

Preferred Partnership Questions and Answers



[Preferred Partnership Overview](#)

[Eligibility](#)

[Benefit Administration and Transition](#)

[Searching for Providers in the Preferred Partnership Options](#)

[Enrollment](#)

[Well Being and the Preferred Partnership](#)

[Privacy](#)

[Resources to Learn More](#)

Preferred Partnership Overview

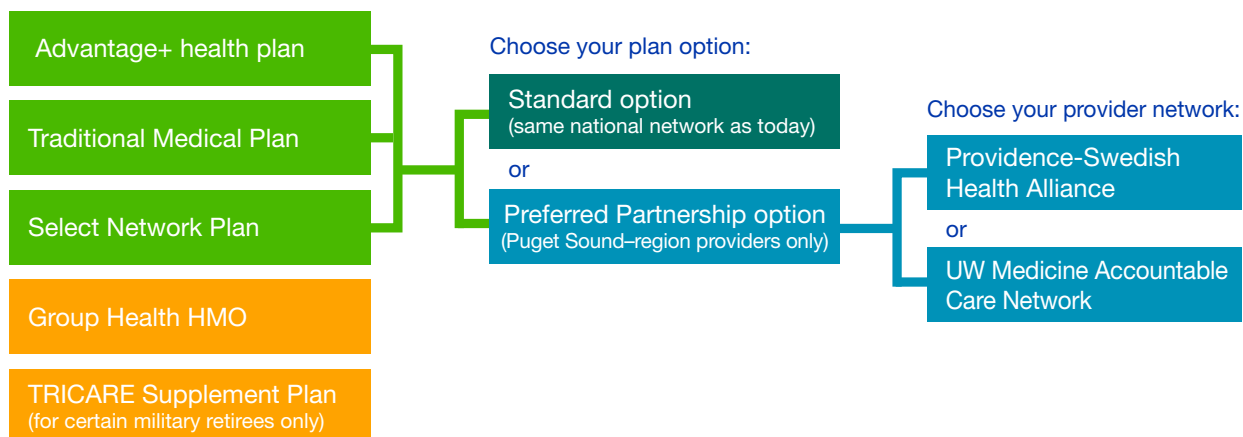
1 What is the Preferred Partnership?

Boeing has entered into an innovative partnership with two leading health care systems in the Puget Sound region — Providence-Swedish Health Alliance and UW Medicine Accountable Care Network — to offer a new health plan service delivery approach in 2015. Called the Preferred Partnership, the option is designed to improve quality, provide a better experience for you and your family, and be more affordable.

2 What are my medical plan options for 2015?

For 2015, you will have the same medical plan options as today. However, if you enroll in certain plans in the Puget Sound region, you will also choose from a “standard option” or a “Preferred Partnership option,” as shown below.

Choose your plan:



Before you select any coverage option, you may want to check to make sure your provider participates in the plan’s network. See the [Provider Networks](#).

3 What's the difference between the standard options and the Preferred Partnership options?

The following table compares key features of the standard options with the Preferred Partnership options.

Feature	Standard options	Preferred Partnership options	For more information
Network¹	Use the same providers in the Puget Sound region as today, and Blue Cross and Blue Shield providers outside of the Puget Sound region, to receive the network level of benefits	Use Puget Sound–region providers in the Preferred Partnership option that you choose (Providence-Swedish Health Alliance or UW Medicine Accountable Care Network) to receive the network level of benefits	See question 4
Coverage	Provides same coverage as today, except any changes required to comply with the Affordable Care Act or other legislation	Provides same coverage as today, except any changes required to comply with the Affordable Care Act or other legislation — but with lower costs: <ul style="list-style-type: none"> ■ No office-visit copayments for seeing network primary care providers² ■ Generic prescription drugs covered at 100 percent² 	See the Plan Comparison
Paycheck contributions (Traditional Medical Plan and Select Network Plan only)	Contributions vary by plan, but in general will have only a moderate increase from 2014 amounts	Annual contributions for 2015 are \$360 to \$1,080 lower than the standard option, depending on family members covered; in all cases, contributions are lower than 2014 amounts	See the Plan Comparison
Health Savings Account contributions (Advantage+ health plan only)	Receive slight increase to Boeing contribution: <ul style="list-style-type: none"> ■ Employee only: \$625 ■ Employee + dependents: \$1,250 	Receive larger increase to Boeing contribution: <ul style="list-style-type: none"> ■ Employee only: \$1,025 ■ Employee + dependents: \$2,050 	See question 24

¹ Before you select any coverage option, check to make sure your provider participates in the plan's network.

