

# Medical

The Citigroup Health Benefits Plan offers several medical options to protect you and your eligible dependents against the high cost of treating major illness and injury.

The following information applies to all Citi medical options. Your Benefits Resources™ (YBR™), available through TotalComp@Citi, lists the medical options available to you based on your home zip code (or your work zip code if you live in Canada).

Depending on your location, you may choose from one of the following medical options or an HMO:

- > ChoicePlan 500 (CP500), administered by Aetna (Choice POS II Open Access) and Anthem BlueCross BlueShield (PPO Preferred Provider Organization plan);
- > High Deductible Health Plan (HDHP), administered by Aetna (Choice POS II Open Access) and Anthem BlueCross BlueShield (PPO Preferred Provider Organization plan); or
- > Oxford Health Plans PPO (available in the Connecticut, New Jersey and New York tri-state area only). Citi's Oxford members have access to the UnitedHealthcare Choice Plus Network nationwide. (This is also known as the Oxford Freedom Direct Plan.)

HMOs:

1. Health Plan Hawaii Plus (HMSA);
2. SelectHealth (Utah and part of Idaho);
3. Independent Health (upstate New York);
4. Kaiser FHP of California — Northern;
5. Kaiser FHP of California — Southern;
6. Kaiser FHP of Georgia; and
7. Kaiser FHP of the Mid-Atlantic States.



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# Administrators of the ChoicePlan 500 (CP500), High Deductible Health Plan (HDHP) and Preferred Provider Organization (PPO)

The CP500 and HDHP are administered by Aetna and Anthem BlueCross BlueShield throughout the United States. The plan designs for the CP500 and the HDHP are essentially the same no matter which vendor administers the plan. The PPO is administered by Oxford Health Plans (a UnitedHealthcare company) and is offered to employees living in CT, NJ and NY only. The CP500, HDHP and Oxford Health Plans PPO are self-insured, meaning these plans are not subject to state laws and Citi pays the claims incurred.

## Medical Options at a Glance

Although each of the Citi medical plans offers comprehensive coverage, there are differences between the plans. Some high-level information is available in the table below. For HMO information, visit “2018 Insured HMOs” on page 121 or see the Health Plan Comparison Charts on Your Benefits Resources™ (YBR™). To access YBR™, visit TotalComp@Citi at [www.totalcomponline.com](http://www.totalcomponline.com), available from the Citi intranet and the Internet.

**Note:** Precertification is required for certain procedures and services both in network and out of network. Penalties may apply. Call your plan at the number listed on the back of your ID card for details.

For in-network covered expenses, the plans pay a percentage of discounted rates, while for out-of-network charges, the plans pay a percentage of the maximum allowed amount (MAA). See the *Glossary* section for a definition of MAA, which is sometimes referred to as “Recognized Charges.” For out-of-network services, providers may balance-bill you for the charges above MAA, and you are responsible for those charges.

**Remember:** You can save on out-of-pocket costs by using providers who participate in the plan’s network. If you use an out-of-network doctor, you’ll pay more when you need care.

**Need Help  
Finding a Doctor  
or a Specialist  
for a Second  
Opinion?**

Contact Health Advocate at  
**1 (866) 449-9933** or visit your plan  
provider’s website (Aetna, Anthem  
BlueCross BlueShield or Oxford) for  
more information.

	ChoicePlan 500 Administered by Aetna and Anthem BlueCross BlueShield		Oxford Health Plans PPO (Available in CT, NJ and NY only)	
	In-network	Out-of-network	In-network	Out-of-network
<b>Annual deductible</b>				
<i>Individual</i>	\$500 <sup>1</sup>	\$1,500 <sup>1</sup>	\$500	\$1,500
<i>Maximum per family</i>	\$1,000 <sup>1</sup>	\$3,000 <sup>1</sup>	\$1,000	\$3,000
<b>Annual medical out-of-pocket maximum (includes medical deductible, medical coinsurance and medical copays)</b> <b>Note: There is a separate out-of-pocket maximum for prescription drug expenses.</b>				
<i>Individual</i>	\$3,000 <sup>1</sup>	\$6,000 <sup>1</sup>	\$3,000	\$6,000
<i>Maximum per family</i>	\$6,000 <sup>1</sup>	\$12,000 <sup>1</sup>	\$6,000	\$12,000
<b>Lifetime maximum</b>	None	None	None	None
<b>Professional care (in office)</b>				
<i>Doctor/primary care physician (PCP) visits</i>	80% after deductible <sup>2</sup>	60% of MAA after deductible <sup>2</sup>	80% after deductible <sup>2</sup>	60% of MAA after deductible <sup>2</sup>
<i>Specialist visits</i>	80% after deductible; <b>Aetna:</b> 90% after deductible <sup>2</sup> for Aexcel specialists	60% of MAA after deductible <sup>2</sup>	80% after deductible <sup>2</sup>	60% of MAA after deductible <sup>2</sup>
<b>Preventive care (subject to frequency limits)</b>				
<i>Well-adult visits</i>	100%, not subject to deductible	100% of MAA, not subject to deductible up to \$250 combined maximum, <sup>3</sup> then covered at 60% of MAA, not subject to deductible	100%, not subject to deductible	100% of MAA, not subject to deductible up to \$250 combined maximum, <sup>3</sup> then covered at 60% of MAA, not subject to deductible
<i>Well-child visits</i>	100%, not subject to deductible	100% of MAA, not subject to deductible up to \$250 combined maximum, <sup>3</sup> then covered at 60% of MAA, not subject to deductible	100%, not subject to deductible	100% of MAA, not subject to deductible up to \$250 combined maximum, <sup>3</sup> then covered at 60% of MAA, not subject to deductible
<i>Adult and child routine immunizations</i>	100%, not subject to deductible	60% of MAA, not subject to deductible	100%, not subject to deductible	60% of MAA, not subject to deductible
<i>Routine cancer screenings</i> (Pap , mammogram, sigmoidoscopy, colonoscopy, PSA screening)	100%, not subject to deductible	100% of MAA, not subject to deductible up to \$250 combined maximum, <sup>3</sup> then covered at 60% of MAA, not subject to deductible	100%, not subject to deductible	100% of MAA, not subject to deductible up to \$250 combined maximum, <sup>3</sup> then covered at 60% of MAA, not subject to deductible

	ChoicePlan 500 Administered by Aetna and Anthem BlueCross BlueShield		Oxford Health Plans PPO (Available in CT, NJ and NY only)	
	In-network	Out-of-network	In-network	Out-of-network
<i>Contraceptive devices</i>	100%, not subject to deductible, for diaphragms and Mirena, an implantable device, and at least one in each category of the other applicable forms of contraception in the FDA Birth Control Guide that are not covered under the Citi Prescription Drug Program (see "Preventive Care" beginning on page 69). All other implantable devices will be covered at 80% after deductible. <sup>2</sup>	60% of MAA after deductible <sup>2</sup>	100%, not subject to deductible, for diaphragms and Mirena, an implantable device, and at least one in each category of the other applicable forms of contraception in the FDA Birth Control Guide that are not covered under the Citigroup Prescription Drug Program (see "Preventive Care" beginning on page 69). All other implantable devices will be covered at 80% after deductible. <sup>2</sup>	60% of MAA after deductible <sup>2</sup>
<i>Voluntary sterilization</i> (tubal ligation, sterilization implants and surgical sterilizations)	100%, not subject to deductible. Male sterilization services (e.g., vasectomies) are covered at 80% after deductible. <sup>2</sup>	60% of MAA after deductible <sup>2</sup>	100%, not subject to deductible. Male sterilization services (e.g., vasectomies) are covered at 80% after deductible. <sup>2</sup>	60% of MAA after deductible <sup>2</sup>
<b>Hospital emergency room (no coverage in any medical option if not a true emergency)</b>				
	80% after deductible; <sup>2</sup> precertification is required for hospitalization and certain outpatient procedures.	80% of MAA after deductible; <sup>2</sup> precertification is required for hospitalization and certain outpatient procedures	80% after deductible; <sup>2</sup> precertification is required for hospitalization and certain outpatient procedures	80% after deductible; <sup>2</sup> precertification is required for hospitalization and certain outpatient procedures

	ChoicePlan 500 Administered by Aetna and Anthem BlueCross BlueShield		Oxford Health Plans PPO (Available in CT, NJ and NY only)	
	In-network	Out-of-network	In-network	Out-of-network
Emergency Transportation Services (no coverage when used as routine transportation to receive inpatient or outpatient services)				
	100%, not subject to the deductible, for transport to and from the nearest medical facility qualified to give the required treatment; precertification required for air transport		100%, not subject to the deductible, for transport to and from the nearest medical facility qualified to give the required treatment; precertification required for inter-facility transfers	
Urgent care center				
	80% after deductible <sup>2</sup>	80% of MAA after deductible <sup>2</sup>	80% after deductible <sup>2</sup>	80% of MAA after deductible <sup>2</sup>
Hospital (inpatient and outpatient services)				
Semiprivate room and board, doctor's charges, lab, radiology and X-ray	80% after deductible; <sup>2</sup> precertification required for hospitalization and certain outpatient procedures	60% of MAA after deductible; <sup>2</sup> precertification required for certain outpatient procedures	80% after deductible; <sup>2</sup> precertification required for hospitalization and certain outpatient procedures	60% of MAA after deductible; <sup>2</sup> precertification required for hospitalization and certain outpatient procedures
Anesthesia	80% after deductible <sup>2</sup>	60% of MAA after deductible <sup>2</sup>	80% after deductible <sup>2</sup>	60% of MAA after deductible <sup>2</sup>
Non-routine outpatient				
Lab, radiology and X-ray	80% after deductible; <sup>2</sup> precertification required for certain outpatient procedures	60% of MAA after deductible; <sup>2</sup> precertification required for certain outpatient procedures	100%, not subject to deductible if performed in an office setting (or in-network facility for lab services); 80% after deductible <sup>2</sup> if performed in another place of service; precertification required for certain outpatient procedures	60% of MAA after deductible; <sup>2</sup> precertification required for certain outpatient procedures
Mental health and substance abuse				
Inpatient	80% after deductible; <sup>2</sup> precertification required	60% of MAA after deductible; <sup>2</sup> precertification required	80% after deductible; <sup>2</sup> precertification required	60% of MAA after deductible; <sup>2</sup> precertification required
Outpatient	80% after deductible; <sup>2</sup> precertification required for certain outpatient procedures	60% of MAA after deductible; <sup>2</sup> precertification required for certain outpatient	80% after deductible; <sup>2</sup> precertification required for certain outpatient procedures	60% of MAA after deductible; <sup>2</sup> precertification required for certain outpatient procedures

	ChoicePlan 500 Administered by Aetna and Anthem BlueCross BlueShield		Oxford Health Plans PPO (Available in CT, NJ and NY only)	
	In-network	Out-of-network	In-network	Out-of-network
		procedures		
<b>Therapies</b>				
<i>Physical/occupational therapy (combined)</i>  Limited to 60 visits per plan year for in-network and out-of-network combined  <b>Aetna and Anthem:</b> You may be eligible for additional visits at a lower benefit level with plan approval after a medical necessity review  <b>Oxford:</b> Limited to 90 visits per plan year for physical/speech/occupational therapy in-network and out-of-network combined	80% after deductible; <sup>2</sup>  70% after deductible <sup>2</sup> for approved visits over plan limits	60% of MAA after deductible; <sup>2</sup>  50% of MAA after deductible <sup>2</sup> for approved visits over plan limits	80% after deductible; <sup>2</sup>  60% after deductible <sup>2</sup> for approved visits over plan limits	60% of MAA after deductible; <sup>2</sup>  50% of MAA after deductible <sup>2</sup> for approved visits over plan limits
<i>Speech therapy</i>  Limited to 90 visits per plan year for in-network and out-of-network combined  <b>Aetna and Anthem:</b> You may be eligible for additional visits at a lower benefit level with plan approval after a medical necessity review  <b>Oxford:</b> You may be eligible for additional visits at a lower benefit level with plan approval after a medical necessity review	80% after deductible; <sup>2</sup>  70% after deductible <sup>2</sup> for additional visits over plan limits	60% of MAA after deductible; <sup>2</sup>  50% of MAA after deductible <sup>2</sup> for additional visits over plan limits	80% after deductible; <sup>2</sup>  60% after deductible <sup>2</sup> for approved visits over plan limits	60% of MAA after deductible; <sup>2</sup>  50% of MAA after deductible <sup>2</sup> for approved visits over plan limits
<i>Chiropractic therapy</i>  Limited to 20 visits per plan year for in-network and out-of-network combined	80% after deductible <sup>2</sup>	60% of MAA after deductible <sup>2</sup>	80% after deductible; <sup>2</sup> precertification required	60% of MAA after deductible; <sup>2</sup> precertification required
<i>Acupuncture</i>  Must be administered by a medical doctor or a licensed acupuncturist	80% after deductible <sup>2</sup>	60% of MAA after deductible <sup>2</sup>	80% after deductible <sup>2</sup>	60% of MAA after deductible <sup>2</sup>
<i>Applied behavior analysis therapy</i>	80% after deductible	60% of MAA after deductible	80% after deductible	60% of MAA after deductible

<sup>1</sup> The annual deductible and out-of-pocket maximum combine in-network and out-of-network expenses.

<sup>2</sup> The plan will pay this percentage of the cost after you first pay the full deductible of the plan. The deductible can be paid with after-tax dollars, such as by cash or check, or with before-tax dollars if you have available funds in a Health Care Spending Account (HCSA).

<sup>3</sup> Combined maximum benefit applies to well-adult visits, well-child visits, routine cancer screenings, routine hearing exams and routine vision care. The maximum is measured on a calendar year basis.

High Deductible Health Plan (HDHP)		
Administered by Aetna and Anthem BlueCross BlueShield		
	In-network	Out-of-network
<b>Annual deductible (in-network and out-of-network combined)</b>		
<i>Individual</i>	\$1,800 <sup>1</sup> Includes prescription drug expenses	\$2,800 <sup>1</sup> Includes prescription drug expenses
<i>Maximum per family (no benefits will be paid to an individual until the family deductible has been met)</i>	\$3,600 <sup>1</sup> Includes prescription drug expenses	\$5,600 <sup>1</sup> Includes prescription drug expenses
<b>Annual out-of-pocket maximum (includes deductible, medical and prescription drug coinsurance and medical and prescription drug copays; in-network and out-of-network combined)</b>		
<i>Individual</i>	\$5,000 Includes prescription drug expenses	\$7,500 Includes prescription drug expenses
<i>Maximum per family<sup>2</sup></i>	\$10,000 (\$6,850 per individual) Includes prescription drug expenses	\$15,000 (\$15,000 per individual) Includes prescription drug expenses
<i>Lifetime maximum</i>	None	None
<b>Professional care (in office)</b>		
<i>Doctor/primary care physician (PCP) visits</i>	80% after deductible <sup>3</sup>	60% of MAA after deductible <sup>3</sup>
<i>Specialist visits</i>	80% after deductible <sup>3</sup> <b>Aetna:</b> 90% after deductible for Aexcel specialists	60% of MAA after deductible <sup>3</sup>
<b>Preventive care (subject to frequency limits)</b>		
<i>Well-adult visits</i>	100%, not subject to deductible	100% of MAA, not subject to deductible
<i>Well-child visits</i>	100%, not subject to deductible	100% of MAA, not subject to deductible
<i>Adult and child immunizations</i>	100%, not subject to deductible	100% of MAA, not subject to deductible
<i>Routine cancer screenings</i> (Pap smear mammogram, sigmoidoscopy, colonoscopy, PSA screening)	100%, not subject to deductible	100% of MAA, not subject to deductible

High Deductible Health Plan (HDHP)		
Administered by Aetna and Anthem BlueCross BlueShield		
	In-network	Out-of-network
<i>Contraceptive devices</i>	100%, not subject to deductible, for diaphragms and Mirena, an implantable device, and at least one in each category of the other applicable forms of contraception in the FDA Birth Control Guide that are not covered under the Citi Prescription Drug Program (see "Preventive Care" beginning on page 69). All other implantable devices will be covered at 80% after deductible. <sup>3</sup>	60% of MAA after deductible <sup>3</sup>
<i>Voluntary sterilization</i> (including tubal ligation, sterilization implants and surgical sterilizations)	100%, not subject to deductible. Male sterilization services (e.g., vasectomies) are covered at 80% after deductible. <sup>3</sup>	60% of MAA after deductible <sup>3</sup>
<b>Hospital emergency room (no coverage in any medical option if not a true emergency)</b>		
	80% after deductible; <sup>3</sup> ; precertification required if admitted	80% after deductible; <sup>3</sup> ; precertification required if admitted
<b>Emergency Transportation Services (no coverage when used as routine transportation to receive inpatient or outpatient services)</b>		
	80% after deductible <sup>3</sup> <b>Anthem:</b> Precertification required for air transport	80% of MAA after deductible; precertification required for inter-facility transfers
<b>Urgent care center</b>		
	80% after deductible <sup>3</sup>	80% of MAA after deductible
<b>Hospital (inpatient and outpatient services)</b>		
<i>Semiprivate room and board, doctor's charges, lab, radiology and X-ray</i>	80% after deductible; <sup>3</sup> ; precertification required for hospitalization and certain outpatient procedures	60% of MAA after deductible; <sup>3</sup> ; precertification required for hospitalization and certain outpatient procedures
<i>Anesthesia</i>	80% after deductible <sup>3</sup>	60% of MAA after deductible <sup>3</sup>
<b>Non-routine outpatient</b>		
<i>Lab, radiology and X-ray</i>	80% after deductible; <sup>3</sup> ; precertification required for certain outpatient procedures	60% of MAA after deductible; <sup>3</sup> ; precertification required for certain outpatient procedures

High Deductible Health Plan (HDHP)		
Administered by Aetna and Anthem BlueCross BlueShield		
	In-network	Out-of-network
<b>Mental health and substance abuse</b>		
<i>Inpatient</i>	80% after deductible; <sup>3</sup> , precertification required	60% of MAA after deductible; <sup>3</sup> , precertification required
<i>Outpatient</i>	80% after deductible <sup>3</sup>	60% of MAA after deductible <sup>3</sup>
<b>Therapies</b>		
<i>Physical/occupational therapy (combined)</i> Limited to 60 visits a year in-network and out-of-network combined; you may be eligible for additional visits with plan approval after a medical necessity review	80% after deductible; <sup>3</sup> , 70% after deductible <sup>3</sup> for approved visits over plan limits	60% of MAA after deductible; <sup>3</sup> , 50% of MAA after deductible <sup>3</sup> for approved visits over plan limits
<i>Speech therapy</i> Limited to 90 visits a year in-network and out-of-network combined; you may be eligible for additional visits with plan approval after a medical necessity review	80% after deductible; <sup>3</sup> , 70% after deductible <sup>3</sup> for additional visits over plan limits	60% of MAA after deductible; <sup>3</sup> , 50% of MAA after deductible <sup>3</sup> for additional visits over plan limits
<i>Chiropractic therapy</i> Limited to 20 visits a year in-network and out-of-network combined	80% after deductible <sup>3</sup>	60% of MAA after deductible <sup>3</sup>
<i>Acupuncture</i> Must be administered by a medical doctor or a licensed acupuncturist	80% after deductible <sup>3</sup>	60% of MAA after deductible <sup>3</sup>
<i>Applied behavior analysis therapy</i>	80% after deductible <sup>3</sup>	60% of MAA after deductible <sup>3</sup>

- 1 The annual deductible combines in-network and out-of-network expenses.
- 2 In the HDHP, the out-of-network family out-of-pocket maximum can be satisfied as a family or by an individual within the family. For in-network services, each of your covered family members has an individual out-of-pocket maximum of only \$6,850. After reaching that amount, your plan will cover 100% of that individual's in-network health care expenses for the rest of the year. Once the \$10,000 family in-network out-of-pocket maximum is met, your plan will cover 100% of the family's in-network health care expenses for the rest of the year.
- 3 The plan will pay this percentage of the cost after you first pay the full deductible of the plan. The deductible can be paid with after-tax dollars, such as by cash or check, or with before-tax dollars if you have available funds in a Health Savings Account (HSA).



# Preventive Care

Preventive care services are available in all plans. Both exams and immunizations are covered by network providers at 100% with no deductible to meet.

Preventive care services include but are not limited to:

- > Routine physical exams and diagnostic tests — for example, CBC (complete blood count), cholesterol blood test, and urinalysis and immunizations;
- > Well-child services and routine pediatric care and immunizations for children, excluding travel immunizations; and
- > Routine well-woman exams.

In addition to well-woman exams, the following women's preventive services are covered by network providers at 100% with no deductible to meet:

- > Well-woman office visits to obtain recommended preventive services that are age and developmentally appropriate, including preconception and prenatal care;
- > Certain U.S. Food and Drug Administration (FDA)-approved contraceptive devices, including diaphragms and implantable devices, sterilization procedures, and patient education and counseling for women with reproductive capacity. See the *Prescription Drug* section of the Plan/SPD for information about covered contraceptive drugs. Contact your plan for details;
- > Comprehensive lactation support and counseling by a trained provider during pregnancy and/or in the postpartum period (including costs for renting breast pumps and nursing-related supplies);
- > Human papillomavirus (HPV) DNA testing as part of cervical cancer screenings for women (at least every three years);
- > Human immune-deficiency virus (HIV) counseling and screening for all sexually active women;
- > Interpersonal and domestic violence screening and counseling;
- > Counseling on sexually transmitted infections for all sexually active women; and
- > Screening for gestational diabetes.

Additional preventive care services covered in full by Citi medical plans as part of recent health care reform regulations include:

- > Preventive services related to pregnancy for dependent children;
- > Anesthesia performed in connection with a preventive colonoscopy;
- > Genetic counseling and BRCA genetic testing for women who have had non-BRCA-related breast or ovarian cancer;
- > Gender-based preventive services for transgender individuals;
- > Tobacco-use cessation (for non-pregnant adults): counseling, behavioral interventions and U.S. Food and Drug Administration (FDA)-approved pharmacotherapy;

## Access Doctors on Demand.

If you're a member of a Citi Aetna or Anthem BlueCross Blue Shield medical plan, you have access to a national network of U.S. board-certified doctors, pediatricians, psychologists or therapists who are available on-demand 24 hours a day, 7 days a week, 365 days a year to diagnose, treat and prescribe medication (when necessary) for many medical or mental health issues via phone or online video consultation. Learn more about Aetna's Teladoc service at [www.teladoc.com](http://www.teladoc.com) or about Anthem's LiveHealth Online service at [www.livehealthonline.com](http://www.livehealthonline.com).

- > Tobacco-use cessation (for pregnant women): counseling and behavioral interventions;
- > Diabetes screening (at-risk adults): screening for abnormal blood glucose as part of cardiovascular risk assessment for overweight or obese adults ages 40-70 years; and intensive behavioral counseling about diet and exercise for patients with abnormal blood glucose; and
- > High blood pressure screening (adults): hypertension screening for adults ages 18 and older.

Contact your plan for details.

## *Patient Protection and Affordable Care Act (PPACA) Guidelines*

The Patient Protection and Affordable Care Act (PPACA) requires that group health plans follow certain guidelines regarding how often certain preventive screenings should be covered. These guidelines are recommended by the U.S. Preventive Services Task Force, the Centers for Disease Control (CDC) and the Health Resources & Services Administration. (See the current guidelines at [www.uspreventiveservicestaskforce.org](http://www.uspreventiveservicestaskforce.org).)

All of the Citi medical options follow these guidelines — or provide more generous benefits than what is required; however, each of the plans may be administered differently. Contact your medical plan to confirm how these screenings are covered.

Screening recommendations include:

- > **Colorectal cancer** — covered for adults ages 50-75, using fecal occult blood testing, flexible sigmoidoscopy or colonoscopy
- > **High blood pressure** — covered every two years if below 120 systolic/80 diastolic, or every year if 120-139 systolic/80-90 diastolic
- > **Lipid disorders** — covered for men ages 20-35 and women ages 20-45 if at high risk, and for men over 35 and women over 45 if normal risk
- > **Type 2 diabetes** — covered for asymptomatic adults with blood pressure higher than  $135/80$
- > **HIV** — covered for adolescents and adults at increased risk and all pregnant women
- > **Syphilis** — covered for adults at increased risk and all pregnant women
- > **Abdominal aorta aneurysm** — covered one time for men ages 65-75 who have ever smoked
- > **Breast cancer** — covered every one to two years starting at age 40
- > **Genetic testing for breast and ovarian cancer (BRCA)** — covered for women with family history BRCA1 or BRCA2
- > **Cervical cancer** — covered for sexually active women ages 21-65
- > **Osteoporosis** — covered for post-menopausal women ages 60-85
- > **Chlamydia** — covered for sexually active women who are under age 24 or are pregnant
- > **Gonorrhea** — covered for sexually active women who are under age 24 or are pregnant; includes prophylactic ocular topical medical for all newborns
- > **Asymptomatic bacteriuria** — covered during 12-16 weeks' gestation
- > **Hepatitis B** — covered during first prenatal visit
- > **Iron deficiency anemia** — covered for asymptomatic women during first prenatal visit

- > **Rh (D) incompatibility** — covered during prenatal visit
- > **Congenital hypothyroidism** — covered for newborns
- > **Phenylketonuria (PKU)** — covered for newborns
- > **Sickle cell anemia (SSA)** — covered for newborns
- > **Hearing loss** — covered for newborns
- > **Visual impairment under age 5** — covered to detect amblyopia, strabismus and visual acuity defects
- > **Depression** — covered for adults when staff-assisted depression care supports are in place to assure accurate diagnosis, effective treatment and follow-up; covered for adolescents ages 12-18 for major depressive disorder (MDD) when systems are in place to ensure accurate diagnosis, psychotherapy (cognitive behavior or interpersonal) and follow-up
- > **Alcohol misuse** — covered for adults, including pregnant women, in primary care setting
- > **Obesity** — covered for adults and children age 6 and older, including intensive counseling and behavioral interventions

Specific preventive care guidelines may apply depending on your Plan Administrator. For details, log on to the carrier's website (Aetna: [www.aetna.com](http://www.aetna.com), Anthem BlueCross BlueShield: [www.anthem.com](http://www.anthem.com) or Oxford: [www.oxhp.com](http://www.oxhp.com)), or call the number on the back of your ID card.

## Important Note:

For details on the frequency and age limits that apply to routine cancer screenings, contact your physician, log on to the carrier's website (Aetna: [www.aetna.com](http://www.aetna.com), Anthem BlueCross BlueShield: [www.anthem.com](http://www.anthem.com) or Oxford: [www.oxhp.com](http://www.oxhp.com)), or call the number on the back of your ID card.

### Screening and Counseling Services

Covered expenses include charges made by your physician, psychologist or therapist in an individual or group setting for the following:

#### Obesity

Screening and counseling services to aid in weight reduction due to obesity. Coverage includes:

- > Preventive counseling visits and/or risk factor reduction intervention;
- > Medical nutrition therapy;
- > Nutrition counseling; and
- > Healthy diet counseling visits provided in connection with hyperlipidemia (high cholesterol) and other known risk factors for cardiovascular and diet-related chronic disease.

Benefits for the screening and counseling services above are subject to the visit maximums shown in your Schedule of Benefits, available from Aetna or Anthem BCBS. In figuring the visit maximums, each session of up to 60 minutes is equal to one visit.

## **Misuse of Alcohol and/or Drugs**

Screening and counseling services to aid in the prevention or reduction of the use of an alcohol agent or controlled substance. Coverage includes preventive counseling visits, risk factor reduction intervention and a structured assessment.

Benefits for the screening and counseling services above are subject to the visit maximums shown in your Schedule of Benefits. In figuring the visit maximums, each session of up to 60 minutes is equal to one visit.

## **Use of Tobacco Products**

Screening and counseling services to aid in the cessation of the use of tobacco products. "Tobacco product" means a substance containing tobacco or nicotine including cigarettes, cigars, smoking tobacco, snuff, smokeless tobacco and candy-like products that contain tobacco. Coverage includes the following to aid in the cessation of the use of tobacco products:

- > Preventive counseling visits;
- > Treatment visits; and
- > Class visits.

Benefits for the screening and counseling services above are subject to the visit maximums shown in your Schedule of Benefits. In figuring the visit maximums, each session of up to 60 minutes is equal to one visit.

## **Limitations**

Unless specified above, not covered under this benefit are charges for:

- > Services that are covered to any extent under any other part of this plan;
- > Services that are for diagnosis or treatment of a suspected or identified illness or injury;
- > Exams given during your inpatient stay for medical care;
- > Services not given by a physician or under his or her direction; and
- > Psychiatric, psychological, personality, or emotional testing or exams.

## **Family Planning Services**

Covered expenses include charges for certain contraceptive and family planning services, even though not provided to treat an illness or injury.

## **Contraception Services**

Covered expenses include charges for certain contraceptive services and supplies provided on an outpatient basis, including:

- > Contraceptive devices, including diaphragms and implantable devices, prescribed by a physician provided they have been approved by the U.S. Food and Drug Administration;
- > Related outpatient services such as:
  - Consultations;
  - Exams;
  - Procedures; and
  - Other medical services and supplies.

**Other Family Planning**

- > Covered expenses include charges for family planning services, including:
  - Voluntary sterilization; and
  - Voluntary termination of pregnancy.

The plan does *not* cover the reversal of voluntary sterilization procedures, including related follow-up care.

**Contraception Services Not Covered**

- > Charges for services that are covered to any extent under any other part of the plan or any other group plans sponsored by your employer; and
- > Charges incurred for contraceptive services while confined as an inpatient.

**Vision Care Services**

Covered expenses include charges made by a legally qualified ophthalmologist or optometrist for the following services:

- > *Routine eye exam*: The plan covers expenses for a complete routine eye exam that includes refraction and glaucoma testing. A routine eye exam does not include a contact lens exam. The plan covers charges for one routine eye exam per calendar year.

**Limitations**

Coverage is subject to any applicable calendar year deductibles, copays and payment percentages.

**Hearing Exam**

Covered expenses include charges for an audiometric hearing exam if the exam is performed by:

- > A physician certified as an otolaryngologist or otologist; or
- > An audiologist who:
  - > Is legally qualified in audiology; or
  - > Holds a certificate of Clinical Competence in Audiology from the American Speech and Hearing Association (in the absence of any applicable licensing requirements); and
  - > Performs the exam at the written direction of a legally qualified otolaryngologist or otologist.

The plan will not cover expenses for charges for more than one hearing exam per calendar year.

All covered expenses for the hearing exam are subject to any applicable deductible, copay and payment percentage.

## Routine Cancer Screenings

In the ChoicePlan 500 (CP500), Oxford Health Plans PPO and High Deductible Health Plan (HDHP), cancer-screening tests are covered 100% with no deductible when performed by network providers. For frequency limits, please contact your plan at the number on the back of your ID card.

Cancer screening tests are:

- > Pap smear;
- > Mammography;
- > Sigmoidoscopy;
- > Colonoscopy; and
- > PSA test.

Covered expenses include, but are not limited to, charges incurred for routine cancer screening as follows:

- > Mammograms;
- > Pap smears;
- > Gynecological exams;
- > Fecal occult blood tests;
- > Digital rectal exams;
- > Prostate specific antigen (PSA) tests;
- > Sigmoidoscopies;
- > Double contrast barium enemas (DCBE); and
- > Colonoscopies.

These benefits will be subject to any age, family history and frequency guidelines as set forth in the most current:

- > Evidence-based items that have in effect a rating of A or B in the current recommendations of the United States Preventive Services Task Force; and
- > The comprehensive guidelines supported by the Health Resources and Services Administration.

Unless specified above, not covered under this benefit are charges incurred for:

- > Services that are covered to any extent under any other part of this plan.

### Important Note:

For details on the frequency and age limits that apply to routine cancer screenings, contact your physician, log on to the medical carrier's website (Aetna: [www.aetna.com](http://www.aetna.com), Anthem BlueCross BlueShield: [www.anthem.com](http://www.anthem.com) or Oxford: [www.oxhp.com](http://www.oxhp.com)), or call the number on the back of your ID card.

# Using an Emergency Room

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If you have a true medical emergency, you should go to the nearest emergency facility. If you are admitted, you must notify your plan within 48 hours (or within 24 hours under Oxford). If you are not able to do this, have a representative contact your plan.

The Citi plans do not cover non-emergency services provided in an emergency room.

## Know Where to Go for Care?

Do you know when to go the emergency room, urgent care center or your doctor? Test your knowledge with the Right Place to Get Care quiz.

## Urgent Care

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Urgent care centers consist of a network of physicians that may be used when immediate care is needed. Generally, urgent care centers have evening and weekend hours and do not require an appointment. The centers may be used when you or a covered dependent needs immediate care (for example, for a high fever, a severe rash or the flu) but does not need the services of a hospital emergency room (for example, for chest pains, poisonings or seizures).

# Genetic Information Nondiscrimination Act of 2008

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Under the Genetic Information Nondiscrimination Act of 2008 (GINA), genetic information cannot be requested, required or purchased for underwriting purposes or before enrollment. You and your dependents cannot be required to undergo genetic testing. Genetic information cannot be used to adjust premiums or contributions. The plan may use the minimum necessary amount of genetic testing results to make determinations about claims payments.

# Newborns' and Mothers' Health Protection Act Notice

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Group health plans and health insurance issuers generally may not, under federal law, restrict benefits for any hospital length of stay in connection with childbirth for the mother or newborn child to less than 48 hours following a vaginal delivery or less than 96 hours following a cesarean section.

However, federal law generally does not prohibit the mother's or newborn's attending provider, after consulting with the mother, from discharging the mother or her newborn earlier than 48 hours, or 96 hours, as applicable. In any case, plans and issuers may not, under federal law, require that a provider obtain authorization from the plan or the insurance issuer for prescribing a length of stay not in excess of 48 hours/96 hours.

## Women's Health and Cancer Rights Act Notice

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The Women's Health and Cancer Rights Act requires group health plans that provide coverage for mastectomies to cover reconstructive surgery and prostheses following mastectomies. All medical plans and HMOs provide this coverage, subject to applicable deductibles and coinsurance.

If you receive benefits for a medically necessary mastectomy, and if you elect breast reconstruction after the mastectomy, you will also be covered for:

- > Reconstruction of the breast on which the mastectomy was performed;
- > Surgery and reconstruction of the other breast to produce a symmetrical appearance;
- > Prostheses; and
- > Treatment of physical complications of all stages of mastectomy, including lymphedema.

## The Mental Health Parity and Addiction Equity Act of 2008

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The Mental Health Parity and Addiction Equity Act of 2008 (MHPAEA) requires that if group health plans and health insurance issuers decide to provide mental health or substance use disorder (MH/SUD) benefits, they must ensure that financial requirements (such as copays and deductibles) and treatment limitations (such as visit limits) applicable to MH/SUD benefits are no more restrictive than the predominant requirements or limitations applied to substantially all medical/surgical benefits.

## Precertification/Notification

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Precertification/notification helps ensure that you obtain the most appropriate care for your condition in the most appropriate setting, and that your health care costs and Citi's costs are kept under control. If you do not precertify, your claim may be denied in whole or in part. The following sections describe the precertification/notification features of each plan. Be sure to read the sections that apply to the plan in which you enroll.

### Precertification Requirements for Aetna Plans

If you are enrolled in Aetna ChoicePlan 500 (CP500) or the High Deductible Health Plan (HDHP), you must call Aetna to precertify any inpatient surgery or hospitalization and certain outpatient diagnostic/surgical procedures. Scheduled inpatient services and non-emergency outpatient procedures must be precertified at least 14 days in advance. Aetna must be notified of emergency admissions within 48 hours of the admission.

You are not required to notify Aetna of emergency hospitalization or other emergency services occurring outside the United States.



### *Inpatient Confinements*

For inpatient confinement, you must call Aetna for precertification at least 14 days prior to the scheduled admission date. An admission date may not have been set when the confinement was planned. You must call Aetna again as soon as the admission date is set.

You must obtain precertification for:

- > A scheduled hospital admission;
- > A scheduled admission to a skilled-nursing hospice care or rehabilitation facility;
- > Home health care, including psychiatric home care services;
- > Private-duty nursing;
- > Outpatient hospice care;
- > Amytal interview (used with medical procedures as part of testing for prediction of memory dysfunction that may be a result of brain surgery);
- > Biofeedback;
- > Psychological testing;
- > ABA — applied behavior analysis;
- > Electroconvulsive therapy;
- > Neuropsychological testing;
- > Bariatric services;
- > Cardiovascular services;
- > Musculoskeletal services; and
- > Gender reassignment surgery.

In case of an unscheduled or emergency admission, you or your doctor must call Aetna within 48 hours after the admission.

### *Mental Health/Substance Abuse*

You must call Aetna for precertification before you obtain covered inpatient mental health and/or substance abuse treatment, including stays in a residential treatment facility or a partial hospitalization program, outpatient detoxification, intensive outpatient programs or psychiatric home care services.

