# USC Trojan Care EPO Plan

Effective January 1, 2021

<table>
<thead>
<tr>
<th>Welcome</th>
<th>1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Finding an EPO Plan Provider</td>
<td>1</td>
</tr>
<tr>
<td>HealthComp Administrators</td>
<td>2</td>
</tr>
<tr>
<td>Understanding Your Plan ID Card</td>
<td>3</td>
</tr>
<tr>
<td>How to Read Your Explanation of Benefits (EOB)</td>
<td>5</td>
</tr>
<tr>
<td>Using Your Prescription Drug Benefits</td>
<td>7</td>
</tr>
<tr>
<td>Livongo for Diabetes Program</td>
<td>8</td>
</tr>
<tr>
<td>LiveHealth Online</td>
<td>9</td>
</tr>
<tr>
<td>Lyra Health</td>
<td>9</td>
</tr>
<tr>
<td>HealthComp Online</td>
<td>10</td>
</tr>
</tbody>
</table>

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(213) 740.0035 | employees.usc.edu/epo
Welcome to the USC Trojan Care EPO Plan

The USC Trojan Care EPO Plan is a self-funded medical benefit program provided by the University of Southern California. As a Participant/Covered Person of the USC Trojan Care EPO Plan, benefits are administered by the university with HealthComp, Anthem Blue Cross and Navitus, each providing certain administrative services.

The USC Trojan Care EPO Plan is an Exclusive Provider Organization that provides convenient access to a full range of high quality providers near where you live or work. Included in the EPO provider network are Keck Medicine of USC providers, as well as other selected Anthem providers within six Southern California counties.

It is important to know that you must use USC Trojan Care EPO Plan network providers to receive plan benefits; there is no out-of-network coverage except in an emergency or urgent care services.

While you don’t have to choose a primary care physician (PCP), your network PCP office visit copay will be $10 instead of $20 after you do designate one. To designate a PCP for you and your covered dependents, register at hconline.healthcomp.com/usc. Changes made on or before the 15th day of the month will be effective on the 1st of the following month.

Finding an EPO Plan Provider

To find USC Trojan Care EPO Plan providers, go to hconline.healthcomp.com/usc and select “Find a Provider”. You can filter your search.

You can also visit keckmedicine.org to search for a Keck Medicine provider or call (833) KECK.USC/(833) 532.5872.

PRIOR AUTHORIZATIONS

Anthem Blue Cross provides Prior Authorization for all scheduled hospitalizations, outpatient surgical procedures, and certain medical health services. Physical and occupational therapy require Prior Authorization after the first 12 visits of the calendar year.

HealthComp Administrators

HealthComp is a Third Party Administrator (TPA) responsible for processing all medical claims, maintaining eligibility, generating Plan ID cards, and providing customer service for members of the USC Trojan Care EPO Plan.

Contact information for HealthComp is shown below and is also printed on the front of your Plan ID card. Information on where to submit medical claims is printed on the back of your Plan ID card.

Present your ID card each time you receive medical care or purchase prescription drugs to ensure all claims are filed correctly. See pages 3 and 4 in this brochure for a description of the information included on the front and back of your ID Card.

For questions about benefits, eligibility or claims, or to request additional or replacement plan ID cards, contact:

HEALTHCOMP CUSTOMER SERVICE

Telephone (toll free): (855) SC.PLANS/(855) 727.5267
Monday-Friday, 6:00 a.m. to 5:00 p.m. (PST)

HCONLINE

You can also access HConline (HealthComp’s secure web portal) to access claims history, view electronic Explanation of Benefits (EOBs), review benefits and eligibility information and more. See Page 10 for information on how to access HConline and set up a member account.
Understanding Your Plan ID Card

All Participants enrolled in the USC Trojan Care EPO Plan receive an ID card. Present your ID card each time you receive medical care or purchase prescription drugs.

You can also receive a digital ID card that can be viewed on your computer or any mobile device. To access the digital ID card, set up your member account on the HealthComp website at hconline.healthcomp.com/usc. If you need assistance, please contact HealthComp’s member service team at (855) 727.5267.

Reference:

1. Anthem Blue Cross logo identifies USC’s contracted provider network.
2. This is the name of the primary subscriber (employee).
3. Subscriber ID is the number which should be used for identifying the subscriber eligibility record.
4. This is the name of the subscriber’s dependent (if any is being covered).
5. Anthem Group Number is the Anthem Blue Cross assigned group number.
6. Plan Code 040 is a code used by Anthem Blue Cross to identify the USC plan.
7. HealthComp Group Number is used by HealthComp to identify the USC account. You may be asked for this number when contacting HealthComp.
8. HealthComp is USC’s Third Party Administrator (TPA). Contact HealthComp with member service, eligibility and benefit-related questions.
9. Navitus is your prescription benefits manager. Contact Navitus if you have prescription related questions. The Rx Bin, Rx PCN and Rx Group numbers are used by your pharmacy when processing your prescription drug claim.
10. Prudent Buyer Plan and PPO suitcase logo is the Anthem Blue Cross PPO provider network.
11. Most common prior authorization requirements are listed here. It is important to adhere to all prior authorization requirements.
12. Mailing address for all medical claims incurred in California, if not submitting electronically to Anthem.
13. Blue Cross/Blue Shield note to providers, reminding them to use the JEX prefix when submitting claims incurred outside of California to their local Blue Cross/Blue Shield plan.
14. Web addresses used to locate EPO providers.
15. Phone number to call when requiring medical prior authorization.
16. Phone number Anthem Blue Cross Prudent Buyer providers use for claims inquiries.
17. Anthem Blue Cross is legally required to include this disclaimer on ID cards accessing their names and logos.
### How to Read Your Explanation of Benefits (EOB)