² Advantage+ health plan participants must first satisfy the annual deductible when applicable.

4 How do the Preferred Partnership options work?

The Preferred Partnership options work the same way as the standard options. The key is understanding when you receive network benefits:

- Each Preferred Partnership option has a broad provider network — with primary care providers, specialists, urgent care facilities and hospitals located throughout the Puget Sound region. To receive network benefits, you and your family generally need to use only Puget Sound–region providers in the Preferred Partnership network you choose.
- Emergency care is covered at the network level, even if the provider is not in the Preferred Partnership network or you are traveling outside the Puget Sound region.
- If you receive medical services from providers not in the Preferred Partnership network you choose and the services are not for an emergency, those services would be covered at the nonnetwork level in the Traditional Medical Plan and the Advantage+ health plan. In the Select Network Plan, nonnetwork nonemergency services are not covered.

5 What are the advantages of choosing one of the Preferred Partnership options?

Choosing a Preferred Partnership option has many advantages:

- Quicker access to network primary care providers (PCPs) and specialists, and more after-hours care availability.
- More personalized and coordinated care, especially for individuals with complex medical situations such as diabetes or a heart condition.
- Greater use of electronic messaging with providers, and expanded opportunity to use electronic medical records.
- Lower paycheck contributions for the Traditional Medical Plan and Select Network Plan. For details, see the [Plan Comparison](#).
- Increased company contributions to the Health Savings Account for participants in the Advantage+ health plan. For details, see [question 24](#).
- No office-visit copayments for seeing network PCPs (Advantage+ health plan participants must first satisfy the annual deductible).
- Generic prescription drugs covered at 100 percent (Advantage+ health plan participants must first satisfy the annual deductible when applicable).

6 What health care systems are part of the Preferred Partnership?

The health care systems for the Preferred Partnership are Providence-Swedish Health Alliance and UW Medicine Accountable Care Network (depending on which you choose). For a partial list of providers in each network, see the [Provider Networks](#). To find providers, click the links in the [Find Providers](#) section of the Preferred Partnership website.

7 Who is considered a primary care provider (PCP) under the Preferred Partnership options?

Examples of PCPs include the following types of providers:

- General or family practice doctors.
- Internal medicine doctors.
- Osteopaths.
- Pediatricians.
- Obstetricians/gynecologists.
- Advanced registered nurse practitioners.
- Physician assistants.

PCPs do not include specialists, such as dermatologists, oncologists and podiatrists, but each Preferred Partnership option includes a broad network of specialists.

8 What provider categories are eligible for the office visit copay waiver under the Preferred Partnership?

Office visit copayments will be waived for the following types of providers:

- General or family practice doctors.
- Internal medicine doctors.
- Osteopaths.
- Naturopaths.
- Pediatricians.
- Obstetricians/gynecologists.
- Advanced registered nurse practitioners.
- Physician assistants with a primary care practice.

Office visit copayments continue to apply for visits to specialists — for example, dermatologists, oncologists and podiatrists.

9 Are all related costs for network primary care provider (PCP) office visits covered at 100 percent?

No. Under the Preferred Partnership options, there are no office-visit copayments for seeing network PCPs when you're sick or injured (Advantage+ health plan participants must first satisfy the annual deductible). Preventive care office visits are already offered at no cost. However, charges for other services performed during any office-visit (for example, laboratory or X-ray services) may apply.

10 How does choosing a Preferred Partnership option affect my choice of providers?

Each Preferred Partnership option has a broad provider network — with primary care providers, specialists, urgent care facilities and hospitals located throughout the Puget Sound region. If you choose a Preferred Partnership option, to receive network benefits, you and your covered family members need to use providers in the same Preferred Partnership network (either Providence-Swedish Health Alliance or UW Medicine Accountable Care Network, depending on which you choose).