### *Organ/Tissue Transplants*

You must notify Aetna before the scheduled date of any of the following:

- > The evaluation;
- > The donor search;
- > The organ procurement/tissue harvest; and
- > The transplant.

See organ/tissue transplants in “Covered Services and Supplies” on page 137 for information about precertification requirements. Aetna will then complete the utilization review. You, the physician and the facility will receive a letter confirming the results of the utilization review.

## Pregnancy

Pregnancy is subject to the following notification time periods:

- > Aetna should be notified during the first trimester (12 weeks) of pregnancy. This early notification makes it possible for the mother to participate in a prenatal program;
- > You must notify the plan to certify inpatient confinement for delivery of a child. This is to certify a length of stay that exceeds:
  - 48 hours following a normal vaginal delivery; or
  - 96 hours following a cesarean section.
- > For inpatient care (for either the mother or child) that continues beyond the 48/96-hour limits stated above, Aetna must be notified before the end of these time periods; and
- > Non-emergency inpatient confinement during pregnancy but before the admission for delivery requires notification as a scheduled confinement.

If you or your physician does not agree with Aetna's determination, you may appeal the decision. For information about the claims appeal process, see "Claims and Appeals for Aetna Medical Plans" on page 171.

## Precertification Requirements for Anthem BlueCross BlueShield Plans

You are required to obtain precertification for both in-network and out-of-network services. Your network doctor does *not* obtain precertification on your behalf.

Your plan reviews and determines whether hospitalization and non-emergency surgery are medically necessary.

In case of an unscheduled or emergency admission, you or your doctor must call your plan within two calendar days after the admission.

When traveling outside the United States, you are not required to obtain precertification for emergency hospitalization or other emergency services.

No benefits are payable unless Anthem BlueCross BlueShield determines that the services and supplies are covered under the plan.

You are required to obtain precertification for the following services:

- > Inpatient admission;
- > Maternity admission, only if inpatient stay exceeds 48 hours for normal delivery and 96 hours after a cesarean delivery;
- > ABA — applied behavior analysis;
- > Acute inpatient rehabilitation;
- > Home health care (includes home infusion billed by Home Health Care agency);
- > Visiting nurses;
- > Private-duty nursing (home);
- > Skilled nursing facility (SNF);

- > Hospice (inpatient and outpatient);
- > Organ and tissue transplant (inpatient and outpatient);
- > Bone marrow and stem cell transplant (inpatient and outpatient);
- > Air ambulance (air ambulance only suspends for medical review; there is no penalty applied);
- > Inpatient mental health/substance abuse (in-network/out-of-network);
- > Residential mental health/substance abuse (if covered, precertification required in network/out of network);
- > In-network bariatric services;
- > Gender reassignment surgery;
- > Partial hospitalization for mental health/substance abuse (in network/out of network); and
- > Some surgical procedures. Contact the Anthem Health Guide Service Team to determine whether or not your scheduled surgery requires precertification.

If you or your physician does not agree with Anthem BlueCross BlueShield's determination, you may appeal the decision. For more information about the claims appeal process, see "Claims and Appeals for Anthem BlueCross BlueShield Medical Plan" on page 177 or call **1 (855) 593-8123**.

## Precertification for Oxford Health Plans PPO

The following are examples of services that require precertification. Be sure to contact Oxford Health for a complete list.

- > Non-emergency ambulance services for inter-facility transfers;
- > Chiropractic services;
- > Dental services (accident only);
- > Durable medical equipment with a retail cost of more than \$500 whether for purchase or rental;
- > Hospital and other facility admissions;
- > Home health care services, including private-duty nursing;
- > Infertility services;
- > Reconstructive procedures;
- > Hospice care;
- > Maternity admissions exceeding 48 hours for normal delivery/96 hours for cesarean section;
- > Outpatient hospital, outpatient rehabilitation, ambulatory surgical centers and bariatric surgery;
- > Short-term rehabilitation (PT, OT, ST);
- > ABA — applied behavior analysis;
- > Transplant services; and
- > Gender reassignment surgery.

**In-network services:** Your PCP or other in-network provider will handle the precertification process for you when you receive any in-network services.

**Out-of-network services:** When you receive care from an out-of-network provider, you must obtain precertification before receiving any of the listed services (your out-of-network provider does not obtain precertification for you).

## *Inpatient Confinements*

For inpatient confinement in a hospital or other facility, you must precertify the scheduled admission date at least five days before the start of the confinement. An admission date may not have been set when the confinement was planned. You must call Oxford again as soon as the admission date is set. You must receive precertification for:

- > A scheduled hospital admission, including to a mental health or substance abuse treatment facility;
- > A scheduled admission to a skilled nursing facility or hospice care facility;
- > Home health care; and
- > Private-duty nursing.

## *Outpatient Surgery/Diagnostic Testing/Other Services*

When you receive care from an out-of-network provider, you must obtain precertification before receiving the following services:

- > Diagnostic tests for organ or tissue transplants;
- > Reconstructive procedures;
- > Home health care;
- > Infertility services, including diagnosis and treatment;
- > Private-duty nursing;
- > Hospice;
- > Dental services (accident only); and
- > Durable medical equipment with a purchase or cumulative rental cost of \$500 or more.

For outpatient services that require precertification, you must receive precertification as soon as reasonably possible.

## *Mental Health/Substance Abuse*

You must obtain precertification before you obtain covered inpatient mental health and/or substance abuse treatment.

## *Organ/Tissue Transplants*

You must obtain precertification before the scheduled date of any of the following, or as soon as reasonably possible:

- > The evaluation;
- > The donor search;
- > The organ procurement/tissue harvest; and
- > The transplant.

## Pregnancy

Pregnancy is subject to the following precertification time periods:

- > Precertification should be requested through Oxford during the first trimester (12 weeks) of pregnancy; this early notification makes it possible for the mother to participate in a prenatal program;
- > For inpatient care (for either the mother or child) that continues beyond 48 hours following a normal vaginal delivery or 96 hours following a cesarean section, Oxford must receive a precertification request before the end of these time periods; and
- > Non-emergency inpatient confinement during pregnancy but before the admission for delivery requires precertification as a scheduled confinement.

If you or your physician does not agree with Oxford's determination, you may appeal the decision. For information about the claims appeal process, see "Claims and Appeals for Oxford Health Plans Medical plan" on page 181.

# ChoicePlan 500 (CP500)

## CP500 at a Glance

**Note:** For in-network covered expenses, the plan pays a percentage of discounted rates, while for out-of-network charges, the plan pays a percentage of the maximum allowed amount (MAA). See the *Glossary* section for a definition of MAA, which is sometimes referred to as "Recognized Charges."

Type of Service	In Network	Out of Network
<b>Annual deductible (in-network and out-of-network combined)</b>		
> Individual	> \$500	> \$1,500
> Maximum per family	> \$1,000	> \$3,000
<b>Annual medical out-of-pocket maximum (includes medical deductible, medical coinsurance and medical copays; in-network and out-of-network combined)</b>		
<b>Note: There is a separate annual out-of-pocket maximum for prescription drugs.</b>		
> Individual	> \$3,000	> \$6,000
> Maximum per family	> \$6,000	> \$12,000
<b>Lifetime maximum</b>	> None	> None
<b>Professional care (in office)</b>		
> PCP visits	> 80% after deductible <sup>2</sup>	> 60% of MAA after deductible <sup>2</sup>
> Specialist visits	> 80% after deductible <sup>2</sup> > <b>Aetna:</b> 90% after deductible <sup>2</sup> for Aexcel specialists	> 60% of MAA after deductible <sup>2</sup>
> Allergy treatment	> 80% after deductible <sup>2</sup> for the first office visit; 100% for each additional injection if office visit fee is not charged	> 60% of MAA after deductible <sup>2</sup>

Type of Service	In Network	Out of Network
<b>Preventive care (subject to frequency limits)</b>		
> Well-adult visits	> 100%, not subject to deductible	> 100% of MAA, not subject to deductible, up to \$250 combined maximum; <sup>1</sup> then covered at 60% of MAA, not subject to deductible
> Well-child visits	> 100%, not subject to deductible	> 100% of MAA, not subject to deductible, up to \$250 combined maximum; <sup>1</sup> then covered at 60% of MAA, not subject to deductible
> Routine cancer screenings (Pap smear, mammography, sigmoidoscopy, colonoscopy, PSA screening)	> 100%, not subject to deductible	> 100% of MAA, not subject to deductible, up to \$250 combined maximum; <sup>1</sup> then covered at 60% of MAA, not subject to deductible
> Adult and child routine immunizations	> 100%, not subject to deductible	> 60% of MAA, not subject to deductible
> Contraceptive devices	> 100%, not subject to deductible, for diaphragms and Mirena, an implantable device, and at least one in each category of the other applicable forms of contraception in the FDA Birth Control Guide that are not covered under the Citi Prescription Drug Program (see "Preventive Care" beginning on page 69). All other implantable devices will be covered at 80% after deductible. <sup>2</sup>	> 60% of MAA after deductible <sup>2</sup>
> Voluntary sterilization — including tubal ligation, sterilization implants and surgical sterilizations	> 100%, not subject to deductible. Male sterilization services (e.g., vasectomies) are covered at 80% after deductible. <sup>2</sup>	> 60% of MAA after deductible <sup>2</sup>
<b>Routine care (subject to frequency limits)</b>		
> Routine vision exams	> 100%, not subject to deductible, limited to one exam per calendar year	> 100% of MAA, not subject to deductible, up to \$250 combined maximum; <sup>1</sup> then covered at 60% of MAA, not subject to deductible. Limited to one exam per calendar year.
> Routine hearing exams	> 100%, not subject to deductible, limited to one exam per calendar year	> 100% of MAA, not subject to deductible, up to \$250 combined maximum; <sup>1</sup> then covered at 60% of MAA, not subject to deductible. Limited to one exam per calendar year.
<b>Hospital (inpatient and outpatient services)</b>		
> Semiprivate room and board, doctor's charges, lab, X-ray, radiology and surgical care	> 80% after deductible; <sup>2</sup> precertification is required for hospitalization and certain outpatient procedures	> 60% of MAA after deductible; <sup>2</sup> precertification is required for hospitalization and certain outpatient procedures
> Anesthesia	> 80% after deductible <sup>2</sup>	> 60% of MAA after deductible <sup>2</sup>

Type of Service	In Network	Out of Network
<b>Non-routine outpatient</b>		
> Lab, X-ray and radiology	> 80% after deductible; <sup>2</sup> precertification is required for certain outpatient procedures	> 60% of MAA after deductible; <sup>2</sup> precertification is required for certain outpatient procedures
<b>Maternity care</b>		
> Physician office visit	> 80% after deductible <sup>2</sup>	> 60% of MAA after deductible <sup>2</sup>
> Hospital delivery	> 80% after deductible <sup>2</sup> > Precertification required if admission exceeds 48 hours for a vaginal delivery or 96 hours for a cesarean section delivery	> 60% of MAA after deductible <sup>2</sup> > Prenotification required if admission exceeds 48 hours for a vaginal delivery or 96 hours for a cesarean section delivery
<b>Emergency care (no coverage if not a true emergency)</b>		
> Hospital emergency room (includes emergency room facility and professional services provided in the emergency room)	> 80% after deductible <sup>2</sup> > Precertification is required for hospitalization and certain outpatient procedures	> 80% of MAA after deductible <sup>2</sup> > Precertification is required for hospitalization and certain outpatient procedures
<b>Emergency Transportation Services (no coverage when used as routine transportation to receive inpatient or outpatient services)</b>		
	100%, not subject to the deductible, for transport to and from the nearest medical facility qualified to give the required treatment <b>Anthem:</b> Precertification required for air transport	100%, not subject to the deductible, for transport to and from the nearest medical facility qualified to give the required treatment Precertification required for inter-facility transfers
<b>Urgent care center</b>		
> Urgent care facility	> 80% after deductible <sup>2</sup>	> 80% of MAA after deductible <sup>2</sup>
<b>Outpatient short-term rehabilitation</b>		
> Physical or occupational therapy. (All therapy visits are reviewed for medical necessity. PT/OT therapy visits are combined with a 60-visit per-year maximum. Additional visits may be approved.) This limit applies to in-network and out-of-network services combined.	> 80% after deductible <sup>2</sup> > 70% after deductible <sup>2</sup> for visits approved for medical necessity over plan limits	> 60% of MAA after deductible <sup>2</sup> > 50% of MAA after deductible <sup>2</sup> for visits approved for medical necessity over plan limits
> Speech therapy. (90-visit per-year maximum. Additional visits may be approved.) This limit applies to in-network and out-of-network services combined.	> 80% after deductible <sup>2</sup> > 70% after deductible <sup>2</sup> for visits approved for medical necessity over plan limits	> 60% of MAA after deductible <sup>2</sup> > 50% after deductible <sup>2</sup> for visits approved for medical necessity over plan limits
> Chiropractic therapy (medically necessary), up to 20 visits per year for in-network and out-of-network services combined	> 80% after deductible <sup>2</sup>	> 60% of MAA after deductible <sup>2</sup>

Type of Service	In Network	Out of Network
<b>Other services</b>		
> Durable medical equipment (includes orthotics/ prosthetics and appliances)	> 80% after deductible <sup>2</sup>	> 60% of MAA after deductible <sup>2</sup>
> Private-duty nursing and home health care (ventilator management services are considered a skilled need)	> 80% after deductible, <sup>2</sup> limited to 200 visits annually for in-network and out-of-network services combined; precertification required	> 60% of MAA after deductible, <sup>2</sup> limited to 200 visits annually for in-network and out-of-network services combined; precertification required
> Hospice	> 80% after deductible; <sup>2</sup> precertification required	> 60% of MAA after deductible; <sup>2</sup> precertification required
> Skilled nursing facility	> 80% after deductible <sup>2</sup> (limited to 120 days annually for in-network and out-of-network services combined); precertification required	> 60% of MAA after deductible <sup>2</sup> (limited to 120 days annually for in-network and out-of-network services combined); precertification required
> Infertility treatment	> Covered up to a \$24,000 family lifetime medical maximum. The lifetime maximum will be coordinated among all non-HMO/PPO medical options. > 80% after deductible <sup>2</sup> up to the family lifetime maximum; precertification required > Prescriptions covered through Express Scripts up to a \$7,500 lifetime pharmacy maximum per family	> Covered up to a \$24,000 family lifetime medical maximum. The lifetime maximum will be coordinated among all non-HMO/PPO medical options. > 60% after deductible <sup>2</sup> up to the family lifetime maximum; precertification required > Prescriptions covered through Express Scripts up to a \$7,500 lifetime pharmacy maximum per family
<b>Prescription drugs (see the <i>Prescription Drugs</i> section)</b>		
<b>Mental health and substance abuse (see “Mental Health/Substance Abuse: In and Out of Network” on page 102)</b>		

<sup>1</sup> Combined maximum benefit applies to well-adult visits, well-child visits, routine cancer screenings, routine hearing and routine vision. The maximum is measured on a calendar-year basis.

<sup>2</sup> The plan will pay this percentage of the cost after you first pay the full deductible of the plan. The deductible can be paid with after-tax dollars, such as by cash or check, or with before-tax dollars if you have available funds in a Health Care Spending Account (HCSA).

These tables are intended as a brief summary of benefits. Not all covered services, exclusions and limitations are shown. For additional information and/or clarification of benefits, see “Covered Services and Supplies” on page 137 and “Exclusions and Limitations” on page 163.

The CP500 is self-insured; therefore, Citi pays the claims incurred. The CP500 is not subject to state laws.

You have the freedom to choose your doctor or health care facility when you need health care. How that care is covered and how much you pay for your care out of your own pocket depend on whether the expense is covered by the plan and whether you choose a preferred provider or a non-preferred provider. Using preferred providers (in-network providers) saves you money in two ways. First, preferred providers charge special, negotiated rates, which are generally lower than the maximum allowed amounts (MAA). Second, the level of reimbursement for many services is higher when using preferred providers. *Citi plans only cover services that are deemed medically necessary.*

You must meet a deductible before the plan will pay benefits. Both in-network and out-of-network services will apply to meeting the deductible. Precertification is required before any inpatient hospital stay and certain outpatient procedures.



## CP500 Network Features

### *Deductible*

If you elect to use physicians or other providers in the network, you will need to meet an annual in-network deductible of \$500 individual/\$1,000 family before any benefit will be paid. Once you meet your deductible, the plan will pay 80% of covered in-network expenses.

The individual deductibles apply to all covered expenses except preventive care (which is covered at 100% in network), and must be met each calendar year before any benefits will be paid.

The family deductible represents the most a family will have to pay in individual deductibles in any calendar year. Only covered expenses that count toward your or your dependent's individual deductible can be applied toward the family deductible. The family deductible can be met as follows:

- > **Two in a family:** Each member must meet the \$500 individual deductible; or
- > **Three or more in a family:** Expenses can be combined to meet the \$1,000 family deductible, but no one person can apply more than the individual deductible (\$500) toward the family deductible amounts.

Deductible expenses cross-apply between in-network and out-of-network limits.

### *Coinsurance*

Coinsurance refers to the portion of a covered expense that you pay after you have met the deductible. For example, if the plan pays 80% of certain covered expenses, your coinsurance for these expenses is 20%.

### *Medical Out-of-Pocket Maximum*

The out-of-pocket maximum for medical services rendered in the network is \$3,000 individual/\$6,000 family. This amount represents the most you will have to pay out of your own pocket in a calendar year for in-network services. This amount does not include penalties, charges above the MAA, prescription drug expenses or services not covered under CP500. Once this out-of-pocket maximum is met, covered medical expenses are payable at 100% of the negotiated rate contracted with the Claims Administrator for the remainder of the calendar year. In-network copays for medical services also apply to the out-of-pocket maximums; once the out-of-pocket maximum has been satisfied, no additional in-network medical copays will apply for the remainder of the plan year. Prescription drug copays are subject to a separate out-of-pocket maximum.

Eligible medical expenses within a family can be combined to meet the family out-of-pocket maximum, but no one person can apply more than the individual out-of-pocket maximum amount (\$3,000) to the family out-of-pocket maximum (\$6,000).

Not all expenses count toward your medical out-of-pocket maximum. Among those that do *not* count are:

- > Charges above MAA;
- > Penalties;
- > Prescription drug expenses (which count toward the separate prescription drug out-of-pocket maximum); and
- > Charges for services not covered under CP500.

To help you manage the high cost of prescription drugs, there is also a separate annual prescription drug out-of-pocket maximum. Once you reach the prescription drug out-of-pocket maximum of \$1,500 individual/\$3,000 family, the plan pays the full cost of prescription drug expenses for the remainder of the year.

Out-of-pocket maximum expenses cross-accumulate between in-network and out-of-network limits.

## Primary Care Physician (PCP)

When seeking primary care services, you should choose a provider from the PCPs in the directory of network providers. You may choose a pediatrician as the PCP for your covered child. Women may also select an OB/GYN without referral from their PCP. A directory of the providers who participate in the CP500 network is available from the Claims Administrator. You may call or visit the Claims Administrator's website:

- > Aetna: **www.aetna.com**; select the Aetna Open Access, Choice POS II Open Access Plan, or call **1 (800) 545-5862**.
- > Anthem BlueCross BlueShield: **www.anthem.com**; to access a network provider through the BlueCross BlueShield Association BlueCard® PPO Program, select "Find a Doctor." Enter your search details (provider name, provider specialty, search location). Enter your identification prefix (which is the first three letters of your member ID located on your ID card). If you do not have your member ID card handy, select your state and your plan, PPO, and click on "Search." You will have a variety of search options to help you find a provider who meets your needs. You may also call Anthem at **1 (855) 593-8123**.
- > If you live in Metro-New York; Washington, D.C./Maryland/Northern Virginia; Georgia; Kansas City, Missouri, or St. Louis, Missouri; Arizona; California; Florida; Minnesota; or Tennessee, you have access to an alternate network of providers. Please see your Anthem ID card to get the prefix you should use to search for providers on Anthem's website, or call Anthem's Health Guide Service Team for additional information about alternate networks and information on how to locate a participating provider.
- > Once you meet your deductible, the plan will pay 80% of covered in-network expenses.

## Specialists

If you need the services of a specialist, you may seek care from a specialist directly without a referral. Once you meet your deductible, the plan will pay 80% of covered in-network expenses.

### Aetna Aexcel Specialists

Aexcel is a designation within Aetna's network that includes specialists who have demonstrated effectiveness in the delivery of care based on defined measures of clinical performance and cost-efficiency. Currently, there are Aexcel-designated physicians in 12 medical specialty categories: cardiology, cardiothoracic surgery, gastroenterology, general surgery, obstetrics and gynecology, orthopedics, otolaryngology, neurology, neurosurgery, plastic surgery, urology, and vascular surgery.

Aexcel-designated specialists are currently available to members in AZ, CA, CO, CT, DC, DE, FL, GA, IL, IN, KS, KY, MA, MD, ME, MI, MO, NJ, NV, NY, OH, OK, PA, TX, VA and WA.

When you visit an Aexcel specialist, you do not need a referral. The plan will pay 90% of covered expenses after your deductible for Aexcel specialists. To find an Aexcel specialist, visit **www.aetna.com/docfind**; select the Aetna Standard Plans, Aetna Select; and look for the providers listed with the blue star. This blue star identifies the Aexcel specialists.

### Allergist

When you see an in-network allergist, once you meet your deductible, you will be expected to pay 20% of the first office visit. If you receive an allergy injection only (without a physician's office visit charge), benefits will be covered at 100%. If you receive services other than an allergy injection, coinsurance will apply.

## Preventive Care

Preventive care services are covered at 100% with no deductible to meet for the CP500. For additional information on what is considered to be preventive care, see "Medical Options at a Glance" on page 61.

Preventive care services include:

- > Routine physical exams: Well-child care and adult care, performed by the patient's PCP at a frequency based on American Medical Association guidelines. For frequency guidelines, contact your Claims Administrator;
- > Routine diagnostic tests — for example, CBC (complete blood count), cholesterol blood test and urinalysis;
- > Well-child services and routine pediatric care; and
- > Routine well-woman exams.

In addition, CP500 will cover both cancer-screening tests and well-adult and well-child immunizations performed by in-network providers at 100%, not subject to deductible. Routine cancer screenings are:

- > Pap smear performed by an in-network provider annually;
- > Mammogram;
- > Sigmoidoscopy;
- > Colonoscopy; and
- > Prostate-specific antigen (PSA) screening annually with a digital rectal exam in men age 50 and older.

Preventive care services covered in the network at 100% will be reviewed annually and updated prospectively to comply with recommendations of the:

- > American Medical Association;
- > United States Preventive Care Task Force;
- > Advisory Committee on Immunization Practices of the Centers for Disease Control and Prevention; and
- > Comprehensive Guidelines Supported by the Health Resources and Services Administration.

## Routine Care

CP500 offers additional coverage for routine care services to help in the early detection of health problems.

- > Routine vision exam:
  - **In network:** Covered at 100%, not subject to deductible; one exam per calendar year, performed by a network ophthalmologist or optometrist;
  - **Out of network:** Covered at 100%, not subject to deductible, up to \$250 per calendar year;<sup>1</sup> then covered at 60% of MAA, not subject to deductible; limited to one exam per calendar year.

<sup>1</sup> Combined maximum with well-adult and well-child visits, routine cancer screenings and routine hearing care.

**Aetna:** Covered expenses include a complete routine eye exam that includes refraction and glaucoma testing. A routine eye exam does not include a contact lens exam.

- > Routine hearing exam:
  - **In network:** Covered at 100%, not subject to deductible; one exam per calendar year, performed by a network provider.
  - **Out of network:** Covered at 100%, not subject to deductible, up to \$250 per calendar year;<sup>1</sup> then covered at 60% of MAA, not subject to deductible; limited to one exam per calendar year.

**Aetna:** Covered expenses include charges for an audiometric hearing exam if the exam is performed by:

- > A physician certified as an otolaryngologist or otologist; or
- > An audiologist who:
  - Is legally qualified in audiology; or
  - Holds a certificate of Clinical Competence in Audiology from the American Speech and Hearing Association (in the absence of any applicable licensing requirements); and
  - Performs the exam at the written direction of a legally qualified otolaryngologist or otologist.

## *Hospital*

Hospital care (inpatient and outpatient) received through a preferred provider is covered at 80% for covered services after the deductible has been met. Services provided by a network physician in an out-of-network hospital are covered at the in-network benefit level.

**Note:** Any charges submitted by an out-of-network hospital would be treated as out-of-network claims. Precertification of an inpatient admission is required. Precertification is also required for certain outpatient procedures and services.

## *Emergency Care*

Services provided in a hospital emergency room from a network provider are covered at 80% for covered services after the deductible has been met.

**Aetna:** When emergency care is necessary, please follow the guidelines below:

- > Seek the nearest emergency room, or dial 911 or your local emergency response service for medical and ambulatory assistance. If possible, call your physician, provided a delay would not be detrimental to your health.
- > After assessing and stabilizing your condition, the emergency room should contact your physician to obtain your medical history to assist the emergency physician in your treatment.
- > If you are admitted to an inpatient facility, notify your physician as soon as reasonably possible.
- > If you seek care in an emergency room for a non-emergency condition, the plan will not cover the expenses you incur.

## *Urgent Care*

Urgent care centers are listed in the provider directory available on the Claims Administrators' websites. You do not need a referral or any precertification to use an urgent care center. Services provided by an urgent care center are covered at 80% for covered services after the deductible has been met.

**Aetna:** Call your PCP if you think you need urgent care. You may contact any physician or urgent care provider, in or out of network, for an urgent care condition if you cannot reach your physician. If it is not feasible to contact your physician, please do so as soon as possible after urgent care is provided. In-network providers are required to provide urgent care coverage 24 hours a day, including weekends and holidays. If you need help finding an urgent care provider, you may call Member Services at the toll-free number on your ID card, or you may access Aetna's online provider directory at [www.aetna.com](http://www.aetna.com). Follow-up care is not considered an emergency or urgent condition and is not covered as part of any emergency or urgent care visit. Once you have been treated and discharged, you should contact your physician for any necessary follow-up care.

**Anthem BCBS:** Anthem uses actual charges billed, not MAA, when determining plan payment for an out-of-network provider.

## Charges Not Covered

An in-network provider contracts with the CP500 Claims Administrator to participate in the network. Under the terms of this contract, an in-network provider may not charge you or the Claims Administrator for the balance of the charges above the contracted negotiated rate for covered services.

You may agree with the in-network provider to pay any charges for services or supplies not covered under CP500 or not approved by CP500. In that case, the in-network provider may bill charges to you. However, these charges are not covered expenses under CP500 and are not payable by the Claims Administrator.

For information about how to file a claim or appeal a denied claim, see “Claims and Appeals for Aetna Medical Plans” on page 171 or “Claims and Appeals for Anthem BlueCross BlueShield Medical Plan” on page 177.

## Paying Your Bill at Your In-Network Doctor’s Office

After you meet your annual deductible, the plan will pay 80% for most covered services, while you will pay 20% of the plan’s negotiated rate. In most cases, your doctor will bill you for the 20%. Generally, you will not pay your in-network doctor on the day of your visit because you will have to wait for your portion of the charge to be calculated.

## Choosing In-Network Providers

CP500 is administered by Aetna and Anthem BlueCross BlueShield. When you enroll in the CP500, you may request a provider directory that lists doctors and other providers who belong to the network.

- > Aetna: **www.aetna.com**; select the Aetna Open Access, Choice POS II Open Access Plan, or call **1 (800) 545-5862**.
- > Anthem BlueCross BlueShield: **www.anthem.com**; to access an in-network provider through the BlueCross BlueShield Association BlueCard® PPO Program, select “Find a Doctor.” Enter your search details (provider name, provider specialty, search location). Enter your identification prefix (which is the first three letters of your member ID located on your ID card). If you do not have your member ID card handy, select your state and your plan, PPO, and click on “Search.” You will have a variety of search options to help you find a provider who meets your needs. You may also call **1 (855) 593-8123**.
- > If you live in metro New York; Washington, D.C./Maryland/Northern Virginia; Georgia; Kansas City, Missouri, or St. Louis, Missouri; Arizona; California; Florida; Minnesota; or Tennessee, you have access to an alternate network of providers. Please see your Anthem ID card to get the prefix you should use to search for providers on Anthem’s website, or call Anthem’s Health Guide Service Team for additional information about alternate networks and information on how to locate a participating provider.

**Note:** Before visiting an in-network provider, contact him or her to confirm participation in your plan’s network. Provider lists are kept as current as possible, but changes can occur between the time you review the list of providers and the start of your coverage.

## Out-of-Network Features

You can use an out-of-network provider for medical services and still be reimbursed under the CP500. These expenses generally are reimbursed at a lower level than in-network expenses, after you have met the out-of-network deductible.

For information about how to file a claim for out-of-network services or appeal a denied claim, see “Claims and Appeals for Aetna Medical Plans” on page 171, or “Claims and Appeals for Anthem BlueCross BlueShield Medical Plan” on page 177.

## *Deductible and Coinsurance*

If you elect to use physicians or other providers outside the network, you will need to meet an annual deductible of \$1,500 individual/\$3,000 family maximum before any benefit will be paid. Once you meet your deductible, you must submit a claim form accompanied by your itemized bill to be reimbursed for covered expenses.

The individual deductibles apply to all covered expenses except routine preventive care (which is covered at 100% in network) and must be met each calendar year before any benefits will be paid.

The family deductibles represent the most a family will have to pay in individual deductibles in any calendar year. Only covered expenses that count toward your or your dependent's individual deductible can be applied toward the family deductible. The family deductible can be met as follows:

- > **Two in a family:** Each member must meet the \$500 in-network/\$1,500 out-of-network individual deductible; or
- > **Three or more in a family:** Expenses can be combined to meet the \$1,000 in-network/\$3,000 out-of-network family deductible, but no one person can apply more than the individual deductible (\$500/\$1,500) toward the family deductible amount.

Once you have met the deductible, CP500 normally pays 60% of the maximum allowed amount (MAA) for covered expenses that are received out of network. Providers may balance-bill you for the charges above MAA, and you are responsible for those charges.

## *Medical Out-of-Pocket Maximum*

The out-of-pocket maximum for medical services rendered outside of the network is \$6,000 individual/\$12,000 family. This amount includes the \$1,500 individual/\$3,000 family deductible, coinsurance and copays, and represents the most you will have to pay out of your own pocket in a calendar year for medical services received outside the network, excluding charges that exceed MAA expenses, penalties, prescription drug expenses or services not covered under CP500. Once this out-of-pocket maximum is met, covered expenses are payable at 100% of MAA for the remainder of the calendar year.

Eligible expenses within a family can be combined to meet the family out-of-pocket maximum, but no one person can apply more than the individual out-of-pocket maximum amount of \$6,000 to the family out-of-pocket maximum of \$12,000.

Not all expenses count toward your medical out-of-pocket maximum. Among those that do *not* count are:

- > Expenses that exceed MAA;
- > Penalties;
- > Prescription drug expenses (which apply toward a separate prescription drug out-of-pocket maximum); and
- > Charges for services not covered under the plan.

To help you manage the high cost of prescription drugs, there is also a separate annual prescription drug out-of-pocket maximum. Once you reach the prescription drug out-of-pocket maximum of \$1,500 individual/\$3,000 family, the plan pays the full cost of prescription drug expenses for the remainder of the plan year.

In addition, expenses incurred when using in-network services count toward your out-of-network, out-of-pocket maximum.

### Preventive Care

Each participant has a \$250 annual credit toward all out-of-network wellness services. Thereafter, covered expenses are not subject to the deductible, and expenses that exceed the \$250 credit are covered at 60% of MAA. Preventive care services include:

- > Routine physical exams: Well-child care and adult care, performed by the patient's PCP at a frequency based on American Medical Association guidelines. For frequency guidelines, contact your Claims Administrator;
- > Routine diagnostic tests — for example, CBC (complete blood count), cholesterol blood test, urinalysis;
- > Well-child services and routine pediatric care; and
- > Routine well-woman exams.

### Routine Care

The CP500 offers coverage for routine care services to help in the early detection of health problems.

- > **Routine vision exam:** Covered at 100%, not subject to deductible, one exam per calendar year, performed by an in-network ophthalmologist or optometrist; and
- > **Routine hearing exam:** Covered at 100%, not subject to deductible, one exam per calendar year, performed by an in-network otolaryngologist or otologist.

### Hospital

Hospital care (inpatient and outpatient) will be reimbursed at 60% of MAA, after you meet your annual deductible. Coverage for room and board is limited to expenses for the regular daily charge made by the hospital for a semiprivate room (or private room, when medically appropriate or if it is the only room type available). Precertification of an inpatient admission is required. Precertification is required for certain outpatient procedures and services.

### Emergency Care

Services provided in a hospital emergency room from an out-of-network provider are covered at 80% of MAA for covered services after the deductible has been met.

**Aetna:** When emergency care is necessary, please follow the guidelines below:

- > Seek the nearest emergency room, or dial 911 or your local emergency response service for medical and ambulatory assistance. If possible, call your physician, provided a delay would not be detrimental to your health.
- > After assessing and stabilizing your condition, the emergency room should contact your physician to obtain your medical history to assist the emergency physician in your treatment.
- > If you are admitted to an inpatient facility, notify your physician as soon as reasonably possible.
- > If you seek care in an emergency room for a non-emergency condition, the plan will not cover the expenses you incur.



## *Urgent Care*

Services provided by an urgent care center are covered at 80% for covered services after the deductible has been met.

**Aetna:** Call your PCP if you think you need urgent care. You may contact any physician or urgent care provider, in or out of network, for an urgent care condition if you cannot reach your physician. If it is not feasible to contact your physician, please do so as soon as possible after urgent care is provided. In-network providers are required to provide urgent care coverage 24 hours a day, including weekends and holidays. If you need help finding an urgent care provider, you may call Member Services at the toll-free number on your ID card, or you may access Aetna's online provider directory at [www.aetna.com](http://www.aetna.com). Follow-up care is not considered an emergency or urgent condition and is not covered as part of any emergency or urgent care visit. Once you have been treated and discharged, you should contact your physician for any necessary follow-up care.

## *Multiple Surgical Procedure Guidelines*

If you are using an out-of-network provider for a surgical procedure, the following multiple surgical procedure guidelines will apply.

If more than one procedure will be performed during one operation — through the same incision or operative field — the plan will pay according to the following guidelines:

- > **First procedure:** The plan will allow 100% of the negotiated or MAA.
- > **Second procedure:** The plan will allow 50% of the negotiated or MAA.
- > **Additional procedures:** The plan will allow 50% of the negotiated or MAA for each additional procedure.
- > **Bilateral and separate operative areas:** The plan will allow 100% of the negotiated or MAA for the primary procedure, 50% of the secondary procedure, and 50% of the negotiated or MAA for tertiary/additional procedures.

If billed separately, incidental surgeries will not be covered. An incidental surgery is a procedure performed at the same time as a primary procedure and requires few additional physician resources and/or is clinically an integral part of the performance of the primary procedure.

## *Mental Health/Substance Abuse In and Out of Network*

CP500 provides confidential mental health and substance abuse coverage through a network of participating counselors and specialized practitioners.

When you call the Claims Administrator at the telephone number on your ID card, you will be put in touch with an intake coordinator who will gather information from you and help find the right provider for you. In an emergency, the intake coordinator will also provide immediate assistance, and, if necessary, arrange for treatment in an appropriate facility.



You must call your Claims Administrator before seeking treatment for mental health or substance abuse treatment.

Action (all visits are reviewed for medical necessity)	Inpatient	Outpatient
<b>If you call the plan and use its network provider/facility</b>	After the deductible, eligible expenses are covered at 80% of the negotiated rate.	After the deductible, eligible expenses are covered at 80% of the negotiated rate.
<b>If you call the plan but do not use its network provider/facility</b>	After the deductible, eligible expenses are covered at 60% of MAA.	After the deductible, eligible expenses are covered at 60% of MAA.

## Coverage Levels

Mental health and substance abuse treatment benefits are subject to the same medical necessity requirements, coverage limitations and deductibles that are required under CP500.

Mental health benefits include, but are not limited to:

- > Assessment, diagnosis and treatment;
- > Medication management;
- > Individual, family and group psychotherapy;
- > Acute inpatient care;
- > Partial hospitalization programs;
- > Facility-based intensive outpatient program services; and
- > Psychological testing that is not primarily educational in nature.

No benefit will be paid for services that are not considered to be medically necessary.

**Aetna:** In addition to meeting all other conditions for coverage, the treatment must meet the following criteria:

- > There is a written treatment plan supervised by a physician or licensed provider;
- > The treatment plan is for a condition that can favorably be changed; and
- > Benefits are payable for charges incurred in a hospital, psychiatric hospital, residential treatment facility or behavioral health provider's office.

## Inpatient Services

CP500 pays benefits at the in-network level (80% of the negotiated rate contracted with the Claims Administrator) if you call the plan, you use an in-network provider, and the treatment is medically necessary and occurs in the appropriate level-of-care setting. If you do not use an in-network provider, you will be reimbursed at 60% of MAA after the deductible is met, provided that the treatment is medically necessary and occurs in the appropriate level-of-care setting.

