Health and Welfare Plan Documents

For coverage effective January 1, 2010





Plan Documents for Health and Welfare Plans

Your benefits are a valuable part of the rewards of working at Citi. To make the most of your benefits,

you need to understand how they work

Benefits Book Online will help you do that. Benefits Book Online contains the official documents for your Citi health care and most insurance benefits plans.

In the Plan Documents

Enrolling for Benefits

This site features several tools to help you make the best choices for your coverage.

- Visit Steps to benefits enrollment to access all the resources you need to enroll in your 2011 benefits coverage.
- For more detail on 2011 coverage, see the 2011 Health & Welfare Benefits Summary Plan Description.

The plan documents are composed of:

- About this Document
- Eligibility and participation
- Health care
- Spending accounts
- Disability coverage
- Insurance benefits
- Administrative information
- Glossary
- For more information

Your Spending Account™ Website

The Your Spending Account™ (YSA) website makes it easy for you to manage your spending accounts. You can file claims, confirm which expenses are eligible, check your account balance, and more! See the YSA Guide for more information.

Disability Plan document

The official plan documents for the disability plans are contained in a separate PDF.

Citi For You eGuide

Check out this interactive video guide for news about your Citi benefits. To view the eGuide at work, visit Total Comp @ Citi to optimize your viewing experience.

Puerto Rico

See the English and Spanish version of the 2011 annual enrollment guide for information about changes to the plans for 2011, as well as the 2008 Summary Plan Description listed below:

- 2008 Health and Welfare Benefit Plans (English)
- 2008 Health and Welfare Benefit Plans (Spanish)

The 2009 (English and Spanish), 2010 (English and Spanish) and 2011 (English and Spanish) annual enrollment guides serve as addenda to the Health and Welfare Summary Plan Description.

Archives

You can view earlier versions of the Benefits Handbook in the Archives.

Contents

Plan Documents for Health and Welfare Plans	•
About This Document	ļ
Eligibility and Participation	
Benefits overview	
Eligibility	
Other coverage	1
Enrollment	1
Your contributions	١
Total compensation and your benefits	l
Domestic partner/civil union partner benefits	l
Changing your coverage2	2
When coverage begins2	2
When coverage ends2	2
Continuing coverage2	2
Coordination of benefits	3.
How to file a claim	3
Health Care Benefits 3	3
Medical	3
Administrator of the ChoicePlans and Preferred	
Provider Organization (PPO)	1
Preventive care	1
Cancer screenings	1
Using an emergency room	1
Urgent care	1
Genetic Information Nondiscrimination Act of 20084	1
Newborns' and Mothers' Health Protection Act notice	1
Women's Health and Cancer Rights Act notice	1.
Precertification/ notification	
ChoicePlan 500	1
Oxford Health Plans Preferred Provider Organization	_
(PPO) (CT, NJ, and NY only))
Fully insured health maintenance organizations (HMOs)	'
High Deductible Health Plan - Basic and Premier	
Health Savings Accounts (HSAs)	
Hawaii Health Plan (Hawaii only)	
Covered services and supplies	
Exclusions and limitations	

Additional medical Plan information	93
Claims and appeals	96
Prescription drugs	105
Express Scripts Prescription drug benefits at a gla	ance
	106
Retail network pharmacies with Express Scripts	107
Express Scripts Home Delivery	107
Obtaining a refill of a maintenance medication wi Express Scripts	
Specialty medication with Express Scripts	108
Controlled substances with Express Scripts	108
'Generics Preferred' with Express Scripts	109
Prior authorization with Express Scripts	109
Medical necessity review (for non-formulary drug with Express Scripts	•
High Deductible Health Plan information	109
Covered drugs	110
Prescription drugs in the Oxford PPO	111
Claims and appeals for Express Scripts (the non-	
HMO/EPO prescription drug program)	112
Dental	115
Dental options at a glance	116
MetLife Preferred Dentist Program (PDP)	117
CIGNA Dental HMO	121
Claims and Appeals	126
Vision	129
Benefits at a Glance	129
Network Services	130
Network benefits	130
Out-of-network benefits	131
Definition of medical necessity	131
Low vision	131
Laser vision correction	131
What is not covered	132
Splitting of benefits	132
Travel and student coverage	132
Claims and appeals for the Vision Benefit Plan	132
Wellness benefits	135
The Citi Live Well Program	135
Citi on-site medical clinics	138
Citi on-site Health and Fitness Centers	139
Employee Assistance Program (EAP)	141



Lif	eWorks Program	. 143
	The LifeWorks Elder Care Management Program	. 143
Sp	pending Accounts	145
	How the spending accounts work	. 146
	Health Care Spending Account (HCSA)	. 148
	Limited Purpose Health Care Spending Account (LI	
	Dependent Day Care Spending Account (DCSA)	
	Transportation Reimbursement Incentive Program (TRIP)	
	Claims and appeals for the HCSA/LPSA	
D:	sability Coverage	
וט		
	Short-Term Disability (STD)	
_	Long-Term Disability (LTD)	
In	surance Benefits	
	Basic Life/AD&D insurance	
	GUL/Supplemental AD&D insurance	
	Business Travel Accident/Medical insurance	
	Long-Term Care (LTC) insurance	
Ac	dministrative Information	177
	Your HIPAA rights	. 177
	Important notices about your Citi prescription drug	-
	coverage and Medicare	
	ERISA information	
	Recovery provisions	
	Claims and appeals	
	Future of the Plans and Plan amendments	
	Plan administration	
	Compliance with law	
	Claims Administrators	
GI	ossary	
	Additional medical coverage definitions	
- -	or More Information	
гC	or iviore information	215

Plan Documents for Health and Welfare Plans