

## Lowe’s Summary and FAQs on Centers of Excellence for Substance Use Disorder Treatment for Higher Levels of Care

Lowe’s provides an enhanced level of benefit coverage for Lowe’s members enrolled in BCBS AL medical plans. Magellan administers behavioral health benefits for Lowe’s members with BCBS AL under the following plan options:

Choice Account with Optional HSA, Plan Option 1 and Plan Option 2

Magellan has designated some in-network substance use disorder treatment facilities as “Centers of Excellence (COEs).” Magellan COEs have multiple locations and multiple levels of care including acute inpatient, residential, detoxification, partial hospitalization (i.e. day treatment) and intensive outpatient care.

When Lowe’s members use Magellan designated Centers of Excellence (COEs), Lowe’s pays for medically necessary substance use disorder treatment at 100%, (Choice Account with Optional HSA plan members must first meet their annual deductible). In addition, Lowe’s uses a third-party administrator called Contigo Health to arrange and pay for travel to and from the COE facility, as well as coverage for housing while in medically necessary treatment, if needed. **NOTE: COE benefits only apply to substance use disorders. They do not apply to Mental Health benefits.** Magellan clinical staff will assist Lowe’s members in selecting the appropriate COE facility, based on age, location, acuity, and other factors.

What is available?

Substance Use Disorder Higher Levels of Care*	<ul style="list-style-type: none"> <li>✓ COE enhanced coverage offered</li> <li>✓ In-network and out of network coverage still included</li> </ul>
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\* Higher levels of care include: Inpatient, Detoxification, Residential Treatment, Partial Hospitalization and Intensive Outpatient treatment

## Frequently Asked Questions

Question	Response
Who is eligible for the program?	Associates and their covered dependents that are enrolled in an eligible medical plan and meet clinical guidelines for covered substance use disorder treatment.
What services does this program offer?	Facilities included in the program offer a comprehensive substance use evaluation, substance use treatment when appropriate, and recommendations for alternatives when indicated.
How do I participate in the program?	Magellan representatives will help you determine if you qualify for the program, verify eligibility at the time of admission, provide information and assist in admission to medically necessary treatment for substance use.
Who confirms that I am eligible for the program?	Your benefit eligibility is confirmed by Magellan at the time of admission. Your clinical eligibility is determined by the hospital and physician(s).
How do I qualify for these services?	<p>The following criteria must be met to qualify for the Centers of Excellence program:</p> <ul style="list-style-type: none"> <li>• You have primary medical coverage through an eligible medical plan</li> <li>• You meet clinical requirements of the facility physician(s). Additional diagnostic services may be required to determine if you meet clinical criteria</li> <li>• You have an adult caregiver physically able to assist you during your care and travel, as needed</li> </ul>
What do I need to provide to Magellan to obtain services?	You need to provide basic information, including the Associate’s ID number, items from your medical plan ID card, any local provider name and contact data, and any caregiver name and contact data.
What services and expenses are covered under the Centers of Excellence program?	<p>The following services and benefits are covered:</p> <ul style="list-style-type: none"> <li>• All eligible expenses associated with your evaluation and/or treatment at the facility</li> <li>• Travel expenses for you and your caregiver, including transportation or travel allowance, lodging, and a daily allowance</li> </ul>
What services and expenses are NOT covered under this program?	<p>The following services and benefits are not covered:</p> <ul style="list-style-type: none"> <li>• Any elective services at the facility that are not related to the covered program services</li> <li>• Convenience items not related to your treatment, such as a telephone.</li> </ul>

<p>Can I choose my own doctors or hospital for the services covered by the COE program?</p>	<p>The Centers of Excellence are the substance use facilities of choice for this program. You will work with a Magellan clinician to identify the best facility, based on your location and the type of care you need. The physician will be selected by the hospital and based upon your individual needs.</p>
<p>What higher levels of care are included?</p>	<p>Inpatient, detox, Residential treatment, partial hospitalization/day treatment, and intensive outpatient treatment</p>
<p>Which plans does this apply to?</p>	<p>This benefit applies to members enrolled in one of the Lowe’s plan options under BCBS AL (Plan Option 1, Plan Option 2, Choice Account with Optional HSA)</p>
<p>There is not a Center of Excellence where I live. How can I take advantage of a COE if they are out of my area?</p>	<p>Lowe’s will pay for travel to and from a Magellan Center of Excellence for medically necessary substance use disorder treatment. To obtain more details on the travel benefit and to ensure travel is covered, you must contact Contigo Health at 1-877-230-0994. Please note that medically necessary substance treatment at a designated Center of Excellence must be approved and authorized by Magellan, for benefits to be paid at 100%, after deductible, as applicable.</p>
<p>Who are the Centers of Excellence?</p>	<p><b><u>California</u></b>          Betty Ford Center, Rancho Mirage          Betty Ford Center, San Diego          Betty Ford Center at W. LA, Los Angeles</p> <p><b><u>Connecticut</u></b>          Retreat at S. Connecticut, New Haven</p> <p><b><u>Florida</u></b>          Hazelden Betty Ford Foundation, Naples          Retreat at Palm Beach, Palm Springs          Retreat at Palm Beach, Greenacres          Retreat at Palm Beach, South Miami</p> <p><b><u>Illinois</u></b>          Hazelden Chicago, Chicago          Recovery Centers of Illinois, Chicago</p> <p><b><u>Indiana</u></b>          Recovery Centers of America, Indianapolis</p> <p><b><u>Maryland</u></b>          Recovery Centers of America, Earleville          Recovery Centers of America, Waldorf</p>

**Massachusetts**

Recovery Centers of America, Danvers  
Recover Centers of America, Westminster

**Minnesota**

Hazelden Center City, Center City  
Hazelden Chaska, Chaska  
Hazelden Fellowship Club, Saint Paul  
Hazelden Maple Grove, Maple Grove  
Hazelden Plymouth, Plymouth

**New Jersey**

Recovery Centers of America at Lighthouse, May's  
Landing  
Recovery Centers of America at Raritan Bay, South  
Amboy  
Recovery Centers of America (Bravo Medical),  
Somerdale  
Recovery Centers of America (Trenton Healthcare  
Clinic), Trenton  
Recovery Centers of America, Voorhees  
Recovery Centers of America, Monroeville

**New York**

Hazelden, New York City (2 locations)

**Oregon**

Hazelden Beaverton, Beaverton  
Hazelden Springbrook, Newberg

**Pennsylvania**

Recovery Centers of America, Devon  
Recovery Centers of America,  
Malvern  
Retreat at Lancaster, Akron  
Retreat at Lancaster, State College  
Retreat at Lancaster, Ephrata  
Retreat at Lancaster, Lansdale  
Retreat at Lancaster, Philadelphia

**Tennessee**

Cumberland Heights, IOP, Chattanooga  
Cumberland Heights, IOP, Gallatin  
Cumberland Heights, IOP, Hermitage  
Cumberland Heights, IOP, Crossville  
Cumberland Heights, IOP, Jackson  
Cumberland Heights, Inpatient detox/residential and  
IOP, River Road, Nashville  
Cumberland Heights IOP, Mt. Juliet  
Cumberland Heights IOP, Clarksville  
Cumberland Heights IOP, Spring Hill  
Cumberland Heights, IOP, Cool Springs, Brentwood  
Cumberland Heights, IOP, Murfreesboro  
Cumberland Heights, IOP, Music Row, Nashville  
Cumberland Heights Arch Academy, IOP, Kingston  
Springs

**Texas**

The Ranch at Dove Tree, Lubbock

**Washington**

Hazelden Bellevue, Bellevue