In general, inpatient services are covered only if they are determined to be medically necessary and there is no less intensive or more appropriate level of care in lieu of an inpatient hospital stay. If it is determined that a less intensive or more appropriate level of treatment could have been given, no benefits will be payable.

Generally, inpatient services must be rendered in the state in which the patient resides, unless approved by the Claims Administrator in advance of the admission.

**Aetna:** Benefits are payable for charges incurred in a hospital, psychiatric hospital or residential treatment facility. Covered expenses include charges for room and board at the semiprivate room rate, and other services and supplies. Inpatient benefits are payable only if your condition requires services that are only available in an inpatient setting.

Covered expenses also include charges made for partial confinement treatment provided in a facility or program for the intermediate short-term or medically directed intensive treatment of a mental disorder. Such benefits are payable if your condition requires services that are only available in a partial confinement treatment setting.

## Outpatient Services

If you use an in-network provider, you will be reimbursed at 80% of covered expenses after the deductible is met. If you do not use an in-network provider, you will be reimbursed at 60% of MAA for covered services after the deductible is met.

**Aetna:** Covered expenses include charges for treatment received while not confined as a full-time inpatient in a hospital, psychiatric hospital or residential treatment facility. The plan covers partial hospitalization services (more than four hours but less than 24 hours per day) provided in a facility or program for the intermediate short-term or medically directed intensive treatment. The partial hospitalization will only be covered if you would need inpatient care if you were not admitted to this type of facility.

## Emergency Care

Emergency care for mental health or substance abuse treatment does not require a referral. However, you are encouraged to call the Claims Administrator within 48 hours after an emergency admission. The CP500's behavioral health providers are available 24/7 to accept calls.

## Medically Necessary

The Claims Administrator will help you and your physician determine the best course of treatment based on your diagnosis and acceptable medical practice. The Claims Administrator will determine whether certain covered services and supplies are medically necessary solely for purposes of determining what the medical plans will reimburse. No benefits are payable unless the Claims Administrator determines that the covered services and supplies are medically necessary. Please refer to the *Glossary* section for the definition of medical necessity.

For more information about what your plan covers, see "Covered Services and Supplies" on page 137. You may also contact your plan directly to confirm coverage of a particular service or supply and to find out what limits may apply.

## Concurrent Review and Discharge Planning

The following items apply if the CP500 requires certification of any confinement, services, supplies, procedures or treatments:

- > **Concurrent review:** The concurrent review process assesses the necessity for continued stay, level of care, and quality of care for members receiving inpatient services. All inpatient services extending beyond the initial certification period will require concurrent review.
- > **Discharge planning:** Discharge planning may be initiated at any stage of the patient management process and begins immediately upon identification of post-discharge needs during precertification or concurrent review. The discharge plan may include initiation of a variety of services/benefits to be used by the member upon discharge from an inpatient stay.

Anthem BlueCross BlueShield uses medical management guidelines developed by an internal team of physician medical directors, registered nurses and other clinical professionals, using data from a third-party organization, when determining these medical management services.

# Oxford Health Plans Preferred Provider Organization (PPO) (CT, NJ and NY only)

The Oxford Health Plans Preferred Provider Organization (PPO) is administered by Oxford Health Plans and is available to participants living in Connecticut, New Jersey and most of New York. The Oxford Health Plans PPO is self-insured; therefore, Citi pays the claims incurred. The Oxford Health Plans PPO is not subject to state laws.

Under the Plan, you have the freedom to choose your doctor or health care facility when you need health care. How that care is covered and how much you pay for your care out of your own pocket depend on whether the expense is covered by the plan and whether you choose a preferred provider or a non-preferred provider. Using preferred (network) providers saves you money in two ways. First, preferred providers charge special, negotiated rates, which are generally lower than the maximum allowed amounts (MAA). Second, the level of reimbursement for many services is higher when using preferred providers. For a list of providers, visit the Oxford website at [www.oxhp.com](http://www.oxhp.com) or call Oxford Member Services at **1 (800) 760-4566** (if you are not currently participating in the plan) or **1 (800) 396-1909** (if you are currently participating in the plan).

## The Oxford Health Plans PPO at a Glance

**Note:** For in-network covered expenses, the plan pays a percentage of discounted rates, while for out-of-network charges, the plan pays a percentage of the maximum allowed amount (MAA). See the *Glossary* section for a definition of MAA, which is sometimes referred to as “Recognized Charges.”

Type of Service	In Network	Out of Network
<b>Annual deductible</b>		
> Individual	> \$500	> \$1,500
> Maximum per family	> \$1,000	> \$3,000
<b>Annual medical out-of-pocket maximum (includes medical deductible, medical coinsurance and medical copays)</b>		
<b>Note: There is a separate annual out-of-pocket maximum for prescription drugs.</b>		
> Individual	> \$3,000	> \$6,000
> Maximum per family	> \$6,000	> \$12,000
<b>Lifetime maximum</b>	> None	> None

Type of Service	In Network	Out of Network
<b>Professional care (in office)</b>		
> PCP visits	> 80% after deductible <sup>2</sup>	> 60% of MAA after deductible <sup>2</sup>
> Specialist visits	> 80% after deductible <sup>2</sup>	> 60% of MAA after deductible <sup>2</sup>
> Allergy treatment	> 80% after deductible <sup>2</sup> for the first office visit; 100% for each additional injection if office visit fee is not charged	> 60% of MAA after deductible <sup>2</sup>
<b>Preventive care (subject to frequency limits)</b>		
> Well-adult visits	> 100%, not subject to deductible	> 100%, not subject to deductible, up to \$250 maximum; <sup>1</sup> then covered at 60% of MAA, not subject to deductible
> Well-child visits	> 100%, not subject to deductible	> 100%, not subject to deductible, up to \$250 maximum; <sup>1</sup> then covered at 60% of MAA, not subject to deductible
> Adult and child routine immunizations	> 100%, not subject to deductible	> 60% of MAA, not subject to deductible
> Routine cancer screenings (Pap smear, mammography, sigmoidoscopy, colonoscopy, PSA screening)	> 100%, not subject to deductible	> 100%, not subject to deductible, up to \$250 maximum; <sup>1</sup> then covered at 60% of MAA, not subject to deductible
> Contraceptive devices	> 100%, not subject to deductible, for diaphragms and Mirena, an implantable device, and at least one in each category of the other applicable forms of contraception in the FDA Birth Control Guide that are not covered under the Citi Prescription Drug Program (see "Preventive Care" beginning on page 69). All other implantable devices will be covered at 80% after deductible. <sup>1</sup>	> 60% of MAA after deductible <sup>2</sup>
> Voluntary sterilization — including tubal ligation, sterilization implants and surgical sterilizations	> 100%, not subject to deductible. Male sterilization services (e.g., vasectomies) are covered at 80% after deductible. <sup>1</sup>	> 60% of MAA after deductible <sup>1</sup>
<b>Routine care (subject to frequency limits)</b>		
> Routine vision exams — In- and out-of-network combined limit: one exam per calendar year	> 100%, not subject to deductible	> 100%, not subject to deductible, up to \$250 maximum; <sup>1</sup> then covered at 60% of MAA, not subject to deductible
> Routine hearing exams — In- and out-of-network combined limit: one exam per calendar year	> 100%, not subject to deductible	> 100%, not subject to deductible, up to \$250 maximum; <sup>1</sup> then covered at 60% of MAA, not subject to deductible

Type of Service	In Network	Out of Network
<b>Hospital inpatient and outpatient</b>		
> Semiprivate room and board, doctor's charges, radiology, lab, X-ray and surgical care	> 80% after deductible; <sup>2</sup> precertification required for hospitalization and certain outpatient procedures	> 60% of MAA after deductible; <sup>2</sup> precertification required for hospitalization and certain outpatient procedures
<b>Non-routine outpatient</b>		
> Radiology, lab and X-ray	> 100%, not subject to deductible if performed in an office setting (or in-network facility for lab services); 80% after deductible <sup>2</sup> if performed in another place of service; precertification required for certain outpatient procedures	> 60% of MAA after deductible; <sup>2</sup> precertification required for certain outpatient procedures
<b>Maternity care</b>		
> Physician office visit	> 80% after deductible <sup>2</sup>	> 60% of MAA after deductible <sup>2</sup>
> Hospital delivery	> 80% after deductible <sup>2</sup> > Precertification required if admission exceeds 48 hours for a vaginal delivery or 96 hours for a cesarean section delivery	> 60% of MAA after deductible <sup>2</sup> > Precertification required if admission exceeds 48 hours for a vaginal delivery or 96 hours for a cesarean section delivery
<b>Emergency care (no coverage if not a true emergency)</b>		
> Hospital emergency room (includes emergency room facility and professional services provided in the emergency room)	> 80% after deductible <sup>2</sup> > Precertification required for hospitalization and certain outpatient procedures	> 80% of MAA after deductible <sup>2</sup> > Precertification required for hospitalization and certain outpatient procedures
> Urgent care facility	> 80% after deductible <sup>2</sup>	> 80% of MAA after deductible <sup>2</sup>
<b>Emergency Transportation Services (no coverage when used as routine transportation to receive inpatient or outpatient services)</b>		
	100%, not subject to the deductible, for transport to and from the nearest medical facility qualified to give the required treatment; precertification required for inter-facility transfers	100%, not subject to the deductible, for transport to and from the nearest medical facility qualified to give the required treatment; precertification required for inter-facility transfers
<b>Outpatient short-term rehabilitation</b>		
> Physical/occupational/speech therapy (combined); limited to 90 visits a year for physical/occupational/speech therapy in-network and out-of-network combined	> 80% after deductible <sup>2</sup> > 60% after deductible <sup>2</sup> for approved visits over plan limits	> 60% of MAA after deductible <sup>2</sup> > 50% of MAA after deductible <sup>2</sup> for approved visits over plan limits
> Chiropractic therapy, up to 20 visits per year for in-network and out-of-network services combined; precertification required	> 80% after deductible <sup>2</sup>	> 60% of MAA after deductible <sup>2</sup>

Type of Service	In Network	Out of Network
<b>Other services</b>		
> Durable medical equipment (includes orthotics/prosthetics and appliances)	> 80% after deductible; <sup>2</sup> precertification required for equipment with a purchase or cumulative rental cost of \$500 or more	> 60% of MAA after deductible; <sup>2</sup> precertification required for equipment with a purchase or cumulative rental cost of \$500 or more
> Private-duty nursing and home health care	> 80% after deductible, <sup>2</sup> limited to 200 visits annually for in-network and out-of-network services combined; precertification required	> 60% of MAA after deductible, <sup>2</sup> limited to 200 visits annually for in-network and out-of-network services combined; precertification required
> Hospice	> 80% after deductible; <sup>2</sup> precertification required	> 60% of MAA after deductible; <sup>2</sup> precertification required
> Skilled nursing facility	> 80% after deductible <sup>2</sup> (limited to 120 days annually for in-network and out-of-network services combined); precertification required	> 60% of MAA after deductible <sup>2</sup> (limited to 120 days annually for in-network and out-of-network services combined); precertification required
> Infertility treatments	> Covered up to a \$24,000 family lifetime medical maximum combined in network and out of network. The lifetime maximum will be coordinated among all non-HMO/PPO medical options. > 80% after deductible <sup>2</sup> up to the family lifetime maximum; precertification required	> Covered up to a \$24,000 family lifetime medical maximum combined in network and out of network. The lifetime maximum will be coordinated among all non-HMO/PPO medical options. > 60% after deductible <sup>2</sup> up to the family lifetime maximum; precertification required
<b>Prescription drugs (see the <i>Prescription Drugs</i> section)</b>		
<b>Mental health and substance abuse (refer to “Mental” on page 102)</b>		

<sup>1</sup> Combined maximum benefit applies to well-adult visits, well-child visits, routine cancer screenings, routine hearing and routine vision exams. The maximum is measured on a calendar-year basis.

<sup>2</sup> The plan will pay this percentage of the cost after you first pay the full deductible of the plan. The deductible can be paid with after-tax dollars, such as by cash or check, or with before-tax dollars if you have available funds in a Health Care Spending Account (HCSA).

These tables are intended as a brief summary of benefits. Not all covered services, exclusions and limitations are shown. For additional information and/or clarification of benefits, see “Covered Services and Supplies” on page 137 and “Exclusions and Limitations” on page 163.

## How the Plan Works

### *In-Network Coverage*

To receive the highest level of benefits, referred to as the in-network level of benefits, from the Oxford PPO, you must receive care from a preferred provider. In NY, NJ and CT, Citi members have access to the Oxford Freedom Direct Network. Outside of the tri-state area, Citi members have access to the UnitedHealthcare Choice Plus Network nationwide. A current directory of the network providers who participate in the Oxford PPO is available at [www.oxhp.com](http://www.oxhp.com) or at **1 (800) 760-4566** (if you are currently not participating in the plan) or **1 (800) 396-1909** (if you are a plan participant).

## Deductible

If you use physicians or other providers in the network, you will need to meet an annual deductible (\$500 individual/\$1,000 family) before any benefits will be paid. Once you meet your deductible, the plan will generally pay 80% of covered in-network expenses.

The individual deductibles apply to all covered expenses except preventive care (which is covered at 100% in-network) and must be met each calendar year before any benefits will be paid.

The family deductible represents the most a family will have to pay in individual deductibles in any calendar year. Only covered expenses that count toward your or your dependent's individual deductible can be applied toward the family deductible. The family deductible can be met as follows:

- > **Two in a family:** Each member must meet the \$500 individual deductible; or
- > **Three or more in a family:** Expenses can be combined to meet the \$1,000 family deductible, but no one person can apply more than the individual deductible (\$500) toward the family deductible amounts.

Deductible expenses do not cross-apply between in-network and out-of-network limits.

## Coinsurance

Coinsurance refers to the portion of a covered expense that you pay after you have met the deductible. For example, if the plan pays 80% of certain covered expenses, your coinsurance for these expenses is 20%.

## Medical Out-of-Pocket Maximum

The out-of-pocket maximum for medical services rendered in the network is \$3,000 individual/\$6,000 family. This amount represents the most you will have to pay out of your own pocket in a calendar year for services received in the network. This amount does not include penalties, prescription drug expenses, or services not covered under the Oxford PPO. Once this out-of-pocket maximum is met, covered medical expenses are payable at 100% of the negotiated rate contracted with the Claims Administrator for the remainder of the calendar year.

Eligible expenses within a family can be combined to meet the family out-of-pocket maximum, but no one person can apply more than the individual out-of-pocket maximum amount (\$3,000) to the family out-of-pocket maximum (\$6,000).

Not all expenses count toward your out-of-pocket maximum. Among those that do *not* count are:

- > Penalties;
- > Expenses that exceed MAA;
- > Prescription drug expenses (which apply to a separate prescription drug out-of-pocket maximum); and
- > Charges for services not covered under the plan.

To help you manage the high cost of prescription drugs, there is also a separate annual prescription drug out-of-pocket maximum. Once you reach the prescription drug out-of-pocket maximum of \$1,500 individual/\$3,000 family, the plan pays the full cost of prescription drug expenses for the remainder of the year.

Out-of-pocket maximum expenses do not cross-apply between in-network and out-of-network limits.

## Primary Care Physician (PCP)

When seeking primary care services, you should choose a provider from the primary care physicians in the directory of network providers. You may choose a pediatrician as a PCP for your covered child. Women may also select an OB/GYN without a referral from their PCP. A directory of the network providers who participate in the Oxford PPO is available from the Claims Administrator. You may visit the Claims Administrator's website at [www.oxhp.com](http://www.oxhp.com) or call the Claims Administrator at **1 (800) 760-4566** (if you are not currently participating in the plan) or **1 (800) 396-1909** (if you are currently participating in the plan).

Once you meet your deductible, the plan will pay 80% of covered in-network expenses.

## Specialists

If you need the services of a specialist, you may seek care from a specialist directly without a referral. Once you meet your deductible, the plan will pay 80% of covered in-network expenses.

## Allergist

When you see an in-network allergist, once you meet your deductible, you will be expected to pay 20% of the first office visit. If you receive an allergy injection only (without a physician office visit charge), benefits will be covered at 100%. If you receive services other than an allergy injection and you are charged for an office visit, coinsurance will apply.

## Preventive Care

Preventive care services are covered at 100%, not subject to deductible. The plan pays benefits for preventive care services provided on an outpatient basis at a physician's office, an alternate facility or a hospital.

Preventive care services encompass medical services that have been demonstrated by clinical evidence to be safe and effective in either the early detection of disease or in the prevention of disease, have been proven to have a beneficial effect on health outcomes, and include the following as required under applicable law:

- > Evidence-based items or services that have in effect a rating of "A" or "B" in the current recommendations of the United States Preventive Services Task Force;
- > Immunizations that have in effect a recommendation from the Advisory Committee on Immunization Practices of the Centers for Disease Control and Prevention;
- > With respect to infants, children and adolescents, evidence-informed preventive care and screenings provided for in the comprehensive guidelines supported by the Health Resources and Services Administration; and
- > With respect to women, such additional preventive care and screenings as provided for in comprehensive guidelines supported by the Health Resources and Services Administration.

For more specific information regarding what is considered to be preventive care, see "Preventive Care" on page 69.

## Routine Care

The Oxford PPO offers additional coverage for routine care services to help in the early detection of health problems.

- > **Routine vision exam:** Covered at 100%, not subject to deductible, one exam per calendar year, performed by an in-network ophthalmologist or optometrist; and
- > **Routine hearing exam:** Covered at 100%, not subject to deductible, one exam per calendar year, performed by an in-network otolaryngologist or otologist.

## Infertility

Treatment of infertility must be precertified. Penalties may apply if the treatment is received without precertification. Contact the plan for details.

## Emergency Care

Coverage for emergency care is subject to deductible and paid at 80%.

## Charges Not Covered

An in-network provider contracts with the Oxford PPO Claims Administrator to participate in the network. Under the terms of this contract, an in-network provider may not charge you or the Claims Administrator for the balance of the charges above the contracted negotiated rate for covered services.



You may agree with the in-network provider to pay any charges for services or supplies not covered under the Oxford PPO or not approved by the Oxford PPO. In that case, the in-network provider may bill charges to you. However, these charges are not covered expenses under the Oxford PPO and are not payable by the Claims Administrator.

For information about how to file a claim or appeal a denied claim, see “Claims and Appeals for Oxford Health Plans Medical plan” on page 181.

### Out-of-Network Coverage

You can use an out-of-network provider for medical services and still receive reimbursement under the Oxford PPO. These expenses generally are reimbursed at a lower level than in-network expenses, and you will have to meet a deductible.

For information about how to file a claim for out-of-network services or appeal a denied claim, see “Claims and Appeals for Oxford Health Plans Medical plan” on page 181.

### Deductible and Coinsurance

If you use physicians or other providers outside the network, you will need to meet an annual deductible (\$1,500 individual/\$3,000 family) before any benefit will be paid. Once you meet your deductible, you must submit a claim form accompanied by your itemized bill to be reimbursed for covered expenses.

The individual deductibles apply to all covered expenses except routine preventive care (which is covered at 100%) and must be met each calendar year before any benefits will be paid.

The family deductible represents the most a family will have to pay in individual deductibles in any calendar year. Only covered expenses that count toward your or your dependent’s individual deductible can be applied toward the family deductible. The family deductible can be met as follows:

- > **Two in a family:** Each member must meet the \$1,500 individual deductible; or
- > **Three or more in a family:** Expenses can be combined to meet the \$3,000 family deductible, but no one person can apply more than the individual deductible (\$1,500) toward the family deductible amount.

Once you have met the deductible, the Oxford PPO normally pays 60% of the maximum allowed amount (MAA) for covered expenses that are received out of network.

Deductible expenses do not cross-apply between in-network and out-of-network limits.

### Medical Out-of-Pocket Maximum

The out-of-pocket maximum for medical services rendered outside the network is \$6,000 individual/\$12,000 family. This amount includes the (\$1,500 individual and \$3,000 family) deductible, medical coinsurance and any medical copays and represents the most you will have to pay out of your own pocket in a calendar year for medical services received outside the network, excluding charges that exceed MAA, penalties or services not covered under the Oxford PPO. Once this out-of-pocket maximum is met, covered expenses are payable at 100% of MAA for the remainder of the calendar year.

Eligible expenses within a family can be combined to meet the family out-of-pocket maximum, but no one person can apply more than the individual out-of-pocket maximum amount (\$6,000) to the family out-of-pocket maximum (\$12,000).

Not all expenses count toward your medical out-of-pocket maximum. Among those that do *not* count are:

- > Penalties;
- > Expenses that exceed MAA;
- > Prescription drug expenses (which apply toward the separate prescription drug out-of-pocket maximum); and
- > Charges for services not covered under the plan.

To help you manage the high cost of prescription drugs, there is also a separate annual prescription drug out-of-pocket maximum. Once you reach the prescription drug out-of-pocket maximum of \$1,500 individual/\$3,000 family, the plan pays the full cost of prescription drug expenses for the remainder of the year.

In addition, expenses incurred when using in-network services count toward your out-of-network, out-of-pocket maximum.

Out-of-pocket maximum expenses do not cross-apply between in-network and out-of-network limits.

## Preventive Care

Each participant has a \$250 annual credit toward all out-of-network wellness services. Thereafter, covered expenses are not subject to the deductible, and expenses that exceed the \$250 credit are covered at 60% of MAA. Preventive care services include:

- > Routine physical exams: Well-child care and adult care, performed by the patient's PCP at a frequency based on American Medical Association guidelines. For frequency guidelines, contact your Claims Administrator;
- > Routine diagnostic tests — for example, CBC (complete blood count), cholesterol blood test, urinalysis;
- > Well-child services and routine pediatric care;
- > Routine well-woman exams;
- > Routine cancer screenings;
- > Routine vision exams; and
- > Routine hearing exams.

In addition, the Oxford PPO will cover well-adult and well-child routine immunizations performed by out-of-network providers. Well-adult and well-child routine immunizations are covered at 60% of MAA, with no deductible to meet.

## Infertility

Treatment of infertility must be precertified. Penalties may apply if the treatment is received without precertification. Contact the plan for details.

## Hospital

Hospital care (inpatient and outpatient) will be reimbursed at 60% of MAA, after you meet your annual deductible. Coverage for room and board is limited to expenses for the regular daily charge made by the hospital for a semiprivate room (or private room when medically appropriate or if it is the only room type available). Notification of an inpatient admission is required. Notification is recommended for certain outpatient procedures and services.

## Emergency Care

Coverage for emergency care is subject to deductible and paid at 80%.

## Urgent Care

Services provided by an urgent care center are covered at 80% for covered services after the deductible has been met.

## Mental Health/Substance Abuse: In and Out of Network

The Oxford PPO provides confidential mental health and substance abuse coverage through a network of participating counselors and specialized practitioners.

When you call the customer service telephone number on your ID card, you will be put in touch with an intake coordinator who will gather information from you and help find the right provider for you. In an emergency, the intake coordinator will also provide immediate assistance, and, if necessary, arrange for treatment in an appropriate facility.

You must call your plan before seeking treatment for mental health or substance abuse treatment.

Action (all visits are reviewed for medical necessity)	Inpatient	Outpatient
<b>If you call the plan and use its network provider/facility</b>	After the deductible, eligible expenses are covered at 80% of the negotiated rate; precertification is required.	After the deductible, eligible expenses are covered at 80% of the negotiated rate; precertification is required for certain outpatient procedures.
<b>If you call the plan but do not use its network provider/facility</b>	After the deductible, eligible expenses are covered at 60% of MAA; precertification is required.	After the deductible, eligible expenses are covered at 60% of MAA; precertification is required for certain outpatient procedures.

### Coverage Levels

Mental health and substance abuse treatment benefits are subject to the plan's medical necessity requirements, coverage limitations and deductibles.

Mental health benefits include, but are not limited to:

- > Assessment, diagnosis and treatment;
- > Medication management;
- > Individual, family and group psychotherapy;
- > Acute inpatient care;
- > Partial hospitalization programs;
- > Facility-based intensive outpatient program services; and
- > Psychological testing that is not primarily educational in nature.

No benefit will be paid for services that are not considered to be medically necessary.

### Inpatient Services

The Oxford PPO pays benefits at the in-network level (80% of the negotiated rate contracted with the Claims Administrator) if you call the plan, you use an in-network provider, and the treatment is medically necessary and occurs in the appropriate level-of-care setting. If you do not use an in-network provider, you will be reimbursed at 60% of MAA after the deductible is met, provided that the treatment is medically necessary and occurs in the appropriate level-of-care setting.

In general, inpatient services are covered only if they are determined to be medically necessary and there is no less intensive or more appropriate level of care possible in lieu of an inpatient hospital stay. If it is determined that a less intensive or more appropriate level of treatment could have been given, no benefits will be payable.

Generally, inpatient services must be rendered in the state in which the patient resides, unless treatment outside the state is precertified in advance of the admission.

### Outpatient Services

You are encouraged to call the Oxford PPO for outpatient referrals or visit the Oxford Health Plans website for a list of in-network providers. If you use an in-network provider, you will be reimbursed at 80% of covered expenses after the deductible is met. If you do not use an in-network provider, you will be reimbursed at 60% of MAA for covered services after the deductible is met.

## Emergency Care

Emergency care for mental health or substance abuse treatment does not require a referral. However, you are required to call the Oxford PPO within 48 hours after an emergency admission. The Oxford PPO behavioral health providers are available 24/7 to accept calls.

## Medically Necessary

The Oxford PPO will help you and your physician determine the best course of treatment based on your diagnosis and acceptable medical practice. The Behavioral Health department will determine whether certain covered services and supplies are medically necessary solely for purposes of determining what the medical plans will reimburse. No benefits are payable unless the Behavioral Health department determines that the covered services and supplies are medically necessary. Please refer to the *Glossary* section for the definition of medical necessity.

For more information about what your plan covers, see “Covered Services and Supplies” on page 137. You may also contact the plan directly to confirm coverage of a particular service or supply and to find out what limits may apply.

## Concurrent Review and Discharge Planning

The following items apply if the Oxford PPO requires certification of any confinement, services, supplies, procedures or treatments:

- > **Concurrent review:** The concurrent review process assesses the necessity for continued stay, level of care, and quality of care for members receiving inpatient services. All inpatient services extending beyond the initial certification period will require concurrent review.
- > **Discharge planning:** Discharge planning may be initiated at any stage of the patient management process and begins immediately upon identification of post-discharge needs during precertification or concurrent review. The discharge plan may include initiation of a variety of services/benefits to be used by the member upon discharge from an inpatient stay.

## Clinical Trials for Cancer or Disabling or Life-Threatening Chronic Disease

The Oxford Health PPO plan will cover the routine patient costs associated with a qualifying clinical trial for cancer or a disabling or life-threatening chronic disease.

- > Cancer or other life-threatening disease or condition. For purposes of this benefit, a life-threatening disease or condition is one from which the likelihood of death is probable unless the course of the disease or condition is interrupted.
- > Cardiovascular disease (cardiac/stroke) that is not life-threatening, for which, as Oxford determines, a clinical trial meets the qualifying clinical trial criteria stated below.
- > Surgical musculoskeletal disorders of the spine, hip and knees that are not life-threatening, for which, as Oxford determines, a clinical trial meets the qualifying clinical trial criteria stated below.
- > Other diseases or disorders that are not life-threatening, for which, as Oxford determines, a clinical trial meets the qualifying clinical trial criteria stated below. Benefits include the reasonable and necessary items and services used to prevent, diagnose and treat complications arising from participation in a qualifying clinical trial.
- > Benefits are available only when the covered person is clinically eligible for participation in the qualifying clinical trial as defined by the researcher.

Routine patient care costs for qualifying clinical trials include:

- > Covered health services for which benefits are typically provided absent a clinical trial.
- > Covered health services required solely for the provision of the investigational item or service, the clinically appropriate monitoring of the effects of the item or service, or the prevention of complications.
- > Covered health services needed for reasonable and necessary care arising from the provision of an investigational item or service.

Routine costs for clinical trials do not include:

- > The experimental or investigational service or item. The only exceptions to this are:
  - Certain Category B devices.
  - Certain promising interventions for patients with terminal illnesses.
  - Other items and services that meet specified criteria in accordance with Oxford's medical and drug policies.
- > Items and services provided solely to satisfy data collection and analysis needs and that are not used in the direct clinical management of the patient.
- > A service that is clearly inconsistent with widely accepted and established standards of care for a particular diagnosis.
- > Items and services provided by the research sponsors free of charge for any person enrolled in the trial.

With respect to cancer or other life-threatening diseases or conditions, a qualifying clinical trial is a Phase I, Phase II, Phase III or Phase IV clinical trial that is conducted in relation to the prevention, detection, or treatment of cancer or a life-threatening disease or condition and meets any of the following criteria in the bulleted list below.

With respect to cardiovascular disease or musculoskeletal disorders of the spine, hip, and knees and other diseases or disorders that are not life-threatening, a qualifying clinical trial is a Phase I, Phase II or Phase III clinical trial that is conducted in relation to the detection or treatment of such non-life-threatening disease or disorder and meets any of the following criteria in the bulleted list below.

- > Federally funded trials. The study or investigation is approved or funded (which may include funding through in-kind contributions) by one or more of the following:
  - National Institutes of Health (NIH) (includes National Cancer Institute [NCI]).
  - Centers for Disease Control and Prevention (CDC).
  - Agency for Healthcare Research and Quality (AHRQ).
  - Centers for Medicare and Medicaid Services (CMS).
- > A cooperative group or center of any of the entities described above or the Department of Defense (DOD) or the Veterans Administration (VA).
- > A qualified non-governmental research entity identified in the guidelines issued by the National Institutes of Health for center support grants.

- > The Department of Veterans Affairs, the Department of Defense or the Department of Energy, as long as the study or investigation has been reviewed and approved through a system of peer review that is determined by the Secretary of Health and Human Services to meet both of the following criteria:
  - Comparable to the system of peer review of studies and investigations used by the National Institutes of Health.
  - Ensures unbiased review of the highest scientific standards by qualified individuals who have no interest in the outcome of the review.
- > The study or investigation is conducted under an investigational new drug application reviewed by the U.S. Food and Drug Administration.
- > The study or investigation is a drug trial that is exempt from having such an investigational new drug application.
- > The clinical trial must have a written protocol that describes a scientifically sound study and must have been approved by all relevant institutional review boards (IRBs) before participants are enrolled in the trial. Oxford may, at any time, request documentation about the trial.
- > The subject or purpose of the trial must be the evaluation of an item or service that meets the definition of a covered health service and is not otherwise excluded under the Plan.

Please remember, the covered service must be precertified.

## High Deductible Health Plan (HDHP)

### Want to Know More about How the HDHP and HSA Work?

Watch a short [benefits video](#) for helpful information.

The HDHP, administered by Aetna and Anthem BlueCross BlueShield, covers the same services as ChoicePlan 500 (CP500). However, there are certain major differences between the plans.

- > The HDHP provides flexibility and choice around how to spend your health care dollars. The HDHP is generally available at a lower premium cost, yet it has higher deductibles.
- > Prescription drugs count toward the individual/family deductible and out-of-pocket maximum. You do not need to meet a separate prescription drug deductible.
- > Participating in the HDHP gives you access to different accounts than other plans do.
- > The HDHP is designed to be used in conjunction with a Health Savings Account (HSA), in which you contribute before-tax dollars to pay for your deductible and other eligible out-of-pocket expenses.
- > HDHP participants are permitted to enroll in the Limited Purpose Health Care Spending Account (LPSA). Participants cannot enroll in the Health Care Spending Account (HCSA). Enrollment in an HCSA during the plan year disqualifies participants from making HSA contributions. This includes any credits contributed to an HCSA by Citi on your behalf.
- > If you had an HCSA prior to a qualified change in status, then you are permitted to retain the HCSA, even if you elect an HDHP. However, the establishment of the HCSA precludes you from being eligible for the HSA for the remainder of the plan year.

When you enroll in the HDHP, you must be prepared to spend the amount of your individual or family deductible out of pocket before the plan will pay benefits for non-routine care. As a reminder, certain preventive services/medications and routine cancer screenings are covered in full when you use in-network providers. Generally, benefits cannot be paid from the HDHP until you meet the deductible.

The HDHP is self-insured; therefore, Citi pays the claims. The plan is not subject to state laws.

**Note:** If you are enrolled in any of the family coverage categories (any category other than Employee Only), the entire family deductible amount must be met before the plan will pay benefits.

## HDHP at a Glance

**Note:** For in-network covered expenses, the plan pays a percentage of discounted rates, while for out-of-network charges, the plan pays a percentage of the maximum allowed amount (MAA). See the *Glossary* section for a definition of MAA, which is sometimes referred to as “Recognized Charges.”

Type of Service	In-network	Out-of-network
<b>Annual deductible (in-network and out-of-network services combined)</b>		
> Single	> \$1,800 > Includes prescription drug expenses	> \$2,800 > Includes prescription drug expenses
> Family	> \$3,600 > Includes prescription drug expenses	> \$5,600 > Includes prescription drug expenses
<b>Annual out-of-pocket maximum (includes deductible, medical/prescription drug coinsurance and medical/prescription drug copays)</b>		
> Single	> \$5,000 > Includes prescription drug expenses	> \$7,500 > Includes prescription drug expenses
> Family <sup>1</sup>	> \$10,000 (\$6,850 per individual) > Includes prescription drug expenses	> \$15,000 (\$15,000 per individual) > Includes prescription drug expenses
<b>Lifetime maximum</b>	> None	> None
<b>Professional care (in office)</b>		
> PCP visits	> 80% after deductible <sup>2</sup>	> 60% of MAA after deductible <sup>2</sup>
> Specialist visits	> 80% after deductible <sup>2</sup> > <b>Aetna:</b> 90% after deductible <sup>2</sup> for Aexcel specialists	> 60% of MAA after deductible <sup>2</sup>
> Allergy treatment	> 80% after deductible <sup>2</sup>	> 60% of MAA after deductible <sup>2</sup>
<b>Preventive care (subject to frequency limits)</b>		
> Well-adult visits and routine immunizations	> 100%, not subject to deductible	> 100% of MAA, not subject to deductible
> Well-child visits and routine immunizations		
> Routine cancer screenings (Pap smear, mammography, sigmoidoscopy, colonoscopy, PSA screening)		

Type of Service	In-network	Out-of-network
> Contraceptive devices	> 100%, not subject to deductible, for diaphragms and Mirena, an implantable device, and at least one in each category of the other applicable forms of contraception in the FDA Birth Control Guide that are not covered under the Citi Prescription Drug Program (see "Preventive Care" beginning on page 69). All other implantable devices will be covered at 80% after deductible. <sup>2</sup>	> 60% of MAA after deductible <sup>2</sup>
> Voluntary sterilization — including tubal ligation, sterilization implants and surgical sterilizations	> 100%, not subject to deductible. Male sterilization services (e.g., vasectomies) are covered at 80% after deductible. <sup>2</sup>	> 60% of MAA after deductible <sup>2</sup>
<b>Routine care (subject to frequency limits)</b>		
> Routine vision exam	> 100%, not subject to deductible; limited to one exam per calendar year	> 100% of MAA, not subject to deductible; limited to one exam per calendar year
> Routine hearing exam	> 100%, not subject to deductible; limited to one exam per calendar year	> 100% of MAA, not subject to deductible; limited to one exam per calendar year
<b>Hospital inpatient and outpatient</b>		
> Semiprivate room and board, doctor's charges, lab, X-ray, radiology and surgical care	> 80% after deductible; <sup>2</sup> precertification required for hospitalization and certain outpatient procedures and services	> 60% of MAA after deductible; <sup>2</sup> precertification required for hospitalization and certain outpatient procedures and services
<b>Non-routine outpatient</b>		
> Lab, X-ray and radiology	> 80% after deductible; <sup>2</sup> precertification required for certain outpatient procedures	> 60% of MAA after deductible; <sup>2</sup> precertification required for certain outpatient procedures
<b>Maternity care</b>		
> Physician office visit	> 80% after deductible <sup>2</sup>	> 60% of MAA after deductible <sup>2</sup>
> Hospital delivery	> 80% after deductible <sup>2</sup>	> 60% of MAA after deductible <sup>2</sup>
<b>Emergency care (no coverage if not a true emergency)</b>		
> Hospital emergency room (includes emergency room facility and professional services provided in the emergency room)	> 80% after deductible; <sup>2</sup> precertification required if admitted	> 80% after deductible; <sup>2</sup> precertification required if admitted
> Urgent care facility	> 80% after deductible <sup>2</sup>	> 80% of MAA after deductible <sup>2</sup>
<b>Emergency Transportation Services (no coverage when used as routine transportation to receive inpatient or outpatient services)</b>		
	80% after deductible <sup>2</sup> <b>Anthem:</b> Precertification required for air transport	80% of MAA after deductible; precertification required for inter-facility transfers



Type of Service	In-network	Out-of-network
<b>Outpatient short-term rehabilitation</b>		
Physical/occupational therapy (combined):  Limited to 60 visits a year in-network and out-of-network combined; you may be eligible for additional visits with plan approval after a medical necessity review	<ul style="list-style-type: none"> <li>&gt; 80% after deductible<sup>2</sup></li> <li>&gt; 70% after deductible<sup>2</sup> for visits approved for medical necessity above plan limits</li> </ul>	<ul style="list-style-type: none"> <li>&gt; 60% after deductible<sup>2</sup></li> <li>&gt; 50% of MAA after deductible<sup>2</sup> for visits approved for medical necessity above plan limits</li> </ul>
Speech therapy:  Limited to 90 visits a year in-network and out-of-network combined; you may be eligible for additional visits with plan approval after a medical necessity review	<ul style="list-style-type: none"> <li>&gt; 80% after deductible<sup>2</sup></li> <li>&gt; 70% after deductible<sup>2</sup> for additional visits above plan limits</li> </ul>	<ul style="list-style-type: none"> <li>&gt; 60% after deductible<sup>2</sup></li> <li>&gt; 50% of MAA after deductible<sup>2</sup> for additional visits above plan limits</li> </ul>
<b>Other services</b>		
> Infertility treatment	<ul style="list-style-type: none"> <li>&gt; Covered up to a \$24,000 family lifetime medical maximum. The lifetime maximum will be coordinated among all non-HMO/PPO medical options.</li> <li>&gt; 80% after deductible;<sup>2</sup> precertification required</li> <li>&gt; Prescriptions covered through Express Scripts up to a \$7,500 lifetime pharmacy maximum per family</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Covered up to a \$24,000 family lifetime medical maximum. The lifetime maximum will be coordinated among all non-HMO/PPO medical options.</li> <li>&gt; 60% after deductible;<sup>2</sup> precertification required</li> <li>&gt; Prescriptions covered through Express Scripts up to a \$7,500 lifetime pharmacy maximum per family</li> </ul>
<b>Prescription drugs (see the <i>Prescription Drugs</i> section)</b>		
<b>Mental health and substance abuse (see “Mental Health/Substance Abuse In and Out of Network” on page 92)</b>		

<sup>1</sup> The family deductible can be satisfied as a family or by an individual within the family. Each of your covered family members has an individual out-of-pocket maximum of only \$6,850 for in-network coverage. After reaching that amount, your plan will cover 100% of that individual's in-network health care expenses for the rest of the year. Once the \$10,000 family in-network out-of-pocket maximum is met, your plan will cover 100% of the family's in-network health care expenses for the rest of the year.

