Excellence, subject to any plan deductible. Note:

- Services will require preauthorization with BCBSIL by the selected facility.
- All medically necessary services while a member is inpatient at a Boeing Center of Excellence, except convenience items (i.e., services not related to treatment, hospital telephone, etc.).
- Medically necessary services or equipment related to this program provided in the visiting city after discharge from the Center of Excellence (excluding outpatient pharmacy). For example, upon discharge, should visits from a nurse be needed in the hotel in the visiting city, these services would be covered under this program.
- Travel expenses for a member and one companion (two companions if the patient is a covered dependent).
 - Members are allowed to travel **48 hours prior to admission** for surgery for pre-operative care that can't be done in the members' home locations
 - Members are allowed to stay **up to 10 days after surgery**, as deemed medically appropriate for travel by the COE

2. What are the travel coverage limits?

The travel benefit is available for eligible members who use a Boeing Center of Excellence that is more than 75 miles (one way) from their home. The travel benefit includes a hotel stay and travel arrangements within 48 hours prior to admission.

The travel benefit includes**:

- Airfare Coach/Economy class ticket (patient and one care giver)
- Ground Transportation
 - Members will be reimbursed at the IRS standard mileage rate (in effective at time of surgery) for medical purposes.
- Meals
 - \$65 per person per day (patient and one care giver)
- Lodging
 - \$150 per person per day (patient and one care giver)

**** The travel benefit includes accommodations 48 hours prior to inpatient surgery. Members may be responsible to pay taxes on any reimbursed services that exceed standard IRS Code §213(d) / Publication 502; for example, any expenses for lodging can be taxed for charges more than \$50 for each night for each person.**

3. Which services and benefits are NOT covered under this program?

The following services and benefits are not covered:

- Any elective outpatient services in the visiting city not related to the covered program services.
- Convenience items (i.e., services not related to treatment, hospital telephone, etc.)

Once the member returns home, the following services are covered under the member's current medical plan and subject to the plan's provisions (i.e. copays, coinsurance, etc.):

- Outpatient pharmacy for prescriptions after discharge from the Center of Excellence. (Outpatient pharmacy is covered under the member's current medical plan via the pharmacy vendor.)
- Follow-up care after returning home, including rehabilitation, DME, and other supplies/services when medically necessary.

Cost

1. Is a member charged for services?

A member will be charged for services not covered by the program. Examples of items not covered are additional meal costs, hotel incidentals, and inpatient convenience items such as telephone service (this list is not all-inclusive).

Members will also be responsible for meeting his or her plan year deductible. The member will be notified prior to travel of any estimated outstanding balances due toward the deductible on the medical plan. Payment for any outstanding balance remaining on the medical plan deductible may be made by the member at the time the member arrives for services at the Center of Excellence.

2. How am I reimbursed for my expenses and how is the IRS taxable income reported?

Members will be reimbursed by BCBSIL. Following the episode of care, the member should submit all of his/her receipts for travel, meals, and lodging to BCBSIL using the provided claim form. Members will typically be reimbursed within 10-14 days upon receipt of claim form by BCBSIL.

The IRS taxable income will be processed and addressed by Boeing Payroll.

Claim Form Tips:

- a) Follow this link to access the Medical Claim Form:
<https://www.bcbsil.com/PDF/forms/medical-claim-il.pdf>
- b) How to fill out travel reimbursement on the claim form:
 1. Go to section 3 & check the illness box.
 2. (section 3) Under month, day, and year, put your surgery date.
 3. (section 3) Write 'surgery date' next to the surgery date you just entered.
 4. Go to section 4 and write, "Services at [enter COE name] for [enter procedure]"
 5. (section 4) Restate your surgery date & write "Receipts included are for travel to/from COE facility"
 6. Fill out the remainder of the claim form & attach individual itemized travel receipts to the form before submitting.

3	Type of treatment received: Check only one type and attach itemized statements. Please use a separate claim form for each different type of treatment.	<input type="checkbox"/> Injury – Date of accident: _____ <input checked="" type="checkbox"/> Illness – Date of first symptom: SURGERY DATE	Month Day Year _____ / _____ / _____
	Please note: Preventive care includes immunizations, routine well baby care, routine physical examinations, vision and hearing exams.	<input type="checkbox"/> Pregnancy – Date of conception: _____ <input type="checkbox"/> Preventive – Date of service: _____	_____ / _____ / _____ _____ / _____ / _____
4	Describe: Diagnosis, symptoms of illness or injury or explain preventive or routine care received.		
	Services at Northwestern Medicine for bariatric. Surgery date: 5/2/16. Receipts included are for travel to/from COE facility.		

Travel

1. Who handles a member’s travel itinerary?

Travel arrangements are made and paid for by the member. Once they are made the member must inform BCBSIL of their surgery date and intended travel dates. All receipts are to be submitted to BCBSIL for reimbursement.

Note: The member must have received authorization for their procedure prior to scheduling travel.

2. Can a member's family travel with him or her?

Yes, the member's family can travel with him or her. The program only pays for the member and one companion (two if the covered member is a child). Any other travelers must pay their own expenses.

3. Is a member required to have a traveling companion?

In most instances, a member is not required to have a traveling companion, however, it is highly recommended. In some cases, clinical criteria for specific procedures may indicate a traveling companion is required.

After Services Are Completed

1. How is the discharge process handled?

The Center of Excellence develops a member's non-emergency care plan while the member is still in the visiting city and for the member's return home. The member will receive written instructions for self-care and contact information (including after hours) to the surgical team and/or a nurse coordinator for questions. The Center of Excellence works with the member to schedule the first follow-up appointment with the member's local physician.

2. What happens if a member experiences emergency medical health issues once he or she returns home?

Once a member returns home, he or she should work with their home physician but in the case of a medical emergency the member should contact 911.

3. Does a member need to have an established relationship with a local physician as part of the follow-up process?

Yes. In order to be eligible for the program, a member must have an established relationship with a local physician. The member's physician must be willing to assume future and ongoing care once the member returns home. This is a requirement to be eligible for the COE program.

General

1. How many times can a member use this program?

A member can use this program as many times as needed as long as he or she is enrolled in an eligible Boeing medical plan and meets clinical criteria for the specific covered services.

2. How can a member receive more information about the Boeing COE Program?

A member can receive more information about the program by calling BCBSIL at 1-888-802-8776.

3. How can I follow-up on the status of my preauthorization request?

Members can call member services at 888-802-8776. Providers can call 800-972-8088.

4. What am I (the member) responsible for?

- Confirm with BCBSIL that you belong to a group that is eligible for COE benefits
- Contact your preferred COE to begin the care journey
- Consent to release of your medical records for review by your chosen COE
- Talk to your regular physician about signing the Home Physician Letter of Intent
- Once you and your COE receive preauthorization from BCBSIL, schedule your surgery
- Call BCBSIL to inform them of your scheduled surgery date to activate the enhanced benefit