



# About Your Health Care Benefits

Amended and Restated as of January 1, 2008



## About Your Health Care Benefits

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## Introduction

This document is a component of the plan documents for the Citi Health Benefit Plan, the Citi Dental Benefit Plan, the Citi Vision Benefit Plan, the Citi Employee Assistance Program and the Health Care Spending Account (hereinafter referred to as the "Plans") for eligible employees of Citi and its participating employers (hereinafter referred to as "Citi", unless otherwise specified). **Citi reserves the right to change or discontinue any or all of the benefits coverage or programs described here at any time, with or without notice.**

The benefits and programs described in this document are in effect as of January 1, 2008. The terms and conditions of these Plans may also be further prescribed in insurance policies, the provisions of which, as may be amended from time to time, are hereby incorporated by reference.

This document is intended to comply with the requirements of the Employee Retirement Income Security Act of 1974, as amended ("ERISA") and other applicable laws and regulations. In addition, this document is designed to comply with the requirements of a cafeteria plan under Section 125 of the Internal Revenue Code of 1986, as amended (the "Code"). It does not create a contract or guarantee of employment between Citi and any individual. Your employment is always on an at-will basis. In addition, benefits provided under the Plans described in this document are not in any way subject to your or your dependent's debts or other obligations and may not be voluntarily or involuntarily sold, transferred, alienated, or encumbered.

As you read the document you will see some terms that are bold and underlined. This means that the term is a reference to another section of the document, or in the Plans.

This document provides no guarantee that you are eligible to participate in every benefit or program described. Each Plan may have its own eligibility requirements, so be sure to review individual eligibility requirements carefully. In addition, Citi in no way guarantees the payment of any benefit which may be or becomes due to any person under the Plans.

If you have any questions about this document or certain provisions of your benefit plans, or would like to receive copies of an insurance policy or other document forming a part of any Plan described in this document, please call the Benefits Service Center at ConnectOne at 1 800 881 3938 and select the Health Benefits options.

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## Eligibility

Citi provides benefits coverage for you, your **spouse, civil union partner or qualified domestic partner**, and/or **eligible dependents**.

### For employees

You are only eligible to participate in the Plans (as defined above) if you work for a “participating employer” in the United States for a regular semimonthly or monthly paycheck as either an active full-time employee regularly scheduled to work 40 hours or more a week or an active part-time employee regularly scheduled to work 20 hours or more a week.

A “participating employer” is Citigroup Inc. and any subsidiary in which Citi owns at least an 80% interest. Citi Markets and Banking, Global Wealth Management, the Global Consumer Group, Citi Alternative Investments and Citi Corporate Center are the Citigroup businesses that participate in the Plans.

For purposes of determining whether you are an eligible employee under the Plans, you are an “active” employee if you are working for your employer doing all the material and substantial duties of your occupation at your usual place of business or some other location that your employer’s business requires you to be or absent from work solely due to vacation days, holiday, or scheduled days off.

Notwithstanding any provision in the Plans to the contrary, you are eligible to participate in the health care plans if you are receiving severance payments from Citi or a participating employer.

You are not an eligible employee and can not participate in the Plans if:

- your compensation is not reported on a Form W-2 Wage and Tax Statement issued by a participating employer;
- you are employed by a Citi subsidiary or affiliate that is not a participating employer;
- you are engaged under an agreement that states you are not eligible to participate in the Plans;
- you are a non-resident alien performing services outside the United States; or
- you are classified by Citi as an independent contractor or consultant, or as being employed on a temporary basis.

If you are a U.S. citizen or legal resident employed outside the United States in an expatriate classification, your eligibility will be determined in accordance with practices and procedures established under the Plans.

### *If you both work for Citi*

If both you and your spouse, civil union partner, or qualified domestic partner are employed by Citi or a participating employer, neither of you can be covered both as an employee and a dependent for any Citi benefit plan.

- Medical, dental, and vision care — Each of you may be covered under the medical and dental plans as either an employee or a dependent but not both. Either of you may cover your children, but they cannot be covered by both of you.
- General Purpose Health Care Spending Account (“HCSA”) — Either of you may be covered under a Health Care Spending Account but you may not file more than once for reimbursement of the same eligible expense. However, your civil union partner, or your qualified domestic partner and his/her eligible child(ren) are eligible only if they are considered your tax “dependents” within the

meaning of section 152 of the Code as determined without regard to subsections (b)(1), (b)(2) and (d)(1)(B) thereof.

- Limited Purpose Health Care Spending Account (“LPSA”)- If either of you enroll in the Citi Basic or Premier High Deductible Health Plan, may be covered under the Limited Purpose Health Care Spending Account but you may not file more than once for reimbursement of the same eligible expense. Neither of you can enroll in the HCSA, and you may only be reimbursed for dental, vision or preventive care expenses under this account. However, your civil union partner or your qualified domestic partner and his/her eligible child(ren) are eligible only if they are considered your tax “dependents” within the meaning of section 152 of the Code, as determined without regard to subsections (b)(1), (b)(2) and (d)(1)(B) thereof.
- Employee Assistance Program – both of you and your dependents will be covered under this program.

## For dependents

Your eligible dependents are:

- Your lawfully married spouse, state-recognized common-law spouse, or state recognized civil union partner (in the states that recognize such unions). If you are legally separated, your spouse is not an eligible dependent unless mandated by state law.
- Each of your children who is unmarried and a “qualifying child” or “qualifying relative” as defined in section 152(c) and 152(d) of the Code, respectively. Generally, a qualifying child up to the age of 18 must have the same principal place of residence as you for more than half the year, must not provide over one-half of his or her own financial support, and a qualifying relative:
  - will attain the maximum age of 19\* as of the close of the plan year or
  - will attain the maximum age of 25\* as of the close of the plan year, and is a full-time student (meaning the student is enrolled full-time in courses for at least 5 months during the plan year) attending an accredited school or college. Upon request, you must provide proof of student status in writing to the Claim Administrator. The names, addresses and phone numbers of the health care Claim Administrators are listed in the **Plan information** section of this document.

Generally, for you to have a qualifying relative as described above, **you** must be providing over one-half of your child’s financial support.

Please note that insured HMOs made available through the Citi Health Benefit Plan comply with state laws that require less restrictive age and/or income requirements for dependents. These laws apply only to insured health programs and do not apply to the ChoicePlans or other non-insured (self-funded) programs. States that have these laws include Colorado, Georgia, New Mexico, New Jersey, Pennsylvania, Tennessee, and Utah. For more information, contact the insured HMO provider in your state. Coverage may be available only on an after-tax basis if your covered children are not your tax dependents, and other costs may apply.

*\* Coverage generally will remain in effect through December 31 of the year in which the child reaches the maximum age or is no longer a full-time student. However, for some HMOs, coverage ends on the last day of the month in which the child reaches the maximum age. For more specific information, contact your HMO directly. If the child gets married or obtains a full-time job, coverage generally will remain in effect through the end of the month in which this occurs. You are required to notify the Plans when such events occur in order for your eligible dependents to be eligible for COBRA coverage discussed later in the COBRA section of this document.*



To be an eligible dependent, your children must be either:

- Your natural children;
- Your legally adopted children (for purposes of coverage under the Plans, adopted children will be considered eligible dependents when they are lawfully placed in your home for adoption or when the adoption becomes final, whichever occurs first.);
- Your stepchildren; or
- A child permanently residing in your household for whom you are the legal guardian in accordance with the laws of the state in which you reside. You must provide proof of legal guardianship in writing to the Claim Administrator **upon request**.

Eligible dependents also include an employee's civil union partner/domestic partner and/or his or her dependent children. To be eligible, the children of the civil union partner/domestic partner must meet all the qualifications of eligible dependent children as described in this section. Please note that not all HMOs cover civil union partners/domestic partners or their children. For more specific information, contact your HMO directly.

If one of your eligible dependent children is permanently and totally disabled as defined for purposes of obtaining Social Security benefits and (a) is covered under the Plans before reaching the applicable maximum age as described above, or (b) you enroll this dependent within the first 31 days of your eligibility under the Plans, this child may continue to be considered an eligible dependent under the Plans beyond the date his/her eligibility for coverage would otherwise end. You must provide written proof of this incapacity to the Claim Administrator within 31 days after the date eligibility would otherwise end or as requested thereafter. This eligible dependent must still meet all other eligibility qualifications to continue coverage.

No person will be covered under the Plans both as an employee and as an eligible dependent or as an eligible dependent of more than one employee.

Eligible dependents must be U.S. citizens or legal residents.

### ***Qualified Medical Child Support Orders***

As required by the Federal Omnibus Budget Reconciliation Act of 1993, any child of a Plan participant who is an alternate recipient under a Qualified Medical Child Support Order (QMCSO) will be considered as having a right to dependent coverage under the Plans. In general, QMCSOs are state court orders requiring a parent to provide medical support to an eligible child, for example, in the case of a divorce or separation. Contact the Plan Administrator to receive, free of charge, a detailed description of the procedures for a QMCSO.

### ***Dependent notification***

The first time you enroll in Citi benefits, you will be asked to report information about each of your eligible dependents such as name, date of birth, Social Security number and, if over age 19, whether the child is a full-time student or has a mental or physical disability. Without this information on file, you cannot enroll in any dependent coverage.

If your dependent does not have a Social Security number at this time, you can enter dependent information and report the Social Security number after you obtain it.



You also must keep your dependent information current:

- When you enroll during the annual open enrollment period, you will be prompted to make changes to your dependent information; and
- You must report changes in dependent information to the Benefits Service Center when you want to make changes to your coverage or coverage category as a result of a qualified status change.

### ***Dependents no longer eligible***

Your spouse, civil union partner, or qualified domestic partner is eligible for coverage until the last day of the month in which you become legally separated or divorced or submit a Domestic Partnership Termination Form.

Coverage for your dependent children will end:

- The last day of the month in which they:
  - Become employed full time;
  - Get married;
  - Become eligible for coverage under any plan as employees; or
  - Cease to be “eligible dependents” as defined in the previous section of this Plan document.

### ***Newborns/newly adopted children***

Even if you are not enrolled for dependent coverage, Citi will pay benefits under the Health Benefit Plan (self-funded plans) for your newborn child from birth through 31 days. (Note that this eligibility provision does not apply to all insured plans; therefore, you should contact the plan for details). However, if you have coverage under any of Citi's Plans, you must report this family status change to the Benefits Service Center within 31 days of the child's birth to add the child to your coverage. If you do not report the addition of your child during the first 31 days, benefits will not be payable for the child after the 31 days following the date of the child's birth, and you will generally have to wait until the next annual open enrollment period to enroll the child in the Plans unless another event occurs that would permit coverage to begin at an earlier time. In this case, no payment will be made for any day of confinement, treatment, services, or supplies given to the child after these initial 31 days after the child's birth. No other benefit or provision of the Health Benefit Plan will apply to the child.

This includes, but is not limited to, the following provisions:

- Extension of benefits; and
- Continuation of coverage.

Remember, you must report information to the Benefits Service Center about a new dependent even if you already have family coverage. Otherwise your new dependent won't be covered.

## For civil union partners/domestic partners

Where available, Citi allows you to cover your civil union partner/domestic partner and/or his or her children in the following plans:

- Health Benefit Plan (civil union partner/domestic partner medical benefits are not available through some HMOs);
- Dental Benefit Plan;
- Health Care Spending Account, provided your civil union partner/domestic partner and eligible dependent child(ren) are considered tax dependents under section 152 of the Code, as determined without regard to subsections (b)(1), (b)(2) and (d)(1)(B) thereof (note: civil union partner/domestic partners who do not meet section 152 cannot have their claims submitted for reimbursement into the Health Care Spending Account);
- Vision Benefit Plan; and
- Employee Assistance Program.

You cannot cover both a spouse, a civil union partner, and a domestic partner. In states where civil unions are recognized, benefits are to be provided on the same basis as they would be for a married spouse. No affidavit with respect to a civil union relationship is required to enroll a civil union partner in the Plans. However, to obtain benefits on a pre-tax basis for your civil union partner and his/her eligible dependents, you must complete a Certification of Civil Union Partner's Tax Status. Otherwise, such benefits are taxable.

To enroll a domestic partner and/or his or her children, an employee must sign an affidavit affirming that he or she meets Citi's eligibility criteria for domestic partner coverage, and complete a Certification of Domestic Partner's Tax Status. The forms discussed above are available on [www.Citigroup.net](http://www.Citigroup.net) or by calling the Benefits Service Center.