<sup>2</sup> The plan will pay this percentage of the cost after you first pay the full deductible of the plan. The deductible can be paid with after-tax dollars, such as by cash or check, or with before-tax dollars if you have available funds in an HSA.

## HDHP Features

- > Most covered in-network expenses are reimbursed at 80% of negotiated charges after the annual deductible has been met. Claims submitted by an out-of-network provider generally are reimbursed at 60% of the maximum allowed amount (MAA) after the deductible has been met. **Note:** Only your deductible, coinsurance and any copays — not the amount billed by the doctor/facility — is applied to your out-of-pocket maximum.
- > Routine physical exams for adults and children and well-woman exams are covered at 100% when using in-network providers and 100% of MAA when using out-of-network providers, with no deductible to meet.
- > Cancer screenings are covered at 100% when using in-network providers and 100% of MAA when using out-of-network providers, with no deductible to meet. Cancer screening tests are the Pap smear, mammography, sigmoidoscopy, colonoscopy and PSA test. (**Note:** Skin cancer screenings are not covered at 100%.) For frequency limits, please contact your plan at the number on the back of your ID card.

- > Other recommended preventive care services are covered at 100% when using in-network providers and 100% of MAA when using out-of-network providers, with no deductible to meet.
- > Prescription drugs are covered by the Citigroup Prescription Drug Program administered by Express Scripts. You first must meet your combined medical and prescription drug deductible before you can purchase prescription drugs at a retail in-network pharmacy and through the Express Scripts Home Delivery program for the plan's copay or coinsurance, except as described in the bullet immediately following.
- > You can purchase certain preventive care medications for a copay or coinsurance *before* the deductible is met. Copays/coinsurance count toward your out-of-pocket maximum. For a list of preventive medications, visit the Express Scripts website. If you are a participant in a medical plan with prescription drug coverage through Express Scripts, visit **[www.express-scripts.com](http://www.express-scripts.com)**.
- > The plan has no lifetime maximum benefit other than for infertility coverage and travel and lodging expenses related to transplant services.

## How the Plan Works

This section contains more-detailed information about HDHP's provisions and how this medical plan works.

You have a choice of using in-network providers or out-of-network providers. Using in-network providers saves you money in two ways. First, in-network providers charge special, negotiated rates, which are generally lower than the MAA. Second, the level of reimbursement for many services is higher when you use an in-network provider.

A directory of network providers is available directly from the Claims Administrator.

- > Aetna: **[www.aetna.com](http://www.aetna.com)**; select the Aetna Open Access, Choice POS II Open Access Plan, or call **1 (800) 545-5862**.
- > Anthem BlueCross BlueShield: **[www.anthem.com](http://www.anthem.com)**; select the PPO, or call **1 (855) 593-8123**.

### Deductible and Coinsurance

You must meet an annual deductible of \$1,800 for individual (Employee Only) coverage or \$3,600 for family (two or more in a family) coverage before the plan pays any benefits, unless the service is covered at 100%, such as preventive care.

The deductible applies to all covered expenses except preventive care and must be met each calendar year before any benefits will be paid. Whether you visit an in-network provider or an out-of-network provider, your costs count toward both deductibles.

Other than for services not subject to the deductible, any one or a combination of family members must meet the full family deductible before the plan pays any benefits. There is no individual limit within the family deductible limit. The deductible can be met as follows:

- > **In Network**
  - **Employee Only:** The individual deductible of \$1,800 applies.
  - **Two or more in a family:** The \$3,600 family deductible applies; one family member or a combination of all family members must meet the full family deductible before the plan pays any benefits.
  - **Note:** Once you have met the deductible, the plan normally pays 80% of the negotiated rate for covered health services if you or your covered dependent uses an in-network hospital/provider.

> **Out of Network**

- **Employee Only:** The individual deductible of \$2,800 applies.
- **Two or more in a family:** The \$5,600 family deductible applies; one family member or a combination of all family members must meet the full family deductible before the plan pays any benefits.
- **Note:** Expenses are normally reimbursed at 60% of MAA for claims for covered services submitted for an out-of-network provider. Providers may balance-bill you for the charges above MAA, and you are responsible for those charges.

***Deductible expenses cross-apply between in-network and out-of-network limits.***

**Out-of-Pocket Maximum**

Your out-of-pocket maximum is \$5,000 individual/\$10,000 family (out-of-network \$7,500/individual and \$15,000/family). Each of your covered family members has an individual out-of-pocket maximum of only \$6,850 for in-network coverage. After reaching that amount, your plan will cover 100% of that individual's in-network health care expenses for the rest of the year. The amount includes the \$1,800/individual and \$3,600/family (out-of-network \$2,800/\$5,600) deductible, coinsurance and any medical copays. This represents the most you will have to pay out of your own pocket in a calendar year.

Only your deductible, coinsurance amount and any applicable medical copays — not the amount billed over MAA by your doctor or facility — is applied to your out-of-pocket maximum. The maximum can be met as follows:

- > **Employee Only:** \$5,000 (out-of-network \$7,500)
- > **Two or more in a family:** The \$10,000 (out-of-network \$15,000) family out-of-pocket maximum applies. Each of your covered family members has an individual out-of-pocket maximum of only \$6,850 for in-network coverage. After reaching that amount, your plan will cover 100% of that individual's in-network health care expenses for the rest of the year. Once the \$10,000 family in-network out-of-pocket maximum is met, your plan will cover 100% of the family's in-network health care expenses for the rest of the year. Eligible expenses can be combined to meet the family out-of-pocket maximum, which means that one or a combination of all family members must meet the full family out-of-pocket maximum.

Once this out-of-pocket maximum is met, covered expenses are payable at 100% of the negotiated rate (or of MAA) for the remainder of the calendar year. However, the plan does not cover the amount over MAA. You can still be billed for that amount and are responsible for paying that portion.

Not all expenses count toward your out-of-pocket maximum. Among those that *do not* count are:

- > Expenses that exceed MAA;
- > Charges for services not covered under the plan, and
- > Any expense that would have been reimbursed if you had followed the notification requirements for care.

Out-of-pocket expenses cross-apply between in-network and out-of-network limits.

**Preventive Care**

Covered expenses are not subject to the deductible and are covered at 100% when using in-network providers or 100% of MAA when using out-of-network providers.

Preventive care services include:

- > Routine physical exams: Well-child care and adult care, performed by the patient's provider at a frequency based on American Medical Association guidelines or as directed by the provider. For frequency guidelines, call the Claims Administrator;

- > Routine diagnostic tests — for example, CBC (complete blood count), cholesterol blood test, urinalysis; and
- > Routine well-woman exams.

In addition, the plan will cover cancer-screening tests, well-adult immunizations and well-child care and immunizations at 100%. Cancer screenings are:

- > Pap smear performed annually;
- > Mammogram;
- > Sigmoidoscopy;
- > Colonoscopy; and
- > Prostate-specific antigen (PSA) screening annually with a digital rectal exam in men age 50 and older.

Preventive care services covered in the network at 100% will be reviewed annually and updated prospectively to comply with recommendations of the:

- > United States Preventive Care Task Force;
- > Advisory Committee on Immunization Practices of the Centers for Disease Control and Prevention; and
- > Comprehensive Guidelines Supported by the Health Resources and Services Administration.

For more information on what is considered preventive care, see “Preventive Care” on page 69.

## Routine Care

Routine health screenings are covered at:

- > 100%, not subject to deductible; and
- > 100% of the MAA, not subject to deductible (for care received from an out-of-network provider).

The annual deductible does not apply to routine care. However, routine care is subject to the following limits:

- > **Routine vision exam:** Limited to one exam per calendar year; and
  - **Aetna:** Covered expenses include a complete routine eye exam that includes refraction and glaucoma testing. A routine eye exam does not include a contact lens exam.
- > **Routine hearing exam:** Limited to one exam per calendar year.

**Aetna:** Covered expenses include charges for an audiometric hearing exam if the exam is performed by:

- > A physician certified as an otolaryngologist or otologist; or
- > An audiologist who:
  - Is legally qualified in audiology; or
  - Holds a certificate of Clinical Competence in Audiology from the American Speech and Hearing Association (in the absence of any applicable licensing requirements); and
  - Performs the exam at the written direction of a legally qualified otolaryngologist or otologist.

To be sure your claim for a routine exam is paid properly, ask your physician to indicate “routine exam” on the bill. If a medical condition is diagnosed during a routine exam, your claim for a routine exam still will be paid as explained above, provided the bill is marked “routine exam.”

## Hospital

After you meet your annual deductible, hospital care (inpatient and outpatient) will be reimbursed at:

- > 80% for care received from an in-network provider; or
- > 60% for care received from an out-of-network provider.

Precertification of an inpatient admission is required. Precertification is also recommended for certain outpatient procedures and services.

**Aetna:** Precertification requirements apply to both inpatient care and partial hospitalizations.

## Emergency Care

After you meet your annual deductible, emergency care will be reimbursed at 80% for care received from both in-network and out-of-network providers.

Non-emergency services provided in an emergency room are not covered.

**Aetna:** When emergency care is necessary, please follow the guidelines below:

- > Seek the nearest emergency room, or dial 911 or your local emergency response service for medical and ambulatory assistance. If possible, call your physician, provided a delay would not be detrimental to your health.
- > After assessing and stabilizing your condition, the emergency room should contact your physician to obtain your medical history to assist the emergency physician in your treatment.
- > If you are admitted to an inpatient facility, notify your physician as soon as reasonably possible.
- > If you seek care in an emergency room for a non-emergency condition, the plan will not cover the expenses you incur.

## Urgent Care

Urgent care centers will be reimbursed at:

- > 80% of the negotiated rate (after the deductible is met) for care received from an in-network provider; or
- > 80% of MAA (after the deductible is met) for care received from an out-of-network provider.

**Aetna:** Call your PCP if you think you need urgent care. You may contact any physician or urgent care provider, in or out of network, for an urgent care condition if you cannot reach your physician. If it is not feasible to contact your physician, please do so as soon as possible after urgent care is provided. In-network providers are required to provide urgent care coverage 24 hours a day, including weekends and holidays. If you need help finding an urgent care provider, you may call Member Services at the toll-free number on your ID card, or you may access Aetna's online provider directory at [www.aetna.com](http://www.aetna.com). Follow-up care is not considered an emergency or urgent condition and is not covered as part of any emergency or urgent care visit. Once you have been treated and discharged, you should contact your physician for any necessary follow-up care.

**Anthem BCBS:** When available, Anthem uses MAA when determining plan payment for an out-of-network provider. In the absence of MAA data, Anthem may calculate payment based on billed charges.

## Aetna Aexcel Specialists

Aexcel is a designation within Aetna's network that includes specialists who have demonstrated effectiveness in the delivery of care based on defined measures of clinical performance and cost-efficiency. Currently, there are Aexcel-designated physicians in 12 medical specialty categories: cardiology, cardiothoracic surgery, gastroenterology, general surgery, obstetrics and gynecology, orthopedics, otolaryngology, neurology, neurosurgery, plastic surgery, urology, and vascular surgery.

Aexcel-designated specialists are currently available to members in AZ, CA, CO, CT, DC, DE, FL, GA, IL, IN, KS, KY, MA, MD, ME, MI, MO, NJ, NV, NY, OH, OK, PA, TX, VA and WA.

When you visit an Aexcel specialist, you do not need a referral. The plan will pay 90% of covered expenses after your deductible for Aexcel specialists. To find an Aexcel specialist, visit [www.aetna.com/docfind](http://www.aetna.com/docfind); select the Aetna Standard Plans, Aetna Select, and look for the providers listed with the blue star. This blue star identifies the Aexcel specialists.

## Mental Health/Substance Abuse

The Aetna/Anthem BlueCross BlueShield HDHP provides confidential mental health and substance abuse coverage through a network of participating counselors and specialized practitioners.

When you call the Claims Administrator at the telephone number on your ID card, you will be put in touch with an intake coordinator who will gather information from you and help find the right provider for you. In an emergency, the intake coordinator will also provide immediate assistance, and, if necessary, arrange for treatment in an appropriate facility.

You must call before seeking treatment for mental health or substance abuse treatment.

Action (all visits are reviewed for medical necessity)	Inpatient	Outpatient
<b>If you call the plan and use its network provider/facility</b>	After the deductible, eligible expenses are covered at 80% of the negotiated rate.	After the deductible, eligible expenses are covered at 80% of negotiated rate.
<b>If you call the plan but do not use its network provider/facility</b>	After the deductible, eligible expenses are covered at 60% of MAA.	After the deductible, eligible expenses are covered at 60% of MAA.

## Coverage Levels

Mental health and substance abuse treatment benefits are subject to the same medical necessity requirements, coverage limitations and deductibles that are required under the HDHP.

Mental health benefits include, but are not limited to:

- > Assessment, diagnosis and treatment;
- > Medication management;
- > Individual, family and group psychotherapy;
- > Acute inpatient care;
- > Partial hospitalization programs;
- > Facility-based intensive outpatient program services; and
- > Psychological testing that is not primarily educational in nature.

No benefit will be paid for services that are not considered to be medically necessary.

**Aetna:** In addition to meeting all other conditions for coverage, the treatment must meet the following criteria:

- > There is a written treatment plan supervised by a physician or licensed provider; and
- > The treatment plan is for a condition that can favorably be changed.

Benefits are payable for charges incurred in a hospital, psychiatric hospital, residential treatment facility or behavioral health provider's office.

### Inpatient Services

You *must* call the Claims Administrator to give notification of inpatient services. Inpatient services are covered only if they are determined to be medically necessary and there is no less intensive or more appropriate level of care possible in lieu of an inpatient hospital stay. After you meet your deductible, inpatient stays are covered at 80% of the negotiated rate when you use an in-network provider or 60% of MAA if you use an out-of-network provider. If it is determined that a less intensive or more appropriate level of treatment could have been given, no benefits will be payable.

Generally, inpatient services must be rendered in the state in which the patient resides, unless approved by the Claims Administrator in advance of the admission.

**Aetna:** Benefits are payable for charges incurred in a hospital, psychiatric hospital or residential treatment facility. Covered expenses include charges for room and board at the semiprivate room rate, and other services and supplies. Inpatient benefits are payable only if your condition requires services that are only available in an inpatient setting. Covered expenses also include charges made for partial confinement treatment provided in a facility or program for the intermediate short-term or medically directed intensive treatment of a mental disorder. Such benefits are payable if your condition requires services that are only available in a partial confinement treatment setting.

### Outpatient Services

You are encouraged to call the Claims Administrator for outpatient referrals. If you call and use the recommended provider, you will be reimbursed at 80% of covered expenses after the deductible is met. If you do not use an in-network provider, you will be reimbursed at 60% of MAA for covered services after the deductible is met.

**Aetna:** Covered expenses include charges for treatment received while not confined as a full-time inpatient in a hospital, psychiatric hospital or residential treatment facility. The plan covers partial hospitalization services (more than four hours, but less than 24 hours per day) provided in a facility or program for the intermediate short-term or medically directed intensive treatment. The partial hospitalization will only be covered if you would need inpatient care if you were not admitted to this type of facility.

### Emergency Care

Emergency care for mental health or substance abuse treatment does not require a referral. However, you are encouraged to call the Claims Administrator within 48 hours after an emergency admission. The behavioral health provider is available 24/7 to accept calls.

### Medically Necessary

The Claims Administrator will help you and your physician determine the best course of treatment based on your diagnosis and acceptable medical practice. The Claims Administrator will determine whether certain covered services and supplies are medically necessary solely for purposes of determining what the medical plans will reimburse. No benefits are payable unless the Claims Administrator determines that the covered services and supplies are medically necessary. See the *Glossary* section for the definition of medical necessity.

For more information about what your plan covers, see “Covered Services and Supplies” on page 137. You may also contact your plan directly to confirm coverage of a particular service or supply and to find out what limits may apply.



## Health Savings Accounts (HSAs)

An HSA is used in conjunction with a qualified High Deductible Health Plan (HDHP).

When you enroll in the HDHP, you are eligible to open an HSA through any bank or institution that offers one. HSAs were designed to work with HDHP to help you:

- > Pay for expenses incurred before you meet your deductible;
- > Pay for qualified medical expenses that are not otherwise reimbursable by the HDHP; and
- > Save for future qualified medical and retiree health expenses on a tax-free basis.

To establish an HSA, you must:

- > Be covered under the HDHP;
- > Have no other health coverage except what is permitted under “other health coverage”;
- > Not be enrolled in Medicare Parts A and B or Medicaid; and
- > Not be claimed as a dependent on someone else’s tax return.

You may visit Citi’s on-site medical clinics for preventive care and allergy injections (if you supply the allergy medication)/visits; to obtain non-prescription pain relievers; and as a result of an accident at work. If you established an HSA, you may *not* use Citi’s on-site medical clinics for treatment when sick. Use of on-site medical clinics for reasons other than those noted in this paragraph would be considered “impermissible medical coverage.”

Citi will contribute to your HSA if you:

- > Enroll in the HDHP for 2018;
- > Open a Citi HSA administered by ConnectYourCare;
- > Accept the terms of an HSA through Your Benefits Resources™; and
- > Satisfy Citi’s policies and procedures required to establish an HSA.

The annual contribution amounts are based on your medical plan coverage category and when you establish an HSA. Amounts paid are up to \$500 for Employee Only coverage and up to \$1,000 for any other coverage category. Citi’s contribution is paid on a quarterly basis. Your HSA must be established by the following dates for you to be eligible for the Citi quarterly contributions.

Details of the deadlines to receive Citi’s contribution to your HSA are below:

Deadline to Receive Citi’s Quarterly Contribution		Citi’s Contribution for Employee Only Coverage	Citi’s Contribution for Employee + Spouse/Children/Family Coverage
<b>Q1</b>	4 p.m. ET on 12/31/17	\$125	\$250
<b>Q2</b>	4 p.m. ET on 3/31/18	\$125	\$250
<b>Q3</b>	4 p.m. ET on 6/30/18	\$125	\$250
<b>Q4</b>	4 p.m. ET on 9/30/18	\$125	\$250

**Note:** To receive Citi’s quarterly contribution, you must establish an HSA by accepting the terms and conditions, and satisfy Citi’s policies and procedures requirements by the deadlines listed above.



The maximums that you can contribute to an HSA for 2018 are:

- > \$3,450<sup>1</sup> for an eligible individual with Employee Only coverage, and
- > \$6,900<sup>2</sup> for an eligible individual enrolling in any other coverage category.

<sup>1</sup> Includes Citi's annual employer contribution of up to \$500, if you open an HSA through ConnectYourCare.

<sup>2</sup> Includes Citi's annual employer contribution of up to \$1,000, if you open an HSA through ConnectYourCare.

Under federal law, individuals who are 55 or older by December 31, 2018, can make a catch-up contribution of an additional \$1,000 for 2018 and each year going forward.

If you do not enroll in the HDHP, by law you cannot establish an HSA.

Funds are available in the HSA once they have been contributed. This is different from the HCSA, where your entire elected contribution amount is available for reimbursement at the beginning of the plan year.

## HSA Features

- > You “own” your HSA; your account is portable.
- > Contributions to an HSA can be made by individuals, employers or both.
- > Contributions (subject to limits) can be changed at any time, as long as you continue to be enrolled in a qualified HDHP.
- > Contributions (subject to limits) and earnings are tax-free under federal and many state income tax laws.
- > Withdrawals (to pay for qualified medical, dental and vision expenses, as determined by the Internal Revenue Code [the “Code”]) are tax-free under federal and many state income tax laws.
- > Withdrawals can be used to pay for qualified medical, dental and vision expenses, as determined by the Code, for you and your tax dependents.
- > You do not forfeit funds that you do not use by year-end. Instead, HSA funds remaining in your account will roll over to the following year.
- > However, you will pay a penalty of 20% on the disbursed amount that is not used for qualified health care expenses or health care expenses for dependents not considered as tax dependents under Section 152 of the Code.

**Note:** The HSA is not part of the Citigroup medical plans or any other employee benefits plan sponsored by Citi.

### The HSA and the LPSA

If you enroll in the HDHP and make tax-free contributions to an HSA, you cannot participate in an HCSA. *HCSA enrollment is considered “impermissible medical care coverage” and disqualifies your contributions to an HSA. This includes any Rewards contributed to an HCSA by Citi on your behalf, in connection with the Live Well at Citi Program.*

According to IRS regulations, if you enroll in the HDHP, you can enroll in the LPSA to reimburse yourself for eligible expenses such as those for vision, dental and preventive medical care. You may also enroll in an LPSA if you enrolled in the HDHP but are not enrolled in an HSA.

An LPSA works like an HCSA, except only certain types of expenses are eligible for reimbursement. See the “LPSA” subsection in the *Spending Accounts* section for more information.

For more information about the LPSA, contact your tax adviser or visit the IRS website at [www.irs.gov](http://www.irs.gov). From the home page, go to the search feature at the top of the page and enter “Ruling 2004-45.”

## Fully Insured Health Maintenance Organizations (HMOs)

Citi has entered into fully insured arrangements with numerous HMOs to provide health benefits to eligible employees. Although HMOs generally deliver benefits in the same way, the coverage that each HMO provides differs.

This section provides a description of the medical benefit information available to HMO participants and should be read together with the *Eligibility and Participation* section, the *Administrative Information* section, and the HMO Certificate of Insurance listed under “2018 Insured HMOs” on page 121. There is a separate HMO Certificate of Insurance for each fully insured HMO.

- > The *Eligibility and Participation* section and the *Administrative Information* section provide information about eligibility and enrollment for you and your dependents, coordination of benefits, your legal rights, your contributions and other administrative details.
- > HMO Certificates of Insurance provide detailed information about the benefits and coverage available through each HMO. For example, the Certificate of Insurance will generally provide you with information concerning:
  - The nature of services provided to members, including all benefits and limitations;
  - Conditions pertaining to eligibility to receive such services (other than general conditions pertaining to eligibility to participate in the HMO) and circumstances under which services may be denied; and
  - The procedures to be followed when obtaining services and the procedures available for the review of claims for services that are denied in whole or in part.

The HMO will send a Certificate of Insurance and a provider directory to you at your home upon enrollment in the HMO. If you do not receive your Certificate of Insurance, call your HMO at the telephone number listed under “2018 Insured HMOs” on page 121 or on your ID card.

For a list of the HMOs offered by Citi and the Certificate of Insurance for each HMO, see “2018 Insured HMOs” on page 121. The HMOs available to you will depend on your home zip code.

**Note:** Citi offers the opportunity to join an insured HMO. The actual coverage provided by the HMO is the HMO’s responsibility. Citi does not guarantee or have any responsibility for the quality of health care or service provided or arranged by the HMO. Citi is not responsible for medical expenses that are not covered services under the HMO. HMO participants have the right to choose their own health care professionals and the services they receive under the HMO.

Be sure to check directly with the HMO prior to enrolling to ensure that you fully understand the provisions of the HMO.

If you have questions about coverage, providers or using an HMO, call the HMO directly at the telephone number listed under “2018 Insured HMOs” on page 121. This number can also be found on your HMO ID card, if you are a member of that HMO.

All the materials described above make up the Plan Document for Citi’s fully insured HMOs. The Plan Document is intended to comply with the requirements of ERISA and other applicable laws and regulations. This HMO Plan Document does not create a contract or guarantee of employment between Citi and any individual.

## Typical Plan Design Features of an HMO Offered by Citi

You must use in-network providers. If you do not use participating providers — except in an emergency — the HMO will not cover that care, and you will be responsible for paying the full cost of that care.

You must choose a primary care physician (PCP) from the list of providers before obtaining any medical services. You may also choose a pediatrician as the PCP for your child. Women may also select an OB/GYN without a referral from their PCP.

Your deductible is \$500/individual and \$1,000/family. After you meet your deductible, the HMO will pay covered services at 80%, while you will pay 20% (your coinsurance). Your annual out-of-pocket maximum is \$3,000/individual and \$6,000/family.

Each HMO offers prescription drug coverage. Contact the HMO for the name of the prescription drug benefits manager.

Preventive care is covered at 100% without having to meet the deductible.

Routine vision exams are covered at 100% in all HMOs except Coventry Health Care of Iowa and Health Plan HawaiiPlus (HMSA).

As a reminder, benefits vary depending on the HMO.

For more information, review the Certificate of Insurance or call your HMO.

If you have questions or concerns about specific covered services, call the HMO in which you are enrolled directly. Visit “2018 Insured HMOs” on page 121 for HMO contact information.

### PCPs

In general, when you are a participant in an HMO, your PCP provides and coordinates all of your in-network care. In most cases, if you need to visit a specialist, your PCP will refer you to in-network specialists and facilities. Consult your PCP whenever you have questions about your health.

Many HMOs will require each covered family member to select a PCP. You will find PCPs listed in the provider directories of the HMOs, which are listed under “2018 Insured HMOs” on page 121. Generally, if you do not choose a PCP, one will be selected for you until you select one.

Your options for choosing a PCP depend on the HMO you select. For instance, your PCP could be a general practitioner, an internist or a family practitioner. You may choose a pediatrician as your child's PCP. In addition to choosing a PCP for other health care needs, women may select a gynecologist without a referral from their PCP for their routine gynecological checkups.

### Specialists

When you need a specialist, most HMOs will require you to obtain a referral from your HMO, or the services will not be covered. With most HMOs, your PCP is responsible for providing these specialist referrals. Certain services may require both a referral from your PCP and precertification from your HMO. Your PCP may help coordinate any required authorizations.

If your HMO requires a referral and you visit a specialist without one, you may be responsible for the full cost of your care. Generally, you cannot request referrals after you have received the care, except in emergencies. You should contact the HMO directly or see the HMO's Certificate of Insurance for a detailed explanation of the referral procedures.

## *Routine Care*

Most HMOs cover preventive care services and health screenings. Such services may include:

- > Routine physical exams, including well-child care and adult care;
- > Routine health screenings, including gynecological exams, mammograms, sigmoidoscopy, colonoscopy and PSA (prostate-specific antigen) screenings;
- > Routine vision exams; and
- > Routine hearing exams.

## *Hospital Care*

Generally, hospital care — both inpatient and outpatient — requires a copay or coinsurance. If you use an in-network provider or lab, but are not referred by your HMO, you may be required to pay for the services. Generally, hospital services require advance approval from the HMO. Your PCP may help coordinate the approval.

See the HMO Certificate of Insurance listed under “2018 Insured HMOs” on page 121 for more information about hospital coverage.

## *Maternity Care*

Most HMOs cover physician and hospital care for both the mother and the newborn child, including prenatal care, delivery and post-natal care. Generally, you will need a referral for your first visit to a participating obstetrician. However, you will not need a referral for the remaining visits during your pregnancy.

The mother and the newborn child are covered for a minimum of 48 hours of inpatient care following a vaginal delivery and 96 hours following a cesarean section. Some HMOs provide coverage for home health care visits if your doctor determines that you and your child may be safely discharged after a shorter stay.

The 48/96-hour minimum covered stay after childbirth is required by federal law. State laws may provide additional requirements for maternity coverage. See the HMO Certificate of Insurance listed under “2018 Insured HMOs” on page 121 for more information about maternity coverage.

Call the Citi Benefits Center through ConnectOne at **1 (800) 881-3938** (see the *For More Information* section for detailed instructions, including TDD and international assistance) within 31 days of the child’s birth to add your newborn child to your coverage. The health plans will not cover the child after 31 days.

## *Emergency Care*

Benefits are always available in a medical emergency, whether you use in-network or out-of-network providers. A medical emergency is generally defined as a sickness or injury that, without immediate medical attention, could place a person’s life in danger or cause serious harm to bodily functions.

If you have a true medical emergency, you should go to the nearest emergency facility. Most HMOs require you to contact your PCP or the HMO within certain time limits, generally 48 hours. If you are unable to do this, you should have a family member contact your HMO.

Most HMOs require a copay for each emergency room visit. If you are admitted to the hospital, the copay is generally waived. Non-emergency services provided in an emergency room are not covered.

See the HMO Certificate of Insurance listed under “2018 Insured HMOs” on page 121 for more information, including your HMO’s definition of a true medical emergency.

## *Benefit Limits*

Covered services, exclusions and limitations vary by HMO. Check with the HMO prior to enrolling to ensure that you fully understand the provisions of the HMO.

## 2018 Insured HMOs

The following fully insured HMOs are offered by Citi for 2018 in each state. The inclusion of an HMO in a state list does not mean that the option is available throughout the state. Your eligibility to participate in one of the HMOs offered is based on your home zip code. You can determine whether the HMO is available where you live by contacting the HMO.

To view the Certificate of Insurance, please click on the HMO plan name in the chart below. For more information on plan coverage details, contact your HMO.

HMO	Contact Information
Health Plan Hawaii Plus (HMSA)	<ul style="list-style-type: none"> <li>&gt; 1 (808) 948-6372</li> <li>&gt; 1 (808) 948-5060 (Annual Enrollment information)</li> <li>&gt; <a href="http://www.hmsa.com">www.hmsa.com</a></li> </ul>
Independent Health (upstate New York)	<ul style="list-style-type: none"> <li>&gt; 1 (800) 501-3439</li> <li>&gt; 1 (800) 453-1910 (Annual Enrollment information)</li> <li>&gt; <a href="http://www.independenthealth.com">www.independenthealth.com</a></li> </ul>
Kaiser FHP of California — Northern	<ul style="list-style-type: none"> <li>&gt; 1 (800) 464-4000</li> <li>&gt; <a href="http://my.kp.org/citigroup">http://my.kp.org/citigroup</a></li> </ul>
Kaiser FHP of California — Southern	<ul style="list-style-type: none"> <li>&gt; 1 (800) 464-4000</li> <li>&gt; <a href="http://my.kp.org/citigroup">http://my.kp.org/citigroup</a></li> </ul>
Kaiser FHP of Georgia	<ul style="list-style-type: none"> <li>&gt; 1 (888) 865-5813</li> <li>&gt; <a href="http://my.kp.org/citigroup">http://my.kp.org/citigroup</a></li> </ul>
Kaiser FHP of the Mid-Atlantic States	<ul style="list-style-type: none"> <li>&gt; 1 (301) 468-6000</li> <li>&gt; 1 (800) 777-7902 (Annual Enrollment information)</li> <li>&gt; <a href="http://my.kp.org/citigroup">http://my.kp.org/citigroup</a></li> </ul>
SelectHealth (Utah and part of Idaho)	<ul style="list-style-type: none"> <li>&gt; 1 (800) 538-5038</li> <li>&gt; <a href="http://www.selecthealth.org">www.selecthealth.org</a></li> </ul>

## Live Well Chronic Condition Management Programs

If you are enrolled in a medical plan through Citi, you may be eligible to participate in a Live Well Chronic Condition Management Program through your medical carrier. If your health data indicates that you have a particular chronic condition, you may be contacted by a professional from your medical plan to participate in a specific program to address your chronic health conditions. The information that follows provides an overview of the available programs. Please contact your carrier for more details.

## Aetna

The Disease Management Program is included in Aetna health benefits and insurance plans. The Disease Management Program has support for more than 35 conditions, including diabetes, heart disease, cancer, low back pain and digestive conditions. It helps you to:

- > Manage your condition
- > Lower your risks for new conditions
- > Work better with your doctor
- > Take your medicine safely
- > Find helpful online and community resources

If you enroll in the Disease Management Program upon invitation, you will work directly with an Aetna nurse, who acts as a personal health coach through the program. Support is also available through online wellness programs. Aetna will manage your care through your Personal Health Record and notify you of any errors or gaps in your care.

Depending on your situation, you may receive a call or letter from Aetna.

## Anthem BlueCross BlueShield

The Anthem BlueCross BlueShield Disease Management Program helps you maintain your health, improve your health outcomes and control health care expenses associated with the following prevalent conditions:

- > Asthma (pediatric and adult)
- > Diabetes (pediatric and adult)
- > Heart failure
- > Coronary artery disease
- > Chronic obstructive pulmonary disease

If you are enrolled in a Citi medical plan and you or a family member has diabetes, you can participate in Livongo's Diabetes Management Program (Livongo for Diabetes™). See "Other Health Management Programs" on page 128 for more information.

### *The Integrated Health Model (IHM)*

The Integrated Health Model (IHM) offers personalized one-on-one support from a trained health professional who is dedicated to your needs. You can call your personal health consultant directly for questions about your family's health, assistance with setting health goals or help with a serious health concern. Your personal health consultant will also connect you to targeted programs and services that provide education, guidance and coaching for improved health outcomes.

### *Anthem Health Guide*

Anthem Health Guide makes getting answers to your customer service and health-related questions easy and efficient. You can reach Anthem associates in the way that's most convenient for you — whether by telephone, online chat or secure email, or even by requesting a call back. Anthem will provide information and consultation, and will directly connect you to resources like health coaches, case managers or in-network doctors. Our goal is to guide you and your family to better health.

## Oxford

Taking care of a long-term health problem or serious illness can be very time-consuming, frustrating and expensive. Oxford's Disease Management Programs can help you control your illness, and, in the long run, may save you some health care dollars by helping you stay as healthy as possible.

To contact Oxford about any of the Disease Management Programs, please call the phone number on the back of your ID card.

### *Care Coordination*

If you are facing serious health issues, care coordination can help. With a dedicated team of nurses, Oxford provides education and care coordination to help you manage your condition, reduce readmissions and improve quality of life.

### *Heart Failure Program*

This program helps you notice changes in your symptoms and helps you decide when a visit to the hospital is appropriate. The program can also help teach you about how to take your medications correctly, according to your doctor's treatment plan.

### *Coronary Artery Disease Management Program*

The program provides information and resources to assist in reducing or eliminating risk factors, maintaining a healthy lifestyle, effectively managing the condition, and receiving the most clinically appropriate, cost-effective and timely diagnostic testing and procedures.

Program highlights include:

- > Comprehensive assessments by registered nurses to determine the appropriate level of intervention
- > Focus on compliance with medication regimens and reducing/eliminating risk factors
- > Individualized action plans to help participants proactively monitor symptoms
- > Proactive outbound and responsive inbound nurse calls
- > Educational programs that promote good lifestyle choices and self-care
- > Satisfaction and quality-of-life surveys

### *Diabetes Management Program*

Learn how to maintain optimum blood glucose, blood pressure and LDL cholesterol levels; prevent the onset of complications with evidence-based care; and manage co-morbidities related to diabetes, including hypertension, obesity and depression. You can also learn about risk factors for this disease, as well as how to maintain a healthy lifestyle.