11 Why has Boeing chosen these two particular health care systems, and not others?

Puget Sound has the advantage of having some of the best, most progressive providers and medical centers in the country. For this particular initiative, Boeing issued a Request for Proposal and chose Providence-Swedish Health Alliance and UW Medicine Accountable Care Network for a variety of reasons — they are well-respected, have a broad geographic reach, provide the full continuum of care and have demonstrated a commitment to transform how health care is delivered. Boeing will continue to engage with other providers in the community in an effort to transform the delivery system with a goal of improving quality, outcomes and the cost of care.

12 How will the Preferred Partnership options work if I have a child who lives outside the Puget Sound region?

To receive the plan's network level of benefits, all covered members, including your covered children, will be required to receive care from providers in the Preferred Partnership option you choose (either Providence-Swedish Health Alliance or UW Medicine Accountable Care Network), except for emergency care. If you have a child living outside the Puget Sound region, consider if he or she is in the Puget Sound region frequently enough to access routine or follow-up care from a provider in the Preferred Partnership network. A Preferred Partnership option may not be the right choice for your family if your child has more immediate or frequent medical needs and does not live in the Puget Sound region.

13 How do I choose the right medical plan for my family and me?

There are many factors to consider when choosing your medical plan. For example, the Preferred Partnership options offer enhanced services and more affordable coverage, but require you to use providers within the Preferred Partnership network that you choose to receive the network level of benefits (except in an emergency). The standard options offer the same coverage levels and networks as are currently available, but don't offer the Preferred Partnership enhanced services or more affordable coverage. See the [Decision Checklist](#) for things to consider before choosing to participate in one of the Preferred Partnership options.

14 I've heard the Preferred Partnership options referred to as "accountable care networks (ACN)" and "accountable care organizations (ACO)." What does that mean?

The Preferred Partnership options can be called ACNs and ACOs. An ACN and ACO are the same thing — a group of doctors, hospitals and other health care providers who join together to provide highly coordinated care with the goal of improving quality and lowering costs.

15 Will this new approach really save money and lower costs?

The two health care systems (Providence-Swedish Health Alliance and UW Medicine Accountable Care Network) are making investments to improve the quality of care delivered and to measurably improve the health of Boeing's employees. As in other areas of our business, we know that, over time, investing in quality can increase costs in the short term but lower them in the long term.

16 How will the Preferred Partnership options save me money?

For 2015, if you enroll in the Traditional Medical Plan or Select Network Plan and choose one of the Preferred Partnership options over a standard option, you'll benefit from:

- Lower paycheck contributions:
 - For employee-only coverage, you'll pay \$360 less per year than the standard option.
 - For employee + spouse/eligible domestic partner coverage, you'll pay \$720 less per year than the standard option.
 - For employee + child(ren) coverage, you'll pay \$720 less per year than the standard option.
 - For employee + spouse/eligible domestic partner and child(ren) coverage, you'll pay \$1,080 less per year than the standard option.

For detailed contribution amounts, see the [Plan Comparison](#).

- No office-visit copayments for seeing network primary care providers (PCP).
- Generic prescription drugs (retail and mail order) covered at 100 percent.

If you enroll in the Advantage+ health plan and choose one of the Preferred Partnership options, you'll benefit from:

- The same paycheck contributions as today — \$0 — regardless of family members covered.
- Increased contribution from Boeing to your Health Savings Account (HSA), provided you meet HSA eligibility requirements, which will be the same as today:
 - If you have employee-only coverage, you'll receive \$1,025 (compared to \$625 if you choose the standard option).
 - If you have coverage for employee and any dependents, you'll receive \$2,050 (compared to \$1,250 if you choose the standard option).
- No office-visit copayments for seeing a PCP after you first satisfy the annual deductible.
- Generic prescription drugs (retail and mail order) covered at 100 percent after you meet the annual deductible, when applicable.