Your domestic partner can be of the same or opposite sex. To qualify for coverage as a domestic partner, you and your domestic partner must meet all of the following criteria:

- You currently reside together and intend to do so permanently;
- You have lived together for at least six consecutive months prior to enrollment (the six months is counted beginning with the date your divorce is final or the date you report your divorce to the Benefits Service Center, whichever is later);
- You have mutually agreed to be responsible for each other's common welfare;
- You are both at least 18 years of age and mentally competent to consent to contract;
- You are not related by blood to a degree of closeness that would prohibit marriage if you and your partner were of opposite sexes;
- Neither you nor your partner is legally married to another person; if you're still married, legally separated or getting divorced, you can't add a domestic partner to your coverage until the later of six months from the date of your divorce or when you notify the Benefits Service Center that you're divorced.
- Neither you nor your partner is in a domestic partner relationship with anyone else
- You are in a relationship that is intended to be permanent and in which each of you is the sole domestic partner of the other; and
- You are financially interdependent, or your partner is dependent on you for financial support.

The Company may require you to provide evidence of your financial interdependence (or domestic partner's financial dependence) by providing two or more of the following documentation:

- A joint mortgage or lease;
- Designation of the Domestic Partner as beneficiary for life insurance or retirement benefits;
- Joint wills or designation of the Domestic Partner as executor and/or primary beneficiary;
- Designation of the Domestic Partner as your agent under a durable power of attorney or health proxy;
- Ownership of a joint bank account, joint credit cards or other evidence of joint financial responsibility; or
- Other evidence of economic interdependence.

To qualify for coverage, your domestic partner's unmarried child(ren) must:

- Be the biological or adopted child of your domestic partner, a child for whom your domestic partner has legal guardianship, or a child who has been placed in your home for adoption; and
- Satisfy all other qualifications of eligible dependent children as described above.

Your domestic partner and his or her unmarried children must be U.S. citizens or legal residents to qualify for coverage.

### ***Termination of relationship***

If you have enrolled your domestic partner and his or her children for medical, dental, and/or vision care coverage and you terminate your domestic partnership, you must notify Citi by completing a Termination of Domestic Partnership Form within 31 days of the event. Contact the Benefits Service Center for this form. As a result, your domestic partner will be eligible to continue medical, dental, vision care, and/or Health Care Spending Account, if applicable, coverage at his or her expense for a period of 36 months.

This coverage will be similar to COBRA coverage offered to spouses, civil union partners and other covered dependents, excluding domestic partners and their children. See the **COBRA** section for more information.

If you enroll a partner and terminate the domestic partner relationship, you must wait six months before enrolling a new domestic partner in a medical, dental, or vision care plan sponsored by Citi.

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## Enrollment

You can enroll in Citi coverage within 31 days of the time you first become eligible or during the annual open enrollment period. The coverage available to you will be listed on your enrollment materials along with the enrollment deadline and how to enroll. You can enroll in any or all of the plans offered to you.

For the medical and dental plans, you must choose a “coverage category.” The four coverage categories are:

- Employee only;
- Employee + child(ren);
- Employee + spouse, civil union partner, or domestic partner; and
- Employee + family.

You can choose a different coverage category for medical and dental. For example, you might enroll in “Employee only” coverage for medical, since your spouse has medical coverage at his or her employment and “Employee + spouse” for dental coverage if your spouse’s employer does not offer dental coverage.

Each category has a different cost. In addition, your cost for medical coverage will depend on your total compensation band as defined in **Your contributions**. You will find your costs in your enrollment materials.

If you elect vision care coverage, you must also designate a level of coverage (one person, two people, or three or more people). You do not need to be enrolled in the vision care plan to enroll a dependent for vision care coverage.

## Other coverage

If you are eligible to enroll in coverage elsewhere, for example, through a spouse’s, civil union partner’s or other employer’s plan, you can compare the Citi coverage and costs with the other coverage. You may decide to enroll in some plans offered through Citi and some from the other source. For example, you might enroll in medical coverage elsewhere and in Citi dental coverage.

However, if you are enrolling in coverage from two sources, be sure you understand how benefits are paid when you are covered by two group medical plans or group dental plans. In many instances, you may pay for coverage from two group plans but you will not receive double benefits or even be reimbursed for 100% of your costs as a result of what is called “coordination of benefits.” See Coordination of benefits for the guidelines on whose plan pays first.



## When coverage begins

If:	Then:
You enroll for yourself and your eligible dependents when first eligible.	You have 31 days to enroll yourself and your eligible dependents. Coverage and contributions will be retroactive to your date of hire or date of eligibility.
You enroll for yourself and your eligible dependents during the annual open enrollment period.	Coverage will begin on January 1 of the following year.
You enroll in medical, dental, vision care, and/or spending account coverage for yourself or a new dependent within 31 days of a qualified status change.	Coverage for yourself or your dependent(s) will begin on the date of the qualified status change, such as the date of your marriage or divorce, your biological child's birth date, or the date your adopted child was placed for adoption.

## Changing your coverage

During the year, you may want to change your coverage or coverage category. Citi has specific rules about when you can change your coverage.

For medical, dental, and vision care coverage and the Health Care Spending Account — the coverages you pay for with before-tax dollars — you can make changes only during the open enrollment period or as a result of certain events, such as marriage, the birth or adoption of a child, divorce, or the death of a dependent. These events are called qualified status changes. You must make any qualified status change-related changes to your coverage within 31 days of the event. See [\*\*Qualified status changes\*\*](#).

Type of coverage:	When you can change your coverage or coverage category:
Medical and dental	The annual open enrollment period or within 31 days of a qualified status change.
Vision care	The annual open enrollment period or within 31 days of a qualified status change.
General Purpose Health Care Spending Accounts/Limited Purpose Health Spending Accounts	The annual open enrollment period or within 31 days of a qualified status change.

## Qualified status changes

The rules regarding qualified status changes apply to coverage elections you make for your medical, dental, vision care, and the health care spending account coverage. In general, the benefit plans and coverage levels you choose at open enrollment remain in effect for the following calendar year. However, you may be able to change your elections between annual enrollment periods if you have a qualified status change or other applicable event, as further explained below.

The following is a list of qualified status changes that will allow you to make a change to your elections (as long as you meet the consistency requirements, as described below):

- **Legal marital status.** Any event that changes your legal marital status, including marriage, divorce, death of a spouse, legal separation, or annulment;
- **Domestic partnership status.** You enter into or terminate a domestic partnership;
- **Number of dependents.** Any event that changes your number of tax dependents, including birth, death, adoption, and placement for adoption;
- **Employment status.** Any event that changes your, your spouse's, or your other dependent's employment status that results in gaining or losing eligibility for coverage. Examples include:
  - Beginning or terminating employment;
  - A strike or lockout;
  - Starting or returning from an unpaid leave of absence;
  - Changing from part-time to full-time employment or vice versa; and
  - A change in work location.
- **Dependent status.** Any event that causes your tax dependents to become eligible or ineligible for coverage because of age, student status, or similar circumstances;
- **Residence.** A change in the place of residence for you, your spouse, or another dependent if outside your medical or dental plan's network service area.

Coverage changes will be administered in accordance with applicable Treasury Regulations (Treasury Regulation section 1.125-4).

## Consistency requirements

The changes you make to your medical, dental, vision care, and spending account coverages must be "due to and consistent with" your qualified status change. To satisfy the federally required "consistency rule," your qualified status change and corresponding change in coverage must meet both of the following requirements.

## Effect on eligibility

The qualified status change must affect eligibility for coverage under the plan or under a plan sponsored by the employer of your spouse or other dependent. For this purpose, eligibility for coverage is affected if you become eligible (or ineligible) for coverage or if the qualified status change results in an increase or decrease in the number of your dependents who may benefit from coverage under the plan.

### ***Corresponding election change***

The election change must correspond with the qualified status change. For example, if your dependent loses eligibility for coverage under the terms of the health plan, you may cancel medical coverage only for that dependent. Additionally, you may increase or start contributions to a Health Care Spending Account if you add a dependent. The Plan Administrator will determine whether a requested change is due to a qualified status change and is consistent with the qualified status change.

### ***Coverage & cost events***

In some instances, you can make changes to your benefits coverage for other reasons, such as midyear events affecting your cost or coverage, as described below. However, in no event will any cost or coverage event allow you to make a change to your Health Care Spending Account election.

#### ***Coverage events***

If Citi adds or eliminates a plan option in the middle of the plan year, or if Citi-sponsored coverage is significantly limited or ends, you and your eligible dependents can elect different coverage in accordance with Internal Revenue Service ("IRS") regulations.

For example, if there is an overall reduction under a plan option that reduces coverage to participants in general, participants enrolled in that plan option may elect coverage under another option providing similar coverage (if the other plan option permits). Additionally, if Citi adds an HMO or other plan option midyear, participants can drop their existing coverage and enroll in the new plan option (if the new plan option permits). You and/or your eligible dependents may also enroll in the new plan option even if not previously enrolled for coverage at all (if the new plan option permits).

Also, if an election change is permitted during a different open enrollment period applicable to a plan of another employer (or, if applicable, to another plan sponsored by Citi), you may make a corresponding midyear election change.

If another employer's plan allows your spouse, civil union partner, or other dependent to make a mid-year change to his or her elections in accordance with IRS regulations, you may make a corresponding midyear election change to your coverage.

#### ***Cost events***

You must contact Citi within 31 days of a cost event. Otherwise, your next opportunity to make changes will be the next enrollment period or when you have a qualified status change or other applicable event, whichever occurs first.

If your cost for medical, dental, or vision care coverage increases or decreases significantly during the year, you may make a corresponding election change. For example, you may elect another plan option with similar coverage, or drop coverage if no coverage is available. Additionally, if there is a significant decrease in the cost of a plan during the year, you may enroll in that plan, even if you declined to enroll in that plan earlier.

Any change in the cost of your plan option that is not significant will result in an automatic increase or decrease, as applicable, in your share of the total cost.



### ***Other rules***

**Medicare or Medicaid entitlement:** You may change an election for medical coverage midyear if you, your spouse, or your eligible dependent becomes entitled to, or loses entitlement to, coverage under Part A or Part B of Medicare, or under Medicaid. However, you are limited to reducing your medical/dental coverage only for the person who becomes entitled to Medicare or Medicaid, and you are limited to adding medical/dental coverage only for the person who loses eligibility for Medicare or Medicaid.

**Family and Medical Leave Act:** You may drop medical (including the Health Care Spending Account), dental, and vision care coverage midyear when you begin an unpaid leave, subject to the provisions of the Family and Medical Leave Act (FMLA). If you drop coverage or if you fail to make payments for benefit coverage during your FMLA leave, when you return from the FMLA leave, you have the right to be reinstated to the same elections you made prior to taking your FMLA leave.

**Special note regarding civil union partner/domestic partner coverage:** The events qualifying you to make a midyear election change described in this section also apply to events related to a civil union partner/qualified domestic partner. However, IRS rules generally do not permit you to make a midyear change “on a before-tax basis” for such events unless they involve a tax dependent. Thus, if you make a midyear change due to an event involving your civil union partner/domestic partner, that change must generally be made “on a post-tax basis,” unless your civil union partner/domestic partner can be claimed as your dependent for federal income tax purposes. (Exceptions may be made if your civil union partner/domestic partner makes an election change under his or her employer’s plan in accordance with IRS regulations.) Please see IRS Publication 17, *Your Federal Income Tax*, for a discussion of the definition of a tax dependent. The publication is available at [www.irs.gov/formspubs/index.html](http://www.irs.gov/formspubs/index.html).

### ***Changing your coverage status***

You must make changes to your health benefits within 31 days of a qualified status change by calling the Benefits Service Center. The change will be effective on the date of your status change.



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## Your contributions

Your contributions for medical, dental, and vision care are based on the plan chosen and the coverage category. Your medical contribution also depends on your total compensation and which total compensation band applies to you. The required employee contributions to the medical, dental and vision plans increase as compensation increases. The compensation bands for 2008 are shown in the table below. Contributions for your Health Care Spending Account are determined by your contribution amount and not by your compensation band.

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**Total compensation bands on which employee contributions for medical coverage are based:**

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\$20,000 or less

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\$20,001 – \$25,000

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\$25,001 – \$40,000

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\$40,001 – \$60,000

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\$60,001 – \$80,000

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\$80,001 – \$100,000

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\$100,001 – \$150,000

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\$150,001 – \$250,000

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\$250,001 – \$500,000

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\$500,000 +

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For purposes of calculating your medical cost and coverage amounts, total compensation is determined each year and will apply for the entire calendar year.