Diabetes program interventions include:

- > Comprehensive assessments by specialty-trained registered nurses to determine the appropriate level of intervention
- > Focus on adherence with medication regimens and reducing/eliminating risk factors
- > Individualized action plans to help program participants monitor symptoms
- > Proactive outbound and responsive inbound nurse calls
- > Educational programs that promote good lifestyle choices and self-care
- > Satisfaction and quality-of-life surveys

If you are enrolled in a Citi medical plan and you or a family member has diabetes, you can participate in Livongo's diabetes management program (Livongo for Diabetes™). See "Other Health Management Programs" on page 128 for more information.



## *HealtheNotes Reminders*

One of the best things about HealtheNotes is that you do not have to do a thing to receive one. Oxford will send them to you automatically when they have a message or recommendation they think may benefit you. For example, if you have diabetes and Oxford's evidence-based medicine guidelines suggest lab tests twice a year, they may send you a HealtheNotes message in the mail.

## *Managed Infertility Program*

The Managed Infertility Program (MIP) helps with precertification (sometimes referred to as preauthorization) of infertility services. Through this program, you also receive medical consultation and education to help with what could be complicated and often stressful infertility services.

## *Neonatal Resource Services*

Neonatal Resource Services (NRS) manages intensive care cases when your newborn needs to stay in the hospital. This program helps you get the information and support you need. NRS has a dedicated team of nurses and full-time medical directors who are ready to provide support to parents of fragile infants who need intensive care.

## *Transplant Solutions*

Transplant Solutions helps get you to some of the nation's leading transplant caregivers through the Centers of Excellence network. Nurses can provide information to help you through every step of the transplant process.

## *Bariatric Resource Services (BRS)*

Oxford's Bariatric Resource Services (BRS) program can help reduce complications associated with weight-loss surgery for morbid obesity. The BRS team offers comprehensive solutions to help manage obesity-related bariatric surgical costs, ensure the appropriateness of surgery and improve the quality of life for members. The program also addresses significant health care expenses associated with co-morbid conditions, length of stay, complications, pharmacy and other medical costs. The program includes guidance to Centers of Excellence in bariatric surgery case management pre- and post-surgery to assess for complications and to reinforce lifestyle changes (including nutrition and exercise).

## *Decision Support*

Decision Support invites and empowers members to actively participate in decisions about their health care and treatment options. With access to evidence-based, objective information along with proactive guidance through Decision Support services, you can avoid care that is not needed and ensure that you obtain care that is necessary and beneficial. Decision Support nurses provide access to accurate, objective and relevant health care information that allows you to have realistic expectations for treatment and hospitalization. Decision Support nurses will help you find quality health care options available at the lowest costs and prepare for you a personalized decision aid that summarizes the conversation for future reference or to share with your physician.

## *Chronic Kidney Disease (CKD)*

Through this program, a nurse will be available to help you in a number of ways, from referring you to a nephrologist to helping you manage other conditions you may have as a result of kidney disease (e.g., diabetes, high blood pressure and heart disease). You also can get help preparing for dialysis, including home therapies and outpatient treatment.



### *Kidney Resource Services (KRS)*

Based on medically approved guidelines to help when you have end-stage renal disease (ESRD), KRS' focus is to help improve treatment results and your health while reducing your costs. It features management and care coordination if you have ESRD and are receiving dialysis. You can also get phone-based help from a nurse who specializes in kidney disease and program oversight from a nephrologist medical director.

### *Better Breathing®*

If you or one of your covered dependents is diagnosed with asthma, you may be eligible to participate in the Better Breathing program. The Better Breathing program aims to help covered individuals learn more about asthma, the medications used to treat it, monitoring devices and how a healthy lifestyle can help keep asthma under control. If you participate, you'll receive educational materials and, upon request, can also receive supplies like spacers and peak flow meters.

### *Heart Smart<sup>SM</sup>*

If you have cardiovascular disease (CVD), the Heart Smart program may help you understand and improve your health and quality of life. The program addresses your health needs if you are at risk for CVD or have experienced a CVD-related event. Educational materials about hypertension, cholesterol management and lifestyle modification, including smoking, diet and exercise, are also available.

## Centers of Excellence (COEs)

Centers of Excellence (COE) are top-rated facilities that meet or exceed rigorous, evidence-based criteria established in collaboration with expert physicians and medical organizations. These facilities demonstrate a history of achieving faster recovery times and better expected outcomes. Because facilities must reapply for the designation on a regular basis, you can be sure they provide consistently high-quality care. And high-quality care is more cost-effective care, because you'll experience fewer complications from your treatment.

Centers of Excellence are equipped to deliver complex medical care in specialties such as bariatric, orthopedic and transplant services. Due to the recognition of the importance of having certain specialized procedures performed only at top-rated facilities with a history of achieving faster recovery times and better-than-expected outcomes, the Citigroup Health Benefits Plan includes the following requirements:

- > Bariatric procedures will only be covered when performed at a COE.
- > Orthopedic and transplant procedures will be covered at the out-of-network level when received outside of a COE.

If you enroll in a medical plan through Aetna, Anthem BlueCross BlueShield or Oxford, you'll have access to Centers of Excellence for certain conditions.

## Travel and Lodging Expenses

The plan will assist the patient and family with travel and lodging arrangements, when available, when a qualified transplant, bariatric or orthopedic procedure is medically necessary and performed at a designated Center of Excellence facility. **Expenses for travel and lodging** for the recipient and a companion are available as follows:

- > Transportation is covered, including expenses for personal car mileage at the current federal rate of reimbursement, of the patient and one companion who is traveling on the same day(s) to and/or from the site of the transplant, bariatric or orthopedic procedure for an evaluation, the procedure or necessary post-discharge follow-up;
- > Reasonable and necessary expenses for lodging for the patient (while not confined) and one companion. Benefits are paid at a per-diem rate of \$50 for one person or \$100 a day for two people (a maximum of \$50 per person — \$100 for patient and companion combined — per night is paid toward lodging expenses; meals are not covered);
- > Travel and lodging expenses are available only if the transplant, bariatric or orthopedic recipient resides more than 75 miles from the designated facility for Aetna, Anthem BlueCross BlueShield or Oxford plans (*Note: Oxford does not have an orthopedic COE*);
- > If the patient is a covered dependent minor child, the transportation expenses of two companions will be covered; lodging expenses will be reimbursed at the \$100 per-diem rate; and
- > These benefits are subject to a combined overall lifetime maximum of \$10,000 per covered person, per occurrence, for all transportation and lodging expenses incurred by the transplant, bariatric or orthopedic recipient and companion (companions, if the covered dependent is a minor) and reimbursed under the plan in connection with all transplant, bariatric or orthopedic procedures.

## Aetna

The Institutes of Excellence (IOE) transplant network is Aetna's national network of facilities for transplants and transplant-related services. Hospitals that have been selected to participate in Aetna's IOE transplant network have met enhanced quality thresholds for volumes and outcomes. Facilities have been contracted on a transplant-specific basis and are considered to be participating only for the specific transplants for which they are contracted and have IOE designations.

The IOE transplant network was established to enhance quality standards and lower the cost of transplant care. Three criteria were applied with respect to network selection:

- > Enhanced organ-specific quality standards;
- > The national availability of and need for transplant facilities, on a transplant-specific basis. Need was assessed relative to the distribution of our membership and relative incidence of transplant types; and
- > Mutually acceptable contractual terms and conditions.

Transplants represent highly specialized care delivered by a limited number of providers who have expertise in performing these procedures. By utilizing an IOE transplant facility, you will be receiving treatment from a provider that has demonstrated experience and success in that specific transplant type. Facilities in the IOE transplant network meet Aetna quality standards for volumes and outcomes. IOE facilities also meet Aetna access standards and agree to mutually acceptable contractual terms and conditions.

## Anthem BlueCross BlueShield

Anthem BlueCross BlueShield, in partnership with the Blue Cross and Blue Shield Association, has developed Blue Distinction Centers for treatment of serious medical conditions. Blue Distinction Centers are facilities that provide the highest quality of care in these specialties:

- > Bariatric surgery (inpatient and outpatient)
- > Transplants (bone marrow/stem cell, heart, lung, liver, pancreas)
- > Knee and hip replacement
- > Spine surgery (discectomy, spinal fusion, spinal decompression)
- > Cardiac care (percutaneous coronary interventions, coronary artery bypass grafts)
- > Complex and rare cancers

The hospitals that are named as Blue Distinction Centers are chosen for a few reasons. They are known for their expert health care team, the number of times they have performed a procedure and their track record for results in specialized care. When you make important health care choices with your doctor, having access to the Blue Distinction Centers and Blue Distinction Centers+ makes these choices easier.

All Blue Distinction Centers offer quality specialty care. However, the new Blue Distinction Centers+ are honored for how cost-effectively they provide care.

To find a Blue Distinction Center, visit **www.anthem.com**:

- > Select “Find a Doctor”
- > Enter the type of health professional or hospital you are looking for and the location
- > Select “Recognition/Awards”

If a provider listed is a Blue Distinction Center, you will find a Blue Distinction recognition/award in the Quality Snapshot next to the provider’s name.

## Oxford

Oxford’s transplant services is a network of Centers of Excellence facilities that meet high-quality criteria. Oxford invests resources to identify and qualify the programs that have delivered superior outcomes at cost-effective rates.

### *Transplant Access Program (TAP) Providers*

The TAP program provides an extension of the COE network to help ensure network access, delivering the same financial rates; however, they do not meet the same high clinical criteria required for a COE. The transplants are inclusive of evaluation and transplant admission, including hospital, physician and organ procurement, blood and marrow harvest, and pre-transplant/post-transplant care.

### *Extra Contractual Services*

Extra Contractual Services are available on a case-by-case basis when a patient referral falls outside of both the transplant COE network and the TAP network.

## *Transplant Clinical Management*

Transplant clinical management works to reduce costs by helping you avoid inappropriate transplants, reducing re-transplants, identifying Medicare eligibility and assisting in making informed decisions about transplant care through:

- > Treatment education;
- > Centers of Excellence education and referrals;
- > Considerations in choosing where to get care;
- > Assistance in navigating the health care system; and
- > Transplant medical director support.

## *OptumHealth's Managed Infertility Program Centers of Excellence (COE) Network*

Composed of 12 facilities, this network grants most members access to a facility within 30 miles of their location. For a list of participating facilities, call the Managed Infertility program at **1 (877) 512-9340**.

# Other Health Management Programs

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If you are enrolled in a medical plan through Citi, you may be eligible to participate in a variety of health management programs. The information that follows provides an overview of the available programs. Please contact your carrier for more details.

## *Livongo for Diabetes™ Program*

If you are enrolled in a Citi medical plan and you or a family member has diabetes, you can participate in Livongo's diabetes management program (Livongo for Diabetes™). The program offers three key components:

- > A connected glucose meter that transmits data and messaging in real time;
- > A smart analytics platform that provides predictive and personalized insights; and
- > Virtual coaching from Certified Diabetes Educators.

This approach encourages more frequent blood glucose checks, provides just-in-time outreach from Certified Diabetes Educators and automates the often-cumbersome task of ordering supplies and manually tracking blood glucose readings. Most importantly, participants receive personalized, real-time information that can enable more confident self-management and improved glycemic control.

## Aetna

### *Teladoc — Doctors on Demand*

Teladoc provides access to a national network of U.S. board-certified doctors, pediatricians, psychologists or therapists who are available on-demand 24 hours a day, 7 days a week, 365 days a year to diagnose, treat and prescribe medication (when necessary) for many medical issues via phone or online video consultations. Teladoc does not replace the existing primary care physician, psychologist or therapist relationship, but enhances it as a convenient, affordable alternative for medical care.

You pay a \$40 copay subject to the deductible per Teladoc phone or video consultation with a physician, psychologist or therapist. After the deductible has been met, you will pay 20% of the consult, or \$8, per consult. Charges for phone or video consultations with a physician, psychologist or therapist and/or other provider who is not contracted with Aetna's Teladoc service are excluded. For more information, visit [www.teladoc.com](http://www.teladoc.com).

### *Personal Health Record*

Employees and covered family members enrolled in a medical program with Aetna have access to a Personal Health Record, which scans your information and compares it with the latest medical guidelines to identify potential problems and send you alerts.

When you visit the doctor, have a test or fill a prescription, the claims information gets populated automatically into your Personal Health Record. You can add important information yourself too, such as:

- > Family health history
- > Immunizations
- > Doctors
- > Allergies
- > Blood pressure, weight, blood sugar and cholesterol numbers
- > Tests, procedures and more

There are several ways the tool can help you:

- > **Share it with your doctor.** The “home page” of your Personal Health Record is the Health Summary. It's your health information at a glance. You can decide what to share with your doctor. You can print out your Health Summary, take it with you to your doctor, or share it securely online before your visit.
- > **Keep track of when you are due for important checkups.** It can help remind you when to get preventive screenings, like a mammogram or colonoscopy.
- > **Track important health numbers.** See how your blood pressure, blood sugar, weight and other health markers change over time in clear, easy-to-understand graphs and charts.
- > **Manage your family's health information.** The Personal Health Record is available to employees who enroll in an Aetna health benefits or health insurance plan. Covered family members have their own Personal Health Records. As the plan subscriber, you can access and add information to their Personal Health Records — as long as they are under age 18. You can give your covered spouse this access, too.

To get started, visit [www.aetna.com](http://www.aetna.com) and create a username and password on the secure member website. Then go to the Health Records tab and click on “Personal Health Record.”

## *Beginning Right*

Beginning Right is a maternity management program available to Aetna members that can be used throughout your pregnancy and after your baby is born. You'll get information on:

- > Prenatal care
- > Preterm labor symptoms
- > What to expect before and after delivery
- > Newborn care and more

All program materials are in English and Spanish. Translation services are also available in over 170 languages.

If you have health conditions or risk factors that could impact your pregnancy, you can work with a nurse case manager to help lower those risks. If eligible, you also get:

- > Two follow-up calls after your delivery
- > A screening for depression
- > Extra support, if needed

Beginning Right also offers a Smoke-Free Moms-to-Be<sup>®</sup> program, where you'll get one-on-one nurse support to help you quit smoking for good.

To access the program, call **1 (800) CRADLE-1 (1 (800) 272-3531)**, weekdays from 8 a.m. to 7 p.m., ET, or log in to the secure member website at **[www.aetna.com](http://www.aetna.com)** and look under "Health Programs."

## *Aetna In Touch Care<sup>SM</sup>*

Aetna's In Touch Care program gives you direct phone access to a registered nurse. Through this program, one nurse is assigned to you and any family members. This care is also available online. To register, visit **[www.aetna.com](http://www.aetna.com)**.

## *Aetna's Autism Advocate Program*

Employees and their dependents have access to a designated Autism Advocate who is specifically trained in Autism Spectrum Disorder (ASD). The Autism Advocate is a dedicated single point of contact to help families affected by an autism diagnosis by:

- > Addressing questions about autism benefits
- > Finding providers
- > Overseeing Utilization Management (authorization) for applied behavior analysis (ABA)
- > Resolving claims issues
- > Assuring that treatment is effective
- > Connecting parents to all available resources
- > Coordinating with integrated autism care providers and supports

### Autism Clinical Requirements

- > There must be a diagnosis of Autism Spectrum Disorder
- > The maladaptive target behavior must be severe (risk to personal safety, or the safety of others in the child's environment, or very significantly/completely interferes with ability to function)
- > Parent/caregiver(s) must be involved in training of behavioral techniques
- > There is a time-limited, individualized treatment plan with objective measures that describes behavioral interventions
- > There is involvement of community resources (such as the school district)
- > Services must be provided by individuals licensed by the state or certified by the Behavior Analyst Certifying Board

## Anthem BlueCross BlueShield

### *LiveHealth Online — Doctors on Demand*

LiveHealth Online provides access to a national network of U.S. board-certified doctors, pediatricians, psychologists or therapists who are available on-demand 24 hours a day, 7 days a week, 365 days a year to diagnose, treat and prescribe medication (when necessary) for many medical issues via phone or online video consultations. LiveHealth Online does not replace the existing primary care physician, psychologist or therapist relationship, but enhances it as a convenient, affordable alternative for medical care.

For 2017, you pay \$49 per LiveHealth Online phone or video consultation with a physician, psychologist or therapist until the deductible is met. After that, you pay \$9.80 per consultation. Once you meet the annual out-of-pocket maximum, consultations are covered in full for the remainder of the year. Charges for phone or video consultations with a physician, psychologist or therapist and/or other provider who is not contracted with Anthem's LiveHealth Online service are excluded. In most states, the physician can e-prescribe medications for you after a LiveHealth Online consultation if needed. For more information, visit [www.livehealthonline.com](http://www.livehealthonline.com). Behavioral health counseling is also available. You can receive a 45-minute consultation with a psychologist or social worker. These services are subject to deductible and coinsurance.

### *Complex Case Management*

The Anthem BlueCross BlueShield Complex Case Management program helps you control your health care expenses through proactive outreach. If you are managing a condition such as cancer, multiple congenital anomalies, or significant orthopedic, cardiology, or neurological-related conditions, the Complex Case Management team will contact you to assist with your care and managing your treatment.

### *Future Moms*

Future Moms helps expectant mothers with routine to high-risk pregnancies focus on early prenatal interventions, risk assessments and education, leading to overall healthier outcomes for mothers and newborns. The program includes:<sup>1</sup>

- > 24/7 phone access to a nurse coach who can talk with you about your pregnancy and answer your questions
- > *Your Pregnancy Week by Week*, a book to show you what changes you can expect for you and your baby over the next nine months
- > Useful tools to help you, your doctor and your Future Moms nurse coach track your pregnancy and spot possible risks

With Future Moms Breastfeeding Support on LiveHealth Online, you can have secure and private video chats with a certified lactation consultant, counselor or registered dietitian at no cost. These professionals will be able to provide personalized support to help you with breastfeeding techniques, including consultations about milk production, baby hunger cues, foods to avoid, postpartum nutrition and more. Sign up for free at [www.livehealthonline.com](http://www.livehealthonline.com) or on the mobile app. You do not have to be enrolled in the Future Moms program to utilize this service.

## *Maternity Management*

If you or one of your dependents is pregnant, the Maternity Management program can help you develop a guided course of care and treatment.

## *Neonatal Intensive Care Unit (NICU)*

The program consists of inpatient, post-discharge and extended outpatient management by a NICU case manager with neonatal and/or pediatric nursing experience.

## *Transplant*

If you're identified as a potential (or actual) transplant candidate, you will be referred to the transplant team. The transplant nurse will manage all of your care (inpatient, outpatient, home care, discharge planning, etc.) from the day of approval through six months post-transplant.

## *Behavioral Health Resource*

Behavioral Health Resource includes a 24/7 Resource Center for you to call for assistance at any time, with care management programs for behavioral health and depression.

## *ConditionCare*

If you or a covered family member have a long-term (chronic) health problem, ConditionCare can help with:

- > 24-hour, toll-free access to a nurse
- > A health assessment by phone
- > Support from nurse coaches, pharmacists, dietitians, doctors and other health care professionals
- > Educational guides, newsletters and tools to help you learn more about your condition

ConditionCare nurses work with members of all ages who have asthma or diabetes. They also work with adults who have chronic obstructive pulmonary disease (COPD), heart failure or coronary artery disease.

## *MyHealth Coach*

The Anthem BlueCross BlueShield MyHealth Coach program offers you and any covered family members one-on-one support by phone from a health coach. MyHealth Coach has strategies to help with:

- > Losing weight
- > Getting ready for surgery
- > Lowering stress levels and more

Health coaches set individualized health and wellness goals, develop treatment plans and can provide guidance on what programs are covered under your benefits. This program is different from the Health Coaching program offered through the Live Well at Citi Program.



### *AIM Imaging Cost and Quality Program*

Anthem BlueCross BlueShield has partnered with AIM Specialty Health to offer access to important information about imaging services you might need.

If you need an MRI or a CT scan, it's important to know that costs can vary quite a bit depending on where you go to receive the service. Sometimes the differences are significant — anywhere from \$300 to \$3,000 — but a higher price does not guarantee higher quality. If your benefits plan requires you to pay a portion of this cost (like a deductible or coinsurance), where you go can make a very big difference to your wallet. AIM does the research and makes it available to help you find the right location for your MRI or CT scan. Here's how the program works:

- > Your doctor refers you to a radiology provider for an MRI or CT scan.
- > AIM works with your doctor to help make sure that you are receiving the right test — using evidence-based guidelines.
- > AIM also reviews the referral to see if there are other providers in your area that are high quality but have a lower price than the referred one.
- > If AIM finds another provider that meets the quality and price criteria, AIM will give you a call to let you know.
- > You can choose which radiology provider you wish to perform the service. AIM will even help you schedule an appointment with the new provider.

### *Sleep Study Program*

The Plan includes benefits for a Sleep Management Program, administered by AIM Specialty Health, which is a program that helps your doctor make better-informed decisions about your treatment for sleep-related issues. The Sleep Management Program includes outpatient and home sleep testing and therapy. If you require sleep testing, depending on your medical condition, you may be asked to complete the sleep study in your home. Home sleep studies provide the added benefit of reflecting your normal sleep pattern while sleeping in the comfort of your own bed versus going to an outpatient facility for the test.

As part of this program, you are required to get precertification for:

- > Home sleep tests (HST)
- > In-lab sleep studies (polysomnography or PSG, a recording of behavior during sleep)
- > Titration studies (to determine the exact pressure needed for treatment)
- > Treatment orders for equipment, including positive airway pressure devices (APAP, CPAP, BPAP, ASV), oral devices and related supplies

If you need ongoing treatment, AIM will review your care quarterly to assure that medical criteria are met for coverage. Your equipment supplier or your doctor will be required to provide periodic updates to ensure clinical appropriateness. Ongoing claim approval will depend partly on how you comply with the treatment your doctor has ordered.

Please talk to your doctor about getting approval for any sleep testing and therapy equipment and supplies.

### *Autism Spectrum Disorder (ASD) Program*

The ASD Program is a specialized, dedicated team of clinicians within Anthem who have been trained on the unique challenges and needs of families with a member who has a diagnosis of ASD. Anthem provides specialized case management services for members with Autism Spectrum Disorder and their families. The program also includes precertification and medical necessity reviews for applied behavior analysis, a treatment modality targeting the symptoms of Autism Spectrum Disorder.

For families touched by ASD, Anthem's Autism Spectrum Disorder Program provides support for the entire family, giving assistance wherever possible and making it easier for families to understand and utilize care — resulting in access to better outcomes and more effective use of benefits. The ASD Program has three main components:

## Education

- > Educates and engages the family on available community resources, helping to create a system of care around the member
- > Increases knowledge of the disorder, resources and appropriate usage of benefits

## Guidance

- > Applied behavior analysis management, including clinical reviews by experienced licensed clinicians. Precertification delivers value, ensuring that the member receives the right care, from the right provider, at the right intensity. ABA therapy is covered, subject to deductible and coinsurance, in accordance with Anthem's clinical policy.
- > Increased follow-up care encouraged by appointment setting, reminders, attendance confirmation, proactive discharge planning and referrals
- > Assures that parents and siblings have the best support to manage their own needs

## Coordination

- > Enhanced member experience and coordination of care.
- > Assistance in exploration of medical services that may help the member, including referrals to medical case management.
- > Licensed behavior analysts and program managers provide support and act as a resource to the interdisciplinary team, helping them navigate and address the unique challenges facing families with an autistic child.

## Primary Nurse

Primary Nurse serves as a personal health guide for individuals and their families. Each personal nurse provides education, counseling, tools and support to help you navigate the health care system and make wise decisions. Primary Nurse is available if you are experiencing health issues or need assistance managing lifestyle issues. Primary Nurse primarily uses the following:

- > Coaching for education and self-care via web-based self-help tools and the program's 24/7 NurseLine.
- > Collaborative goal planning and intervention strategies.
- > Facilitation, coordination and referral to necessary services.
- > Incorporating clinical resources such as pharmacists, social workers and dietitians.
- > Mailed and telephonic education, including healthy living support through the Healthwise Knowledgebase®.

The coach works with you and your family to create an individualized program care plan that features personalized goals to ensure you are following your provider's plan of care.

## 24/7 NurseLine

You may have emergencies or questions for nurses around the clock. 24/7 NurseLine provides you with accurate health information at any time of the day or night. Through one-on-one counseling with experienced nurses available 24 hours a day via a convenient toll-free number, you can make more-informed decisions about the most appropriate and cost-effective use of health care services. A staff of experienced nurses is trained to address common health care concerns such as medical triage, education, access to health care, diet, social/family dynamics and mental health issues. Specifically, the 24/7 NurseLine features:

- > A skilled clinical team, including an RN-licensed nurse (BSN preferred), that helps you assess symptoms and understand medical conditions, ensures you receive the right care in the right setting, and refers you to programs and tools appropriate to your condition
- > Bilingual RNs, language line and hearing-impaired services
- > Access to the Audio Health Library, containing hundreds of audiotapes on a wide variety of health topics
- > Proactive callbacks within 24 to 48 hours if you are referred to 911 emergency services or poison control, and for pediatric members with needs identified as either emergent or urgent
- > Referrals to relevant community resources

## Anthem's Specialty Drug Management Programs

Anthem will provide the following specialty medication programs to plan members:

### Site of Care Redirection Program

If you are receiving infusion therapy, Anthem has partnered with a specialty pharmacy provider, Coram CVS/specialty infusion services, to give you additional options for where to receive therapy. Through the Site of Care Redirection Program, you may choose to receive infusion therapy in your home or at an infusion suite, instead of in a hospital outpatient setting. Receiving your treatments at home or at an infusion suite may be more comfortable and convenient for you. It may also save you money.

A Coram CVS/specialty infusion services representative can work with you and your doctor to set up home or infusion suite treatment. Coram CVS/specialty infusion services nurses are experts in infusion therapy, and its network of locations means you can get support wherever you are. To find an infusion suite, go to **[www.coramhc.com/locations](http://www.coramhc.com/locations)**. You can also call Coram CVS/specialty infusion services at **1 (844) 242-0677**, 5:30 a.m. to 7 p.m. ET, Monday through Friday.

### Right Drug Right Channel Program

The Right Drug Right Channel program targets self-administered specialty drugs that can be best managed through the pharmacy benefit rather than through the Anthem medical plan. If you are currently receiving a specialty drug through your doctor, you will need to get the drug from the Accredo Pharmacy instead.

Accredo will contact your doctor and start the arrangements for your specialty prescription. Or your doctor can fax your prescription and a copy of your member ID card to Accredo at **1 (855) 778-1460**.

If the drug you take is given as an injection, you will need to give the drug(s) to yourself rather than going to your doctor's office. Your doctor or nurse can teach you or a caregiver how to give the injection. You can also ask your doctor to call the Provider Services number on your member ID card and find out if a nurse can train you at home.

You can call Accredo at **1 (866) 413-4135** Monday through Friday, 8 a.m. to 11 p.m. ET and Saturday, 8 a.m. to 5 p.m. ET.

## Oxford

### *Applied Behavior Analysis*

Through your Oxford Health Plan, you can access a licensed developmental specialist who understands the complexities of Autism Spectrum Disorder and acts as a helping hand for the family for the entire course of treatment. Autism specialists:

- > Provide individualized educational materials, resources and personal guidance to help navigate a maze of choices
- > Help obtain a comprehensive evaluation (if needed) and ensure care encompasses the whole person. Trained in intensive behavioral treatments, they are a resource to assist selection of the right providers. They help providers create an intensive behavioral treatment plan that addresses individual needs.
- > Help coordinate an array of medical and community resources and assist with periodic treatment plan updates to ensure that the right care leads to the best outcome
- > Provide direction with regard to claims
- > Help when the family needs answers to questions, additional assistance or simple human support

### *Cancer Support*

If you or a covered dependent has cancer, Oxford's Cancer Nurse Advocates can provide information about treatment, answer your questions, help you make informed decisions, and guide you to a provider in your local community or within your provider's network. Information is also available for Cancer Centers of Excellence network facilities, which are nationally respected organizations chosen because of their high-quality care and results.

To seek support or to find more information about the Cancer Support Program and the Cancer Centers of Excellence network, please call **1 (866) 936-6002** between 8 a.m. and 8 p.m. ET, Monday through Friday. For hearing-impaired assistance, please call the National TTY Relay Center at **1 (800) 855-2880**. The Cancer Support program is optional, and you have no obligation to use the service or receive treatment at a Cancer Centers of Excellence network facility.

### *The Transitional Case Management (TCM) Program*

The TCM program can help support you as you transition from an inpatient setting to a home setting. In an effort to prevent avoidable readmissions, TCM consists of discharge follow-up and case management. Discharge follow-up calls are made to assist you with:

- > Treatment plan adherence
- > Medication adherence
- > Physician follow-up
- > Disease process education
- > Caregiver availability information
- > Home care evaluation and resources
- > Referrals to other CM/DM programs (i.e., Active Care Engagement<sup>SM</sup>, Cancer Support and Transplant)
- > For Medicare members, case stabilization is also available (i.e., home care, resources)

Medicare members; covered individuals who are participating in another Oxford clinical program, such as our Active Care Engagement<sup>SM</sup>, Rare Chronic Care, Cancer Support or Transplant program; and covered individuals who have secondary coverage through an Oxford plan are not eligible for TCM.

### *Neonatal Resource Services (NRS) Program*

Oxford's Neonatal Resource Services (NRS) program has a dedicated team of specialized, experienced Neonatal Intensive Care Unit (NICU) nurse case managers and full-time medical directors who are well equipped to plan care for fragile neonates. Specially trained neonatal nurse case managers manage the NICU stay and provide support to families of newborns who require critical care. On-staff medical directors with a background in neonatology and pediatrics oversee NICU admissions and provide physician-to-physician consultations as appropriate.

### *The Complex Case Management (CCM) Program*

The CCM program connects you with specialized nurses as well as other resources if you are managing a complex condition. A Complex Case Management Nurse will:

- > Provide one-on-one health care information, guidance and support
- > Help coordinate care with physicians and health care professionals
- > Provide support in understanding and following a physician's treatment plan
- > Help provide education to support self-care skills
- > Provide guidance in obtaining the right equipment and self-care supplies
- > Provide support to assure medication compliance

More than 23 high-risk conditions are supported through the CCM program, with referrals to cancer support, transplant and neonatology resource services, programs and specialists in these complex areas. If you are managing a complex condition, the CCM program will reach out to you to assist you with your care and treatment. Medicare members; covered individuals who are participating in another Oxford clinical program, such as our Active Care Engagement, Rare Chronic Care, Cancer Support or Transplant program; and covered individuals who have secondary coverage through an Oxford plan are not eligible for CCM.

### *Managed Infertility Program (MIP)*

MIP complements the treatment plan created by you and your doctor to help you make informed decisions regarding infertility care. MIP nurse case managers and the reproductive endocrinologist can help you find quality infertility care, review benefits plans and applicable state mandates, discuss treatment options, and review any proposed treatment plans. Specialized nurses can review outcomes with you as well as discuss next steps.

For more information, call the number on the back of your ID card.

## Covered Services and Supplies

This list of covered services and supplies applies to all ChoicePlan 500, High Deductible Health Plan and Oxford PPO medical plans sponsored by Citi, except where noted.

Covered services and supplies must be medically necessary and related to the diagnosis or treatment of an accidental injury, a sickness or a pregnancy. Reimbursement for all covered services and supplies listed in this section is subject to the maximum allowed amount (MAA) or, for in-network services, the negotiated rates of the plan.

You and your physician decide which services and supplies are required, but the plan pays only for the following covered services and supplies that are medically necessary as determined by the Claims Administrators.

Covered services and supplies also include services and supplies that are part of a case management program. A case management program is a course of treatment developed by the Claims Administrator as an alternative to the services and supplies that would otherwise have been considered covered services and supplies. Unless the case management program specifies otherwise, the provisions of the plan related to benefit amounts, maximum amounts, copays and deductibles will apply to these services.

## Acupuncture

Acupuncture must be administered by a medical doctor or a licensed acupuncturist (if state license is available).

**Aetna:** Acupuncture is covered for the following:

- > Pain management, treatment for nausea related to pregnancy, and postoperative and chemotherapy-induced nausea and vomiting
- > Chronic low back pain (maintenance treatment, where the patient's symptoms are neither regressing nor improving, is considered not medically necessary; if no clinical benefit is appreciated after four weeks, then the treatment plan should be re-evaluated)
- > Migraine headache
- > Pain from osteoarthritis of the knee or hip (adjunctive therapy; if no clinical benefit is appreciated after four weeks, then the treatment plan should be reevaluated)
- > Postoperative dental pain
- > Temporomandibular disorders (TMD)

**Anthem:** Acupuncture is covered, with no visit limits or diagnosis requirements.

**Oxford:** Acupuncture is covered if administered by a medical doctor, an osteopathic physician, a chiropractor or a licensed acupuncturist (if state license is available).

## Adult Immunizations

The following are the guidelines for covered adult immunizations:

- > **Tetanus, diphtheria (Td):** Booster every 10 years;
- > **Influenza (flu):** Annual for adults under age 50 and at risk; annual for adults age 50-plus;
- > **Pneumococcal vaccine (PPV):** Once for adults under age 50 with risk factors; with booster after five years for adults at highest risk and those most likely to lose their immunity; once at age 65 with booster after five years if less than 65 at the time of primary vaccination;
- > **Varicella (chicken pox):** Persons under age 50 with no history of varicella and who test negative for immunity. Persons over age 50 are assumed to be immune. **Note:** Women who are pregnant (or planning to become pregnant in the four weeks following vaccination) should NOT be vaccinated;
- > **Measles, mumps, rubella (MMR):** For people born after 1956 — two doses measles with additional doses as MMR; people born before 1957 can be considered immune. **Note:** Women who are pregnant (or planning to become pregnant in the four weeks following vaccination) and people whose immune system is not working properly should NOT be vaccinated;
- > **Hepatitis A:** Only for those at risk; for those at risk, two doses at least six months apart;

- > **Hepatitis B:** Immunize if age 46 or under; if over age 45, only for those at high risk; if at risk, three doses (second dose one to two months after the first dose, and the third dose no earlier than two months after the first dose and four months after the second dose);
- > **Meningococcal:** Meningitis (only for those at risk); if at risk, one dose (an additional dose may be recommended for those who remain at high risk);
- > **Tuberculin skin test:** Annual testing for high-risk group (method: five tuberculin units of PPD);
- > **Gardasil vaccine for HPV:** Males and females age 9 years to 26 years (age restrictions do not apply to Anthem BlueCross BlueShield); and
- > **Zostavax vaccine for shingles:** Adults age 60 or older.

### Ambulatory Surgical Center

A center's services must be given within 72 hours before or after a surgical procedure. The services must be given in connection with the procedure.

### Anesthetics

Anesthetics are drugs that produce loss of feeling or sensation either generally or locally, except when done for dental care not covered by the plan. When administered as part of a medical procedure, anesthesia must be administered by a board-certified anesthesiologist. Anesthesia is not covered when rendered in the doctor's office or when administered by the operating surgeon, unless it is administered by a dentist for dental care that is covered by the plan.

**Note:** The Oxford PPO will cover this service when medically necessary and appropriate.

### Autism Assistance Benefits

If you enroll in an Anthem, Aetna or Oxford medical plan, family members who have been diagnosed with Autism Spectrum Disorder have access to autism assistance benefits, including applied behavior analysis (ABA) therapy.

Members diagnosed with Autism Spectrum Disorder (ASD) have coverage available for the diagnosis and treatment of ASD, when ordered by a physician, licensed psychologist or licensed clinical social worker as part of a treatment plan.

### Baby Care

The following services and supplies may be given during an eligible newborn child's initial hospital confinement:

- > Hospital services for nursery care;
- > Other services and supplies given by the hospital;
- > Services of a surgeon for circumcision in the hospital; and
- > Physician services.

**Note:** If the newborn child is discharged at the same time as the mother, then the charges for the services rendered for the child are subject to coinsurance only. The mother's claims are subject to the deductible and coinsurance. If the newborn child remains in the hospital longer than the mother, the claims for the child apply to his or her own deductible and coinsurance limits if the member has not already met the family limits.

**Note:** If your covered dependent child gives birth, only the services for your dependent child are covered. Your newborn grandchild is not eligible for coverage.

### Birth Center

Room and board and other services, supplies and anesthetics.

## Cancer Detection

Diagnostic screenings not subject to precertification or notification include:

- > Mammogram;
- > Pap smear;
- > Prostate-specific antigen (PSA);
- > Sigmoidoscopy; and
- > Colonoscopy.

## Chemotherapy

For cancer treatment.

## Contraceptive Services/Devices

Contraceptive services and devices including, but not limited to:

- > Diaphragm and intrauterine device and related physician services;
- > Voluntary sterilization including vasectomy, tubal ligation, sterilization implants and surgical sterilizations;
- > Injectables such as Depo-Provera; and
- > Surgical implants for contraception, such as Mirena or Norplant.