An Explanation of Benefits (EOB) is important because it verifies that a claim was received by your insurance, documents payment and/or reason(s) for denial and patient responsibility. It also provides the “Covered Amount” providers have agreed to accept as plan payment and clearly specifies your patient responsibility.

#### Covered by Your Plan

<table>
<thead>
<tr>
<th>Service Details</th>
<th>Total Charge</th>
<th>Plan Rate</th>
<th>Plan Paid</th>
<th>Paid by Other Insurance</th>
<th>Not Covered</th>
<th>For Your Deductible</th>
<th>Co-pay/Co-insurance</th>
<th>Total</th>
<th>%</th>
<th>Reason Codes</th>
<th>Service Codes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date: 1/7/2018</td>
<td>$280.00</td>
<td>$131.73</td>
<td>$131.73</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$10.00</td>
<td>100</td>
<td>JA, 02</td>
<td>410</td>
</tr>
<tr>
<td>A2 Surgical Services</td>
<td>$337.00</td>
<td>$191.50</td>
<td>$186.50</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$38.00</td>
<td>$0.00</td>
<td>$38.00</td>
<td>100</td>
<td>JA, 412</td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>$617.00</td>
<td>$323.23</td>
<td>$300.33</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$38.00</td>
<td>$20.00</td>
<td><strong>$103.00</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Other Credits or Adjustments

- **Other Credits or Adjustments:** $0.00
- **Your Total Responsibility:** $103.00

#### Field Descriptions Included on an EOB

- **Claim #:** The claim number that was assigned by HealthComp.
- **Patient:** The plan member who received the services.
- **Member ID:** Your member ID number that is on your Plan ID card as Subscriber ID number.
- **Service Details:** A description of the service that was received and the date that it was received.
- **Total Charge:** The amount that the provider charged for the service received.
- **Plan Rate:** The allowable charges under the Plan or the amount your provider has agreed to accept for services rendered.
- **Plan Paid:** The amount paid by the Plan.
- **Paid by Other Insurance:** A portion of the Total Charge may have been covered by another source (e.g. other health insurance, automobile insurance).
- **Not Covered:** The amount that was not covered by the Plan, such as “over usual and customary fees” or exclusions by the Plan.
- **For Your Deductible:** The amount you must pay for services before the Plan will pay.
- **Co-pay:** The set amount that you pay for certain services (such as office visits). You may have already paid for your co-pay at the provider’s office.
- **Co-insurance:** The percentage amount you pay for certain services (such as labs and x-rays).
- **Total:** The total amount you owe to the provider for the service received.
- **(%):** Percentage: The percentage of the covered amount that was paid by the Plan, after any applicable deductible and/or co-pays.
- **Reason Codes:** HealthComp’s reason code for charges that were not covered or require further explanation.
- **Service Codes:** HealthComp’s code for the service that was received.
- **Other Credits or Adjustments:** Any final adjustments that were made to the amount that you owe.
- **Your Total Responsibility:** The total amount that you owe for all services listed in the claim. This may include co-pays that you already paid at the provider’s office.
- **Provider:** The provider/facility that rendered the service(s).
- **Reason Code Description:** A description of the Reason Codes in section N.
- **Payment Distribution:** Identifies the name of the payee, payment amount and check number of each payment that HealthComp issued for services listed in the EOB.
- **Messages:** Shows additional information related to the EOB.
Using Your Prescription Drug Benefits
When you enroll in the USC Trojan Care EPO Plan, you automatically receive prescription drug coverage administered by Navitus. The amount you pay for up to a 30-day supply is shown below.

<table>
<thead>
<tr>
<th>PRESCRIPTION DRUG BENEFITS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Drug Type</td>
</tr>
<tr>
<td>Generic</td>
</tr>
<tr>
<td>Brand Name (No Generic Available)</td>
</tr>
<tr>
<td>Brand Name (Generic Available)</td>
</tr>
<tr>
<td>Specialty Medications (Brand Only)</td>
</tr>
</tbody>
</table>

HOW TO USE THE MAIL ORDER PROGRAM
- Have your physician write the prescription.
- Setup your online account at pharmacy.costco.com by selecting Sign In/Register. You can create a Costco.com account without having to be a member. Complete a Patient Profile and setup billing and shipping information for each member in your family who wants to use mail order service. You can choose to mail in this form if you prefer not to use the online services. Contact Costco Mail Order Pharmacy and request a patient profile form be sent, fill it out and return it to:
  Costco Mail Order Pharmacy
  215 Deininger Circle
  Corona, CA 92880-9911
  Allow up to 14 days for delivery from the date Costco Mail Order Pharmacy receives your order. For assistance with mail order, contact Costco Mail Order Pharmacy at (800) 607.6861.
  For questions regarding your prescription drug benefits, call Navitus at (855) 673.6504.