With respect to the current plan year, total compensation consists of (a) the annual rate of regular base pay as of July 1 of the calendar year (the "Prior Year") which precedes the current plan year; (b) any commissions paid during the calendar year which precedes the Prior Year; (c) any non-annual cash bonuses paid during the calendar year which precedes the Prior Year; and (d) any annual bonus earned during the calendar year which precedes the Prior Year and that is paid in cash or in the form of an equity award under the Core Capital Accumulation Program during such calendar year or the Prior Year.

**Notwithstanding the foregoing, total compensation shall include severance payments for purposes of individuals who participate in the Plan post-employment while receiving severance pay.** The list of items that constitute total compensation under the Plan is exclusive, and shall not include any extraordinary payments, including but not limited to those related to settlements or forgivable loans or any other amounts, unless specifically set forth in the plan document or in an agreement or statement of policy approved or authorized by the Senior Human Resources Officer of Citigroup Inc. or his or her delegate."

For example, the total compensation for the 2008 plan year includes:

- Base pay annualized as of July 1, 2007;
- Commissions paid from January 1 – December 31, 2006;
- Cash bonuses paid from January 1 – December 31, 2006 (excluding any annual bonus);
- 2006 annual bonus (paid in 2006 and/or 2007); and
- Short-Term Disability benefits paid from January 1, 2006 through December 31, 2006, for employees paid on commissions only.

If you were rehired on or after July 1, 2007, your total compensation is your annualized base pay as of your date of hire.

For new hires: your annualized base pay as of your date of hire and any guaranteed bonus will be considered in the calculation of Total Compensation for benefits purposes.

### ***For Global Wealth Management Financial Advisors***

In your first year of employment, your compensation is considered to be \$60,000. If you earned more than \$60,000 at a previous employer in the prior year and want your insurance coverage to represent your prior earnings, you must provide a copy of your previous year's Form W-2 Wage and Tax Statement to your HR representative within 30 days of your hire date.

If you decide to provide a copy of the form, your Basic Life insurance amount will be set at the higher amount (up to \$200,000) shown on the form. Your contributions for medical coverage, Optional GUL amount, and LTD benefits and contributions also will be based on the higher amount.

Your decision to have your total compensation set at \$60,000 or based on your Form W-2 amount is irrevocable.

If you became an employee of Citi or a participating employer and are eligible for benefits under Plans as a result of a corporate acquisition during the 2007 plan year, see Appendix A for the definition of Total Compensation for purposes of determining benefits applicable to your employment group.

## **Before-tax contributions**

When you choose coverage that requires a payroll contribution, most of your contributions are made with before-tax dollars. This means your contributions come out of your pay before federal income and employment taxes are deducted. Before-tax contributions reduce your gross salary, which lowers your taxable income and, therefore, the amount of income tax you must pay. Contributions may, however, be subject to state or local income taxes in certain jurisdictions.

## **Social Security taxes**

Each year you pay Social Security taxes on a certain level of your earnings, called the taxable wage base. Since the before-tax dollars you use for some of your plan contributions are not considered part of your pay for Social Security tax purposes, your Social Security taxes will also be reduced if your pay falls below the taxable wage base after these before-tax dollars are subtracted from your total earnings. In this case, your future Social Security benefit may be smaller than if after-tax dollars were used for those purposes.

## Civil Union Partners/Domestic partners

The cost of coverage for a civil union partner/domestic partner is the same as the cost for a spouse. The cost of coverage for a civil union partner's/domestic partner's child(ren) is the same as the cost for a dependent child. For the cost of civil union partner/domestic partner coverage in a particular plan, call the Benefits Service Center.

If your civil union partner/domestic partner and his or her child(ren) qualify as your dependents under section 152 of the Code, as determined without regard to subsections (b)(1), (b)(2) and (d)(1)(B) thereof, your contributions for civil union partner/domestic partner medical, dental, and/or vision care coverage will be taken on a pre-tax basis. However, if your civil union partner/domestic partner and his or her child(ren) do not qualify as dependents for federal income tax purposes as described above, you will pay for their medical, dental, and/or vision care coverage with after-tax dollars.

### ***Tax implications***

According to federal tax law, your taxes may be affected when you enroll your civil union partner/domestic partner in Citi coverage.

**If your civil union partner/domestic partner does NOT qualify as a tax dependent:** If your civil union partner/domestic partner and his or her child(ren) do not qualify as dependents for federal income tax purposes as described above, the cost of any medical, dental, and/or vision care coverage for your civil union partner/domestic partner and/or his or her child(ren) is considered "imputed income" and will be shown on your pay statement and Form W-2. You will pay taxes on the amount of imputed income.

**If your civil union partner/domestic partner qualifies as a tax dependent:** If your civil union partner/domestic partner and his or her child(ren) qualify as dependents for federal income tax purposes as described above, your contributions for their medical, dental, and/or vision care coverage will be taken before taxes are withheld, and there are no tax implications for you.

Since the tax requirements are complex, you should consult a tax professional for advice on your personal situation.

To review the qualifications of a section 152 dependent, see IRS Publication 501 at [www.irs.gov/formspubs/index.html](http://www.irs.gov/formspubs/index.html).

## Coordination of benefits

Coordination of benefits provisions apply to the Health Benefit Plan and the Dental Benefit Plan only and are described in this section.

All payments under these Plans will be coordinated with benefits payable under any other group benefit plans that provide coverage for you or your dependent(s). Coordination of benefits prevents duplication and works to the advantage of all members of the group.

When you or your dependent(s) are eligible for benefits under another group plan, the eligible expenses under the applicable Citi Plan will be determined. One of the plans involved will pay benefits first — the primary plan — and the other plan(s) will pay benefits next — the secondary plan(s).

The following definitions apply to terms used in this section:

- **Allowable expense:** Includes any necessary, reasonable, and customary expense that would be covered in full or in part under the Citi Plan. When an HMO provides benefits in the form of furnishing services or supplies rather than cash payments, the service or supply will not be considered an allowable expense or a benefit paid.
- **Plan:** Most plans under which group health benefits are provided, including group insurance closed panel or other forms of group or group-type coverage (whether insured or uninsured), medical care components of group long-term care contracts (such as skilled nursing care), medical benefits under group or individual automobile contracts, Workers' Compensation, and Medicare or other governmental benefits, as permitted by law.
- **Primary plan:** A benefit plan that has primary liability for a claim.
- **Secondary plan:** A benefit plan that adjusts its benefits by the amount payable under the primary plan.

The Citi Plan will be the primary plan on claims:

- For you, if you are not covered as an employee by another plan;
- For your spouse, civil union partner or domestic partner, if the same is not covered as an employee by another plan; and
- For your dependent children, the birthdays of the parents are used to determine which coverage is primary. The coverage of the parent whose birthday (month and day) comes first in the calendar year will be considered primary coverage (For example, if your spouse's birthday is in January and your birthday is in May, your spouse's plan is the primary plan for your children). If both parents have the same birthday, then the coverage that has been in effect the longest is primary. This rule applies only if the parents are married to each other.

When the Citi Plan is the primary plan, it will pay benefits first. Benefits will be calculated according to the terms of the Plan and will not be reduced due to benefits payable under other plans.

When the Citi Plan is the secondary plan, benefits under the Citi Plan may be reduced. The Claim Administrator will determine the amount the Citi Plan normally would pay. Then the amount payable under the primary plan for the same expenses will be subtracted from the amount the Citi Plan would have normally paid. The Citi Plan will pay you the difference. If the Citi Plan is secondary, you will never be paid more for the same expenses under both the Citi Plan and the primary plan than the Citi Plan would have paid alone.

When the Citi Plan is secondary and the patient is covered under an HMO, benefits under the Citi Plan will be limited to the copayment, if any, for which you would have been responsible under the HMO, whether or not the services provided are rendered by the HMO.

When a child is claimed as a dependent by parents who are separated or divorced, the primary plan is the plan of the parent who has court-ordered financial responsibility for the dependent child's health care expenses. When a child's parents are separated or divorced and there is no court decree, then benefits will be determined in the following order:

- The plan of the parent with custody of the child;
- The plan of the spouse of the parent with custody of the child;
- The plan of the parent not having custody of the child;
- The plan of the spouse of the parent not having custody of the child.

In the event that a legal conflict exists between two plans as to which is primary and which is secondary, the plan that has covered the patient for the longer time will be considered primary. When a plan does not have a coordination of benefits provision, the rules in this provision are not applicable and such plan's coverage is automatically considered primary.

With regard to any governmental health care coverage provided during a military leave, any health care coverage provided under the Citi Plans (including any such coverage required under USERRA, COBRA or other law or under any Citi military leave policy) will be secondary to the governmental health care coverage.

## Coordination with Medicare

When you or your eligible dependents are entitled to Medicare and are covered under the Citi Plan, the Citi Plan continues to be the primary plan. The Citi Plan is primary for the following situations:

- Eligible active employees age 65 and over and who are entitled to Medicare benefits;
- Dependent spouses age 65 and over who participate in the Citi Plan on the basis of current employment status of the employee and who are entitled to Medicare benefits; and
- For the first 30 months of Medicare entitlement, certain individuals who become eligible for Medicare on the basis of having end-stage renal disease (ESRD).

If you or a covered family member becomes covered by Medicare after a COBRA election is made, your COBRA coverage will end.

## No-fault automobile insurance

In states with no-fault automobile insurance, the automobile insurance carrier is the primary insurance for injuries resulting from an automobile accident. All medical expenses related to the automobile accident should be submitted to the automobile insurance carrier first. The Citi Plan will pay covered expenses not payable under the no-fault automobile insurance according to the coordination of benefit rules discussed above.

## Facility of payment

When benefit payments that would have been made under a Citi Plan have been made under another plan, the Citi Plan has the right to pay the other plan the amount that satisfies the intent of the provision. Any payment made will be considered payment of benefits under the Citi Plan and, to the extent of such payments, the Citi Plan's obligation to pay benefits will be satisfied.

## Right of recovery

The Citi Plan has the right to recover any payment made in excess of the maximum amount payable under this provision. The Citi Plan may recover from one or more of the following entities in an effort to make the Plan whole:

- Any persons it paid or for whom payment was made;
- Any insurer, and any other organization; or
- Any entity that was thereby enriched.

## Release of information

Certain facts are needed to apply the rules of this provision. The Claim Administrator has the right to decide which facts are needed. The Claim Administrator may get the needed facts from or give them to any other organization or person. The Claim Administrator need not tell, or get the consent of, any person to do this. At the time a claim for benefits is made, the Claim Administrator will determine the information necessary to operate this provision.

Citi will use and disclose health care information that relates to Plan participants only as appropriate for Plan administration and only as permitted by applicable law.

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## Recovery provisions

Recovery provisions apply to the Health Benefit Plan and the Dental Benefit Plan and are described in this section.

### Refund of overpayments

Whenever payments have been made by a Plan with respect to covered or non-covered expenses in a total amount, at any time, in excess of the maximum amount payable under the Plan's provision, the covered person(s) must make a refund to the Plan in the amount paid in excess of the amount payable under the Plan and help the Plan obtain the refund from another person or organization, as applicable.

If the covered person(s) or any other person or organization that was paid does not promptly refund the full amount, the Plan may reduce the amount of any future benefits that are payable. The reductions will equal the amount it should have been repaid. In the case of recovery from a source other than the Plan, the refund equals the amount of recovery up to the amount paid under the Plan. The Plan may have other rights in addition to the right to reduce future benefits.

### Reimbursement

This section applies when a covered person recovers damages, by settlement, verdict, or otherwise, for an injury, sickness, or other condition. If the covered person has made such a recovery, including a recovery from an insurance carrier, the Plan will not cover either the reasonable value of the services to treat such an injury or illness or the treatment of such an injury or illness.

However, if the Plans do pay or provide benefits for such an injury, sickness, or other condition, and the covered person subsequently recovers damages by settlement, verdict or otherwise — or the legal representatives, estate, or heirs of the covered person — will promptly reimburse the Plan from all recovery amounts (whether or not characterized as related to medical expenses) from any settlement, verdicts, or insurance proceeds received by the covered person (or by the legal representatives, estate, or heirs of the covered person) to the extent that medical benefits have been paid for or provided by the Plan to the covered person.

If the covered person receives payment from a third party or his or her insurance company as a result of an injury or harm due to the conduct of another party and the covered person has received benefits from the Plan, the Plan must be reimbursed first. In other words, the covered person's recovery from a third party may not compensate the covered person fully for all of the financial expenses incurred because acceptance of benefits from the Plan constitutes an agreement to reimburse the Plan for any benefits the covered person receives.