## Cryopreservation

**Aetna:** Cryopreservation of mature oocytes or embryos is considered medically necessary for use in IVF/ICSI cycles, and for use in women facing infertility due to chemotherapy, pelvic radiotherapy or other gonadotoxic therapies with no storage time limitation. Cryopreservation of sperm is considered medically necessary in men facing infertility due to chemotherapy, pelvic radiotherapy or other gonadotoxic therapies with no storage time limitation.

**Anthem BlueCross BlueShield:** Cryopreservation of mature oocytes is considered medically necessary in post-pubertal females facing anticipated infertility resulting from chemotherapy or radiation therapy.

**Oxford:** Fertility preservation prior to gonadotoxic treatment including sperm, mature egg (women under the age of 42) or embryo cryopreservation with storage up to one year.

## Dietitian/Nutritionist

Nutritional counseling is covered by a licensed dietitian and/or licensed nutritionist for diabetes, bulimia, anorexia nervosa and morbid obesity.

## Durable Medical Equipment

Durable medical equipment means equipment that meets all of the following:

- > It is for repeated use and is not a consumable or disposable item;
- > It is used primarily for a medical purpose; and
- > It is appropriate for use in the home.

Some examples of durable medical equipment are:

- > Appliances that replace a lost body part or organ or help an impaired organ or part;
- > Orthotic devices such as arm, leg, neck and back braces;
- > Hospital-type beds;
- > Equipment needed to increase mobility, such as a wheelchair;
- > Respirators or other equipment for the use of oxygen; and
- > Monitoring devices (e.g., blood glucose monitor).



Each Claims Administrator decides whether to cover the purchase or rental of the equipment based on coverage guidelines. Changes made to your home, automobile or personal property are not covered. Rental coverage is limited to the purchase price of the durable medical equipment. Replacement, repair and maintenance are covered only if:

- > They are needed due to a change in your physical condition; or
- > It is likely to cost less to buy a replacement than to repair the existing equipment or rent similar equipment.

### Foot Care

Care and treatment of the feet, if afflicted by severe systemic disease. Routine care such as removal of warts, corns or calluses; the cutting and trimming of toenails; and foot care for flat feet, fallen arches and chronic foot strain is covered only if needed due to severe systemic disease. **Note:** Foot care is not covered under the Oxford PPO plan.

- > **Aetna and Anthem BlueCross BlueShield ChoicePlan 500** cover the services of a podiatrist for the treatment of a disease or injury, including the treatment of corns, calluses, keratoses, bunions and ingrown toenails.

### Hearing Aids

Hearing aids are covered, regardless of the reason for hearing loss.

- > **Adults:** Once every three calendar years.
- > **Children:** Once every two calendar years.

### Home Health Care (Combined with Private-Duty Nursing)

The following covered services must be given by a home health care agency:

- > Temporary or part-time skilled nursing care by or supervised by a registered nurse (RN) or licensed practical nurse (LPN)
- > Medical social services provided by, or supervised by, a qualified physician or social worker if your physician certifies with the plan that the medical social services are necessary for the treatment of your medical condition

Covered services are limited to 200 visits each calendar year (combined visits with private-duty nursing), and you must notify the plan in advance. Each period of home health aide care of up to eight hours given in the same day counts as one visit. Each visit by any other member of the home health team will count as one visit. Multiple services provided on the same day count as one visit and are billed by the same provider on the same bill. Visits may be increased with prior approval from your health plan.

### Hospice Care

Hospice services for a participant who is terminally ill include:

- > Room and board coverage limited to expenses for the regular daily charge made by the hospital for a semiprivate room (or private room when medically appropriate or if it is the only room type available);
- > Other services and supplies prescribed by a physician to keep the patient comfortable while in hospice care;
- > Part-time nursing care by or supervised by an RN or LPN;
- > Home health care services as shown under home health care; the limit on the number of visits shown under home health care does not apply to hospice patients;
- > Counseling for the patient and covered dependents;

- > Pain management and symptom control; and
- > Bereavement counseling for covered dependents; services must be given within six months of the patient's death, and covered services are limited to a total of 15 visits for each family member.
  - For **Aetna ChoicePlan 500, Anthem BlueCross BlueShield ChoicePlan 500 and Oxford Health Plans**, bereavement counseling is covered under the mental health benefit. Mental health benefits do not have visit limits.

Bereavement counseling must be provided by a licensed counselor. Services for the patient must be given in an inpatient hospice facility or in the patient's home. The physician must certify that the patient is terminally ill with six months or less to live. Any counseling services given in connection with a terminal illness will not be considered as mental health and substance abuse treatment for purposes of applying the mental health/substance abuse maximum visit limit.

## Hospital Services

**Aetna and Anthem BlueCross BlueShield:** Hospital services include:

- > Room and board: Covered expenses are limited to the regular daily charge made by the hospital for a semiprivate room (or private room when medically appropriate);
- > Other services and supplies, including:
  - Intensive or special care facilities when medically appropriate;
  - Visits by your physician while you are confined;
  - General nursing care;
  - Surgical, medical and obstetrical services;
  - Use of operating rooms and related facilities;
  - Medical and surgical dressings, supplies, casts and splints;
  - Drugs and medications;
  - Intravenous injections and solutions;
  - Nuclear medicine; and
  - Preoperative care and post-operative care:
    - Administration and processing of blood;
    - Anesthesia and anesthesia services;
    - Oxygen and oxygen therapy;
    - Inpatient physical and rehabilitative therapy, including cardiac and pulmonary rehabilitation;
    - X-rays, laboratory tests and diagnostic services; and
    - Magnetic resonance imaging (MRI).

**Oxford:** Hospital inpatient services for medically necessary, acute care include:

- > Semiprivate room and board, unlimited days;
- > General nursing care; and
- > Services and supplies, including:
  - Meals and special diets;
  - Use of operating room and related facilities;

- Use of intensive care or cardiac care units and related services;
- X-ray services; laboratory and other diagnostic tests;
- Drugs; medications; biologicals; anesthesia and oxygen services;
- Short-term physical, speech and occupational therapy; radiation therapy; inhalation therapy; chemotherapy;
- Whole blood and blood products; and the administration of whole blood and blood products.

Emergency room services are covered only if determined to be medically appropriate and there is not a less intensive or more appropriate place of service, diagnostic or treatment alternative that could be used. If your health plan, at its discretion, determines that a less intensive or more appropriate treatment could have been given, then no benefits are payable.

Group health plans and health insurance issuers generally may not, under federal law, restrict benefits for any hospital length of stay in connection with childbirth for the mother or newborn child to less than 48 hours following a vaginal delivery or less than 96 hours following a cesarean section. However, federal law generally does not prohibit the mother's or newborn's attending provider, after consulting with the mother, from discharging the mother or her newborn earlier than 48 hours (or 96 hours as applicable). In any case, plans and issuers may not, under federal law, require that a provider obtain authorization from the plan or the insurance issuer for prescribing a length of stay not in excess of 48 hours (or 96 hours as applicable). Authorizations are required for longer stays.

### Infertility Treatment

**Aetna:** Treatment of infertility must be precertified. Penalties apply if the treatment is received without precertification.

- > **Basic infertility expenses:** Covered expenses include charges made by a physician to diagnose and to surgically treat the underlying medical cause of infertility. These expenses do not count toward the medical lifetime maximum.
- > **Comprehensive infertility and advanced reproductive technology (ART) expenses:** To be an eligible covered female for benefits you must be covered as an employee, or be a covered dependent who is the employee's spouse/partner. Even though not incurred for treatment of an illness or injury, covered expenses will include expenses incurred by an eligible covered female for infertility if all of the following tests are met:
  - You have a condition that is a demonstrated cause of infertility that has been recognized by a gynecologist or an infertility specialist and by your physician who diagnosed you as infertile, and it has been documented in your medical records.
  - The procedures are done while you are not confined in a hospital or any other facility as an inpatient.
  - Your FSH levels are less than 19 mIU on day three of your menstrual cycle.
  - The infertility is not caused by voluntary sterilization of either one of the partners (with or without surgical reversal) or a hysterectomy.
  - A successful pregnancy cannot be attained through less costly treatment for which coverage is available under this plan.
- > **Comprehensive infertility services benefits:** If you meet the eligibility requirements above, the following comprehensive infertility services expenses are payable when provided by an infertility specialist upon precertification by Aetna, subject to all the exclusions and limitations.
  - Ovulation induction with menotropins is subject to the maximum benefit; and
  - Intrauterine insemination is subject to the maximum benefit.

- > **Advanced reproductive technology (ART) benefits:** ART is defined as:
  - In vitro fertilization (IVF);
  - Zygote intrafallopian transfer (ZIFT);
  - Gamete intrafallopian transfer (GIFT);
  - Cryopreserved embryo transfers;
  - Intracytoplasmic sperm injection (ICSI) or ovum microsurgery; and
  - ART services for procedures that are covered expenses.
- > **Eligibility for ART benefits:** To be eligible for ART benefits, you must meet the requirements above and:
  - Seek coverage for ART services is available only if comprehensive infertility services do not result in a pregnancy in which a fetal heartbeat is detected;
  - Be referred by your physician to Aetna's infertility case management unit;
  - Obtain precertification from Aetna's infertility case management unit for ART services by an ART specialist.
- > **Covered ART benefits:** The following charges are covered benefits for eligible covered females when all of the above conditions are met, subject to the Exclusions and Limitations:
  - Subject to the maximum benefit of any combination of the following ART services per lifetime (where lifetime is defined to include all ART services received, provided or administered by Aetna or any affiliated company of Aetna) that only include: IVF, GIFT, ZIFT or cryopreserved embryo transfers;
  - IVF, intracytoplasmic sperm injection (ICSI), ovum microsurgery; GIFT, ZIFT or cryopreserved embryo transfers subject to the maximum benefit;
  - Payment for charges associated with the care of an eligible covered person under this plan who is participating in a donor IVF program, including fertilization and culture; and
  - Charges associated with obtaining the spouse's sperm for ART, when the spouse is also covered under the plan.

**Anthem BlueCross BlueShield and Oxford:** Diagnosis of infertility and surgical correction of a medical condition causing infertility are covered subject to the plan's copay or deductible and coinsurance.

Covered services include:

- > Services for diagnosis and treatment of the underlying medical condition:
  - Initial evaluation, including history, physical exam and laboratory studies;
  - Physical lab work including genetic testing, psychological evaluations, medications to synchronize the cycle of the donor with the cycle of the recipient and to stimulate the ovarian function of the donor;
  - Evaluation of ovulation function;
  - Ultrasound of ovaries;
  - Post-coital test;
  - Hysterosalpingogram;
  - Endometrial biopsy;
  - Hysteroscopy; and
  - Semen analysis for male participants.

- > Advanced reproductive services:
  - Ovulation induction cycle with menotropins;
  - Harvesting of plan participant's eggs;
  - Artificial insemination;
  - Infertility surgery (diagnostic or therapeutic); and
  - ART services and treatment, including in-vitro fertilization (IVF), gamete intrafallopian transfer (GIFT), zygote intrafallopian transfer (ZIFT), and cryopreserved embryo transfer and frozen embryo transfer (FET).
- > Medical expenses for infertility treatment are covered up to a family lifetime maximum of \$24,000. Only expenses for advanced services (e.g., IVF, GIFT, ZIFT) and comprehensive services (e.g., artificial insemination) accumulate toward the lifetime maximum. Expenses for diagnosis and treatment of the underlying medical condition do not count toward the lifetime maximum.
- > Prescription drug expenses associated with infertility treatment are covered up to a lifetime maximum of \$7,500 per family under the Citigroup Health Benefits Plan, as outlined in the *Prescription Drugs* section.
- > Covered services do not include the costs associated with surrogate mothers and the costs of donating donor eggs.

#### **HMOs**

Each HMO offers different infertility coverage and limits, if they offer any such coverage at all. Check with your HMO for details of infertility coverage.

#### **Laboratory Tests/X-rays**

X-rays or tests for diagnosis or treatment.

#### **Licensed Counselor Services**

Services of a licensed counselor for mental health and substance abuse treatment.

#### **Medical Care**

- > Hospital, office and home visits; and
- > Emergency room services.

#### **Medical Supplies**

- > Surgical supplies (such as bandages and dressings); supplies given during surgery or a diagnostic procedure are included in the overall cost for that surgery or diagnostic procedure; and
- > Blood or blood derivatives:

#### **Aetna and Anthem BlueCross BlueShield**

- > Autologous blood donation: The donation of your own blood for use during a scheduled covered surgical procedure;
- > Directed blood donation: The donation of blood by a person chosen by the patient to donate blood for the patient's use during a scheduled covered surgical procedure;

- > Autologous or directed blood donation prior to a scheduled surgery when it generally requires blood transfusions and the provider/organization that obtains and processes the blood makes a charge that the patient is legally obligated to pay; and
  - **Aetna:** Blood, blood products, processing, storage and administration. Blood and blood products such as platelets or plasma are reimbursable. Blood product processing fees (typing, serology and cross-matching and blood storage) are also reimbursable. However, transportation charges are included in the reimbursement for the product itself and are not separately reimbursable. **Note:** Routine harvesting and storage from stem cells from newborn cord blood is not covered. However, Aetna covers stem cells for hematopoietic cell transplant when deemed medically necessary according to the following criteria: Aetna considers compatibility testing of prospective donors who are close family members (first-degree relatives [i.e., parents, siblings and children] or second-degree relatives [i.e., grandparents, grandchildren, uncles, aunts, nephews, nieces, half-siblings]) and harvesting and short-term storage of peripheral stem cells or bone marrow from the identified donor medically necessary when an allogeneic bone marrow or peripheral stem cell transplant is authorized by Aetna.
  - Aetna considers umbilical cord blood stem cells an acceptable alternative to conventional bone marrow or peripheral stem cells for allogeneic transplant.
  - Aetna considers medically necessary the short-term storage of umbilical cord blood for a member with a malignancy undergoing treatment when there is a match. **Note:** The harvesting, freezing and/or storing of umbilical cord blood of non-diseased persons for possible future use is not considered treatment of disease or injury. Such use is not related to the person's current medical care.
  - **Anthem BlueCross BlueShield:** Blood, blood products, processing, storage and administration. Blood and blood products such as platelets or plasma are reimbursable. Blood product processing fees (typing, serology, cross-matching and blood storage) are also reimbursable. However, transportation charges are included in the reimbursement for the product itself and are not separately reimbursable. Blood and blood product administration services are reimbursable only on an outpatient basis when billed hourly or at a flat rate with total eligible charges capped at the average approved semiprivate room rate.

The use of umbilical cord blood progenitor cell transplantation is considered medically necessary for selected individuals when all of the following criteria are met:

- One or two donor cord unit(s) are used for a single recipient;
- The total nucleated cell (TNC) count is equal to or greater than  $2.3 \times 10^7$  per kg; and
- The umbilical cord blood stem cell unit(s) is used for an allogeneic stem cell transplant for an approved indication and the appropriate stem cell transplant criteria are met.

Collection and storage of cord blood is considered medically necessary only when an allogeneic transplant is imminent for an identified recipient and the above criteria are met. Storage will only be authorized at centers approved by one of the following accreditation bodies:

- Foundation for Accreditation of Cellular Therapy (FACT);
- National Cancer Institute (NCI);
- AABB (formerly known as American Association of Blood Banks); and
- California Department of Public Health.

**Investigational and Not Medically Necessary:** The use of umbilical cord blood progenitor cell transplantation is considered investigational and not medically necessary when it does not meet the criteria listed above.

Prophylactic collection and storage of umbilical cord blood is considered investigational and not medically necessary when proposed for an unspecified future use for an autologous stem cell transplant in the original donor or for an unspecified future use as an allogeneic stem cell transplant in a related or unrelated donor.

**Oxford:** Autologous blood banking services are covered only when they are being provided in connection with a scheduled, covered inpatient procedure for the treatment of a disease or injury. In such instances, the plan will cover storage fees for what Oxford determines to be a reasonable storage period that is medically necessary and appropriate for having the blood available when it is needed. Routine harvesting and storage of stem cells from newborn cord blood is not covered under any circumstances. This service is not proven to be clinically effective and, therefore, is considered to be unproven and not medically necessary.

### Medical Transportation Services

Transportation by professional ambulance or air ambulance to and from the nearest medical facility qualified to give the required treatment. These services must be given within the United States, Puerto Rico and Canada.

- > **Aetna ChoicePlan 500 and Anthem BlueCross BlueShield ChoicePlan 500:** Air ambulance requiring a transport to a hospital or from one hospital to the nearest hospital because the first hospital does not have the required services and/or facilities to treat the member and ground ambulance is not medically appropriate. Air ambulance for member convenience or non-clinical reasons is not covered.
- > **Oxford Health Plans:** When a member has traveled out of the country, emergency or 911 transportation to the nearest hospital and/or hospital emergency facility does not require notification, precertification or certification. However, Oxford Medical Management should be notified of an admission within 48 hours or as soon as possible, consistent with the member's certificate. All requests for other out-of-the-country transportation require precertification and medical director review.

The health plans cover professional ambulance service on a standard basis to transport the individual from the place where he/she is injured or stricken by disease to the first hospital where treatment is given. Ambulettes are not covered.

### Morbid Obesity Expenses (Non-HMO/PPO Plans)

Covered medical expenses include charges made on an inpatient or outpatient basis by a hospital or a physician for the surgical treatment of morbid obesity of a covered person. Limitations apply. For more information, contact your plan directly.

Dietician/nutritionist coverage is also available for morbid obesity. See "Dietitian/Nutritionist" on page 140.

### Nurse-Midwife

Services of a licensed or certified nurse-midwife. Maternity-related benefits are payable on the same basis as services given by a physician.

### Nurse Practitioner

Services of a licensed or certified nurse practitioner acting within the scope of that license or certification. Benefits are payable on the same basis as covered services given by a physician.

### Oral Surgery/Dental Services

The plan pays first (the primary plan) for oral surgery if needed as a necessary, but incidental, part of a larger service in treatment of an underlying medical condition.

The following oral surgeries are considered medical in nature and covered under the medical plan as necessary:

- > Treat a fracture, dislocation or wound;
- > Cut out:
  - Teeth partly or completely impacted in the bone of the jaw;
  - Teeth that will not erupt through the gum;
  - Other teeth that cannot be removed without cutting into bone;
  - The roots of a tooth without removing the entire tooth; and
  - Cysts, tumors or other diseased tissues.
- > Cut into gums and tissues of the mouth. This is covered only when not done in connection with the removal, replacement or repair of teeth;
- > Alter the jaw, jaw joints or bite relationships by a cutting procedure when appliance therapy alone cannot result in functional improvement;
- > If oral surgery/dental services are needed in connection with an accident or injury:
  - **Aetna** requires that any treatment must be completed in the calendar year of the accident or in the next calendar year unless postponed due to a patient's physical condition.
- > If crowns, dentures, bridges or in-mouth appliances are installed due to injury, covered expenses only include charges for:
  - The first denture or fixed bridgework to replace lost teeth;
  - The first crown needed to repair each damaged tooth; and
  - An in-mouth appliance used in the first course of orthodontic treatment after the injury.
  - Any such teeth must have been free from decay or in good repair, and are firmly attached to the jaw bone at the time of the injury.
- > **Anthem BlueCross BlueShield** accepts the following oral surgeries as medical in nature and covered under the medical plan as necessary:
  - Extraction of impacted wisdom teeth;
  - Services to treat an injury to sound natural teeth that are given within 12 months of accident/injury;
  - TMJ surgery; and
  - Anesthesia for dental services only when the dental service itself is covered, is administered by an anesthesiologist and is done outside of the doctor's office.

Corrective surgery is covered if medically necessary for purposes of chewing and speaking.

The following services and supplies are covered only if needed because of accidental injury to sound and natural teeth that happened to you or your dependent while covered under this plan. Treatment must be received within 12 months of the accident/injury:

- > Oral surgery;
- > Full or partial dentures;
- > Fixed bridgework;
- > Prompt repair to sound and natural teeth; and
- > Crowns.



**Oxford Health Plans** accepts the following oral surgeries as medical in nature and covered under the medical plan as necessary:

- > Extraction of impacted wisdom teeth;
- > Services to treat an injury to sound natural teeth; and
- > TMJ surgery.
- > **Note:** Oxford does not cover general dental care. Coverage is available for the following limited dental and oral surgical procedures:
  - Oral surgery for the repair of sound natural teeth, jaw bones or surrounding tissue that is related to accidental injury.
  - Treatment for tumors or cysts requiring pathological examinations of the jaw, cheek, lip, tongue, or roof or floor of the mouth.
  - TMJ surgery. (all surgery must be precertified in advance through Oxford's Medical Management Department).
- > Care may be accessed on either an in-network or out-of-network basis. Precertification is required.

### Organ/Tissue Transplants

Keep in mind that qualified transplant procedures will be covered at the out-of-network level when performed at a facility that is not deemed a Center of Excellence (COE) or Blue Distinction Center (BDC) through BlueCross BlueShield. Contact your plan for more information about locating a COE (or BDC).

Your Claims Administrator must be notified before the scheduled date (or as soon as reasonably possible) of any of the following:

- > The evaluation;
- > The donor search;
- > The organ procurement/tissue harvest; and
- > The transplant procedure.
- > **Anthem BlueCross BlueShield** and **Aetna** do not require precertification within a certain number of days, but **Oxford** requires precertification within at least 14 days.

### Donor Charges for Organ/Tissue Transplants

- > In the case of an organ or tissue transplant, donor charges are considered covered expenses only if the recipient is a covered person under the plan. If the recipient is not a covered person, no benefits are payable for donor charges.
- > The search for bone marrow/stem cells from a donor who is not biologically related to the patient is not considered a covered service unless the search is made in connection with a transplant procedure arranged by a designated transplant facility.
  - **Aetna, Anthem BlueCross BlueShield and Oxford** cover donor search fees through the National Marrow Donor Program.

## Qualified Procedures

If a qualified procedure, listed in this section, is medically necessary and performed at a designated transplant facility, the “medical care and treatment” and “transportation and lodging” provisions described in this section apply.

- > Heart transplants;
- > Lung transplants;
- > Heart/lung transplants;
- > Liver transplants;
- > Kidney transplants;
- > Pancreas transplants;
- > Kidney/pancreas transplants;
- > Bone marrow/stem cell transplants; and
- > Other transplant procedures when your Claims Administrator determines that they are medically necessary to perform the procedure as a designated transplant.

For **Aetna**, transplant services are covered as long as the transplant is not experimental or investigational and has been approved in advance. Transplants must be performed in hospitals specifically approved and designated by Aetna to perform the procedure. The Institutes of Excellence (IOE) network is Aetna’s network of providers for transplants and transplant-related services, including evaluations and follow-up care. Each facility has been selected to perform only certain types of transplants, based on its quality of care and successful clinical outcomes.

For **Aetna** plans (CP500 and HDHP), a transplant will be covered as an in-network service only if performed in a facility that has been designated as an IOE facility for the type of transplant in question. Any facility that is not specified as an Institute of Excellence network facility is considered a non-participating facility for transplant-related services, even if the facility is considered a participating facility for other types of services.

Members must receive precertification for transplant procedures. When a member or physician calls Aetna to precertify a transplant evaluation, a case nurse will direct him or her to an IOE facility.

For **Anthem BlueCross BlueShield**, coverage is based on the facility used for the transplant. If a Blue Distinction Center (BDC or BDC+) is used, the service will be covered at 80% with access to the travel and lodging benefit. Blue Distinction Centers meet stringent clinical criteria, established in collaboration with expert physician panels and national medical societies, including the Center for International Blood and Marrow Transplant Research (CIBMTR), the Scientific Registry of Transplant Recipients (SRTR), and the Foundation for the Accreditation of Cellular Therapy (FACT), and are subject to periodic re-evaluation as criteria continue to evolve. Call Anthem at **1 (855) 593-8123** for additional coverage information as well as assistance in locating a BDC or BDC+ facility.

Precertification is required for these services. Services performed at BDC or BDC+ facilities are covered at 80% with access to the travel and lodging benefit; all other facilities are covered at 60% with no access to the travel and lodging benefit. If care at a BDC or BDC+ facility requires you to travel 75 miles or more from your home, you’ll have access to a travel and lodging benefit, with a maximum of \$10,000 per surgery or treatment.

## Medical Care and Treatment

Covered expenses for services provided in connection with the transplant procedure include:

- > Pre-transplant evaluation for one of the procedures listed above;
- > Organ acquisition and procurement;
- > Hospital and physician fees;
- > Transplant procedures;
- > Follow-up care for a period of up to one year after the transplant;
- > Search for bone marrow/stem cells from a donor who is not biologically related to the patient. If a separate charge is made for bone marrow/stem cell search, a maximum benefit of \$25,000 is payable for all charges made in connection with the search. **Note:** Coverage of donor costs is generally limited to medically necessary procedures, inpatient confinement (e.g., semiprivate room and board in an acute hospital setting) and a postoperative global period not to exceed 180 calendar days. (This maximum applies to the Oxford PPO. It does not apply to the **Aetna** and **Anthem BlueCross BlueShield** plans.)
- > When available, the plan will assist the patient and family with travel and lodging arrangements when a qualified procedure, listed in this section, is medically necessary and performed at a designated Center of Excellence facility. **Expenses for travel and lodging** for the transplant recipient and a companion are available as follows:
  - > Transportation, including expenses for personal car mileage at the current federal rate of reimbursement, of the patient and one companion who is traveling on the same day(s) to and/or from the site of the transplant procedure for an evaluation, the transplant procedure or necessary post-discharge follow-up;
  - > Reasonable and necessary expenses for lodging for the patient (while not confined) and one companion. Benefits are paid at a per-diem rate of \$50 for one person or \$100 for two people (a maximum of \$50 per person — \$100 for patient and companion combined — per night is paid toward lodging expenses; meals are not covered);
  - > Travel and lodging expenses are available only if the transplant recipient resides more than 75 miles from the designated facility for Aetna, BlueCross BlueShield or Oxford plans;
  - > If the patient is a covered dependent minor child, the transportation expenses of two companions will be covered; lodging expenses will be reimbursed at the \$100 per-diem rate;
  - > These benefits are subject to a combined overall lifetime maximum of \$10,000 per covered person, per occurrence, for all transportation and lodging expenses incurred by the transplant recipient and companion (companions, if the covered dependent is a minor) and reimbursed under the plan in connection with all transplant procedures.

If the covered person chooses not to receive his or her care in connection with a qualified procedure pursuant to this organ/tissue transplant section, the services and supplies received by the covered person in connection with that qualified procedure will be paid under the plan if and to the extent covered by the plan without regard to this organ/tissue transplant section.

- > There may be some differences in coverage for transportation and lodging.

**Oxford Health Plans** cover only those solid organ transplants that are non-experimental and non-investigational. All transplants must be performed by a UNOS (United Network for Organ Sharing)-participating academic transplant center. All solid organ transplants must be performed in facilities that Oxford has specifically contracted and designated to perform these procedures to be eligible for plan coverage.

The following types of solid organ transplants will be covered when performed by a UNOS-participating academic transplant center:

- > Heart transplant;
- > Lung transplant;
- > Heart/lung transplant;
- > Liver transplant;
- > Kidney transplant;
- > Intestinal and multi-visceral transplants; and
- > Pancreas transplant.

For more information, contact your Claims Administrator directly.

## Orthopedic Surgery

Keep in mind that qualified orthopedic procedures will be covered at the out-of-network level when performed at a facility that is not deemed a Center of Excellence (COE) or a Blue Distinction Center (BDC or BDC+) through BlueCross BlueShield. Contact Member Services at your health carrier for more information about locating a COE (or BDC).

### Qualified Procedures

If a qualified procedure, listed in this section, is medically necessary and performed at a designated Center of Excellence facility, the “medical care and treatment” and “transportation and lodging” provisions described in this section apply.

- > Total knee replacement
- > Total hip replacement
- > Spine surgery (discectomy, spinal fusion, spinal decompression)

When available, the plan will assist the patient and family with travel and lodging arrangements when a qualified procedure, listed in this section, is medically necessary and performed at a designated Center of Excellence facility. **Expenses for travel and lodging** for the orthopedic recipient and a companion are available as follows:

- > Transportation, including expenses for personal car mileage at the current federal rate of reimbursement, of the patient and one companion who is traveling on the same day(s) to and/or from the site of the orthopedic procedure for an evaluation, the orthopedic procedure or necessary post-discharge follow-up;
- > Reasonable and necessary expenses for lodging for the patient (while not confined) and one companion. Benefits are paid at a per-diem rate of \$50 for one person or \$100 for two people (a maximum of \$50 per person — \$100 for patient and companion combined — per night is paid toward lodging expenses; meals are not covered);
- > Travel and lodging expenses are available only if the orthopedic recipient resides more than 75 miles from the designated facility for Aetna and Anthem BlueCross BlueShield plans;

- > If the patient is a covered dependent minor child, the transportation expenses of two companions will be covered; lodging expenses will be reimbursed at the \$100 per-diem rate;
- > These benefits are subject to a combined overall lifetime maximum of \$10,000 per covered person, per occurrence, for all transportation and lodging expenses incurred by the orthopedic recipient and companion (companions, if the covered dependent is a minor) and reimbursed under the plan in connection with all orthopedic procedures.

For **Anthem BlueCross BlueShield**, coverage is based on the facility used for the transplant. If a Blue Distinction Center (BDC or BDC+) is used, the procedure will be covered at 80%. Blue Distinction Centers meet stringent clinical criteria, established in collaboration with expert physician panels and national medical societies and are subject to periodic re-evaluation as criteria continue to evolve. Call Anthem at **1 (855) 593-8123** for additional coverage information as well as assistance in locating a BDC or BDC+ facility.

Precertification is required for these services. Services performed at BDC or BDC+ facilities are covered at 80% benefit; all other facilities are covered at 60%. If care at a BDC or BDC+ facility requires you to travel 75 miles or more from your home, you'll have access to a travel and lodging benefit, with a maximum of \$10,000 per surgery or treatment. There is no travel and lodging benefit for services rendered outside of a Blue Distinction Center.

### Orthoptic Training

Training by a licensed optometrist or an orthoptic technician. The plan covers a hidden ocular muscle condition where the eyes have a tendency to under-converge or over-converge. Manifest conditions of exotropia (turning out) or esotropia (turning in) are covered. Coverage is limited to 32 visits per calendar year.

### Outpatient Occupational Therapy

See "Rehabilitation Therapy" on page 154.

### Outpatient Physical Therapy

See "Rehabilitation Therapy" on page 154.

### Prescribed Drugs

Prescribed drugs and medicines for inpatient services.

### Preventive Care

Covered expenses include:

- > Routine physical exam (including a well-woman exam), subject to frequency limits;
- > Routine immunizations;
- > Smoking cessation; and
- > Screening and counseling for obesity for adults and children.

A \$250 calendar-year maximum applies to out-of-network services per covered family member.

For more specific information regarding what is considered to be Preventive Care, see "Preventive Care" on page 69.

## Private-Duty Nursing Care (combined with Home Health Care)

Private-duty nursing care is given on an outpatient basis by an RN, LPN or licensed vocational nurse (LVN). This service must be approved by your Claims Administrator.

- > **Aetna CP500 and Anthem BlueCross BlueShield CP500:** A combined in-network and out-of-network maximum benefit of 200 visits per calendar year (combined with home health care visits) applies. One visit is equal to one eight-hour shift. Inpatient private-duty nursing is not covered. Precertification is required. Additional visits may be covered if approved in advance by your plan.
- > **Oxford Health Plans:** Private-duty nursing services are covered as medically necessary. A combined in-network and out-of-network maximum benefit of 200 visits per calendar year (combined with home health care visits) applies. One visit is equal to one four-hour shift. Inpatient private-duty nursing is not covered.

## Psychologist Services

Services of a psychologist for psychological testing and psychotherapy.

## Rehabilitation Therapy

Defined as short-term occupational therapy, physical therapy, speech therapy and spinal manipulation:

- > Services of a licensed occupational or physical therapist, provided the following conditions are met:
  - The therapy must be ordered and monitored by a licensed physician (when required by state law); and
  - The therapy must be given according to a written treatment plan approved by a licensed physician. The therapist must submit progress reports at the intervals stated in the treatment plan;
- > Services of a licensed speech therapist. These services must be given to restore speech lost or impaired due to one of the following:
  - Surgery, radiation therapy or other treatment that affects the vocal chords;
  - Cerebral thrombosis (cerebral vascular accident);
  - Brain damage due to accidental injury or organic brain lesion (aphasia);
  - Accidental injury that happens while the person is covered under the plan;
  - Chronic conditions (such as cerebral palsy or multiple sclerosis); or
  - Developmental delay (including Down syndrome).

## Inpatient

- > Services of a hospital or rehabilitation facility for room, board, care and treatment during a confinement. Coverage for room and board is limited to expenses for the regular daily charge made by the hospital for a semiprivate room (or private room when medically appropriate or if it is the only room type available).
- > Inpatient rehabilitative therapy is a covered service only if intensive and multidisciplinary rehabilitation care is necessary to improve the patient's ability to function independently.

## Outpatient

- > Services of a hospital, comprehensive outpatient rehabilitative facility (CORF), or licensed therapist as described above.
- > Coverage includes short-term cardiac rehabilitation following angioplasty, cardiovascular surgery, congestive heart failure or myocardial infarction.
- > Coverage includes short-term pulmonary rehabilitation for the treatment of reversible pulmonary disease.

- > All visit limits apply for both in-network and out-of-network services, wherever the services are being provided, for example, at home, at a therapist's office or in a free-standing therapy facility.
- > **CP500 and HDHP:** Spinal manipulation therapy is limited to 20 visits per calendar year. Physical and occupational therapies combined are limited to 60 visits per calendar year. Speech therapy is limited to 90 visits per calendar year.
- > **Oxford:** Spinal manipulation therapy is limited to 20 visits per calendar year. Physical, speech and occupational therapies combined are limited to 90 visits per calendar year. Additional visits are available at a reduced coinsurance.

### Routine Care

Covered expenses include:

- > Vision exam once per calendar year; and
- > Hearing exam once per calendar year.

A \$250 calendar year maximum applies to out-of-network services per covered family member.

### Residential Treatment Center/Facility

A provider licensed and operated as required by law, which includes:

- > Room, board and skilled nursing care (either an RN or LVN/LPN) available on-site at least eight hours daily with 24-hour availability;
- > A staff with one or more doctors available at all times;
- > Residential treatment that takes place in a structured facility-based setting;
- > The resources and programming to adequately diagnose, care and treat a psychiatric and/or substance use disorder;
- > Facilities that are designated residential, subacute or intermediate care and may occur in care systems that provide multiple levels of care; and
- > Is fully accredited by The Joint Commission (TJC), the Commission on Accreditation of Rehabilitation Facilities (CARF), the National Integrated Accreditation for Healthcare Organizations (NIAHO), or the Council on Accreditation (COA).

The term Residential Treatment Center/Facility does not include a provider, or that part of a provider, used mainly for:

- Nursing care;
- Rest care;
- Convalescent care;
- Care of the aged;
- Custodial care; and
- Educational care.

### Skilled Nursing Facility Services

- > Room and board: Covered expenses for room and board are limited to the facility's regular daily charge for a semiprivate room.
- > Other services and supplies.

Covered services are limited to the first 120 days of confinement each calendar year.

### Speech Therapy

See "Rehabilitation Therapy" on page 154.

## Spinal Manipulations

Services of a physician given for the detection or correction (manipulation) by manual or mechanical means of structural imbalance or distortion of the spine. Routine maintenance and adjustments are not a covered service under this plan.

## Surgery

Services for surgical procedures. (**Oxford Health Plans:** All surgical procedures must be precertified in advance.)

### Reconstructive Surgery

- > Reconstructive surgery to improve the function of a body part when the malfunction is the direct result of one of the following:
  - Birth defect;
  - Sickness;
  - Surgery to treat a sickness or accidental injury; or
  - Accidental injury that happens while the person is covered under the plan;
- > Reconstructive breast surgery following a mastectomy including areolar reconstruction and the insertion of a breast implant. The plan covers expenses associated with reconstructive surgery following a mastectomy, expenses for reconstructive surgery on the other breast to achieve symmetry, the cost of prostheses and the cost for treatment of physical complications at any stage of the mastectomy, including lymphedemas. Plan deductibles, coinsurance and copays will apply; and
- > Reconstructive surgery to remove scar tissue on the neck, face or head if the scar tissue is due to sickness or accidental injury that happens while the person is covered under the plan.

### Assistant-Surgeon Services

Covered expenses for assistant-surgeon services are limited to 20% of the amount of covered expenses for the primary surgeon's charge for the surgery for non-HMO/PPO plans. An assistant-surgeon generally must be a licensed physician. Physician's-assistant services are not covered if billed on his or her own behalf.

(**Aetna** and **Anthem BlueCross BlueShield** cover assistant surgeon services for certain surgeries. **Aetna** covers registered nurses acting as assistant surgeons for certain surgeries. Contact Anthem BlueCross BlueShield for information about which providers qualify as assistant surgeons.)

### Multiple Surgical Procedure Guidelines

If you are using an out-of-network provider for a surgical procedure, the following multiple surgical procedure guidelines will apply.