17 How do the new Preferred Partnership options benefit Boeing?

There are two key benefits. First, the Preferred Partnership options are designed to help improve the health of Boeing's eligible employees, retirees and covered family members. Second, they are designed to make health care more affordable for Boeing and for employees who choose one of the Preferred Partnership options for medical coverage in 2015.

18 Will the Preferred Partnership options impact services I receive from other health and Well Being programs?

There is no change to:

- Best Doctors® Second Opinion Service and Treatment Decision Support.
- Cleveland Clinic Specialty Program.
- Urgent Care at Home Carena, Inc.®
- WebMD.
- Quit For Life® Program — smoking cessation program.
- ValueOptions for the Employee Assistance Program.

You can use all of these health and Well Being programs right now — and continue to do so if you choose a Preferred Partnership option for 2015. For more information about the health and Well Being programs, view your 2015 health care plan user's guide at www.boeingbenefits.com/usersguide.

Eligibility

19 Who is eligible for the Preferred Partnership options?

The Preferred Partnership options are available in the Puget Sound region for nonunion Boeing employees and their covered dependents, employees represented by the SPEEA Pilot/Instructors Unit (SPIU) and their covered dependents, and employees represented by the International Union of Operating Engineers Power Plant (IUOE 286 PP) and their covered dependents. Retirees of the groups listed above and their dependents are also eligible if not covered by Medicare; those covered by Medicare are not eligible for the Preferred Partnership options.

20 Will you be expanding the Preferred Partnership options outside the Puget Sound region?

At this time, Boeing intends to explore similar arrangements with health care systems in other parts of the country.

Benefit Administration and Transition

21 Are the Preferred Partnership options replacing any of Boeing's current medical plan options?

No. All medical plan options available today will continue to be offered in 2015.

22 Will Blue Cross and Blue Shield of Illinois continue to administer medical claims for these plans?

Yes. Blue Cross and Blue Shield of Illinois will continue to administer claims and provide customer service in connection with those claims.

23 Who will provide prescription drug coverage, vision coverage and mental health and substance abuse treatment in the Preferred Partnership options?

These administrators will continue to provide networks and customer service:

- Prescription drug coverage: Express Scripts®.
- Vision coverage: Vision Service Plan.
- Mental health and substance abuse treatment: ValueOptions.

24 If I'm enrolled in the Advantage+ health plan and have a Health Savings Account (HSA) in 2014, what will happen to my HSA if I choose one of the Preferred Partnership options for my medical coverage in 2015?

If you select the Advantage+ health plan and choose one of the Preferred Partnership options as your medical plan in 2015, the way the HSA works remains the same, as required by federal law. You can use money in your HSA to pay for eligible expenses, and you can carry over your unused account balance year to year.

By selecting one of the Preferred Partnership options, you will receive an increased contribution from Boeing to your HSA (provided you meet HSA eligibility requirements, which will be the same as today):

- \$1,025 if you have employee-only coverage (compared to \$625 if you choose the standard option), or
- \$2,050 if you have employee + dependent coverage (compared to \$1,250 if you choose the standard option).

25 Will I be able to use a Health Care Flexible Spending Account (FSA) if I choose one of the Preferred Partnership options for 2015?

If you choose one of the Preferred Partnership options, you will continue to be eligible to contribute to a Health Care FSA, with the same special rules applicable to employees who also have a Health Savings Account. The way your Health Care FSA works will remain the same.

Searching for Providers in the Preferred Partnership Options

26 How can I determine if my current provider is in one of the Preferred Partnership networks?

Visit the [Find Providers](#) section of this website to:

- See if your providers are in a Preferred Partnership network.
- View a map to find medical groups near you.
- Find specialists and other types of providers.

Note: Individual providers move in and out of networks periodically, so before receiving services, check to make sure your provider still participates in your plan's network.

27 Are there some providers who are considered “in network” for both Providence-Swedish Health Alliance and UW Medicine Accountable Care Network?

Yes. Since the two Preferred Partners may not have full geographic coverage for certain types of providers, Boeing and the Partners have agreed to use the broader BCBSIL network in Puget Sound (including Regence) for the facilities, services, and provider types shown below.