The covered person also must take any reasonably necessary action to protect the Plan's subrogation and reimbursement right. That means by accepting benefits from the Plan, the covered person agrees to notify the Plan Administrator if and when the covered person institutes a lawsuit or other action, or enters into settlement negotiations with another party (including his or her insurance company) in connection with or related to the conduct of another party. The covered person also must cooperate with the Plan Administrator's reasonable requests concerning the Plan's subrogation and reimbursement rights and must keep the Plan Administrator informed of any important developments in his or her action. The covered person also agrees that the Plan Administrator may withhold any future benefits paid by this Plan or any other disability or health Plan maintained by Citi or its participating companies to the extent necessary to reimburse this Plan under the Plan's subrogation or reimbursement rights.



In order to secure the rights of the Plan under this section, the covered person hereby:

- Grants to the Plan a first priority lien against the proceeds of any such settlement, verdict or other amounts received by the covered person to the extent of all benefits provided in an effort to make the Plan whole; and
- Assigns to the Plan any benefits the covered person may have under any automobile policy or other coverage. The covered person shall sign and deliver, at the request of the Plan or its agents, any documents needed to protect such lien or to effect such assignment of benefits.

The covered person will cooperate with the Plan and its agents and will:

- Sign and deliver such documents as the Plan or its agents reasonably request to protect the Plan's right of reimbursement;
- Provide any relevant information; and
- Take such actions as the Plan or its agents reasonably request to assist the Plan in making a full recovery of the value of the benefits provided.

If the covered person does not sign and deliver any such documents for any reason (including but not limited to the fact that the covered person was not given an agreement to sign or is unable or refused to sign), the Plan Administrator, in its sole discretion, may or may not advance benefits to the covered person under the Plan. If the Plan Administrator has advanced benefits, it has the right to subrogation and reimbursement whether or not the covered person has signed the agreement. The covered person shall not take any action that prejudices the Plan's right of reimbursement.

## Subrogation

This section applies when another party is, or may be considered, liable for a covered person's injury, sickness, or other condition (including insurance carriers who are so liable) and the Plan has provided or paid for benefits.

The Plan is subrogated to all the rights of the covered person against any party liable for the covered person's injury or illness or for the payment for the medical treatment of such injury or occupational illness (including any insurance carrier), to the extent of the value of the medical benefits provided to the covered person under the Plan. The Plan may assert this right independently of the covered person.

The covered person is obligated to cooperate with the Plan and its agents in order to protect the Plan's subrogation rights. Cooperation means providing the Plan or its agents with any relevant information requested by them, signing and delivering such documents as the Plan or its agents reasonably request to secure the Plan's subrogation claim, and obtaining the consent of the Plan or its agents before releasing any party from liability for payment.

If the covered person enters into litigation or settlement negotiations regarding the obligations of other parties, the covered person must not prejudice, in any way, the subrogation rights of the Plan under this section.

The costs of legal representation retained by the Plan in matters related to subrogation shall be borne solely by the Plan. However, if you fail to perform the obligations stated in this section you may be rendered liable to the Plan for any expenses the Plan may incur including reasonable attorneys fees, in enforcing its rights under this Plan. The costs of legal representation retained by the covered person shall be borne solely by the covered person.

## When coverage ends

For any of the Plans, your coverage automatically will terminate on the earliest of the following dates:

- The date the Citi Plan terminates;
- The last day for which the necessary contributions are made;
- Midnight of the last day of the month in which you retire, die, or otherwise cease to be eligible for coverage;
- The date benefits paid on behalf of a participant equal the lifetime maximum benefit under the Citi Plan. Coverage for eligible dependents who have not reached their lifetime maximum will not be affected; or
- Midnight of the last day of employment if your termination is due to gross misconduct.

Your eligible dependent's coverage automatically will terminate on the earliest of the following dates:

- Midnight of the last day of the month in which your coverage terminates;
- The date you elect to terminate your eligible dependent's coverage (which termination must be in accordance with Plan terms and applicable law);
- The last day for which the necessary contributions are made;
- The date the eligible dependent(s) ceases to be eligible for coverage. In general, coverage will remain in effect through December 31 of the year in which the child reaches the maximum age or is no longer a full-time student, whichever occurs first. Coverage will remain in effect through the end of the month in which the child gets married or obtains a full-time job;
- The date the eligible dependent(s) is covered as an employee under the Plan;
- The date the eligible dependent(s) is covered as the dependent of another employee under the Plan;
- The date the eligible dependent(s) enters the armed forces of any country or international organization;
- The date the dependent is no longer eligible for coverage under a QMCSO; or
- Midnight of the last day of the month in which you become legally separated or divorced (this applies to coverage for your spouse, civil union partner, or domestic partner).

You and your eligible covered dependents may be able to continue coverage under COBRA. See **COBRA** for more information.

## Coverage when you retire

You could be eligible for retiree health care coverage if you are (i) at least age 55 with at least 5 years of service and (ii) if you are at least age 50 and with at least 10 years of service when you leave Citi. For more information on eligibility for this coverage, contact the Benefits Service Center. You will be required to contribute to the cost of coverage.

## Coverage if you become disabled

If you are disabled, you and your eligible dependents may continue medical, dental, and vision care plan coverage and participation in the Health Care Spending Account for up to 13 weeks, as long as you make the active employee contributions. After you have been disabled for 13 weeks, if you are still disabled and/or long-term disability coverage is pending, your coverage will remain in effect and you will be billed for benefits.

If you are totally disabled, coverage will continue as follows.

**Medical coverage\*** will continue for 52 weeks, including the 13-week period of short-term disability, as long as you make the active employee contributions after the short-term disability coverage ends. After that, you may continue medical coverage by making the same contributions as active employees, based on your years of service as shown in the table below. (After 52 weeks of disability, your employment will be terminated.) For purposes of the Plan, a year of service is any 12 consecutive months in which you have provided 1,000 hours of service.

Years of recognized Citi service as of week 52 from STD date	Medical continuation period after week 52 (the termination of your employment)
Less than two years	Six months
Two years to less than five years	Equal to years of service (including fractions)
Five years or more	As long as you are disabled or have not reached the maximum age limit to receive LTD benefits

At the end of the period, you may continue coverage through COBRA. The medical coverage continuation period after your employment terminates after 52 weeks of receiving disability benefits is considered part of the period of COBRA-continued coverage.

**Dental coverage** will continue for 52 weeks, including the 13-week period of short-term disability, as long as you make the active employee contributions after the short-term disability coverage ends. You may then continue coverage through COBRA.

**Vision care coverage** will continue for the 13-week period of short-term disability. No contribution is required during this time. You may then continue coverage through COBRA.

**General Purpose Health Care Spending Account/Limited Purpose Health Care Spending Account** participation will continue for the 13-week period of short-term disability. No contribution is required during this time. You may then continue coverage through COBRA for the remainder of the calendar year.

*\*In the event LTD was not elected and/or preexisting condition causes a denial of LTD benefits, the schedule outlined will apply in those cases and the disability carrier will monitor the disability claim.*

## Coverage if you take a leave of absence

If you go on an approved leave of absence, you may continue coverage under the medical, dental, vision care, and health care spending account. Your reduction in hours (less than 20 hours per week) constitutes a COBRA qualifying event under the plans. See **COBRA** continuation of coverage. You will pay at a rate under the plans determined under a policy established by the Committee or Citi.

## Continuing coverage during FMLA

The federal Family and Medical Leave Act (FMLA) entitles eligible employees to take leave each year for serious illness, the birth or adoption of a child, or to care for a spouse, child, or parent who has a serious

health condition. If you are eligible for FMLA, you may take up to a total of 13 weeks of leave each calendar year (except where state law mandates differently).

If you take an unpaid leave of absence that qualifies under FMLA, medical, dental, and vision care coverage for you and your dependents and your participation in the HCSA/LPSA (through the end of the calendar year for HCSA/LPSA) may continue as long as you agree to contribute your share of the cost of coverage during the leave. Your monthly contributions during a leave are made on an after-tax basis. You will be billed directly.

If you lose any coverage during an FMLA leave because you did not make the required contributions, you may reenroll when you return from your leave. Your coverage will start again on the first day after you return to work and make your required contributions.

If you do not return to work at the end of your FMLA leave, you will be entitled to purchase COBRA continuation coverage for your medical, dental, vision and Health Care Spending Account benefits. If your employment is terminated while you are on an FMLA leave, you may also be eligible to continue your insurance coverage under COBRA.

During an FMLA leave, you have access to the entire amount of your Health Care Spending Account annual election, less any prior reimbursements that you have received, as long as you continue to make your contributions during your leave of absence. If you stop making contributions, your participation in the Health Care Spending Account will terminate while you are on FMLA leave. In that case, you may not receive reimbursement for any health care expenses you incur after your coverage terminated.

If your Health Care Spending Account participation terminates during your leave, your Health Care Spending Account contributions will begin again if you return to work during the same year in which your leave began. You will have the choice of either resuming your contributions at the same level in effect before your FMLA leave or electing to increase your contribution level to “make up” for the contributions you missed during your leave. If you resume your prior contribution level, then the amount available for reimbursement for the year will be reduced by the contributions you missed during the leave. If you elect to make up contributions, then the amount available for reimbursement will be the same amount you could receive immediately before the leave. Regardless of whether you choose to resume your prior contribution level or to make up missed contributions, you may not use your Health Care Spending Account for expenses incurred during the period you did not participate.

### ***Continuing coverage during military leave – Citi policy***

If you take a military leave, whether for active duty or for training, you are entitled to continue your health coverage (including medical, dental, vision, and Health Care Spending Account) in accordance with the terms and conditions of the Citi Military Leave Policy. The policy generally provides for paid leave and subsidized employer contributions to health care continuation coverage for the duration of your leave, and is more generous in many respects than what federal law currently requires of employers. For a copy of the policy, please visit [Citi.net](http://Citi.net). From the home page, use the search function and enter “military leave.” Then click on the most current policy. Employee contributions will be deducted automatically from your pay.

The start of a military leave is considered a qualified change in status. As a result, you may stop coverage under any of the health and welfare benefit plans in which you are enrolled or, if you have not previously done so, you may enroll in certain coverage.

You must contact the Benefits Service Center to enroll or stop coverage. If you do not contact the Benefits Service Center, your benefit elections will continue in effect for the remainder of the year in which you are on a military leave (unless coverage stops automatically when your leave ends).



You can participate in any annual enrollment periods that occurs while you are on a military leave. If you are unable to make elections during annual enrollment, your elections will continue in effect until you return from your leave when you can make new elections for all health and welfare plans. If you elect to discontinue coverage while on a leave, you will have the right to re-enroll when you return to work.

Contact the Benefits Service Center or contact your HR representative for more information about a military leave.

***Continuing coverage during military leave – no Citi policy***

In the event such policy expires or otherwise ceases to remain in effect, you are still entitled to continue coverage for you and your dependents under the Health Benefit Plan, the Dental Benefit Plan, the Vision Benefit Plan and the HCSA/LPSA for the length of your leave up to 24 months in accordance with the Uniformed Services Employment and Reemployment Rights Act of 1994, as long as you give Citi notice of your leave as soon as practicable (advance notice, if possible). Your payments would be on an after-tax basis.

If the entire length of the leave is 30 days or less, you will not be required to pay any more than the portion you paid before the leave. If the entire length of the leave is 31 days or longer, you may be required to pay up to 102% of the entire amount (including both company and employee contributions) necessary to cover an employee who does not go on military leave. Your other benefits will be terminated at the beginning of your military leave.

If you take a military leave, but your coverage under the plan is terminated, for instance, because you do not elect the extended coverage, you will be treated as if you had not taken a military leave upon re-employment when the Plan Administrator determines whether an exclusion or waiting period applies once you are reinstated to the plan. The Plan Administrator may take other steps to administer the Plans in accordance with USERRA and the Department of Labor regulations thereunder.

If you are on military leave for less than 24 months and you do not return to work at the end of your leave, you may be entitled to purchase COBRA continuation coverage, as your eligibility for COBRA will begin on the date your leave ends.

Call the Benefits Service Center or contact your HR representative for more information about a military leave.

## Coverage for surviving dependents

When an active employee dies, and his or her surviving covered spouse or civil union partner and/or dependent children were enrolled in active coverage at the time of the employee's death, the covered individuals will be eligible to continue health care coverage for six months at no cost.

- If the employee was not eligible for retiree health care coverage at the time of death, medical and dental coverage will continue for the surviving spouse and/or dependent children for six months at no cost. In order to have the six months of free medical and dental coverage for your spouse and dependents, they must elect COBRA continuation of coverage. After the six-month period, they will be eligible to continue coverage through COBRA. The six-month period of continued coverage is considered part of the COBRA period.
- If the employee was eligible for retiree health care coverage at the time of death, medical and dental coverage will continue for the covered spouse and/or dependents for six months at no cost pursuant to the COBRA election noted above. At the end of the six months, the surviving spouse and/or dependent children can either continue COBRA coverage or elect retiree health care coverage. Retiree health care coverage is provided on the same terms as it is for a retired employee.