If more than one procedure will be performed during one operation — through the same incision or operative field — the plan will pay according to the following guidelines:

- > First procedure: The plan will allow 100% of the negotiated rate or MAA.
- > Second procedure: The plan will allow 50% of the negotiated rate or MAA.
- > Third and additional procedures: The plan will allow 50% of the negotiated rate or MAA for each additional procedure.
- > Bilateral and separate operative areas: The plan will allow 100% of the negotiated rate or MAA for the primary procedure, 50% of the negotiated rate or MAA for the secondary procedure, and 50% of the negotiated rate or MAA for tertiary/additional procedures.



If billed separately, incidental surgeries will not be covered. An incidental surgery is a procedure performed at the same time as a primary procedure and requires few additional physician resources and/or is clinically an integral part of the performance of the primary procedure.

### Termination of Pregnancy

- > Voluntary (i.e., abortion) and
- > Involuntary (i.e., miscarriage).

### Temporomandibular Joint Syndrome (TMJ)

Surgical treatment of TMJ does not include treatment performed by prosthesis placed directly on the teeth or physical therapy for TMJ.

### Transsexual Surgery, Sex Change or Transformation

The plan does cover procedures, treatments and related services designed to alter a participant's physical characteristics from his or her biologically determined sex to those of another sex.

### Transgender Benefits

Transgender benefits are covered under the plan. The way the coverage is administered varies slightly between the carriers. This section describes specific coverage details for Aetna, Anthem BlueCross BlueShield and Oxford.

**Aetna:** Aetna considers sex reassignment surgery medically necessary when all of the following criteria are met:

- > Member is at least 18 years old;
- > Member has met criteria for the diagnosis of "true" transsexualism, including:
  - A sense of estrangement from one's own body, so that any evidence of one's own biological sex is regarded as repugnant;
  - A stable transsexual orientation evidenced by a desire to be rid of one's genitals and to live in society as a member of the other sex for at least two years that are not limited to periods of stress;
  - Absence of physical inter-sex or genetic abnormality;
  - Does not gain sexual arousal from cross-dressing;
  - Lifelong sense of belonging to the opposite sex and of having been born into the wrong sex, often since childhood;
  - Not due to another biological, chromosomal or associated psychiatric disorder, such as schizophrenia; and
  - Wishes to make his or her body as congruent as possible with the preferred sex through surgery and hormone treatment.
- > Member has completed a recognized program of transgender identity treatment as evidenced by all of the following:
  - A qualified mental health professional<sup>1</sup> who has been acquainted with the member for at least 18 months recommends sex reassignment surgery documented in the form of a written comprehensive evaluation; *and*
  - For genital surgical sex reassignment, a second concurring recommendation by another qualified mental health professional<sup>1</sup> must be documented in the form of a written expert opinion;<sup>2</sup> *and*

- For genital surgical sex reassignment, member has undergone a urological examination for the purpose of identifying and perhaps treating abnormalities of the genitourinary tract, since genital surgical sex reassignment includes the invasion of, and the alteration of, the genitourinary tract (urological examination is not required for persons not undergoing genital reassignment); *and*
- Member has demonstrated an understanding of the proposed male-to-female or female-to-male sex reassignment surgery with its attendant costs, required lengths of hospitalization, likely complications and post-surgical rehabilitation requirements of the planned surgery; *and*
- Psychotherapy is not an absolute requirement for surgery unless the mental health professional's initial assessment leads to a recommendation for psychotherapy that specifies the goals of treatment and estimates its frequency and duration throughout the real-life experience (usually a minimum of three months); *and*
- For genital surgical sex reassignment, the member has successfully lived and worked within the desired gender role full time for at least 12 months (so-called real-life experience), without periods of returning to the original gender; *and*
- For genital surgical sex reassignment, member has received at least 12 months of continuous hormonal sex reassignment therapy recommended by a mental health professional and carried out by an endocrinologist (which can be simultaneous with the real-life experience), unless medically contraindicated.

Medically necessary core surgical procedures for female-to-male persons include mastectomy, hysterectomy, vaginectomy, salpingo-oophorectomy, metoidioplasty, phalloplasty, urethroplasty, scrotoplasty, and placement of testicular prostheses and erectile prostheses.

Medically necessary core surgical procedures for male-to-female persons include penectomy, orchidectomy, vaginoplasty, clitoroplasty and labiaplasty.

**Note:** Rhinoplasty, face-lifting, lip enhancement, facial bone reduction, blepharoplasty, breast augmentation, liposuction of the waist (body contouring), reduction thyroid chondroplasty, hair removal, voice modification surgery (laryngoplasty or shortening of the vocal cords) and skin resurfacing, which have been used in feminization, are considered cosmetic and are not covered. Similarly, chin implants, nose implants and lip reduction, which have been used to assist masculinization, are considered cosmetic and are not covered.

**Anthem BlueCross BlueShield:** Gender reassignment surgery<sup>1</sup> is considered medically necessary when *all* of the following criteria are met:

- > The individual is at least 18 years of age;
- > The individual has capacity to make fully informed decisions and consent for treatment; and
- > The individual has been diagnosed with gender dysphoria and exhibits all of the following:
  - The desire to live and be accepted as a member of the opposite sex, usually accompanied by the wish to make his or her body as congruent as possible with the preferred sex through surgery and hormone treatment;
  - The transsexual identity has been present persistently for at least two years;
  - The disorder is not a symptom of another mental disorder; and
  - The disorder causes clinically significant distress or impairment in social, occupational or other important areas of functioning.

- > For individuals without a medical contraindication, the individual has undergone a minimum of 12 months of continuous hormonal therapy when recommended by a mental health professional and provided under the supervision of a physician; and
  - > Documentation\* is provided showing that the individual has completed a minimum of 12 months of successful, continuous full-time real-life experience in their new gender, across a wide range of life experiences and events that may occur throughout the year (for example, family events, holidays, vacations, season-specific work or school experiences). This includes coming out to partners, family, friends and community members (for example, at school, work and other settings); and
  - > The individual has undergone regular participation in psychotherapy throughout the real-life experience when recommended by a treating medical or behavioral health practitioner; and
  - > If the individual has significant medical or mental health issues present, they are reasonably well controlled. If the individual is diagnosed with severe psychiatric disorders and impaired reality testing (for example, psychotic episodes, bipolar disorder, dissociative identity disorder, or borderline personality disorder), an effort must be made to improve these conditions with psychotropic medications and/or psychotherapy before surgery is contemplated; and
  - > Two referrals from qualified mental health professionals\*\* who have independently assessed the individual are presented. If the first referral is from the individual's psychotherapist, the second referral should be from a person who has only had an evaluative role with the individual. Two separate letters, or one letter signed by both (for example, if practicing within the same clinic) are required. The letter(s) must have been signed within 12 months of the request for their submission.
- \* The medical documentation should include the start date of living full time in the new gender. Verification via communication with individuals who have related to the individual in an identity-congruent gender role, or requesting documentation of a legal name change, may be reasonable in some cases.
- \*\* At least one of the professionals submitting a letter must have a doctoral degree (for example, Ph.D., M.D., Ed.D., D.Sc., D.S.W. or Psy.D.) or a master's-level degree in a clinical behavioral science field (for example, M.S.W., L.C.S.W., Nurse Practitioner [N.P.], Advanced Practice Nurse [A.P.R.N.], Licensed Professional Counselor [L.P.C.], or Marriage and Family Therapist [M.F.T.]) and be capable of adequately evaluating co-morbid psychiatric conditions. One letter is sufficient if signed by two providers, one of whom has met the specifications set forth above.

Gender reassignment surgery may include any of the following procedures:

- > Male-to-female procedures
  - Orchiectomy
  - Penectomy
  - Vaginoplasty
  - Clitoroplasty
  - Labiaplasty
- > Female-to-male procedures
  - Hysterectomy
  - Salpingo-oophorectomy
  - Vaginectomy
  - Metoidioplasty
  - Scrotoplasty
  - Urethroplasty
  - Placement of testicular prostheses
  - Phalloplasty

At least one of the professionals submitting a letter must have a doctoral degree (Ph.D., M.D., Ed.D., D.Sc., D.S.W. or Psy.D.) and be capable of adequately evaluating co-morbid psychiatric conditions. One letter is sufficient if signed by two providers, one of whom has met the doctoral degree specifications, in addition to the specifications set forth above.

Not medically necessary:

- > Gender reassignment surgery is considered not medically necessary when one or more of the criteria above have not been met.

Cosmetic and not medically necessary:

- > The following surgeries are considered cosmetic and not medically necessary when used to improve the gender-specific appearance of a patient who has undergone or is planning to undergo gender reassignment surgery:
  - Reduction thyroid chondroplasty
  - Liposuction
  - Rhinoplasty
  - Facial bone reconstruction
  - Face-lift
  - Blepharoplasty
  - Voice modification surgery
  - Hair removal/hairplasty
  - Breast augmentation

**Oxford:** Covered services include:

- > Psychotherapy for gender identity disorders and associated co-morbid psychiatric diagnoses;
- > Continuous hormone replacement:
  - Hormones of the desired gender.
  - Hormones injected by a medical provider (for example during an office visit) are covered by the medical plan. Benefits for these injections vary depending on the plan design.
  - Oral and self-injected hormones from a pharmacy are not covered under the medical plan. Refer to the SPD for self-funded plans for specific prescription drug product coverage and exclusion terms.
- > Genital surgery (by various techniques that must be appropriate to each patient), including:
  - Complete hysterectomy
  - Orchiectomy
  - Penectomy
  - Vaginoplasty
  - Vaginectomy
  - Clitoroplasty
  - Labiaplasty
  - Salpingo-oophorectomy
  - Metoidioplasty

- Scrotoplasty
- Urethroplasty
- Placement of testicular prostheses
- Phalloplasty
- > Surgery to change specified secondary sex characteristics, specifically:
  - Thyroid chondroplasty (removal of the Adam’s apple); and
  - Bilateral mastectomy; and
  - Augmentation mammoplasty (including breast prostheses if necessary) if the physician prescribing hormones and the surgeon have documented that breast enlargement after undergoing hormone treatment for 18 months is not sufficient for comfort in the social role;
- > Laboratory testing to monitor the safety of continuous hormone therapy.

### **Hormone Replacement**

The covered person must meet all of the following eligibility qualifications for hormone replacement (in addition to the plan’s overall eligibility requirements as shown in the Plan Document):

- > Demonstrable knowledge of what hormones medically can and cannot do and their social benefits and risks; and
- > The covered person must meet the definition of gender identity disorder (see definition below); and
- > Initial hormone therapy must be preceded by:
  - A period of psychotherapy of a duration specified by the mental health professional after the initial evaluation (usually a minimum of three months).

### **Genital Surgery and Surgery to Change Secondary Sex Characteristics Eligibility Qualifications**

The covered person must meet all of the following eligibility qualifications for genital surgery and surgery to change secondary sex characteristics (in addition to the plan’s overall eligibility requirements as shown in the Plan Document):

- > The surgery must be performed by a qualified provider at a facility with a history of treating individuals with gender identity disorder;
- > The treatment plan must conform to the World Professional Association for Transgender Health Association (WPATH) standards;<sup>1</sup>
- > The covered person must be age 18 years or older for irreversible surgical interventions;
- > The covered person must complete 12 months of continuous hormone therapy (for those without contraindications);
- > The covered person must complete 12 months of successful, continuous full-time real-life experience in the desired gender;
- > The covered person must meet the definition of gender identity disorder (see definition below); and
- > The covered person’s physician who is performing the surgery must follow the notification process prior to performing the surgery.

## Exclusions

The following treatments are not covered:

- > Reversal of genital surgery or reversal of surgery to revise secondary sex characteristics.
- > Sperm preservation in advance of hormone treatment or gender surgery.
- > Cryopreservation of fertilized embryos, except under the following circumstances:
  - Fertility preservation prior to gonadotoxic treatment including sperm, mature egg (women under the age of 42) or embryo cryopreservation with storage up to one year.
- > Voice modification surgery.
- > Facial feminization surgery, including but not limited to facial bone reduction, face-lift, facial hair removal and certain facial plastic reconstruction.
- > Suction-assisted lipoplasty of the waist.
- > Rhinoplasty (except if rhinoplasty criteria are met as determined by Plan guidelines).
- > Blepharoplasty (except if blepharoplasty criteria are met as determined by Plan guidelines.)
- > Surgical treatment on enrollees under 18 years of age. Surgical treatment not precertified by Oxford.
- > Drugs for hair loss or growth.
- > Drugs for sexual performance or cosmetic purposes (except for hormone therapy described above).
- > Voice therapy.
- > Services that exceed the maximum dollar limit on the plan.
- > Transportation, meals, lodging or similar expenses.

<sup>1</sup> At least one of the two clinical behavioral scientists making the favorable recommendation for surgical (genital) sex reassignment must possess a doctoral degree (e.g., Ph.D., Ed.D., D.Sc., D.S.W., Psy.D., or M.D.). **Note:** Evaluation of candidacy for sex reassignment surgery by a mental health professional is covered under the member's medical benefit, unless the services of a mental health professional are necessary to evaluate and treat a mental health problem, in which case the mental health professional's services are covered under the member's behavioral health benefit. Please check benefits plan descriptions.

<sup>2</sup> Either two separate letters or one letter with two signatures is acceptable.

## Treatment Centers

- > Room and board; and
- > Other services and supplies.

## Voluntary Sterilization

- > Vasectomy; and
- > Tubal ligation.

Reversals are not covered.

## Well-Child Care

Office visit charges for routine well-child care exams and immunizations based on guidelines from the American Medical Association.

# Exclusions and Limitations

There are services and expenses that are not covered under the non-HMO/PPO plans. The following list of exclusions and limitations applies to your plan benefits unless otherwise provided under your HMO:

- > Ambulance services, when used as routine transportation to receive inpatient or outpatient services;
  - **Aetna:** Any charges in excess of the benefit, dollar, day, visit or supply limits unless specified otherwise. This includes charges for a service or supply furnished by an in-network provider in excess of the negotiated charge, and charges for a service or supply furnished by an out-of-network provider in excess of the maximum allowed amount or recognized charge. Charges submitted for services that are not rendered, or rendered to a person not eligible for coverage under the plan, are excluded. Charges submitted for services by an unlicensed hospital, physician or other provider or not within the scope of the provider's license are excluded;
- > Any service in connection with, or required by, a procedure or benefit not covered by the plan;
- > Any services or supplies that are not medically necessary, as determined by the Claims Administrator;
- > BEAM (brain electrical activity mapping) neurologic testing;
  - **Oxford:** Oxford will provide coverage for magnetoencephalography and magnetic source imaging as outlined in the guidelines below.
    - Magnetoencephalography and magnetic source imaging (MEG/MSI) are considered to be medically necessary for presurgical evaluation in patients with intractable focal epilepsy and presurgical evaluation of brain tumors and vascular malformations.
    - MEG/MSI are not considered to be medically necessary for the evaluation of brain function in patients with trauma, stroke, learning disorders or other neurologic disorders and psychiatric conditions such as schizophrenia.
  - There is insufficient evidence to conclude that the use of MEG/MSI improves health outcomes such as improved diagnostic accuracy and treatment planning for patients with trauma, stroke, learning disorders, or other neurologic disorders and psychiatric conditions. Further clinical trials demonstrating the clinical usefulness of this procedure are necessary before it can be considered proven to have a benefit to health outcomes for these conditions.
- > Biofeedback, except as specifically approved by the Claims Administrator;
- > Blood, blood plasma and blood derivatives other than those described under "Covered Services and Supplies" on page 137. **Oxford:** Synthetic blood, apheresis or plasmapheresis, the collection and storage of blood, and the cost of securing the services of blood donors are not covered;
- > Breast augmentation and otoplasties, including treatment of gynecomastia. Reduction mammoplasty is not covered unless medically appropriate, as determined by the Claims Administrator;
- > Charges for canceled office visits or missed appointments; boutique, access or concierge fees to doctors;
- > Care for conditions that, by state or local law, must be treated in a public facility, including mental illness commitments;
- > Care furnished to provide a safe surrounding, including the charges for providing a surrounding free from exposure that can worsen the disease or injury;

- > Charges made by a hospital for confinement in a special area of the hospital that provides non-acute care, by whatever name it is called, including, but not limited to, the type of care given by the facilities listed below:
  - Adult or child day care center;
  - Ambulatory surgical center;
  - Birth center;
  - Halfway house;
  - Hospice;
  - Skilled nursing facility;
  - Treatment center;
  - Vocational rehabilitation center; and
  - Any other area of a hospital that renders services on an inpatient basis for other than acute care of sick or injured persons or pregnant women. If that type of facility is otherwise covered under the plan, then benefits for that covered facility, which is part of a hospital, as defined, are payable at the coverage level for that facility, not at the coverage level for a hospital;
- > Over-the-counter contraceptive supplies including but not limited to condoms, contraceptive foams, jellies and ointments;
- > Cosmetic surgery or surgical procedures primarily for the purpose of changing the appearance of any part of the body to improve appearance or self-esteem. Cosmetic procedures including, but not limited to, pharmacological regimens, nutritional procedures or treatments, plastic surgery, salabrasion, chemosurgery and other such skin abrasion procedures associated with the removal of scars, tattoos, actinic changes and/or that are performed as a treatment for acne. However, the plan covers reconstructive surgery as described under “Covered Services and Supplies” on page 137;
- > Court-ordered services and services required by court order as a condition of parole or probation, unless medically appropriate and provided by participating providers upon referral from your PCP (no referral required for Aetna, Anthem BlueCross BlueShield or Oxford);
- > Coverage for an otherwise eligible person or a dependent who is on active military duty, including health services received as a result of war or any act of war, whether declared or undeclared or caused during service in the armed forces of any country;
- > Custodial care made up of services and supplies that meets one of the following conditions:
  - Care furnished mainly to train or assist in personal hygiene or other activities of daily living, rather than to provide medical treatment; or
  - Care that can safely and adequately be provided by persons who do not have the technical skills of a health care professional;
- > Care that meets one of the above conditions is custodial care regardless of any of the following:
  - Who recommends, provides or directs the care;
  - Where the care is provided; and
  - Whether or not the patient himself or herself or another caregiver can be or is being trained to care for the patient;



- > Dental care or treatment of injuries or diseases to the mouth, teeth, gums or supporting structures such as, but not limited to, periodontal treatment, endodontic services, extractions, implants and non-surgical treatments to alter bite or the alignment or operation of the jaw, including treatment of malocclusion or devices to alter bite or alignment. See “Covered Services and Supplies” on page 137 for limited coverage of oral surgery and dental services;
- > Devices used specifically as safety items or to affect performance primarily in sports-related activities; all expenses related to physical conditioning programs, such as athletic training, body-building, exercise, fitness, flexibility and diversion or general motivation;
- > Ecological or environmental medicine, diagnosis and/or treatment;
- > Educational services, special education, remedial education or job training. The plan does not cover evaluation or treatment of learning disabilities, minimal brain dysfunction, developmental and learning disorders, behavioral training or cognitive rehabilitation. Services, treatment and educational testing and training related to behavioral (conduct, including impulse control disorders such as pathological gambling, kleptomania, pedophilia, and caffeine or nicotine use) problems and learning disabilities are not covered by the plan; see “Covered Services and Supplies” on page 137 for limited coverage of cognitive services.
- > Education, training, and bed and board while confined in an institution that is mainly a school or other institution for training, a place of rest, a place for the aged or a nursing home;
- > Enteral feedings and other nutritional and electrolyte supplements, unless it is the sole source of sustenance;
- > Expenses charged by interns, residents, house physicians or other health care professionals who are employed by the covered facility, which makes their services available;
- > Expenses that are the legal responsibility of a third-party payer, such as Workers’ Compensation or as a result of a claim;
- > Expenses incurred by a dependent, if the dependent is covered as an employee under the plan, for the same services;
- > Experimental, investigational or unproven services and procedures; ineffective surgical, medical, psychiatric or dental treatments or procedures; research studies; or other experimental or investigational health care procedures or pharmacological regimes, as determined by the Claims Administrator, unless approved by the Claims Administrator in advance. This exclusion will not apply to drugs:
  - That have been granted investigational new drug (IND) treatment or group treatment IND status;
  - That are being studied at the Phase III level in a national clinical trial sponsored by the National Cancer Institute;
  - That the Claims Administrator has determined, based on scientific evidence, demonstrate effectiveness or show promise of being effective for the disease. See the *Glossary* section for the definition of experimental, investigational or unproven services;
- > Eyeglasses and contact lenses (**Anthem BlueCross BlueShield** and **Oxford** will cover eyeglasses or contact lenses within 12 months following cataract surgery);
- > False teeth;

- > **Aetna:** Any treatment, device, drug, service or supply (including surgical procedures, devices to stimulate growth, and growth hormones), solely to increase or decrease height or alter the rate of growth;
- > Hair analysis;
- > Hair transplants, hair weaving or any drug used in connection with baldness. Wigs and hairpieces are not covered unless the hair loss is due to chemotherapy or radiation therapy. Wigs and hairpieces needed for endocrine or metabolic diseases, psychological disorders (such as stress or depression), burns, or acute traumatic scalp injury associated with hair loss must be evaluated and precertified by the Claims Administrator;
- > Health services, including those related to pregnancy, that are provided before your coverage is effective or after your coverage has been terminated;
- > **Aetna:** Hearing services or supplies that do not meet professionally accepted standards; hearing exams given during a stay in a hospital or other facility; replacement parts or repairs for a hearing aid; and any tests, appliances and devices for the improvement of hearing or to enhance other forms of communication to compensate for hearing loss, or devices that stimulate speech, except as described under “Covered Services and Supplies” on page 137;
- > Herbal medicine, holistic or homeopathic care, including drugs:
  - **Aetna:** Not covered; however, discounts are available through the Aetna Natural Products and Services Discount Program;
  - **Anthem BlueCross BlueShield:** Not covered; however, discounts on alternative medicine and treatment are available through the Anthem Special Offers Program. Log in to Anthem’s website at [www.anthem.com](http://www.anthem.com) and click on “Discounts” for information about the Anthem Special Offers Program;
  - **Oxford:** Not covered; however, discounts are available for some services under the Oxford Healthy Bonus Program;
- > Household equipment including, but not limited to, the purchase or rental of exercise cycles, air purifiers, central or unit air conditioners, water purifiers, hypoallergenic pillows, mattresses or waterbeds, equipment or supplies to aid sleeping or sitting, and the removal from your home, workplace or other environment of carpeting, hypoallergenic pillows, mattresses, paint, mold, asbestos, fiberglass, dust, pet dander, pests or other sources of allergies or illness are not covered. Improvements to your home or place of work, including, but not limited to, ramps, elevators, handrails, stair glides and swimming pools, are not covered;
- > Hypnotherapy, except when approved in advance by the Claims Administrator;
- > Implantable drugs (other than contraceptive implants);
- > Infertility services, except as described under “Covered Services and Supplies” on page 137. The plan does not cover charges for the freezing and storage of cryopreserved embryos, storage of sperm, or any charges associated with surrogate mothers.
  - **Anthem BlueCross BlueShield:** Cryopreservation of mature oocytes is considered medically necessary in post-pubertal females facing anticipated infertility resulting from chemotherapy or radiation therapy;

- > **Aetna's** exclusions and limitations on infertility services include:
  - Infertility services for a female attempting to become pregnant who has *not* had at least one year or more of timed, unprotected coitus or 12 cycles of artificial insemination (for covered persons under 35 years of age), or six months or more of timed, unprotected coitus, or six cycles of artificial insemination (for covered persons 35 years of age or older) prior to enrolling in the infertility program;
  - Infertility services for couples in which one of the partners has had a previous sterilization procedure, with or without surgical reversal;
  - Reversal of sterilization surgery;
  - Infertility services for females with FSH levels 19 mIU/ml or greater on day three of the menstrual cycle;
  - The purchase of donor sperm and any charges for the storage of sperm; the purchase of donor eggs and any charges associated with care of the donor required for donor egg retrievals or transfers or gestational carriers (or surrogacy); all charges associated with a gestational carrier program for the covered person or the gestational carrier;
  - Charges associated with cryopreservation or storage of cryopreserved eggs and embryos (office, hospital, ultrasounds, laboratory tests, etc.), unless cryopreservation of mature oocytes or embryos is considered medically necessary for use in IVF/ICSI cycles, and for use in women facing infertility due to chemotherapy, pelvic radiotherapy or other gonadotoxic therapies with no storage time limitation;
  - Home ovulation prediction kits;
  - Drugs related to the treatment of non-covered benefits;
  - Injectable infertility medications, including, but not limited to, menotropins, hCG, GnRH agonists and IVIG;
  - Any services or supplies provided without precertification from Aetna's infertility case management unit;
  - Infertility services that are not reasonably likely to result in success; and
  - Ovulation induction and intrauterine insemination services if you are not infertile;
- > Inpatient private-duty or special nursing care. Outpatient private-duty nursing services must be precertified by the Claims Administrator;
- > Membership costs for health clubs, personal trainers, massages, weight loss clinics and similar programs (**Oxford Health Plans** offers a \$200 reimbursement every six months for employees who can prove they have had 50 gym visits in that time period and \$100 every six months for spouses who can prove they have had 50 gym visits in that time period);
- > Naturopathy;
- > Nutritional counseling and nutritionists except as described under "Covered Services and Supplies" on page 137;
- > Occupational injury or sickness. An occupational injury or sickness is an injury or sickness that is covered under a Workers' Compensation act or similar law. For persons for whom coverage under a Workers' Compensation act or similar law is optional because they could elect it, or could have it elected for them, occupational injury or sickness includes any injury or sickness that would have been covered under the Workers' Compensation act or similar law had that coverage been elected;

- > Outpatient supplies, including, but not limited to, outpatient medical consumable or disposable supplies such as syringes, incontinence pads, elastic garments, support hose, bedpans, splints, braces, compresses, reagent strips and other devices not intended for reuse by another patient; contact your plan for details. (These may not always be excluded.);
- > Personal comfort or convenience items, including services and supplies that are not directly related to medical care, such as guest meals and accommodations, barber services, telephone charges, radio and television rentals, homemaker services, travel expenses, take-home supplies, and other similar items and services;
- > Physical, psychiatric or psychological exams, testing or treatments not otherwise covered, when such services are:
  - For purposes of obtaining, maintaining or otherwise relating to career, education, sports or camp, travel, employment, insurance, marriage or adoption;
  - Relating to judicial or administrative proceedings or orders;
  - Conducted for purposes of medical research; or
  - To obtain or maintain a license of any type;
- > Radial keratotomy or any other related procedures designed to surgically correct refractive errors, such as LASIK, PRK or ALK;
- > Recreational, educational and sleep therapy, including any related diagnostic testing;
  - **Oxford:** Sleep therapy covered when medically necessary;
- > Religious, marital, family, career, social adjustment, pastoral, financial and sex counseling, including related services and treatment;
- > Reversal of voluntary sterilizations, including related follow-up care;
- > Routine hand and foot care services, including routine reduction of nails, calluses and corns;
- > Services not covered by the plan;
- > Services or supplies covered by any automobile insurance policy, up to the policy's amount of coverage limitation;
- > Services provided by your close relative (your spouse, child, brother, sister, or your or your spouse's parent or grandparent) for which, in the absence of coverage, no charge would be made;
- > Services given by volunteers or persons who do not normally charge for their services;
- > Services required by a third party including, but not limited to, physical exams and diagnostic services in connection with:
  - Obtaining or continuing employment;
  - Obtaining or maintaining any license issued by a municipal, state or federal government;
  - Securing insurance coverage;
  - Travel; and
  - School admissions or attendance, including exams required to participate in athletics, unless the service is considered to be part of an appropriate schedule of wellness services;
- > Services you are not legally obligated to pay for in the absence of this coverage;

- > Services for, or related to, the removal of an organ or tissue from a person for transplantation into another person, unless the transplant recipient is a covered person under the plan and is undergoing a covered transplant. Services for, or related to, transplants involving mechanical or animal organs are not covered;
- > Special education, including lessons in sign language to instruct a plan participant whose ability to speak has been lost or impaired, to function without that ability;
- > Special medical reports, including those not directly related to the medical treatment of a plan participant (such as employment or insurance physicals) and reports prepared in connection with litigation;
- > Specific non-standard allergy services and supplies, including, but not limited to:
  - Skin titration (Rinkle method);
  - Cytotoxicity testing (Bryan's Test);
  - Treatment of non-specific candida sensitivity; and
  - Urine auto-injections;
- > Stand-by services: boutique, concierge or on-call fees required by a physician;
- > Surgical operations, procedures or treatment of obesity, except when approved in advance by the Claims Administrator;
- > Telephone consultations:
  - **Aetna:** Covered through Teladoc;
  - **Anthem:** Covered through LiveHealth Online;
  - **Oxford:** Telemedicine recognized by Medicare and Medicaid Services is covered when submitted with correct coding;
- > Therapy or rehabilitation including, but not limited to:
  - Primal therapy;
  - Chelation therapy (except to treat heavy metal poisoning);
  - Rolfing;
  - Psychodrama;
  - Recreational;
  - Deep sleep therapy;
  - Thermograms and thermography;
  - Megavitamin therapy;
  - Purging;
  - Bioenergetic therapy;
  - Vision perception training, except when medically necessary; and
  - Carbon dioxide therapy;
- > Thermograms and thermography;

- > Treatment in a federal, state or governmental facility, including care and treatment provided in a non-participating hospital owned or operated by any federal, state or other governmental entity, except to the extent required by applicable laws;
- > Treatment of injuries sustained while committing a felony or an assault or during a riot or insurrection;
- > Treatment of diseases, injuries or disabilities related to military service for which you are entitled to receive treatment at government facilities that are reasonably available to you;
- > Treatment, including therapy, supplies and counseling, for sexual dysfunctions or inadequacies that do not have a physiological or organic basis;
- > Treatment of spinal disorder, including care in connection with the detection and correction by manual or mechanical means of structural imbalance, distortion or dislocation in the human body for purposes of removing nerve interference and the effects thereof, where such interference is the result of, or related to, distortion, misalignment or dislocation of or in the vertebral column; and
- > Weight reduction or control (unless there is a diagnosis of morbid obesity), special foods/nutritional supplements, liquid diets, diet plans or any related products. **Aetna:** Any food item, including infant formulas, nutritional supplements, vitamins (including prescription vitamins), medical foods and other nutritional items, even if it is the sole source of nutrition.

## Additional Medical Plan Information

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These features apply to ChoicePlan 500 (CP500), the High Deductible Health Plan (HDHP) and Oxford Health Plans PPO, as noted.

### Mental Health and Substance Abuse Benefits

All visits for both inpatient and outpatient mental health and substance abuse treatment are reimbursed at the same coinsurance level as other medical services, according to your plan, subject to medical necessity.

The plans administered by Aetna, Anthem BlueCross BlueShield and Oxford Health Plans provide confidential mental health and substance abuse services through a network of counselors and specialized practitioners.

When you call your plan at the toll-free number on your medical plan ID card, you will speak with an intake coordinator who will help find the right in-network care provider. In an emergency, the intake coordinator will also provide immediate assistance and, if necessary, arrange for treatment at an appropriate facility.

*You must call your plan before seeking treatment for inpatient mental health or substance abuse treatment. Call your plan for the names of network providers.*

### Programs Available to Medical Plan Participants

Some medical plans offer special programs and services for plan participants. To find out about these programs and services, contact your plan for details.

# Claims and Appeals

## Claims and Appeals for Aetna Medical Plans

All claims for benefits must be filed within certain time limits. Medical claims must be filed within two years of the date of service. The amount of time Aetna will take to make a decision on a claim will depend on the type of claim. Claims are processed and applied toward deductibles when appropriate in the order in which they are received from providers. **Note:** This can differ from the order of the date of services.

Type of Claim	Timeline after Claim Is Filed
Post-service claims (for claims filed after the service has been received)	<p>Decision within 30 days; one 15-day extension (notice of the need for an extension must be given before the end of the 30-day period)</p> <p>Notice that more information is needed must be given within 30 days.</p> <p>You have 45 days to submit any additional information needed to process the claim.<sup>1</sup></p>
Preservice claims (for services requiring precertification of services)	<p>Decision within 15 days; one 15-day extension (notice of the need for an extension must be given before the end of the 15-day period)</p> <p>Notice that more information is needed must be given within five days.</p> <p>You have 45 days to submit any additional information needed to process the claim.<sup>1</sup></p>
Urgent care claims (for services requiring precertification of services where delay could jeopardize life or health)	<p>Decision made within 72 hours</p> <p>Notice that more information is needed must be given within 24 hours.</p> <p>You have 48 hours to submit any additional information needed to process the claim; you will be notified of the decision within 48 hours of receipt of the additional information.</p>
Concurrent care claims (for ongoing treatment)	<p>Decision made within 24 hours for urgent care treatment</p> <p>Decision made sufficiently in advance for all other claims</p>

<sup>1</sup> The time period allowed to make a decision is suspended pending receipt of additional information.

Contact your medical plan Claims Administrator to obtain a claims appeal form. For claims regarding eligibility or enrollment in a plan, call the Citi Benefits Center through ConnectOne at **1 (800) 881-3938**. See the *For More Information* section for detailed instructions, including TDD and international assistance.

The form explains how and when to file a claim.

If your claim is denied, in whole or in part, you will receive a written explanation detailing:

- > The specific reasons for the denial;
- > The specific references in the plan documentation on which the denial is based;
- > A description of additional material or information you must provide to complete your claim and the reasons why that information is necessary;
- > The steps to be taken to submit your claim for review;

- > The procedure for further review of your claim; and
- > A statement explaining your right to bring a civil action under Section 502(a) of ERISA after exhaustion of the plan's appeals procedure.

## Appeals for Aetna Medical Plans

Under the plan, you may file claims for plan benefits and appeal adverse claim determinations. Any reference to "you" in this "Claims and Appeals for Aetna Medical Plans" section includes you and your authorized representative. An "authorized representative" is a person you authorize, in writing, to act on your behalf. The plan will also recognize a court order giving a person authority to submit claims on your behalf. In the case of an urgent care claim, a health care professional with knowledge of your condition may always act as your authorized representative.

If your claim is denied in whole or in part, you will receive a written notice of the denial from Aetna Life Insurance Company (Aetna). The notice will explain the reason for the denial and the appeal procedures available under the plan.

### Urgent Care Claims

An "urgent care claim" is any claim for medical care or treatment for which the application of the time period for making non-urgent care determinations could seriously jeopardize your life or health or your ability to regain maximum function, or, in the opinion of a physician with knowledge of your medical condition, would subject you to severe pain that cannot be adequately managed without the care or treatment that is the subject of the claim.

If the plan requires advance approval of a service, supply or procedure before a benefit will be payable, and if Aetna or your physician determines that it is an urgent care claim, you will be notified of the decision, whether adverse or not, as soon as possible but not later than 72 hours after the claim is received.

If there is not sufficient information to decide the claim, you will be notified of the information necessary to complete the claim as soon as possible, but not later than 24 hours after receipt of the claim. You will be given a reasonable additional amount of time, but not less than 48 hours, to provide the information, and you will be notified of the decision not later than 48 hours after the end of that additional time period (or after receipt of the information, if earlier).

### Other Claims (Preservice and Post-Service)

If the plan requires you to obtain advance approval of a non-urgent service, supply or procedure before a benefit will be payable, a request for advance approval is considered a preservice claim. You will be notified of the decision not later than 15 days after receipt of the preservice claim.

For other claims (post-service claims), you will be notified of the decision not later than 30 days after receipt of the claim.

For either a preservice or a post-service claim, these time periods may be extended up to an additional 15 days due to circumstances outside Aetna's control. In that case, you will be notified of the extension before the end of the initial 15- or 30-day period. For example, they may be extended because you have not submitted sufficient information, in which case you will be notified of the specific information necessary and given an additional period of at least 45 days after receiving the notice to furnish that information. You will be notified of Aetna's claim decision no later than 15 days after the end of that additional period (or after receipt of the information, if earlier).

For preservice claims that name a specific claimant, medical condition, and service or supply for which approval is requested, and that are submitted to an Aetna representative responsible for handling benefit matters, but that otherwise fail to follow the plan's procedures for filing preservice claims, you will be notified of the failure within five days (within 24 hours in the case of an urgent care claim) and of the proper procedures to be followed. The notice may be oral unless you request written notification.



## Ongoing Course of Treatment

If you have received precertification for an ongoing course of treatment, you will be notified in advance if the previously authorized course of treatment is intended to be terminated or reduced, so that you will have an opportunity to appeal any decision to Aetna and receive a decision on that appeal before the termination or reduction takes effect. If the course of treatment involves urgent care, and you request an extension of the course of treatment at least 24 hours before its expiration, you will be notified of the decision within 24 hours after receipt of the request.

### *Health Claims — Standard Appeals*

As an individual enrolled in the plan, you have the right to file an appeal from an Adverse Benefit Determination relating to service(s) you have received or could have received from your health care provider under the plan.

