

# 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 publicly 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, you may call Boeing Member Services at 1-888-802-8776 to speak with a BCBSIL Health Advocate or visit the BCBSIL/Boeing homepage ([bcbsil.com/boeing](http://bcbsil.com/boeing)), select Doctor or Pharmacy, and select Centers of Excellence.

### 4. How do I qualify for this program?

To qualify for this program, you must:

Be enrolled in an eligible Boeing BCBSIL plan and part of an eligible group. Please see the eligible populations reference. Use the link to the web page for the website or call Boeing Member Services at 1-888-802-8776 or visit the BCBSIL homepage ([bcbsil.com/boeing](http://bcbsil.com/boeing)), select Doctor or Pharmacy, and select Centers of Excellence.

1. Meet clinical requirements evaluated by your chosen COE facility and be been recommended for a program covered procedure (additional diagnostic or medical services may be required of the member prior to meeting clinical criteria).
2. Obtain a preauthorization from BCBSIL.
3. Have your home treating provider 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.

## 5. Do I need to provide medical records?

Yes. The COE will coordinate with your local physicians to obtain the required medical records. You 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. Your local physician must sign the "Home Physician" form at the time of records release and agree to assume care for you upon your return home. Failure to agree may result in a member's ineligibility for the program.

## Coverage

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

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.

The following services and benefits are covered:

- All medically necessary services while a you are 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 child).
  - You are allowed to travel **48 hours prior to admission** for surgery for pre-operative care that can't been done in the members' home locations
  - You 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 and up to ten days after surgery for post-operative care. If additional time is needed, reviews will be done on an individual basis to assess medical necessity.

The travel benefit includes\*\*:

- Airfare Coach/Economy class ticket (patient and one care giver)
- Ground Transportation
  - Rental car: At the rate of \$65/day for a maximum total of no more than 14 consecutive days (1 day prior to departure allowed and 1 day after return allowed for rental car pickup and return), plus tolls, hotel parking and any other parking.
  - OR:**
  - Use of personal car: Members have the option of utilizing their personal vehicle and will be reimbursed at the IRS standard mileage rate for medical purposes (in effect at time of surgery). Tolls and parking also reimbursable. No separate gas allowance.
  - OR:**
  - Taxi: \$65/day total taxi allowance. Ride lift services fall under this category (Uber, Lyft, etc.)
- Meals
  - \$65 per person per day (patient and one care giver)
- Lodging
  - \$150 per person per day (patient and one care giver)

**\*\* 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. Will I be charged for services?**

You 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).

You will also be responsible for meeting your plan year deductible. Member Services will be able to inform you what your remaining deductible amount is by calling 1-800-802-8776.

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

You will be reimbursed by BCBSIL. Following the episode of care, you should submit all of your receipts for travel, meals, and lodging to BCBSIL using the provided claim form. You 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.

### Claim Form Tips:

- a) The Medical Claim Form can be found by going to the BCBSIL homepage ([bcbsil.com/boeing](http://bcbsil.com/boeing)), selecting Forms, and choosing Medical Claim (Domestic).
- 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:	Month Day Year		
	Please note: Preventive care includes immunizations, routine well baby care, routine physical examinations, vision and hearing exams.	<input checked="" type="checkbox"/> Illness – Date of first symptom: <b>SURGERY DATE</b>	05	02	16
		<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. <b>Services at Northwestern Medicine for bariatric. Surgery date: 5/2/16. Receipts included are for travel to/from COE facility.</b>				

## Travel

### 1. Who handles my travel itinerary?

Travel arrangements are made and paid for by you. The COE will assist you in planning your trip, once they are final, you must inform BCBSIL of your surgery date and intended travel dates. All receipts are to be submitted to BCBSIL for reimbursement.

Note: You must have received authorization for the procedure prior to scheduling travel.

### 2. Can my family travel with me?

Yes, the patient can take one companion with them to the host city. The program

pays for the member and one companion (two if the patient is a child). Any other travelers must pay their own expenses.

### **3. Am I required to have a traveling companion?**

In most instances, a traveling companion is not required, 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 non-emergency care plan while you are still in the visiting city and the return home. You 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 you to schedule the first follow-up appointment with your local physician.

### **2. What happens if I experience emergency medical health issues once I return home?**

Once you return home, you should work with your home physician but in the case of a medical emergency always contact 911.

### **3. Do I 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, the patient must have an established relationship with a local physician. Your physician must be willing to assume future and ongoing care once you return home. This is a requirement to be eligible for the COE program.

## **General**

### **1. How many times can I use this program?**

You can use this program as many times as needed as long as you meet the eligibility criteria listed above and meet clinical criteria for the specific covered services.

### **2. How can I receive more information about the Boeing COE Program?**

Call Boeing Member Services at 1-888-802-8776 or go to the BCBSIL homepage ([bcbsil.com/boeing](http://bcbsil.com/boeing)), select Doctor or Pharmacy, and select Centers of Excellence.

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

You can call Boeing Member Services at 1-888-802-8776. Providers can call 1-800-972-8088.

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

- ☐ Confirm with BCBSIL you belong to a group 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 in order to activate the enhanced benefit
- ☐ Book your travel and lodging, if necessary