Welcome APS employees to Lovelace Insurance Company

ALBUQUERQUE PUBLIC SCHOOLS
Expect Great Things!

Lovelace Health Plan
Lovelace Health System, Inc. • Lovelace Insurance Company
Your Lovelace Health Plan

• Lovelace has served New Mexicans since 1922
• We are one of New Mexico’s oldest and largest employers
• We serve over 195,000 members and growing
• Referrals not needed to access specialists
• Value added benefits and discount programs available at no additional cost
Where can I access care in New Mexico?

An extensive network of physicians and hospitals to include over 8,500 physicians across New Mexico and bordering states with;

- **57 Hospitals including:**
  - Lovelace Westside Hospital
  - Lovelace Women’s Hospital
  - Lovelace Medical Center Downtown
    - Heart Hospital of New Mexico @ LMC
  - Lovelace Rehabilitation Hospital
  - Lovelace Regional Hospital-Roswell

- **31 Urgent Care Centers**
- **Worldwide emergency care and urgent care**
Your New Lovelace Medical Group

• 72 providers in LMG, will have 86 providers hired by November 2013
• Continuing to recruit and add specialties
• Locations include;
  • Albuquerque – Lovelace Health Care Center
    8401 Constitution Ave.
    • Opened September 5
    • Primary care clinic staffed by Southwest Medical Associates
  • Roswell – Lovelace Urgent Care and Lovelace Health Care Center
• NextCare Urgent Care Centers
  • Two locations under construction
  • Opening early October and early December 2013
Lovelace Medical Center

State-of-the-art technology

- 254 licensed beds
- Cardiac Care Center - Featuring the first TomoHD Linear Accelerator in New Mexico
- State’s only Gamma Knife
- Emergency Department with accredited Chest Pain Center and Comprehensive Stroke Program
- 2011 American Heart Association/American Stroke Association’s Get With The Guidelines Stroke Silver Plus Performance Achievement Award
- 2010 MIDAS Quality Award
Heart Hospital of NM at LMCD

Leader in heart care in NM as ranked by the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS)

- 55 licensed beds
- 4 operating rooms
- 5 state-of-the-art cardiac catheterization labs
- 24-hour Emergency Department
- Cardiac rehab services
- Surgical services, such as ENT, Gastroenterology, Urology, and Orthopedics
Lovelace Women’s Hospital

Only hospital in New Mexico dedicated to women’s health.

- 98 licensed beds
- First and only hospital in New Mexico dedicated to women’s health
- 53-bed neonatal intensive care unit
- DaVinci Robotic Surgery for minimally-invasive procedures
- Pediatric observation unit
- AirStrip OB smartphone application
- 2009 and 2010 AAHCP Hospital of Choice Award
Lovelace Westside Hospital

Loving care close to home.

• 95 licensed beds
• $6.5 million investment in a new birthing unit, renovated lobby, and exterior
• First 64-slice CT Scanner, plus digital mammography
• Lovelace Women’s Hospital family birthing center at Westside
• Bariatric Surgical Services
• Radiology Services
• 24/7 Emergency Care
Lovelace Rehabilitation Hospital

The only hospital in NM accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) in five programs.

• 62 licensed beds
• Stroke Specialty program
• Brain Injury Inpatient Rehab program
• Outpatient Medical Rehab programs
• Balance Lab
• New Concussion Testing and Therapy program
• 2009 and 2010 AAHCP Hospital of Choice Award
Where can I access care Nationwide?

With Lovelace Health Plan, you get comprehensive benefits and a national network through MultiPlan/PHCS at the In-Network level of benefit

- Over 568,000 Doctors available
- Over 4,100 Hospitals
- Over 63,000 Ancillary Facilities

Access to OptumHealth’s Centers of Excellence and nationally recognized facilities such as;

- Mayo Clinic in Minnesota and Arizona
- MD Anderson in Texas
Your APS/Lovelace Medical Plan

Benefit Plan Changes effective January 1, 2014 include;

Single Plan Option - **APS Open Access Medical Plan**

- The Low Option Plan will be discontinued on 12/31/2013
- Deductible – $250 (3x family)
- Coinsurance (in-network) – 20%
- Out-of-Pocket Maximum (includes deductible & coinsurance) – $2,250
- In-Patient Hospital Admission – Deductible & Coinsurance apply
- Out-Patient Surgery – Deductible & Coinsurance
- Advanced Radiology – $100 copay, then Deductible & Coinsurance
- Emergency Room – $150 copay, then Deductible & Coinsurance
- Radiation, Dialysis, Chemotherapy – Deductible & Coinsurance apply
Your APS/Lovelace Medical Plan (cont.)