An “Adverse Benefit Determination” is defined as a denial of, reduction of, termination of, or failure to provide or make payment (in whole or in part) for a service, supply or benefit. Such Adverse Benefit Determination may be based on:

- > Your eligibility for coverage, including a retrospective termination of coverage (whether or not there is an adverse effect on any particular benefit);
- > Coverage determinations, including plan limitations or exclusions;
- > The results of any utilization review activities;
- > A decision that the service or supply is **experimental** or **investigational**; or
- > A decision that the service or supply is not **medically necessary**.

A “Final Internal Adverse Benefit Determination” is defined as an Adverse Benefit Determination that has been upheld by the appropriate named fiduciary (Aetna) at the completion of the internal appeals process, or an Adverse Benefit Determination for which the internal appeals process has been exhausted.

### **Exhaustion of Internal Appeals Process**

Generally, you are required to complete all appeal processes of the plan before being able to obtain External Review or bring an action in litigation. However, if Aetna, or the Plan or its designee, does not strictly adhere to all claim determination and appeal requirements under applicable federal law, you are considered to have exhausted the plan’s appeal requirements (“Deemed Exhaustion”) and may proceed with External Review or may pursue any available remedies under §502(a) of ERISA or under state law, as applicable.

There is an exception to the Deemed Exhaustion rule. Your claim or internal appeal may not go straight to External Review if:

- > A rule violation was minor and is not likely to influence a decision or harm you; and
- > It was for a good cause or was beyond Aetna’s or the plan’s or its designee’s control; and
- > It was part of an ongoing good faith exchange between you and Aetna or the plan.

This exception is not available if the rule violation is part of a pattern or practice of violations by Aetna or the Plan.

You may request a written explanation of the violation from the plan or Aetna, and the plan or Aetna must provide such explanation within 10 days, including a specific description of its basis, if any, for asserting that the violation should not cause the internal claims and appeals process to be deemed exhausted. If an External Reviewer or a court rejects your request for immediate review on the basis that the plan met the standards for the exception, you have the right to resubmit and pursue the internal appeal of the claim. In such a case, within a reasonable time after the External Reviewer or court rejects the claim for immediate review (not to exceed 10 days), you will receive notice of the opportunity to resubmit and pursue the internal appeal of the claim. Time periods for re-filing the claim shall begin to run upon your receipt of such notice.

## **Full and Fair Review of Claim Determinations and Appeals**

Aetna will provide you, free of charge, with any new or additional evidence considered, relied upon or generated by Aetna (or at the direction of Aetna), or any new or additional rationale as soon as possible and sufficiently in advance of the date on which the notice of Final Internal Adverse Benefit Determination is provided, to give you a reasonable opportunity to respond prior to that date.

You may file an appeal in writing to Aetna at the address provided in this booklet, or, if your appeal is of an urgent nature, you may call Aetna's Member Services Unit at the toll-free phone number on your ID card. Your request should include the group name (that is, your employer), your name, member ID or other identifying information shown on the front of the Explanation of Benefits form, and any other comments, documents, records and other information you would like to have considered, whether or not submitted in connection with the initial claim.

An Aetna representative may call you or your health care provider to obtain medical records and/or other pertinent information in order to respond to your appeal.

You will have 180 days following receipt of an Adverse Benefit Determination to appeal the determination to Aetna. You will be notified of the decision not later than 15 days (for preservice claims) or 30 days (for post-service claims) after the appeal is received. You may submit written comments, documents, records and other information relating to your claim, whether or not the comments, documents, records or other information were submitted in connection with the initial claim. A copy of the specific rule, guideline or protocol relied upon in the Adverse Benefit Determination will be provided free of charge upon request by you or your authorized representative. You may also request that Aetna provide you, free of charge, copies of all documents, records and other information relevant to the claim.

If your claim involves urgent care, an expedited appeal may be initiated by a telephone call to the phone number included in your denial, or to Aetna's Member Services. Aetna's Member Services telephone number is on your identification card. You or your authorized representative may appeal urgent care claim denials either orally or in writing. All necessary information, including the appeal decision, will be communicated between you or your authorized representative and Aetna by telephone, facsimile or other similar method. You will be notified of the decision not later than 36 hours after the appeal is received.

If you are dissatisfied with the appeal decision on an urgent care claim, you may file a second-level appeal with Aetna. You will be notified of the decision not later than 36 hours after the appeal is received.

If you are dissatisfied with a preservice or post-service appeal decision, you may file a second-level appeal with Aetna within 60 days of receipt of the level one appeal decision. Aetna will notify you of the decision not later than 15 days (for preservice claims) or 30 days (for post-service claims) after the appeal is received.

If you do not agree with the Final Internal Adverse Benefit Determination on review, you have the right to bring a civil action under Section 502(a) of ERISA, provided that you file any lawsuit or similar enforcement proceeding, commenced in any forum, within 12 consecutive months after the date of receiving a final determination on review of your claim or, if earlier, within two years from the date on which you were aware, or should have been aware, of the claim at issue in the suit.

The two-year limitation shall be increased by any time a claim or appeal on the issue is under consideration by the appropriate fiduciary. If any different period to begin suit is specified in an insurance contract forming part of the Plans or any shorter period is specified in the rules of the Claims Administrator, that period will apply to proceedings against the insurer or with regard to the ruling of that Claims Administrator, respectively.

### ***Health Claims — Voluntary Appeals***

## External Review

“External Review” is a review of an eligible Adverse Benefit Determination or a Final Internal Adverse Benefit Determination by an Independent Review Organization/External Review Organization (ERO) or by the State Insurance Commissioner, if applicable.

A “Final External Review Decision” is a determination by an ERO at the conclusion of an External Review.

You must complete all of the levels of standard appeal described above before you can request External Review, other than in a case of Deemed Exhaustion. Subject to verification procedures that the plan may establish, your authorized representative may act on your behalf in filing and pursuing this voluntary appeal.

You may file a voluntary appeal for External Review of any Adverse Benefit Determination or any Final Internal Adverse Benefit Determination that qualifies as set forth below.

The notice of Adverse Benefit Determination or Final Internal Adverse Benefit Determination that you receive from Aetna will describe the process to follow if you wish to pursue an External Review, and will include a copy of the *Request for External Review Form*.

You must submit the *Request for External Review Form* to Aetna within 123 calendar days of the date you received the Adverse Benefit Determination or Final Internal Adverse Benefit Determination notice. If the last filing date would fall on a Saturday, Sunday or federal holiday, the last filing date is extended to the next day that is not a Saturday, Sunday or federal holiday. You also must include a copy of the notice and all other pertinent information that supports your request.

If you file a voluntary appeal, any applicable statute of limitations will be tolled while the appeal is pending. The filing of a claim will have no effect on your rights to any other benefits under the plan. However, the appeal is voluntary, and you are not required to undertake it before pursuing legal action.

If you choose not to file for voluntary review, the plan will not assert that you have failed to exhaust your administrative remedies because of that choice.

### Request for External Review

The External Review process under this plan gives you the opportunity to receive review of an Adverse Benefit Determination (including a Final Internal Adverse Benefit Determination) conducted pursuant to applicable law. Your request will be eligible for External Review if the claim decision involves medical judgment and the following are satisfied:

- > Aetna, or the Plan or its designee, does not strictly adhere to all claim determination and appeal requirements under federal law (except for minor violations); or
- > The standard levels of appeal have been exhausted; or
- > The appeal relates to a rescission, defined as a cancellation or discontinuance of coverage that has retroactive effect.

An Adverse Benefit Determination based upon your eligibility is not eligible for External Review.

If upon the final standard level of appeal, the coverage denial is upheld and it is determined that you are eligible for External Review, you will be informed in writing of the steps necessary to request an External Review.

An Independent Review Organization refers the case for review by a neutral, independent clinical reviewer with appropriate expertise in the area in question. The decision of the independent external expert reviewer is binding on you, Aetna and the Plan unless otherwise allowed by law.

## Preliminary Review

Within five business days following the date of receipt of the request, Aetna must provide a preliminary review determining that you were covered under the plan at the time the service was requested or provided, the determination does not relate to eligibility, you have exhausted the internal appeals process (unless Deemed Exhaustion applies), you have provided all paperwork necessary to complete the External Review, and you are eligible for external review.

Within one business day after completion of the preliminary review, Aetna must issue to you a notification in writing. If the request is complete but not eligible for External Review, such notification will include the reasons for its ineligibility and contact information for the Employee Benefits Security Administration (toll-free number: **866-444-EBSA (3272)**). If the request is not complete, such notification will describe the information or materials needed to make the request complete, and Aetna must allow you to perfect the request for External Review within the 123 calendar-day filing period or within the 48-hour period following the receipt of the notification, whichever is later.

## Referral to ERO

Aetna will assign an ERO accredited as required under federal law to conduct the External Review. The assigned ERO will timely notify you in writing of the request's eligibility and acceptance for External Review, and will provide an opportunity for you to submit in writing, within 10 business days following the date of receipt, additional information that the ERO must consider when conducting the External Review. Within one business day after making the decision, the ERO must notify you, Aetna and the Plan.

The ERO will review all of the information and documents timely received. In reaching a decision, the assigned ERO will review the claim and not be bound by any decisions or conclusions reached during the plan's internal claims and appeals process. In addition to the documents and information provided, the assigned ERO, to the extent the information or documents are available and the ERO considers them appropriate, will consider the following in reaching a decision:

- > Your medical records;
- > The attending health care professional's recommendation;
- > Reports from appropriate health care professionals and other documents submitted by the plan or issuer, you, or your treating provider;
- > The terms of your plan, to ensure that the ERO's decision is not contrary to the terms of the plan, unless the terms are inconsistent with applicable law;
- > Appropriate practice guidelines, which must include applicable evidence-based standards and may include any other practice guidelines developed by the federal government, national or professional medical societies, boards, and associations;
- > Any applicable clinical review criteria developed and used by Aetna, unless the criteria are inconsistent with applicable law; and
- > The opinion of the ERO's clinical reviewer or reviewers after considering the information described in this notice to the extent the information or documents are available and the clinical reviewer or reviewers consider them appropriate.

The assigned ERO must provide written notice of the Final External Review Decision within 45 days after the ERO receives the request for the External Review. The ERO must deliver the notice of Final External Review Decision to you, Aetna and the Plan.

After a Final External Review Decision, the ERO must maintain records of all claims and notices associated with the External Review process for six years. An ERO must make such records available for examination by the claimant, plan, or state or federal oversight agency upon request, except where such disclosure would violate state or federal privacy laws.

Upon receipt of a notice of a Final External Review Decision reversing the Adverse Benefit Determination or Final Internal Adverse Benefit Determination, the plan immediately must provide coverage or payment (including immediately authorizing or immediately paying benefits) for the claim.

### **Expedited External Review**

The plan must allow you to request an expedited External Review at the time you receive:

- > An Adverse Benefit Determination, if the Adverse Benefit Determination involves a medical condition for which the time frame for completion of an expedited internal appeal would seriously jeopardize your life or health or would jeopardize your ability to regain maximum function and you have filed a request for an expedited internal appeal; or
- > A Final Internal Adverse Benefit Determination, if you have a medical condition where the time frame for completion of a standard External Review would seriously jeopardize your life or health or would jeopardize your ability to regain maximum function, or if the Final Internal Adverse Benefit Determination concerns an admission, availability of care, continued stay or health care item or service for which you received emergency services but have not been discharged from a facility.

Immediately upon receipt of the request for expedited External Review, Aetna will determine whether the request meets the reviewability requirements set forth above for standard External Review. Aetna must immediately send you a notice of its eligibility determination.

### **Referral of Expedited Review to ERO**

Upon a determination that a request is eligible for External Review following preliminary review, Aetna will assign an ERO. The ERO shall render a decision as expeditiously as your medical condition or circumstances require, but in no event more than 72 hours after the ERO receives the request for an expedited External Review. If the notice is not in writing, within 48 hours after the date of providing that notice, the assigned ERO must provide written confirmation of the decision to you, Aetna and the Plan.

## **Claims and Appeals for Anthem BlueCross BlueShield Medical Plan**

All claims for benefits must be filed within certain time limits. Medical claims must be filed within two years of the date of service. Claims are processed and applied toward deductibles when appropriate in the order in which they are received from providers. **Note:** This can differ from the order of the date of services.

For purposes of these appeal provisions, “claim for benefits” means a request for benefits under the plan. The term includes both preservice and post-service claims.

- > A preservice claim is a claim for benefits under the plan for which you have not received the benefit or for which you may need to obtain approval in advance.
- > A post-service claim is any other claim for benefits under the plan for which you have received the service.

If your claim is denied or if your coverage is rescinded:

- > You will be provided with a written notice of the denial or rescission; and
- > You are entitled to a full and fair review of the denial or rescission.

The procedure the Claims Administrator will follow will satisfy the requirements for a full and fair review under applicable federal regulations.

## **Notice of Adverse Benefit Determination**

If your claim is denied, the Claims Administrator's notice of the Adverse Benefit Determination (denial) will include:

- > Information sufficient to identify the claim involved;
- > The specific reason(s) for the denial;
- > A reference to the specific plan provision(s) on which the Claims Administrator's determination is based;
- > A description of any additional material or information needed to perfect your claim;
- > An explanation of why the additional material or information is needed;
- > A description of the plan's review procedures and the time limits that apply to them, including a statement of your right to bring a civil action under ERISA if you appeal and the claim denial is upheld;
- > Information about any internal rule, guideline, protocol or other similar criterion relied upon in making the claim determination and about your right to request a copy of it free of charge, along with a discussion of the claims denial decision; and
- > Information about the scientific or clinical judgment for any determination based on medical necessity or experimental treatment, or about your right to request this explanation free of charge, along with a discussion of the claims denial decision;
- > The availability of, and contact information for, any applicable office of health insurance consumer assistance or ombudsman who may assist you;

For claims involving urgent/concurrent care:

- > The Claims Administrator's notice will also include a description of the applicable urgent/concurrent review process; and
- > The Claims Administrator may notify you or your authorized representative within 72 hours orally and then furnish a written notification.

## **Appeals**

You have the right to appeal an Adverse Benefit Determination (claim denial or rescission of coverage). You or your authorized representative must file your appeal within 180 calendar days after you are notified of the denial or rescission. You will have the opportunity to submit written comments, documents, records and other information supporting your claim. The Claims Administrator's review of your claim will take into account all information you submit, regardless of whether it was submitted or considered in the initial benefit determination.

- > The Claims Administrator shall offer a single mandatory level of appeal and an additional voluntary second level of appeal, which may be a panel review, independent review or other process consistent with the entity reviewing the appeal. The time frame allowed for the Claims Administrator to complete its review is dependent upon the type of review involved (e.g., preservice, concurrent, post-service, urgent, etc.).

**For preservice claims involving urgent/concurrent care**, you may obtain an expedited appeal. You or your authorized representative may request it orally or in writing. All necessary information, including the Claims Administrator's decision, can be sent between the Claims Administrator and you by telephone, facsimile or other similar method. To file an appeal for a claim involving urgent/concurrent care, you or your authorized representative must contact the Claims Administrator at the number shown on your identification card and provide at least the following information:

- > The identity of the claimant;
- > The date(s) of the medical service;
- > The specific medical condition or symptom;
- > The provider's name;
- > The service or supply for which approval of benefits was sought; and
- > Any reasons why the appeal should be processed on a more expedited basis.

**All other requests for appeals** should be submitted in writing by the member or the member's authorized representative, except where the acceptance of oral appeals is otherwise required by the nature of the appeal (e.g., urgent care). You or your authorized representative must submit a request for review to:

Anthem BCBS  
PO Box 105568  
Atlanta, GA 30348

Upon request, the Claims Administrator will provide, without charge, reasonable access to, and copies of, all documents, records and other information relevant to your claim. "Relevant" means that the document, record or other information:

- > Was relied on in making the benefit determination; or
- > Was submitted, considered or produced in the course of making the benefit determination; or
- > Demonstrates compliance with processes and safeguards to ensure that claim determinations are made in accordance with the terms of the plan, applied consistently for similarly situated claimants; or
- > Is a statement of the plan's policy or guidance about the treatment or benefit relative to your diagnosis.

The Claims Administrator will also provide you, free of charge, with any new or additional evidence considered, relied upon or generated in connection with your claim. In addition, before you receive an Adverse Benefit Determination on review based on a new or additional rationale, the Claims Administrator will provide you, free of charge, with the rationale.

### *How Your Appeal Will Be Decided*

When the Claims Administrator considers your appeal, the Claims Administrator will not rely upon the initial benefit determination or, for voluntary second-level appeals, the earlier appeal determination. The review will be conducted by an appropriate reviewer who did not make the initial determination and who does not work for the person who made the initial determination. A voluntary second-level review will be conducted by an appropriate reviewer who did not make the initial determination or the first-level appeal determination and who does not work for the person who made the initial determination or first-level appeal determination.

If the denial was based in whole or in part on a medical judgment, including whether the treatment is experimental, investigational or not medically necessary, the reviewer will consult with a health care professional who has the appropriate training and experience in the medical field involved in making the judgment. This health care professional will not be one who was consulted in making an earlier determination or who works for one who was consulted in making an earlier determination.



## *Notification of the Outcome of the Appeal*

**If you appeal a claim involving urgent/concurrent care**, the Claims Administrator will notify you of the outcome of the appeal as soon as possible, but not later than 72 hours after receipt of your request for appeal.

**If you appeal any other preservice claim**, the Claims Administrator will notify you of the outcome of the appeal within 30 days after receipt of your request for appeal.

**If you appeal a post-service claim**, the Claims Administrator will notify you of the outcome of the appeal within 60 days after receipt of your request for appeal.

## *Appeal Denial*

If your appeal is denied, that denial will be considered an Adverse Benefit Determination. The notification from the Claims Administrator will include all of the information set forth in the **"Notice of Adverse Benefit Determination"** on page 178.

## *Voluntary Second-Level Appeals*

If you are dissatisfied with the plan's mandatory first-level appeal decision, a voluntary second-level appeal may be available. If you would like to initiate a second-level appeal, please write to the address listed above. Voluntary appeals must be submitted within 60 calendar days of the denial of the first-level appeal. You are not required to complete a voluntary second-level appeal prior to submitting a request for an independent External Review.

## *External Review*

If the outcome of the mandatory first-level appeal is adverse to you and it was based on medical judgment, you may be eligible for an independent External Review pursuant to federal law.

You must submit your request for External Review to the Claims Administrator within four months of the notice of your final internal adverse determination.

A request for an External Review must be in writing unless the Claims Administrator determines that it is not reasonable to require a written statement. You do not have to re-send the information that you submitted for internal appeal. However, you are encouraged to submit any additional information that you think is important for review.

For preservice claims involving urgent/concurrent care, you may proceed with an Expedited External Review without filing an internal appeal or while simultaneously pursuing an expedited appeal through our internal appeal process. You or your authorized representative may request it orally or in writing. All necessary information, including the Claims Administrator's decision, can be sent between the Claims Administrator and you by telephone, facsimile or other similar method. To proceed with an Expedited External Review, you or your authorized representative must contact the Claims Administrator at the number shown on your identification card and provide at least the following information:

- > The identity of the claimant;
- > The date(s) of the medical service;
- > The specific medical condition or symptom;
- > The provider's name;
- > The service or supply for which approval of benefits was sought; and
- > Any reasons why the appeal should be processed on a more expedited basis.



All other requests for External Review should be submitted in writing unless the Claims Administrator determines that it is not reasonable to require a written statement. Such requests should be submitted by you or your authorized representative to:

Anthem BCBS  
PO Box 105568  
Atlanta, GA 30348

This is not an additional step that you must take in order to fulfill your appeal procedure obligations described above. Your decision to seek External Review will not affect your rights to any other benefits under this health care plan. There is no charge for you to initiate an independent External Review. The External Review decision is final and binding on all parties except for any relief available through applicable state laws or ERISA.

### *Requirement to File an Appeal before Filing a Lawsuit*

No lawsuit or legal action of any kind related to a benefit decision may be filed by you in a court of law or in any other forum, unless it is commenced within three years of the plan's final decision on the claim or other request for benefits. If the plan decides an appeal is untimely, the plan's latest decision on the merits of the underlying claim or benefit request is the final decision date. You must exhaust the plan's internal Appeals Procedure, but not including any voluntary level of appeal, before filing a lawsuit or taking other legal action of any kind against the plan. If your health benefits plan is sponsored by your employer and is subject to the Employee Retirement Income Security Act of 1974 (ERISA) and your appeal as described above results in an Adverse Benefit Determination, you have a right to bring a civil action under Section 502(a) of ERISA.

## Claims and Appeals for Oxford Health Plans Medical plan

All claims for benefits must be filed within certain time limits. Medical claims must be filed within two years of the date of service. Claims are processed at the carrier in the order in which they are received from providers. **Note:** This can differ from the order of the date of services. Claims cannot be reprocessed in the order of the dates of service, due to Department of Labor timely filing rules.

### *In-Network Benefits*

In general, if you receive covered services from an in-network provider, Oxford will pay the physician or facility directly. If an in-network provider bills you for any covered service other than your copay or coinsurance, please contact the provider or call the Customer Service phone number on your ID card for assistance.

Keep in mind, you are responsible for meeting the annual deductible and paying any copay or coinsurance owed to an in-network provider at the time of service, or when you receive a bill from the provider.

If you receive covered services from an in-network provider but not in accordance with the terms and conditions of the Plan/SPD, coverage will be provided as described in the Plan/SPD. When you see an in-network provider under these circumstances, the covered services will be treated as if they were delivered by an out-of-network provider, and you must file a claim as described below.

### *Out-of-Network Benefits*

If you receive a bill for covered services from an out-of-network provider, you (or the provider if they prefer) must send the bill to Oxford for processing. To make sure the claim is processed promptly and accurately, a completed claim form must be attached and mailed to Oxford at the address on the back of your ID card.

## *How to Submit a Claim*

You can obtain a claim form by visiting [www.oxhp.com](http://www.oxhp.com), calling the toll-free Customer Service number on your ID card or contacting your Plan Administrator. If you do not have a claim form, simply attach a brief letter of explanation to the bill, and verify that the bill contains the information listed below. If any of these items are missing from the bill, you can include them in your letter:

- > Your name and address;
- > The patient's name, age and relationship to the participant;
- > The number as shown on your ID card;
- > The name, address and tax identification number of the provider of the service(s);
- > A diagnosis from the physician;
- > The date of service;
- > An itemized bill from the provider that includes:
  - The Current Procedural Terminology (CPT) codes;
  - A description of, and the charge for, each service;
  - The date the sickness or injury began; and
  - A statement indicating either that you are, or you are not, enrolled for coverage under any other health insurance plan or program. If you are enrolled for other coverage, you must include the name and address of the other carrier(s).

Failure to provide all the information listed above may delay any reimbursement that may be due to you.

The above information should be filed with Oxford at the address on your ID card. When filing a claim for outpatient prescription drug benefits, submit your claim to the pharmacy benefit manager claims address noted on your ID card.

## *Payment Options*

When you receive covered services from an out-of-network provider, the plan will reimburse you, and you will then be responsible for reimbursing the provider. You may not assign the right to reimbursement under the Plan/SPD to an out-of-network provider without Oxford's consent. However, in Oxford's discretion, the Plan may pay an out-of-network provider directly.

## *Limitations*

All requests for reimbursement from participating providers must be made within 90 days of the date covered services were rendered. If coordination of benefits applies, the filing deadline is 120 days after the date on the explanation of benefits. Failure to request reimbursement within the required time will not invalidate or reduce any claim if it was not reasonably possible to provide such proof within the 90-day period. However, such request must be made as soon as reasonably possible thereafter. Under no circumstances will the plan be liable for a claim that is submitted more than six months after the date services were rendered, unless you are legally incapacitated and unable to submit the request. All reimbursements to out-of-network providers are subject to UCR unless you were referred to an in-network provider by your PCP or Oxford.

- > **Participating providers:** The filing deadline for claim submission is 90 days from the date of service or date of discharge. If COB applies, the filing deadline is 120 days from the date on the EOB.
- > **Members and non-participating providers:** The filing deadline for claim submission is two years from the date of service.

### *If You Receive a Bill from an In-Network Provider*

The cost of covered services provided by in-network providers in accordance with the terms of this Plan/SPD will be billed directly to Oxford. No claim forms are necessary.

If you should receive a bill from an in-network provider for covered services, please contact the Customer Service Department immediately.

### *Claim Information*

Please allow up to 30 business days for the processing of in-network claims. Claims for out-of-network covered services will be paid within 60 business days after Oxford receives proof of the claim.

If necessary, Oxford's Claims Department will contact you for more information regarding your claim in order to speed up the processing. If you would like to inquire about the status of a claim, call the "Claims" telephone number listed in the front of the Plan/SPD. Please have the date of service and your ID number ready.

### *Explanation of Benefits (EOB)*

You may request that Oxford send you a paper copy of an Explanation of Benefits (EOB) after processing the claim. The EOB will let you know if there is any portion of the claim you need to pay. If any claims are denied in whole or in part, the EOB will include the reason for the denial or partial payment. If you would like paper copies of the EOBs, you may call the toll-free Customer Service number on your ID card to request them. You can also view and print all of your EOBs online at **www.oxhp.com**.

### *Limitation of Action*

You cannot bring any legal action against the Plan Administrator or the Claims Administrator for any other reason unless you first complete all the steps in the appeal process described in this section. After completing that process, if you want to bring a legal action against the Plan Administrator or the Claims Administrator, you must do so within three years of the date you are notified of the final decision on your appeal, or you lose any rights to bring such an action against the Plan Administrator or the Claims Administrator.

### *Claim Denials and Appeals*

#### **If Your Claim Is Denied**

If a claim for benefits is denied in part or in whole, you may call Oxford at the number on your ID card before requesting a formal appeal. If Oxford cannot resolve the issue to your satisfaction over the phone, you have the right to file a formal appeal as described below.

#### **How to Appeal a Denied Claim**

If you wish to appeal a denied preservice request for benefits, post-service claim or rescission of coverage as described below, you or your authorized representative must submit your appeal in writing within 180 days of receiving the Adverse Benefit Determination. You do not need to submit urgent care appeals in writing. This communication should include:

- > The patient's name and ID number as shown on the ID card;
- > The provider's name;
- > The date of medical service;
- > The reason you disagree with the denial; and
- > Any documentation or other written information to support your request.

You or your authorized representative may send a written request for an appeal to:

Oxford — Appeals  
PO Box 29139  
Hot Springs, AR 71903

For urgent care requests for benefits that have been denied, you or your provider can call Oxford at the toll-free number on your ID card to request an appeal.

## Types of Claims

The timing of the claims appeal process is based on the type of claim you are appealing. If you wish to appeal a claim, it helps to understand whether it is an:

- > Urgent care request for benefits;
- > Preservice request for benefits;
- > Post-service claim; or
- > Concurrent claim.

## Review of an Appeal

Oxford will conduct a full and fair review of your appeal. The appeal may be reviewed by:

- > An appropriate individual(s) who did not make the initial benefit determination; and
- > A health care professional with appropriate expertise who was not consulted during the initial benefit determination process.

Once the review is complete, if Oxford upholds the denial, you will receive a written explanation of the reasons and facts relating to the denial.

## Filing a Second Appeal

Your plan offers two levels of appeal. If you are not satisfied with the first-level appeal decision, you have the right to request a second-level appeal within 60 days from receipt of the first-level appeal determination.

**Note:** Upon written request and free of charge, any covered member may examine documents relevant to their claim and/or appeals and submit opinions and comments. Oxford will review all claims in accordance with the rules established by the U.S. Department of Labor.

## Federal External Review Program

If, after exhausting your internal appeals, you are not satisfied with the determination made by Oxford, or if Oxford fails to respond to your appeal in accordance with applicable regulations regarding timing, you may be entitled to request an external review of Oxford's determination. The process is available at no charge to you.

If one of the above conditions is met, you may request an external review of Adverse Benefit Determinations based upon any of the following:

- > Clinical reasons;
- > The exclusions for Experimental or Investigational Services or Unproven Services;
- > Rescission of coverage (coverage that was canceled or discontinued retroactively); or
- > As otherwise required by applicable law.

You or your representative may request a standard external review by sending a written request to the address provided in the determination letter. You or your representative may request an expedited external review in urgent situations, as detailed below, by calling the toll-free number on your ID card or by sending a written request to the address given in the determination letter. A request must be made within four months after the date you received Oxford's decision.

An external review request should include all of the following:

- > A specific request for an external review;
- > The covered person's name, address and insurance ID number;
- > Your designated representative's name and address, when applicable;
- > The service that was denied; and
- > Any new, relevant information that was not provided during the internal appeal.

An external review will be performed by an Independent Review Organization (IRO). Oxford has entered into agreements with three or more IROs that have agreed to perform such reviews. There are two types of external reviews available:

- > A standard external review; and
- > An expedited external review.

### **Standard External Review**

A standard external review includes all of the following:

- > A preliminary review by Oxford of the request;
- > A referral of the request by Oxford to the IRO; and
- > A decision by the IRO.

Within the applicable time frame after receipt of the request, Oxford will complete a preliminary review to determine whether the individual for whom the request was submitted meets all of the following:

- > Is or was covered under the plan at the time the health care service or procedure that is at issue in the request was provided;
- > Has exhausted the applicable internal appeals process; and
- > Has provided all the information and forms required so that Oxford may process the request.

After Oxford completes the preliminary review, Oxford will issue a notification in writing to you. If the request is eligible for external review, Oxford will assign an IRO to conduct such review. Oxford will assign requests by either rotating claims assignments among the IROs or by using a random selection process.

The IRO will notify you in writing of the request's eligibility and acceptance for external review. You may submit in writing to the IRO within 10 business days following the date of receipt of the notice additional information that the IRO will consider when conducting the external review. The IRO is not required to, but may, accept and consider additional information submitted by you after 10 business days.

Oxford will provide to the assigned IRO the documents and information considered in making Oxford's determination. The documents include:

- > All relevant medical records;
- > All other documents relied upon by Oxford; and
- > All other information or evidence that you or your physician submitted. If there is any information or evidence you or your physician wants to submit that was not previously provided, you may include this information with your external review request, and Oxford will include it with the documents forwarded to the IRO.

In reaching a decision, the IRO will review the claim anew and not be bound by any decisions or conclusions reached by Oxford. The IRO will provide written notice of its determination (the "Final External Review Decision") within 45 days after it receives the request for the external review (unless it requests additional time and you agree). The IRO will deliver the notice of Final External Review Decision to you and Oxford, and it will include the clinical basis for the determination.

Upon receipt of a Final External Review Decision reversing Oxford's determination, the plan will immediately provide coverage or payment for the benefit claim at issue in accordance with the terms and conditions of the Plan and any applicable law regarding plan remedies. If the Final External Review Decision is that payment or referral will not be made, the plan will not be obligated to provide benefits for the health care service or procedure.

### Expedited External Review

An expedited external review is similar to a standard external review. The most significant difference between the two is that the time periods for completing certain portions of the review process are much shorter, and in some instances, you may file an expedited external review before completing the internal appeals process.

You may make a written or verbal request for an expedited external review if you receive either of the following:

- > An Adverse Benefit Determination of a claim or appeal, if the Adverse Benefit Determination involves a medical condition for which the time frame for completion of an expedited internal appeal would seriously jeopardize the life or health of the individual or would jeopardize the individual's ability to regain maximum function, and you have filed a request for an expedited internal appeal; or
- > A final appeal decision, if the determination involves a medical condition where the time frame for completion of a standard external review would seriously jeopardize the life or health of the individual or would jeopardize the individual's ability to regain maximum function, or if the final appeal decision concerns an admission, availability of care, continued stay or health care service, procedure or product for which the individual received emergency services, but has not been discharged from a facility.

Immediately upon receipt of the request, Oxford will determine whether the individual meets both of the following:

- > Is or was covered under the plan at the time the health care service or procedure that is at issue in the request was provided; and
- > Has provided all the information and forms required so that Oxford may process the request.

After Oxford completes the review, Oxford will immediately send a notice in writing to you. Upon a determination that a request is eligible for expedited external review, Oxford will assign an IRO in the same manner Oxford utilizes to assign standard external reviews to IROs. Oxford will provide all necessary documents and information considered in making the Adverse Benefit Determination or final Adverse Benefit Determination to the assigned IRO electronically or by telephone or facsimile or any other available expeditious method. The IRO, to the extent the information or documents are available and the IRO considers them appropriate, must consider the same type of information and documents considered in a standard external review.

In reaching a decision, the IRO will review the claim anew and not be bound by any decisions or conclusions reached by Oxford. The IRO will provide notice of the final external review decision for an expedited external review as expeditiously as the claimant's medical condition or circumstances require, but in no event more than 72 hours after the IRO receives the request. If the initial notice is not in writing, within 48 hours after the date of providing the initial notice, the assigned IRO will provide written confirmation of the decision to you and to Oxford.

You may contact Oxford at the toll-free number on your ID card for more information regarding external review rights, or if making a verbal request for an expedited external review.

## Timing of Appeals Determinations

Separate schedules apply to the timing of claims appeals, depending on the type of claim. There are three types of claims:

- > Urgent care request for benefits — a request for benefits provided in connection with urgent care services, as defined in Section 13, Glossary;
- > Preservice request for benefits — a request for benefits that the plan must approve or for which you must call Oxford before non-urgent care is provided; and
- > Post-service claim — a claim for reimbursement of the cost of non-urgent care that has already been provided.

The tables below describe the time frames that you and Oxford are required to follow.

Urgent Care Request for Benefits <sup>1</sup>	
Type of request for benefits or appeal	Timing
If your request for benefits is incomplete, Oxford must notify you within:	24 hours
You must then provide a completed request for benefits to Oxford within:	48 hours after receiving notice of additional information required
Oxford must notify you of the benefit determination within:	72 hours
If Oxford denies your request for benefits, you must appeal an Adverse Benefit Determination no later than:	180 days after receiving the Adverse Benefit Determination
Oxford must notify you of the appeal decision within:	72 hours after receiving the appeal

<sup>1</sup> You do not need to submit urgent care appeals in writing. You should call Oxford as soon as possible to appeal an urgent care request for benefits.

Preservice Request for Benefits	
Type of request for benefits or appeal	Timing
If your request for benefits is filed improperly, Oxford must notify you within:	Five days
If your request for benefits is incomplete, Oxford must notify you within:	15 days
You must then provide complete request for benefits information to Oxford within:	45 days
Oxford must notify you of the benefit determination:	
If the initial request for benefits is complete, within:	15 days
After receiving the completed request for benefits (if the initial request for benefits is incomplete), within:	15 days
You must appeal an Adverse Benefit Determination no later than:	180 days after receiving the Adverse Benefit Determination
Oxford must notify you of the first-level appeal decision within:	15 days after receiving the first-level appeal
You must appeal the first-level appeal (file a second-level appeal) within:	60 days after receiving the first-level appeal decision
Oxford must notify you of the second-level appeal decision within:	15 days after receiving the second-level appeal

Post-Service Claims	
Type of request for benefits or appeal	Timing
If your claim is incomplete, Oxford must notify you within:	30 days
You must then provide completed claim information to Oxford within:	45 days
Oxford must notify you of the benefit determination:	
If the initial claim is complete, within:	30 days
After receiving the completed claim (if the initial claim is incomplete), within:	30 days
You must appeal an Adverse Benefit Determination no later than:	180 days after receiving the Adverse Benefit Determination
Oxford must notify you of the first-level appeal decision within:	30 days after receiving the first-level appeal
You must appeal the first-level appeal (file a second-level appeal) within:	60 days after receiving the first-level appeal decision
Oxford must notify you of the second-level appeal decision within:	30 days after receiving the second-level appeal

## Concurrent Care Claims

If an ongoing course of treatment was previously approved for a specific period of time or number of treatments, and your request to extend the treatment is an urgent care request for benefits as defined above, your request will be decided within 24 hours, provided your request is made at least 24 hours prior to the end of the approved treatment. Oxford will make a determination on your request for the extended treatment within 24 hours of receipt of your request.

If your request for extended treatment is not made at least 24 hours prior to the end of the approved treatment, the request will be treated as an urgent care request for benefits and decided according to the time frames described above. If an ongoing course of treatment was previously approved for a specific period of time or number of treatments, and you request to extend treatment in a non-urgent circumstance, your request will be considered a new request and decided according to post-service or preservice time frames, whichever apply.

## Limitation of Action

You cannot bring any legal action against Citi or the Claims Administrator to recover reimbursement until 90 days after you have properly submitted a request for reimbursement as described in this section and all required reviews of your claim have been completed. If you want to bring a legal action against Citi or the Claims Administrator, you must do so within three years of the expiration of the time period in which a request for reimbursement must be submitted, or you lose any rights to bring such an action against Citi or the Claims Administrator.

You cannot bring any legal action against Citi or the Claims Administrator for any other reason unless you first complete all the steps in the appeal process described in this section. After completing that process, if you want to bring a legal action against Citi or the Claims Administrator, you must do so within three years of the date you are notified of the final decision on your appeal, or you lose any rights to bring such an action against Citi or the Claims Administrator.