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## COBRA

A federal law, the Consolidated Omnibus Budget Reconciliation Act (COBRA), requires that most employers sponsoring group health plans offer employees and eligible dependents the opportunity for a temporary extension of health coverage (called “continuation coverage”) at group rates in certain instances where coverage under the plan would otherwise end (called “qualifying events”). The following information is intended to inform you of your rights and obligations under the continuation coverage provisions of the law.

You do not have to show that you are insurable to choose continuation coverage. However, continuation coverage under COBRA is provided subject to your eligibility for coverage. Citi reserves the right to terminate your coverage retroactively if you are determined to be ineligible for COBRA under the terms of the Plans.

You will have to pay the entire premium plus a 2% administrative fee for your continuation coverage. There is a grace period of at least 30 days for the payment of the regularly scheduled premium. A 45-day grace period applies for your first premium payment.

### Who is covered

If you are covered by a Citi-sponsored medical, dental, or vision care plan, or HCSA/LPSA, you have a right to choose this continuation coverage if you lose your group health coverage because of a reduction in your hours of employment or the termination of your employment (for reasons other than gross misconduct on your part). If you terminate employment following a leave of absence qualifying under the Family and Medical Leave Act, the event that will trigger continuation coverage is the earlier of the date that you indicate you will not be returning to work following the leave or the last day of the FMLA leave period, and you do not return to work.

If you are the spouse, civil union partner or domestic partner of an employee and are covered by a Citi-sponsored medical, dental, or vision care plans, or HCSA/LPSA on the day before the qualifying event, you are a qualified beneficiary and have the right to choose continuation coverage for yourself if you lose group health coverage under a Citi-sponsored group health plan for any of the following four reasons:

- The death of your spouse/civil union partner/domestic partner;
- The termination of your spouse's/civil union partner's/domestic partner's employment (for reasons other than your spouse's gross misconduct) or reduction in your spouse's hours of employment;
- Divorce or legal separation from your spouse/civil union partner or termination of a domestic partnership; or
- Your spouse/civil union partner/domestic partner becomes entitled to Medicare.

If you are a covered dependent child of an employee covered by a Citi-sponsored medical, dental, or vision care plan, or HCSA/LPSA on the day before the qualifying event, you also are a qualified beneficiary and have the right to continuation coverage if group health coverage under such plans is lost for any of the following five reasons:

- The death of the employee;
- The termination of the employee's employment (for reasons other than the employee's gross misconduct) or reduction in the employee's hours of employment;
- The employee's divorce or legal separation;



- The employee becomes entitled to Medicare; or
- The dependent ceases to be a “dependent child” under the Citi-sponsored medical, dental, or vision care plan, or HCSA/LPSA.

If the covered employee elects continuation coverage and then has a child (either by birth, adoption, or placement for adoption) during that period of continuation coverage, the new child is also eligible to become a qualified beneficiary. In accordance with the terms of the employer-sponsored group health plan and the requirements of federal law, these qualified beneficiaries can be added to COBRA coverage upon proper notification to Citi of the birth or adoption, within 31 days of the event.

If the covered employee fails to notify Citi in a timely fashion (60 days from the date coverage was lost), the covered employee will not be offered the option to elect COBRA coverage for the child. Newly acquired dependents (other than children born to, adopted by, or placed for adoption with the employee) will not be considered qualified beneficiaries but may be added to the employee’s continuation coverage.

**Separate Elections:** Each qualified dependent has an independent right to elect COBRA coverage. For example, if there is a choice among types of coverage, each qualified dependent who is eligible for continuation of coverage is entitled to make a separate election among the types of coverage. Thus, a spouse or dependent child is entitled to elect continuation coverage even if the covered employee does not make that election. Similarly, a spouse or dependent child may elect different coverage than the employee elects.

## Your duties

Under the law, the employee or a family member has the responsibility to inform Citi of a divorce, legal separation, or a child losing dependent status under the Citi-sponsored medical, dental, or vision care plan, or HCSA/LPSA. This notice must be provided within 60 days from the date of the divorce, legal separation or a child losing dependent status (or, if later, the date coverage would normally be lost because of the event).

If the employee or a family member fails to provide this notice to Citi during this 60-day notice period, any family member who loses coverage will not be offered the option to elect continuation coverage. The notice must be in writing. Send the notice to:

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### If you’re an employee of any Citi business

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Citi Service Center  
P.O. Box 56710  
Jacksonville, FL 32241-6710

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When Citi is notified that one of these events has happened, Citi, in turn, will notify you that you have the right to choose continuation coverage. If you or your family member fails to notify Citi and any claims are mistakenly paid for expenses incurred after the date coverage would normally be lost because of the divorce, legal separation, or a child losing dependent status, then the employee and family members will be required to reimburse the employer-sponsored group health plans for any claims mistakenly paid.



## Citi's duties

Qualified dependents will be notified of the right to elect continuation coverage automatically (without any action required by the employee or a family member) if any of the following events occurs that will result in a loss of coverage:

- The employee's death or termination (for reasons other than gross misconduct),
- A reduction in the employee's hours of employment, or
- The employee's entitlement to Medicare.

## Electing COBRA

To elect or inquire about COBRA coverage, contact the Benefits Service Center.

Under the law, you must elect continuation coverage within 60 days from the date you would lose coverage because of one of the events described earlier, or, if later, 60 days after Citi provides you notice of your right to elect continuation coverage. An employee or family member who does not choose continuation coverage within the time period described above will lose the right to elect continuation coverage.

If you choose continuation coverage, Citi is required to give you coverage that, as of the time coverage is being provided, is identical to the coverage provided under the plan to similarly situated employees or family members. This means that if the coverage for similarly situated employees or family members is modified, your coverage will be modified. "Similarly situated" refers to a current employee or dependent who has not had a qualifying event.

## Duration of COBRA

The law requires that you be afforded the opportunity to maintain continuation coverage for a minimum of 18 months if you lost group health coverage because of a termination of employment or reduction in hours. When the qualifying event is the death of the employee, the employee's becoming entitled to Medicare benefits (under Part A, Part B or both), your divorce or legal separation, or a dependent's child's losing eligibility as a dependent child, COBRA continuation coverage is available for up to 36 months.

Additional qualifying events (such as your death, divorce, legal separation, or Medicare entitlement or your child's loss of dependent status) may occur while the continuation coverage is in effect.

If you lost coverage because of a termination of employment or a reduction in hours, these events can (but do not always) result in an extension of an 18-month continuation period to 36 months for your spouse and dependent children, but in no event will coverage last beyond 36 months from the date of the event that originally made a qualified dependent eligible to elect coverage. You must notify Citi if a second qualifying event occurs during your continuation coverage period.

When coverage ends, generally you can't convert your coverage to an individual medical policy. However, some HMOs do offer conversion to individual coverage. Contact your HMO directly.

**Special Rule for HCSA/LPSA:** Except as required by law, the duration of COBRA continuation coverage for the HCSA/LPSA will not extend beyond the plan year in which the qualifying event occurred.

**Special Rules for Disability:** The 18 months may be extended to 29 months if the employee or covered family member is determined by the Social Security Administration to be disabled at any time during the first 60 days of continuation coverage. This 11-month extension is available to all family members who are qualified dependents due to termination or reduction in hours of employment, even those who are not disabled. To benefit from the extension, the qualified dependent must inform Citi within 60 days of the Social Security determination of disability and before the end of the original 18-month continuation coverage period. If, during continued coverage, the Social Security Administration determines that the

qualified dependent is no longer disabled, the individual must inform Citi of this redetermination within 30 days of the date it is made, at which time the 11-month extension will end.

If a qualified beneficiary is disabled and another qualifying event occurs within the 29-month continuation period, then the continuation coverage period is 36 months after the termination of employment or reduction in hours.

**If you become entitled to Medicare:** If you lose coverage (medical, dental, or vision care plan, or Health Care Spending Account) due to your termination of employment or reduction in hours and you become entitled to Medicare less than 18 months before the qualifying event, your eligible family member's COBRA coverage will not end before 36 months from the date you become covered by Medicare.

## Early termination of COBRA

The law provides that COBRA continuation coverage may be cut short prior to the expiration of the 18-, 29-, or 36-month period for any person who elected COBRA for any of the following five reasons:

- Citi no longer provides group health coverage to any of its employees;
- The premium for continuation coverage is not paid on time (within the applicable grace period);
- The person who elected COBRA becomes covered — after the date COBRA is elected — under another group health plan (whether or not as an employee) that does not contain any applicable exclusion or limitation for any preexisting condition of that covered individual;
- The person who elected COBRA becomes entitled to Medicare after the date COBRA is elected; or
- Coverage has been extended for up to 29 months due to disability, and there has been a final determination made by the disability carrier that the individual is no longer disabled.

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) restricts the extent to which group health plans may impose preexisting condition limitations. If you become covered by another group health plan and that plan contains a preexisting condition limitation that affects you, your COBRA coverage cannot be terminated. However, if the other plan's preexisting condition rule does not apply to you by reason of HIPAA's restrictions on preexisting condition clauses, the plan may terminate your COBRA coverage.

## COBRA and FMLA

A leave that qualified under the Family and Medical Leave Act (FMLA) does not make you eligible for COBRA coverage. However, regardless of whether you lose coverage because of nonpayment of premium during an FMLA leave, you are still eligible for COBRA on the last day of the FMLA leave, if you decide not to return to active employment. Your continuation coverage will begin on the earliest of the following to occur:

- When you definitively inform Citi that you are not returning at the end of the leave; or
- The end of the leave, assuming you do not return to work.

For purposes of an FMLA leave, you will be eligible for COBRA, as described above, only if:

- You or your dependent is covered by the plan on the day before the leave begins (or you or your dependent becomes covered during the FMLA leave); and
- You do not return to employment at the end of the FMLA leave.



## Cost of coverage

Under the law, you may be required to pay up to 102% of the premium for your continuation coverage. If your coverage is extended from 18 to 29 months for disability, you may be required to pay up to 150% of the premium beginning with the 19th month of continuation coverage. The cost of group health coverage periodically changes. If you elect continuation coverage, Citi will notify you of any changes in the cost.

The initial payment for continuation coverage is due 45 days from the date of your election. Thereafter, you must pay for coverage on a monthly basis for which you have a grace period of at least 30 days.

If you have any questions about COBRA coverage or the application of the law, please contact the COBRA administrator at the address listed below. Also, if your marital status has changed, or you, your spouse or a dependent have changed addresses, or a dependent ceases to be a dependent eligible for coverage under the terms of the Plans, you must notify the COBRA administrator in writing immediately at the address listed below.

All notices and other communications regarding COBRA and the Citi-sponsored group health plans should be directed to:

ADP COBRA Services

P.O. Box 27478

Salt Lake City, UT 84127-0478

Or you may call 1 800 422 7608.

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## Creditable Coverage Disclosure Notice

For employees and former employees enrolled in Citi medical plans excluding the Premier and Basic High Deductible Health Plans.

This notice, required by Medicare to be delivered to Medicare-eligible individuals, contains information about your current prescription drug coverage with Citi and new prescription drug coverage available to people with Medicare. Keep this notice. If you enroll in Medicare prescription drug coverage, you may be asked to present this notice to prove that you had “creditable coverage” and, therefore, are not required to pay a higher premium than the premiums generally charged by the Medicare Part D plans. You may receive this notice at other times in the future, for example, before the next period in which you can enroll in Medicare prescription drug coverage and/or if your Citi prescription drug coverage changes such that the coverage ceases to be “creditable coverage.” You may request another copy of this notice by calling ConnectOne at 1-800-881-3938. From the main menu, choose the “health and welfare benefits” option and then follow the prompts for a Benefits Service Center representative.

### Prescription drug coverage and Medicare

Starting January 1, 2006, prescription drug coverage through Medicare prescription drug plans became available to everyone with Medicare. This coverage is offered by private health insurance companies, not directly by the federal government. All Medicare prescription drug plans provide at least a “standard” level of coverage set by Medicare. Some plans also might offer more coverage for a higher monthly premium.

#### ***‘Creditable coverage’***

You have prescription drug coverage through your Citi medical plan. Citi has determined that your Citi prescription drug coverage is “creditable coverage” because, on average for all plan participants, Citi prescription drug coverage is expected to pay in benefits at least as much as the standard Medicare prescription drug coverage will pay. Because your existing coverage is on average at least as good as standard Medicare prescription drug coverage, you can keep this coverage and not pay extra if you later decide to enroll in Medicare coverage.