Facilities and Services

- Durable Medical Equipment
- Hearing Aid Dispensary
- Home Health
- Lab
- Radiology (X-rays, etc.)
- Skilled Nursing Facility
- Skilled Rehab Facility
- Urgent Care Centers

Providers

- Acupuncture
- Audiologist
- Chiropractors
- Licensed Massage Therapists
- Maxillofacial (Oral) Surgeons
- Naturopaths
- Nutritionists
- Physical Therapists, Occupational Therapists, Speech Therapists (PT/OT/ST)

To get “in-network” benefits for the types of services shown above, you can use:

- Providers who are affiliated with the Preferred Partner network that you elect during annual enrollment — and you'll find those on their websites, or
- Providers who are in the Regence network, but not affiliated with the Preferred Partners — you can find this complete list by using the search tool on the Preferred Partnership website at www.healthpartnershipoptions.com. These providers will be considered “in network” for both Preferred Partners.

28 I use a doctor whose offices are located at one of the Preferred Partner facilities, but I can't find that doctor listed on the Boeing website or the Preferred Partner's website for Boeing. Why?

Some doctors are not part of the Preferred Partnership agreement, even though their offices are located at a Preferred Partner facility. To be sure the doctor you use is part of the Preferred Partnership network, be sure to check the Preferred Partnership website at www.healthpartnershipoptions.com, or the Preferred Partner's website dedicated to Boeing, or call the Preferred Partner call center:

- Providence-Swedish Health Alliance (855-654-7742): <https://boeing.pshealthalliance.org>
- UW Medicine Accountable Care Network (855-520-7800): www.uwmedicine.org/boeing

Use the two Preferred Partnership websites for Boeing employees shown above, not the general websites for the two health care systems.

29 What if a provider I use is not in one of the Preferred Partnership networks?

If your current primary care provider, specialist, urgent care facility or hospital is not in either of the Preferred Partnership networks, you have the following options:

- You can choose one of the Preferred Partnership options and:
 - Receive care from a new provider who is in that option’s network (either through Providence-Swedish Health Alliance or UW Medicine Accountable Care Network, depending on which you choose), so you can receive the network level of benefits. To find providers, click the links in the [Find Providers](#) section of the Preferred Partnership website, or
 - Continue to use your current provider, but with the knowledge that it will cost you more (or possibly not be covered if you enroll in the Select Network Plan for 2015). That’s because the Preferred Partnership options generally require you to use only Puget Sound–region providers in the Preferred Partnership option you select, except for an emergency. As a result, nonemergency services are covered at the nonnetwork level. Generally, in the Traditional Medical Plan and Advantage+ health plan, you’ll pay 40 percent of the cost of services after the annual deductible. In the Select Network Plan, these services would not be covered.
- You can elect the standard option and continue to use your current provider.

30 My doctor in a Preferred Partnership network refers me to a doctor or facility outside of the network. Is this an in or out-of-network claim?

In general, services for providers outside of the network you choose are considered a nonnetwork expense. However in limited situations, the service may not be available within the Preferred Partnership network you choose. There is a process for the Preferred Partner provider to request services be delivered by a non-Preferred Partner provider and then paid as “in-network”. We expect these situations to be infrequent given the broad networks of each Preferred Partner.

31 My primary doctor and my child’s doctor are in different networks. Can I use providers in both networks?

No. If you choose a Preferred Partnership option, to receive network benefits, you and your covered family members need to use providers in the same Preferred Partnership network (either Providence-Swedish Health Alliance or UW Medicine Accountable Care Network, depending on which you choose). Each Preferred Partnership option has a broad provider network — with primary care providers, specialists, urgent care facilities and hospitals located throughout the Puget Sound region. If you voluntarily seek care outside of the Preferred Partnership network, it will be covered at the nonnetwork benefit level. (For exceptions, see question 30.)

32 If I choose a Preferred Partnership option as my medical coverage in 2015, are all covered family members expected to use primary care providers, specialists, urgent care facilities and hospitals in that network?