Livongo for Diabetes Program
Livongo for Diabetes program makes living with diabetes easier by providing you with a connected meter, unlimited strips, and coaching at no cost. If you enroll in the program, your diabetes medication is covered at 100% by your health plan.

Here are some of the benefits of this program:

- More Than a Standard Meter: The meter is connected and provides real-time tips and automatically uploads your blood glucose readings.
- Unlimited Free Strips and Lancets: When you are about to run out, Livongo ships more supplies, right to your door.
- Coaching Anytime and Anywhere: Certified Diabetes Educators are available anytime via phone, text, and the mobile app to give you guidance on your nutrition and lifestyle questions.
- Medication at no cost: Get your diabetes medication covered at 100% by your USC health plan each month you continue to check your blood glucose on your Livongo meter.

To learn more about the program or join, visit join.livongo.com/USCTROJANS/register or call (800) 945-4355 and mention registration code USCTROJANS.

NETWORK PHARMACIES INCLUDE
- USC Health Center Pharmacy—UPC
- USC Pharmacy—UPC
- USC Medical Plaza Pharmacy—HSC
- USC Verdugo Hills Professional Pharmacy
- CVS
- Rite Aid
- Costco
- And many more independent pharmacies

To find Network pharmacies in your area, call Navitus at (855) 673.6504 or visit navitus.com.

MAIL ORDER PROGRAM
For your convenience, Navitus offers a mail order program through Costco Mail Order Pharmacy. Copays through mail order are the same as filling at a retail pharmacy.
**LiveHealth Online**

Easy, fast primary care physician visits. All from the comfort of your home via your own computer or mobile device. LiveHealth Online physicians can answer questions, make a diagnosis, and even prescribe basic medications when needed and as legally permitted in certain states*. They are available year round, seven days a week, 24 hours a day. A transcript of the LiveHealth Online consultation will be sent to your primary care physician upon request.

You may access this service by visiting livehealthonline.com. Make sure you set up your account with LiveHealth Online before having to use their services. It is recommended that you set up your account using a computer (not your mobile phone), but once your account is set up you can access LiveHealth Online via any supported mobile device.

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**Lyra Health**

Lyra makes it easy for you and your dependents to get high-quality, personalized care for your mental and emotional health, so you can be your best at work or at home. With therapy and coaching programs, Lyra can help with stress, anxiety, depression, and other common behavioral health issues.

**With Lyra you get:**
- **Easy sign-up**—create an account in the secure online tool or by calling the care team.
- **Convenient options**—meet with coaches and therapists in-person or via live video.
- **Quick scheduling**—Lyra providers have available appointments within the next two weeks.
- **No cost to you**—the EPO Plan covers the cost of care, up to 25 sessions per year per covered member.

Get started at uscl.lyahealth.com or at (844) 495.7094.

**Questions?** Contact Lyra’s care team 24/7 at (844) 495.7094 or by email at care@lyrahealth.com.

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**HealthComp Online (HConline)**

You have access to a variety of tools and resources for your USC Trojan Care EPO Plan benefits through HealthComp’s secure web portal called HConline. With HConline you can:

- View enrollment information
- Review benefit information
- Access claims history and inquire about claims
- View and print Explanation of Benefits (EOBs)
- Download frequently used forms
- Submit online forms
- Order an ID Card

**ACCESSING HCONLINE**

To access HConline, please go to:
1) hconline.healthcomp.com/usc
2) Click on Sign Up, located in the top right-hand corner, then choose Member (Employee or Dependent)
3) Complete New User Registration
   - **Verification**
     - Enter your Social Security Number (omit dashes)
     - Date of Birth (MM/DD/YYYY)
     - Home Zip Code (#####)
   - **User Account**
     - Enter email address, Username and Password
     - HealthComp Group Number (found on ID card)
     - Select and answer security question
     - Click Create New User
   - Go to your email to confirm your registration
   - Add hconline@healthcomp.com to your address book to ensure delivery of email notifications

HConline mobile application enables members and providers to access HConline from their smart phone or tablet.

**NEED ASSISTANCE?**

If you need assistance setting up your member account or have questions, call HealthComp’s online support toll-free at (855) SC.PLANS/(855) 727.5267 (M-F, 6:00 a.m.–5:00 p.m.–PST) or send an email to hconline@healthcomp.com.
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Lyra Health 9
HealthComp Online 10