#### ***Understanding the basics***

It is up to you to decide what prescription drug coverage option makes the most financial sense for you and your family given your personal situation. If you are considering the option of joining a Medicare prescription drug plan available in your area, you need to carefully evaluate what that plan has to offer vs. the coverage you have through your Citi medical plan. Before you decide to join a Medicare prescription drug plan, be sure you understand the implications of doing so.

You have prescription drug coverage under your current Citi medical plan. Your prescription drug coverage under the Citi medical plan is considered primary to Medicare, if you are a current Citi employee. This means that your Citi plan pays benefits first. Although you can choose to join a Medicare prescription drug plan in addition to your enrollment in a Citi medical plan, you should consider how Citi plan coverage would affect the benefits you receive under the Medicare prescription drug plan. If you drop your Citi prescription drug coverage and enroll in a Medicare prescription drug plan, you may not be able to get your Citi coverage back at a later date if you so choose. You should compare your current coverage carefully — including which drugs are covered — with the coverage and cost of the plans offering Medicare prescription drug coverage in your area. Your existing Citi coverage is, on average, at least as good as standard Medicare prescription drug coverage (this is your “creditable” coverage). As a result, you can keep your current Citi coverage and not pay extra if you decide you want to join a Medicare prescription drug plan. People can enroll in a Medicare prescription drug plan when they first become eligible for Medicare.

In addition, people with Medicare have the opportunity to enroll in a Medicare prescription drug plan during an annual enrollment period. If you drop or lose your coverage with Citi and do not immediately enroll in a Medicare prescription drug plan after your current coverage ends, you may pay more to enroll in a Medicare prescription drug plan later. If you go 63 days or longer without prescription drug coverage that is at least as good as Medicare's prescription drug coverage, your monthly premium will increase at least 1% for every month that you did not have that coverage. For example, if you go 19 months without coverage, your premium will always be at least 19% higher than what most other people pay for the same coverage. You must pay this higher premium percentage as long as you have Medicare coverage. In addition, you may have to wait until the next annual enrollment period to enroll.

### ***For more information about Medicare***

You can obtain more information about Medicare prescription drug plans from these sources:

- Visit [www.medicare.gov](http://www.medicare.gov) for personalized help.
- Call your State Health Insurance Assistance Program (see your copy of the "Medicare & You" handbook for the telephone number).
- See the "Medicare & You" handbook which Medicare mails to you each year.
- Call 1-800-MEDICARE (1-800-633-4227); for TTY service, call 1-877-486-2048.

### ***Do you qualify for "extra help" from Medicare based on your income and resources?***

You can find Medicare's income level and asset guidelines at [www.cms.hhs.gov/medicarereform/lir.asp](http://www.cms.hhs.gov/medicarereform/lir.asp) or by calling 1-800-MEDICARE (1-800-633-4227). If you qualify for assistance, visit the Social Security Web site at [www.socialsecurity.gov](http://www.socialsecurity.gov) or call 1-800-772-1213 to request an application. **For more information about this notice**, Call ConnectOne at 1-800-881-3938. From the main menu, choose the "health and welfare benefits" option and then follow the prompts for a Benefits Service Center representative. For text telephone service, call the National Relay Services at "711." Then call ConnectOne at 1-800-881-3938 as instructed above.

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## Non-Creditable Coverage Disclosure Notice

- For employees and former employees enrolled in the Citi High Deductible Health Plans (Basic and Premier)
- This notice, required by Medicare to be delivered to Medicare-eligible individuals<sup>1</sup>, contains information about your current prescription drug coverage with Citigroup and prescription drug coverage available to people with Medicare.
- Keep this Notice. Please read this notice carefully and keep it where you can find it. This notice has information about your current prescription drug coverage with Citigroup and about your options under Medicare's prescription drug coverage. This information can help you decide whether or not you want to join a Medicare drug plan. You may receive this notice at other times in the future, for example, before the next period in which you can enroll in Medicare prescription drug coverage and/or if your Citigroup prescription drug coverage changes such that the coverage becomes "creditable coverage." You may request another copy of this notice by calling ConnectOne at 1-800-881-3938. From the main menu, choose the "health and welfare benefits" option and then follow the prompts for a Benefits Service Center representative.

### Prescription drug coverage and Medicare

- Medicare prescription drug coverage became available in 2006 to everyone with Medicare. You can get this coverage if you join a Medicare Prescription Drug Plan or join a Medicare Advantage Plan (like an HMO or PPO) that offers prescription drug coverage. All Medicare drug plans provide at least a standard level of coverage set by Medicare. Some plans may also offer more coverage for a higher monthly premium.

### "Non-Creditable Coverage."

- Citigroup has determined that the prescription drug coverage offered by the Basic and Premier High Deductible Health Plans are, on average for all plan participants, not expected to pay out as much as standard Medicare prescription drug coverage pays and is considered Non-Creditable Coverage. This is important, because most likely, you will get more help with your drug costs if you join a Medicare drug plan, than if you only have prescription drug coverage from the Citigroup high deductible health plans.

### Understanding the basics

- You have decisions to make about Medicare prescription drug coverage that may affect how much you pay for that coverage, depending on if and when you join. Read this notice carefully - it explains your options.
- Consider joining a Medicare drug plan. You can keep your coverage from the Citigroup high deductible health plans. You can keep the coverage regardless of whether it is as good as Medicare drug plan. However, because your existing coverage is, on average, not at least as good as standard Medicare prescription drug coverage, you may pay a higher premium (a penalty) if you later decide to join a Medicare drug plan.

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*1. Citigroup is required by law to distribute this notice to both current and former employees who are enrolled in Citigroup coverage and who may be Medicare eligible. Generally, you become eligible for Medicare as a result of reaching age 65 or as a result of disability.*

- You can join a Medicare prescription drug plan when you first become eligible for Medicare and each year from November 15th through December 31st. This may mean that you may have to wait to join a Medicare drug plan and that you may pay a higher premium (a penalty) if you join later. You may pay that higher premium (a penalty) as long as you have Medicare prescription drug coverage. If you lose your prescription drug coverage under one of the Citigroup high deductible health plans, through no fault of your own, you will be eligible for a sixty (60) day Special Enrollment Period (SEP) to enroll in a Medicare prescription drug plan because of your lost coverage. In addition, if you lose or decide to terminate your coverage under the Citigroup prescription drug plan; you will be eligible to join a Medicare prescription drug plan at that time under the SEP, as well.

## You need to make a decision.

When you make your decision, you should compare your current coverage, including which drugs are covered, with the coverage and cost of the plans offering Medicare prescription drug coverage in your area. If you decide to enroll in a Medicare prescription drug plan and you are an active employee or the family member of an active employee, you may also continue your Citigroup coverage. In this case, the Citigroup prescription drug program will continue to be the primary payer as it had before you enrolled in a Medicare prescription drug plan. This means that Medicare will pay for permitted coverage, as applicable, after Citigroup pays its benefit. If you waive or drop Citigroup prescription drug coverage, Medicare will be your only payer.

If you do decide to join a Medicare drug plan and drop your Citigroup prescription drug coverage, be aware that you and your dependents may not be able to get this coverage back.

You should also know that if you drop or lose your coverage with Citigroup and don't join a Medicare prescription drug plan within 63 continuous days after your current coverage ends, you may pay a higher premium (a penalty) to join a Medicare drug plan later.

If you go 63 continuous days or longer without prescription drug coverage that's at least as good as Medicare's prescription drug coverage, your monthly premium may go up by at least 1% of the base beneficiary premium per month for every month that you did not have that coverage. For example, if you go nineteen months without coverage, your premium may consistently be at least 19% higher than the base beneficiary premium. You may have to pay this higher premium (penalty) as long as you have Medicare prescription drug coverage. In addition, you may have to wait until the following November to join.

## For more information about Medicare

More detailed information about Medicare plans that offer prescription drug coverage is in the "Medicare & You" handbook. You'll get a copy of the handbook in the mail every year from Medicare. You may also be contacted directly by Medicare drug plans. For more information about Medicare prescription drug coverage:

- Visit [www.medicare.gov](http://www.medicare.gov)
- Call your State Health Insurance Assistance Program (see the inside back cover of your copy of the "Medicare & You" handbook for their telephone number) for personalized help,
- Call 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048.

If you have limited income and resources, extra help paying for Medicare prescription drug coverage is available. For information about this extra help, visit Social Security on the web at [www.socialsecurity.gov](http://www.socialsecurity.gov), or call them at 1-800-772-1213 (TTY 1-800-325-0778).



## **For more information about this notice**

Call ConnectOne at 1-800-881-3938. From the main menu, choose the "health and welfare benefits" option and then follow the prompts for a Benefits Service Center representative.

For text telephone service: Call the National Relay Service at "711." Then call ConnectOne at 1-800-881-3938 as instructed above.

**NOTE:** You'll get this notice each year. You will also get it before the next period you can join a Medicare drug plan, and if this coverage through Citigroup changes. You also may request a copy.



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## Your HIPAA rights

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) is a federal law enacted to provide improved portability and continuity of health insurance coverage for dependents.

HIPAA restricts the ability of group health plans to exclude coverage for preexisting conditions. HIPAA also requires plans to provide a Certificate of Creditable Coverage and provide for special enrollment rights as described below.

### Creditable coverage

Under HIPAA, when you and your dependents no longer have Citi medical coverage, you must receive certification of your coverage from the medical plan in which you were enrolled. You may need this certification in the event you later become covered by a new plan under a different employer, or under an individual policy.

You and/or your dependent(s) will receive a coverage certification when your medical plan coverage terminates, again when COBRA coverage terminates (if you elected COBRA), and upon your request (if the request is made within 24 months following either termination of coverage).

You should keep a copy of the coverage certification(s) you receive, as you may need to prove you had prior coverage when you join a new health plan. For example, if you obtain new employment and your new employer's plan has a preexisting condition limitation (which delays coverage for conditions treated before you were eligible for the new plan), the employer may be required to reduce the duration of the limitation by one day for each day you had prior coverage (subject to certain requirements). If you are purchasing individual coverage, you may need to present the coverage certification to your insurer at that time as well.

### Your special enrollment rights

If you decline to enroll for Citi medical coverage for yourself and/or your eligible dependents, including your spouse, because you and/or your family members have other health coverage, you may in the future be able to enroll yourself or your dependents in Citi coverage provided that you request enrollment within 31 days after the date your coverage ends because you or a family member loses eligibility under another plan or because COBRA coverage has ended. In addition, if you have a new dependent as a result of a marriage, birth, or adoption or placement for adoption of a child, you also may be able to enroll yourself and your eligible dependents provided you call within 31 days after the marriage, birth, or adoption.

If you miss the 31-day deadline, you will have to wait until the next open enrollment period — or have another qualified status change or special enrollment right — to enroll.

To meet IRS regulations and plan requirements, Citi reserves the right at any time to request written documentation of any dependent's eligibility for plan benefits and/or the effective date of the qualifying event.

### Your right to privacy and information security

HIPAA requires employer health plans to maintain the privacy and security of your health information. HIPAA also requires the Plans to provide you with a notice of the Plans' legal duties and privacy practices with respect to your health information. The notice will describe how the Plans may use or disclose your health information and under what circumstances they may share your health information without your authorization (generally, to carry out treatment, payment or health care operations). In addition, the notice will describe your rights with respect to your health information. Please refer to the Plans' privacy notice for more information. You can obtain a copy of the notice by contacting the Benefits Service Center.



The Plan Sponsor shall use and disclose individually identifiable health information ("Protected Health Information") as defined in 45 C.F.R. Parts 160 and 164, and specifically 45 C.F.R. sec. 164.504(f) (the "HIPAA Privacy Rule"), only to perform administrative functions on behalf of the Plans. The Plan Sponsor shall not use or disclose such information for any purpose other than as permitted to administer the Plans or as permitted by applicable law.

The Plans shall disclose Protected Health Information to the Plan Sponsor only upon receipt of a certification by the Plan Sponsor that the plan document has been amended to incorporate the provisions herein. The Plan Sponsor shall ensure that any agents, including subcontractors, to whom it provides Protected Health Information received from any of these plans agree to the same restrictions and conditions that apply to the Plan Sponsor with respect to such information. The Plan Sponsor shall not use or disclose Protected Health Information for employment-related actions and decisions or in connection with any other benefit or employee benefit plan of the Plan Sponsor. The Plan Sponsor shall report to the Plans any use or disclosure of Protected Health Information that is inconsistent with the uses or disclosures provided for herein of which it becomes aware.