Yes. If you choose one of the Preferred Partnership options, to receive network benefits, you and your covered family members will need to use only providers within your chosen Preferred Partnership network (either Providence-Swedish Health Alliance or UW Medicine Accountable Care Network), except for emergency care.

33 If I choose a Preferred Partnership option, will I need to choose a primary care provider (PCP)?

No. Designating a PCP is optional, but Boeing encourages all eligible employees and dependents to choose a PCP to ensure better coordination of care. You’ll still receive the plan’s network benefits as long as you use PCPs within the Preferred Partnership network you choose. The Preferred Partnership options allow you to choose a different PCP for each family member within the same network, and you can change PCPs within that network at any time.

34 Will I need to get a referral to see a specialist?

No. You won't need a referral to see a specialist. However, to receive network benefits, the specialist must be in the network of the Preferred Partnership option you choose.

35 If I choose a Preferred Partnership option for medical coverage and I go to a provider who's not in that network, how much will I pay?

The amount you'll pay depends on your situation:

- If you require emergency care, you'll pay the network cost of the service, whether you're in the Puget Sound region or not.
- If it's not for an emergency, you'll generally pay 40 percent of the cost of the service after you meet the annual deductible in the Traditional Medical Plan and Advantage+ health plan. The Select Network Plan does not cover services received outside the network, so you'll pay the full cost of the service.
- In the rare event that a particular service is not available from any network provider, there will be a review process to determine if you'll pay the network cost for a nonnetwork provider.

Enrollment

36 When can I enroll in a Preferred Partnership option?

You can enroll in one of the Preferred Partnership options during annual enrollment, which begins Nov. 7 and ends Dec. 3, 2014. Your benefit elections will be effective Jan. 1, 2015.

37 How do I enroll?

The enrollment process remains the same, as described in your annual enrollment materials.

38 If I want to compare my estimated total costs under one plan versus another, will I still have the opportunity to use the cost comparison tool that has been available in the past?

Yes. You can access tools on *Your Benefits Resources*, such as the Medical Expense Estimator and Health Plan Comparison Charts, to compare costs and plan options.

Well Being and the Preferred Partnership

39 Do I need to complete the Step by Step program activities if I enroll in one of the Preferred Partnership options?

For all employees eligible for the Preferred Partnership options, the Step by Step program requirements continue to apply and will continue to affect monthly paycheck contributions as they do today.

Privacy

40 If I choose to get my care from a provider in one of the Preferred Partnership options, how will my personal medical information be protected?

The Preferred Partnership providers are required by law to protect your privacy and confidential health information by complying with federal regulations under the Health Insurance Portability and Accountability Act (HIPAA). Your personal information is protected just as it is today when you seek care from a health care provider.

41 How is my personal medical information protected?

Health care providers are required by law to comply with the Health Insurance Portability and Accountability Act (HIPAA) and other privacy regulations to ensure that your personal information is protected and kept confidential.

Resources to Learn More

42 Where will I find more information about the Preferred Partnership options now?

There are several ways for you and your family to learn more about Providence-Swedish Health Alliance and UW Medicine Accountable Care Network, find providers (primary care providers, specialists and hospitals) and decide if this is the right option for you:

- Access the [Preferred Partnership website \(www.healthpartnershipoptions.com\)](http://www.healthpartnershipoptions.com) anytime and from anywhere; no user name or password is required.
- If you have questions, contact the Boeing Service Center for Health and Insurance Plans through Boeing TotalAccess:
 - By phone:
 - Call **866-473-2016**, enter your BEMSID and follow the prompts.
 - Online:
 - At work: Log on to my.boeing.com, click TotalAccess, and then click **My Health & Insurance**.
 - From home: Log on to www.boeing.com/express with your BEMSID and TotalAccess password, and then click **My Health & Insurance**.
- Get more information about the health care systems:
 - Providence-Swedish Health Alliance:
 - By phone: **855-654-7742**
 - Online: <https://boeing.pshealthalliance.org>
 - UW Medicine Accountable Care Network:
 - By phone: **855-520-7800**
 - Online: www.uwmedicine.org/boeing