The 2013–2014 Flu Season

Blue Cross Blue Shield of Massachusetts remains committed to helping limit the spread of the flu virus in your community. We make it easy for members and their families to get vaccinated this flu season by offering a range of workplace, retail-based and public vaccine solutions.

Who Should Get an Annual Flu Shot?

Experts recommend annual flu vaccinations for everyone six months or older. For the most up-to-date information on vaccine recommendations, please visit the Centers for Disease Control and Prevention website at www.cdc.gov/flu. (Children six months through eight years of age who have never had a flu shot may need more than one dose. Parents should check with their child’s pediatrician.)

Does My Plan Cover an Annual Flu Shot?

<table>
<thead>
<tr>
<th>Plan</th>
<th>Benefits</th>
</tr>
</thead>
<tbody>
<tr>
<td>HMO Blue®, Blue Choice, Access Blue™, and Blue Care Elect™ and Preferred Blue PPO Plans</td>
<td>HMO Blue, Blue Choice, Access Blue, and Blue Care Elect and Preferred Blue PPO members have no cost share for flu shots (or FluMist® for children, if applicable) when performed by a participating or preferred doctor. Members are covered under their medical benefits for this service. However, if a member receives a flu shot along with other covered services at a doctor’s office, the other covered services will be subject to any applicable cost sharing, as outlined in the member’s summary of benefits.</td>
</tr>
<tr>
<td>Indemnity Plans</td>
<td>Most Indemnity members have coverage for the flu shot at no cost, provided the account has not opted out of National Health Care Reform’s preventive-care provision. Please note that if a member receives a flu shot along with other covered services at a doctor’s office, the other covered services will be subject to any applicable cost sharing, as outlined in the member’s summary of benefits.</td>
</tr>
<tr>
<td>Medicare Advantage Plans</td>
<td>Medicare Advantage members have full coverage for flu shots in any location, whether or not the doctor or facility is in the Blue Cross Blue Shield of Massachusetts network. Members will be required to submit a claim for reimbursement when the flu shot is provided by a non-participating doctor. If a member receives a flu shot along with other services at a doctor’s office, the other covered services will be subject to any applicable cost sharing, as outlined in the member’s summary of benefits.</td>
</tr>
<tr>
<td>Pharmacy Benefit</td>
<td>Members with our pharmacy benefits can go to any Express Scripts, Inc.® participating pharmacy to receive flu vaccinations from a licensed, registered pharmacist without a cost share or a prescription. Note: Some states do not allow pharmacists to administer flu vaccinations; check with the pharmacy.</td>
</tr>
</tbody>
</table>

Members must have their ID cards with them when they receive their flu shots.

Blue Cross Blue Shield of Massachusetts is an Independent Licensee of the Blue Cross and Blue Shield Association

—continued
Who Are Approved Vaccination Providers?

We have partnered with a range of doctors, hospitals, and facilities to offer flu vaccinations to members. Before receiving a flu shot, members should verify that they have coverage for that location.

Flu shot providers include:

- Retail pharmacies (those participating with Express Scripts, Inc.) for members with pharmacy benefits
- Limited services clinics
- Urgent care centers
- Summit Health® (www.summithealth.com), offered at Walmart®
- Member’s worksite when using a vendor approved by Blue Cross Blue Shield of Massachusetts
- Primary care provider’s office
- Nurse practitioner’s office
- Specialist’s office
- Certified nurse-midwife’s office
- Skilled nursing facilities when a member is receiving outpatient custodial services, such as physical therapy or occupational therapy
- Home health care provider, such as a visiting nurse
- Outpatient department of a hospital
- Public-access clinics offered through many cities and towns

How Do I Find a Participating Provider?

<table>
<thead>
<tr>
<th>Type of Provider:</th>
<th>Where to Find Information:</th>
<th>At:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Retail or public clinic</td>
<td>Use our Member Central website</td>
<td><a href="http://www.bluecrossma.com/memberecentral">www.bluecrossma.com/memberecentral</a></td>
</tr>
<tr>
<td>Doctor, in or outside Massachusetts</td>
<td>Use our Find a Doctor feature Ask Member Service</td>
<td><a href="http://www.bluecrossma.com/findadoctor">www.bluecrossma.com/findadoctor</a> Number on the front of member ID card</td>
</tr>
<tr>
<td>Pharmacy—for members with pharmacy benefit coverage</td>
<td>Use Express Scripts, Inc.’s website</td>
<td><a href="http://www.express-scripts.com">www.express-scripts.com</a></td>
</tr>
</tbody>
</table>

Prevention Tips and Treatment Options

For information on preventing the flu or options for treatment if you have the flu, please visit our Member Central website at www.bluecrossma.com/flu.

For additional information or to stay up to date throughout the flu season, please visit www.bluecrossma.com/employer.

1. Members should find participating Walmart retail settings by visiting the website listed above. Otherwise, if a member chooses to receive a flu shot in a retail setting, he or she must be sure that the clinic is staffed by Summit Health. Summit Health will not administer FluMist.

2. Please contact your Blue Cross Blue Shield of Massachusetts account executive for more information on approved vendors or to schedule a workplace-based flu clinic.

3. Members receiving home health care services or custodial services from a skilled nursing facility may also receive a flu shot from that participating provider without a cost share. However, any other covered services provided at the same time may be subject to a cost share.