<table>
<thead>
<tr>
<th>Covered Services</th>
<th>APS Open Access Medical Plan</th>
<th>Out-of-Network Non-Participating Provider</th>
</tr>
</thead>
<tbody>
<tr>
<td><em>In-Network Participating Provider</em></td>
<td><em>In-Network Participating Provider</em></td>
<td><em>Out-of-Network Non-Participating Provider</em></td>
</tr>
<tr>
<td><strong>Annual Deductible</strong> (calendar year)</td>
<td>$250 – Single</td>
<td>$500 – Single</td>
</tr>
<tr>
<td>The deductible does not apply to Preventive Care Services or Prescription Drugs</td>
<td>$500 – 2-party</td>
<td>$1,000 – 2-party</td>
</tr>
<tr>
<td>Copayments do not apply towards deductible</td>
<td>$750 – Family</td>
<td>$1,500 – Family</td>
</tr>
<tr>
<td><strong>Annual Out-of-Pocket Maximum</strong> (calendar year)</td>
<td>$2,250 – Single</td>
<td>$4,500 – Single</td>
</tr>
<tr>
<td>The medical plan deductible and medical plan copayments apply to your out-of-pocket maximum. (Prescription drug copayments or coinsurance do not apply to your out-of-pocket maximum.)</td>
<td>$4,500 – 2-party</td>
<td>$9,000 – 2-party</td>
</tr>
<tr>
<td></td>
<td>$6,750 – Family</td>
<td>$13,500 – Family</td>
</tr>
<tr>
<td><strong>Lifetime Maximum</strong></td>
<td>Not applicable</td>
<td>(Certain services are subject to Calendar Year and/or benefit lifetime maximums or are limited per condition)</td>
</tr>
</tbody>
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## Your APS/Lovelace Medical Plan (cont.)

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<td><strong>Effective January 1, 2014</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Primary Care (PCP)</strong></td>
<td><strong>In-Network Participating Provider</strong></td>
<td><strong>Out-of-Network Non-Participating Provider</strong></td>
</tr>
<tr>
<td></td>
<td>$25 office visit copay</td>
<td></td>
</tr>
<tr>
<td><strong>Specialty Care</strong></td>
<td>$40 office visit copay</td>
<td></td>
</tr>
<tr>
<td>Referral not required</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Preventive Services</strong></td>
<td>Plan pays 100%</td>
<td></td>
</tr>
<tr>
<td><strong>Hospitalization</strong></td>
<td>20% after deductible</td>
<td>30% after deductible</td>
</tr>
<tr>
<td>Includes room and board, inpatient physician care-physician visits, surgeon, anesthesiologist, laboratory tests and X-rays</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Outpatient Surgery</strong></td>
<td>20% after deductible</td>
<td></td>
</tr>
<tr>
<td><strong>Laboratory &amp; X-ray</strong></td>
<td>Plan pays 100%</td>
<td></td>
</tr>
<tr>
<td><strong>Advanced Radiology</strong></td>
<td>$100 copay, then deductible and coinsurance</td>
<td>$100 copay, then deductible and coinsurance</td>
</tr>
<tr>
<td>(i.e. MRI/PET Scans/CT Scans)</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Urgent Care Services</strong></td>
<td>$50 copay</td>
<td></td>
</tr>
<tr>
<td><strong>Emergency Services</strong></td>
<td>$150 co-pay, then deductible and coinsurance</td>
<td></td>
</tr>
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</table>
Your Value Added Programs

- Baby Love
- Healthy Steps Coaching
- Healthy Trails
- Care Concierge Program
- Personal Health Assessment
- Healthy Weight
- Healthy Literacy
- Behavioral Health & Outreach and Education
- S.T.O.P. (tobacco cessation)
- Case Management
- Nurse Advice & Health Information Line: 1-877-725-2552
- Online Educational Tools
- Worksite Wellness

ChooseHealthy™
What is Assist America?
(Emergency Services Coordination)

Travel emergencies can happen anywhere, anytime. Thankfully, you’re protected by Assist America.

Services Include:

- Medical Consultations
- Hospital Admission Guarantee
- Medical Repatriation
- Emergency Medical Evacuation
- Care of Minor Children
- Document assistance
- Return of Mortal Remains
- Lost Luggage Recovery
- Prescription Assistance
- Compassionate Visit
- Emergency Message Transmission
- Interpreter & Legal Referrals
Your Local Dedicated Customer Care/Claims Center

As a Lovelace member, you have access to your own information through our on-line services at;

lovelacehealthplan.com

You have access to our local dedicated customer care/claims center at;

1-505-727-5488
or
1-877-232-1988
or email us;

APS.CustomerCare@lovelace.com