The Plan Sponsor shall make available Protected Health Information to the Plans for purposes of providing access to individuals' Protected Health Information in accordance with 45 C.F.R. sec. 164.524. The Plan Sponsor shall make available Protected Health Information to these plans for purposes of amending the Plans and shall incorporate any amendments to Protected Health Information in accordance with 45 C.F.R. sec. 164.526. The Plan Sponsor shall make available Protected Health Information and any disclosures thereof to these plans as required to provide an accounting of disclosures in accordance with 45 C.F.R. sec. 164.528.

The Plan Sponsor shall make its internal practices, books, and records relating to the use and disclosure of Protected Health Information received from the Plans available to the Secretary of the U.S. Department of Health and Human Services for purposes of determining compliance by the Plans with the HIPAA Privacy Rules; the Plan Sponsor shall notify the Plans of any such request by the Secretary prior to making such practices, book, and records available. The Plan Sponsor shall, if feasible, return or destroy all Protected Health Information received from the Plans that the Plan Sponsor maintains in any form and retain no copies of such information when no longer needed for the purposes for which the disclosures were made, except that, if such return or destruction is not feasible, the Plan Sponsor shall limit further uses and disclosures to those purposes that make the return or destruction of the information infeasible.

The Plan Sponsor shall ensure that only its employees or other persons within the Plan Sponsor's control that participate in administering the Plans shall be given access to Protected Health Information to be disclosed, including those employees or persons who receive Protected Health Information relating to Payment, Health Care Operations (as defined in the HIPAA Privacy Rules) of, or other matters pertaining to the Plans in the ordinary course of the Plan Sponsor's business and perform Plan administration functions. The Plan Sponsor agrees to demonstrate to the satisfaction of the Plans that it has put in place effective procedures to address any issues of noncompliance with the privacy rules described in this section by its employees or other persons within its control.

In addition, the Plan Sponsor shall implement administrative, physical and technical safeguards that reasonably and appropriately protect the confidentiality, integrity and availability of any Electronic Protected Health Information (as defined in the applicable HIPAA regulations) that it creates, receives, maintains or transmits on behalf of the Plans. The Plan Sponsor will also support the "firewall" described in the last sentence of the preceding paragraph with reasonable and appropriate security measures. The Plan Sponsor shall ensure that any agents or subcontractors to whom the Plan Sponsor supplies Electronic Protected Health information agree to implement reasonable and appropriate security measures to protect such information. The Plan Sponsor shall report any Security Incident (as defined in the applicable HIPAA regulations) of which it becomes aware to the applicable Plan.

## Claims and appeals

To receive benefits from most of the Citi benefit plans, you will need to file a claim.

### Medical

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| <ul style="list-style-type: none"> <li>• For all plans other than HMOs</li> </ul> | <p>Use one of the following forms available on Citi.net to file a claim for a covered out-of-network expense:</p> <ul style="list-style-type: none"> <li>• 301 — Aetna Claim Form (for ChoicePlans 100 &amp; 500, HDHP Basic &amp; Premier participants).</li> <li>• 302 — CIGNA Claim Form (for ChoicePlans 100 &amp; 500 participants).</li> <li>• 303 — UnitedHealthcare (for ChoicePlans 100, 500 and Hawaii Plan participants).</li> <li>• 322 — BlueCross BlueShield (for ChoicePlans 100 &amp; 500 participants).</li> <li>• 323 — BlueCross BlueShield (Out-of-Area Plan).</li> <li>• Based on your business group you may obtain forms via the Web <a href="http://www.Citi.net/human_resources/form.htm">www.Citi.net/human_resources/form.htm</a> or through the Forms and LifeTimes option of ConnectOne at 1-800-881-3938.</li> <li>• 310 — Express Scripts Retail Pharmacy—prescription drug program related to all non-HMO plans</li> <li>• 311 — Express Scripts Home Delivery—prescription drug program related to all non-HMO plans</li> </ul> |
| <ul style="list-style-type: none"> <li>• HMO participants</li> </ul>              | <ul style="list-style-type: none"> <li>• Call your HMO for any claim-filing information.</li> </ul>  |

### Dental

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|---|---|
| <ul style="list-style-type: none"> <li>• MetLife Preferred Dentist Program (PDP)</li> </ul> | <ul style="list-style-type: none"> <li>• Use Form 304 — MetLife Dental Claim form available on <a href="http://www.Citi.net">www.Citi.net</a>.</li> <li>• Based on your business group you may obtain the form through the Forms and LifeTimes option of ConnectOne at 1-800-881-3938.</li> </ul> |
| <ul style="list-style-type: none"> <li>• CIGNA Dental Care DHMO</li> </ul>                  | <ul style="list-style-type: none"> <li>• There are no claim forms to file under this plan.</li> </ul>   |
| <ul style="list-style-type: none"> <li>• Delta Dental</li> </ul>                            | <ul style="list-style-type: none"> <li>• Use Form 307 — Delta Dental of New York Claim form available on Citi.net to file an out-of-network expense.</li> </ul>   |



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<b>Vision</b>	<ul style="list-style-type: none"><li>• Call Davis Vision at 1-800-999-5431 or visit <a href="http://www.davisvision.com">www.davisvision.com</a>.</li></ul>
<b>Employee Assistance Program</b>	<ul style="list-style-type: none"><li>• Call Harris Rothenberg at 1-800-952-1245 or visit <a href="http://www.harrisrothenberg.com">www.harrisrothenberg.com</a> (Benefit Service Claims Only)</li></ul>
<b>General Purpose Health Care Spending Account (HCSA) and Limited Purpose Health Care Spending Account (LPSA)</b>	<ul style="list-style-type: none"><li>• If you do not use your Citi FlexDirect debit card, you can file a claim by using the HCSA/LPSA Reimbursement Request Form. However, you may be asked to complete and return the Spending Account Substantiation Form 318 if ADP cannot substantiate a transaction applied to your Citi Flex Direct debit card.</li><li>• Based on your business group you may obtain forms via the Web <a href="http://www.Citi.net/human_resources/form.htm">www.Citi.net/human_resources/form.htm</a> or through the Forms and LifeTimes option of ConnectOne at 1-800-881-3938.</li></ul>

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All claims for benefits must be filed within certain time limits.

- Medical, dental, and vision care claims must be filed within two years of the date of service.
- Prescription drug claims must be filed within one year of the date of service.
- HCSA/LPSA claims must be filed by June 30 of the calendar year following the plan year in which the expense was incurred.

To file a claim or appeal, you must use the designated form in accordance with Plan procedures. By participating in the Plans, you and your beneficiaries agree that you cannot commence a legal action against the Plans more than one year after your final appeal has been denied, unless an insurance contract made available under the Plan provides for a different limitation. No legal action can be brought to recover benefits under any of the Plans until the appeal rights described below have been exercised, and the Plan benefits requested in such appeal have been denied.

## Claims and appeals for UnitedHealthcare medical plans

The amount of time UnitedHealthcare will take to make a decision on a claim will depend on the type of claim.



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*</p>
Pre-service claims (for services requiring notification 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 the claim was improperly filed and how to correct the filing must be given within five days</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*</p>
Urgent care claims (for services requiring notification 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 for all other claims made within 15 days for pre-service claims and 30 days for post-service claims</p>

\* Time period allowed to make a decision is suspended pending receipt of additional information.

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.

If you have a question or concern about a benefit determination, you may informally contact Customer Service before requesting a formal appeal. If the Customer Service representative cannot resolve the issue to your satisfaction over the phone, you may submit your question in writing. However, if you are not satisfied with a benefit determination, you may appeal it as described here, without first informally contacting Customer Service. If you first informally contact Customer Service and later wish to request a formal appeal in writing, you should contact Customer Service and request an appeal. If you request a formal appeal, a Customer Service representative will provide you with the appropriate address of the Claim Administrator.

The Customer Service telephone number is shown on your ID card. Customer Service representatives are available to take your call during regular business hours, Monday through Friday. If you are appealing an urgent care claim denial, contact Customer Service immediately.

### ***UnitedHealthcare level one appeal***

If you disagree with a claim determination after following the above steps, you can contact the Claim Administrator in writing to formally request an appeal. If the appeal relates to a claim for payment, your request should include:

- The patient's name and the identification number from the ID card.
- The date(s) of medical service(s).
- The provider's name.
- The reason you believe the claim should be paid.
- Any documentation or other written information to support your request for claim payment.

Your first appeal request must be submitted to the Claim Administrator within 180 days after you receive the claim denial.

During the 180-day period, you may review any pertinent documents and information relevant to your claim, if you make a request in writing. This material includes all information that was relied on in making the benefit determination; that was submitted to, considered, or generated by the Claim Administrator in considering the claim; and that demonstrates the Claim Administrator's processes for ensuring proper, consistent decisions.

During the review, you will be given an opportunity to request a hearing and present your case in person or by an authorized representative at a hearing scheduled by the Claim Administrator. If the decision on review is not received within such time, the claim shall be deemed denied on review.

A qualified individual who was not involved in the decision being appealed will be appointed to decide the appeal. If your appeal is related to clinical matters, the review will be done in consultation with a health care professional with appropriate expertise in the field who was not involved in the prior determination. The Claim Administrator may consult with, or seek the participation of, medical experts as part of the appeal resolution process. You consent to this referral and the sharing of pertinent medical claim information. Upon request and free of charge you have the right to reasonable access to and copies of, all documents, records, and other information relevant to your claim for benefits.

You will be provided written or electronic notification of decision on your appeal as follows:

- For appeals of pre-service claims, the first level appeal will be conducted and you will be notified by the Claim Administrator of the decision within 15 days from receipt of a request for appeal of a denied claim.
- For appeals of post-service claims, the first level appeal will be conducted and you will be notified by the Claim Administrator of the decision within 30 days from receipt of a request for appeal of a denied claim.

### ***UnitedHealthcare level two appeal***

If you are not satisfied with the first level appeal decision of the Claim Administrator, you have the right to request a second level appeal from the Claim Administrator. Your second level appeal request must be submitted to the Claim Administrator within 60 days from receipt of first level appeal decision.

For appeals of pre-service claims, the second level appeal will be conducted and you will be notified by the Claim Administrator of the decision within 15 days from receipt of a request for review of the first level appeal decision.

For appeals of post-service claims, the second level appeal will be conducted and you will be notified by the Claim Administrator of the decision within 30 days from receipt of a request for review of the first level appeal decision.

For pre-service and post-service claim appeals, Citi has delegated to the Claim Administrator the exclusive right to interpret and administer the provisions of the Health Benefit Plan. The Claim Administrator's decisions are conclusive and binding. Please note that the Claim Administrator's decision is based only on whether or not benefits are available under the Plan for the proposed treatment or procedure. The determination as to whether the pending health service is necessary or appropriate is between you and your physician.

### ***UnitedHealthcare urgent claim appeals***

Your appeal may require immediate action if a delay in treatment could significantly increase the risk to your health or the ability to regain maximum function or cause severe pain. In these urgent situations, the appeal does not need to be submitted in writing. You or your physician should call the Claim Administrator as soon as possible. The Claim Administrator will provide you with a written or electronic determination within 72 hours following receipt of your request for review of the determination taking into account the seriousness of your condition.

For urgent claim appeals, Citi has delegated to the Claim Administrator the exclusive right to interpret and administer the provisions of the Health Benefit Plan. The Claim Administrator's decisions are conclusive and binding.



## Claims and appeals for Aetna medical plans

The amount of time Aetna will take to make a decision on a claim will depend on the type of claim.

Type of claim	Timeline after claim is filed
Post-service claims (for claims filed after the service has been received)	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)  Notice that more information is needed must be given within 30 days  You have 45 days to submit any additional information needed to process the claim*
Pre-service claims (for services requiring precertification of services)	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)  Notice that more information is needed must be given within five days  You have 45 days to submit any additional information needed to process the claim*
Urgent care claims (for services requiring precertification of services where delay could jeopardize life or health)	Decision made within 72 hours  Notice that more information is needed must be given within 24 hours  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
Concurrent care claims (for ongoing treatment)	Decision made within 24 hours for urgent care treatment  Decision made sufficiently in advance for all other claims

\* Time period allowed to make a decision is suspended pending receipt of additional information.

Claim forms may be obtained at [www.Citi.net](http://www.Citi.net). These forms tell you 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***

You will have two levels of appeal for both administrative and clinical appeals in accordance with the definitions below.

Administrative appeals are defined as appeals in response to denials based on contractual or benefit exclusion, limitation, or exhaustion not requiring clinical judgment. Administrative denials do not require a clinician to interpret the contractual limitation or apply clinical judgment to the limitation.

Clinical appeals are defined as appeals in response to denials based on clinical judgment for the determination and application the terms of the plan to the member's medical circumstances.

You will have 180 days following receipt of a claim denial to appeal the decision. You will be notified of the decision no later than 15 days (for pre-service 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 information were submitted in connection with the initial claim. You may also request that the Claim Administrator provide you, free of charge, copies of all documents, records, and other information relevant to the claim.

During the review, you will be given an opportunity to request a hearing and present your case in person or by an authorized representative at a hearing scheduled by the Claim Administrator.

For pre-service and post-service claim appeals, Citi has delegated to the Claim Administrator the exclusive right to interpret and administer the provisions of the Health Benefit Plan. The Claim Administrator's decisions are conclusive and binding. Please note that the Claim Administrator's decision is based only on whether or not benefits are available under the plan for the proposed treatment or procedure. The determination as to whether the pending health service is necessary or appropriate is between you and your physician.

If your claim involves urgent care, an expedited appeal may be initiated by a telephone call to 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 and your authorized representative and the Claim Administrator by telephone, fax, 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, you may file a second level appeal within 60 days of receipt of the level one appeal decision. The appeal will be handled in the same timeframes as the first level appeal and a notice will be sent to you explaining the decision.

A qualified individual who was not involved in the decision being appealed will be appointed to decide the appeal. If your appeal is related to clinical matters, the review will be done in consultation with a health care professional with appropriate expertise in the field who was not involved in the prior determination. The Claim Administrator may consult with, or seek the participation of, medical experts as part of the appeal resolution process. You consent to this referral and the sharing of pertinent medical claim information. Upon request and free of charge you have the right to reasonable access to and copies of, all documents, records, and other information relevant to your claim for benefits.

You must exhaust the applicable level one and level two processes of the appeal procedure before you contact the Department of Insurance to request an investigation of a complaint or appeal; or file a complaint of appeal with the Department of Insurance; or establish any litigation; or arbitration; or administrative proceeding; regarding an alleged breach of the policy terms by Aetna Life Insurance Company; or any matter within the scope of the appeals procedure.

### ***External Review***

An “External Review” is a review by independent physician, with appropriate expertise in the area at issue, of claim denials based upon lack of medical necessity or the experimental or investigational nature of a proposed service or treatment.

You may, at your option, obtain External Review of a claim denial provided the following are satisfied:

- You have exhausted the Aetna appeal process for denied claims, as outlined in this Claims and appeals for Aetna medical plans section of this document and you have received a final denial;
- The appeal is made by the member or the member's authorized representative.
- The final denial was based upon a lack of medical necessity, or the experimental or investigational nature of the proposed service or treatment; and
- The cost of the service or treatment at issue for which the member is financially responsible exceeds \$500.

If you meet the eligibility requirements listed above, you will receive written notice of your right to request an External Review at the time the final decision on your internal appeal has been rendered. Either you or an individual acting on your behalf will be required to submit to Aetna the External Review Request Form (except under expedited review as described below), a copy of the plan denial of coverage letter, and all other information you wish to be reviewed in support of your request. Your request for an External Review must be submitted in writing to Aetna within 60 calendar days after you receive the final decision on your internal appeal.

Aetna will contact the “External Review Organization” that will conduct your External Review. The External Review Organization will then select an independent physician with appropriate expertise in the area at issue for the purpose of performing the External Review. In rendering a decision, the external reviewer may consider any appropriate credible information submitted by you with the External Review Request Form, and must follow the applicable plan's contractual documents and plan criteria governing the benefits.

The External Review Organization will generally notify you of the decision within 30 calendar days of Aetna's receipt of a properly completed External Review Form. The notice will state whether the prior determination was upheld or reversed, and briefly explain the basis for the determination. The decision of the external reviewer will be binding on the plan, except where Aetna or the plan can show reviewer conflict of interest, bias, or fraud. In such cases, notice will be given to you and the matter will be promptly resubmitted for consideration by a different reviewer.

An expedited review is available when your treating physician certifies on a separate Request For Expedited External Review Form (or by telephone with prompt written follow-up) the clinical urgency of the situation. “Clinical urgency” means that a delay (waiting the full 30-calendar-day period) in receipt of the service or treatment would jeopardize your health. Expedited reviews will be decided within five calendar days of receipt of the request. In the case of such expedited reviews, you will initially be notified of the determination by telephone, followed immediately by a written notice delivered by expedited mail or fax.

You will be responsible for the cost of compiling and sending the information that you wish to be reviewed by the External Review Organization to Aetna. Aetna is responsible for the cost of sending this information to the External Review Organization. The professional fee for the External Review will be paid by Aetna.

In order for an individual to act on your behalf in connection with an External Review, you will need to specifically consent to the representation by signing the appropriate line on the External Review Request Form.

You may obtain more information about the External Review process by calling the toll-free Member Services telephone number listed on your ID card.

## Claims and appeals for CIGNA medical plans

The amount of time CIGNA will take to make a decision on a claim will depend on the type of claim.

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*</p>
Pre-service 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*</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>

\* Time period allowed to make a decision is suspended pending receipt of additional information.

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.

The CIGNA medical plans have a two-step appeals procedure for coverage decisions. To appeal the denial of a claim, you must submit a request for an appeal in writing to CIGNA within 180 days after receiving notice of the denial of your claim. You should state the reason why you feel your appeal should be approved and include any information supporting your appeal. If you are unable or choose not to write, you may ask CIGNA to register your appeal by calling the toll-free number on your CIGNA HealthCare ID card. You may also register your appeal by an arranged appointment or walk-in interview.

You may submit written comments, documents, records, and other information relating to your claim, whether or not the comments, documents, records, or information were submitted in connection with the initial claim. You may also request that the Claim Administrator provide you, free of charge, copies of all documents, records, and other information relevant to the claim.

During the review, you will be given an opportunity to request a hearing and present your case in person or by an authorized representative at a hearing scheduled by the Claim Administrator. If the decision on review is not received within such time, the claim shall be deemed denied on review.

### ***CIGNA level one appeal***

Your appeal will be reviewed and the decision made by someone not involved in the initial decision. Appeals involving medical necessity or clinical appropriateness will be considered by a health care professional.

For level one appeals, CIGNA will respond in writing with a decision within 15 calendar days after receiving an appeal for a pre-service or concurrent coverage determination, and within 30 calendar days after receiving an appeal for a post-service coverage determination. If more time or information is needed to make the determination, CIGNA will notify you in writing to request an extension of up to 15 calendar days and to specify any additional information needed to complete the review.

You may request that the appeal process be expedited if:

- the time frames under this process would seriously jeopardize your life, health or ability to regain maximum functionality or in the opinion of your physician would cause you severe pain which cannot be managed without the requested services; or
- your appeal involves non-authorization of an admission or continuing inpatient hospital stay.

The CIGNA Medical Director, in consultation with the treating physician, will decide if an expedited appeal is necessary. When an appeal is expedited, CIGNA will respond orally with a decision within 72 hours, followed up in writing.

### ***CIGNA level two appeal***

If you are dissatisfied with the level one appeal decision, you may request a second review. To initiate a level two appeal, follow the same process required for a level one appeal.

Most requests for a second review will be conducted by the Appeals Committee, which consists of a minimum of three people. Anyone involved in the prior decision may not vote on the Appeals Committee. For appeals involving medical necessity or clinical appropriateness, the committee will consult with at least one physician in the same or similar specialty as the care under consideration, as determined by the CIGNA Medical Director. You may present your situation to the committee in person or by conference call.

For level two appeals CIGNA will acknowledge in writing that your request was received and will schedule a committee review. For pre-service and concurrent care coverage determinations the committee review will be completed within 15 calendar days; for post-service claims, the committee review will be completed within 30 calendar days. If more time or information is needed to make the determination, CIGNA will notify you in writing to request an extension of up to 15 calendar days and to specify any additional information needed by the Appeal Committee to complete the review. You will be notified in writing of the Appeal Committee's decision within five business days after the committee meeting, and within the committee review time frames above if the Appeal Committee does not approve the requested coverage.

For pre-service and post-service claim appeals, Citi has delegated to the Claim Administrator the exclusive right to interpret and administer the provisions of the plan. The Claim Administrator's decisions are conclusive and binding. Please note that the Claim Administrator's decision is based only on whether or not benefits are available under the plan for the proposed treatment or procedure. The determination as to whether the pending health service is necessary or appropriate is between you and your physician.

You may request that the appeal process be expedited if:

- the time frames under this process would seriously jeopardize your life, health or ability to regain maximum functionality or in the opinion of your physician would cause you severe pain which cannot be managed without the requested services; or
- your appeal involves non-authorization of an admission or continuing inpatient hospital stay.

The CIGNA Medical Director, in consultation with the treating physician, will decide if an expedited appeal is necessary. When an appeal is expedited, CIGNA will respond orally with a decision within 72 hours, followed up in writing.

### ***CIGNA independent review procedure***

If you are not fully satisfied with the decision of CIGNA's level two appeal review regarding your medical necessity or clinical appropriateness issue, you may request that your appeal be referred to an independent review organization. The independent review organization is composed of persons who are not employed by CIGNA HealthCare or any of its affiliates. A decision to use the voluntary level of appeal will not affect the claimant's rights to any other benefits under the plan.

Generally, there is no charge for you to initiate this independent review process. However, you must provide written authorization permitting CIGNA to release the information to the independent reviewer selected.

CIGNA will abide by the decision of the independent review organization.

For more information about CIGNA's independent review procedure, contact CIGNA. You may also contact your state's Department of Insurance for assistance.

You have the right to bring a civil action under Section 502(a) of ERISA if you are not satisfied with the outcome of the CIGNA appeals procedure. You may not initiate a legal action against CIGNA until you have completed the level one and level two appeals processes.

## Claims and appeals for Empire BlueCross BlueShield medical plans

### Timing of initial claim approval or denial

The time within which your claim will be approved or denied will depend on the type of claim you file.

- **For claims involving urgent care**, you will be notified of the approval or denial no later than 72 hours after your claim is received. If your claim did not include enough information to determine whether it should be approved or denied, you will be notified within 24 hours after receiving your claim of the specific information that is necessary. You will have at least 48 hours to provide the specified information. You will be notified of the approval or denial no later than 48 hours after Empire BlueCross BlueShield receives the information or 48 hours after the deadline for providing the information, if earlier. For purposes of these claims procedures, urgent care means medical care or treatment that must be provided without delay to avoid seriously jeopardizing life, health or the ability to regain maximum function, or that must, in the opinion of a physician, be provided without delay to adequately manage severe pain.
- **For medical care requiring pre-certification approval (called a “pre-certification claim”)**, you will be notified of the approval or denial of your claim no later than 15 calendar days after your claim is received. Empire BlueCross BlueShield may extend this 15-calendar day period to 30 calendar days if it needs more time to review your claim due to matters outside of its control. If a longer period of time is required, you will be notified within the initial 15-calendar day period of the reasons for the extension and the date by which a decision will be made. You will be notified if your claim did not include enough information to reach a decision. You will have at least 45 calendar days from receipt of the notice to provide the specified information.
- **For care involving an ongoing course of treatment to be provided over a period of time or through a number of treatments (called “concurrent care decisions”)**, you will be notified in advance of any decision by Empire BlueCross BlueShield to reduce or terminate the course of treatment that would be covered, so that you will have enough time to appeal the decision and receive a determination before the treatment is reduced or terminated. If you wish to extend the course of treatment and the treatment involves urgent care, you will be notified within 24 hours after your claim is received, as long as you make your claim at least 24 hours before the approved course of treatment is scheduled to end.
- **For all other care (e.g., reimbursement for medical services already received)**, you will be notified of the approval or denial of your claim no later than 30 calendar days after your claim is received. Empire BlueCross BlueShield may extend this 30-calendar day period to 45 calendar days if it needs more time to review your claim due to matters outside of its control. If a longer period of time is required, you will be notified within the initial 30-calendar day period of the reasons for the extension and the date by which a decision will be made. You will be notified if your claim did not include enough information to make a decision. You will have at least 45 calendar days from receipt of the notice to provide the specified information.

**Contents of claim denial notice.** If you receive notice that your claim has been denied, either in full or in part, the claim denial notice will include:

- the specific reasons for the denial
- reference to the specific Plan provisions on which the denial is based
- a description of any additional material or information Empire BlueCross BlueShield requires and an explanation of why it is necessary
- a description of the Plan's appeal procedures and the time limits applicable to such procedures, including a statement that you have the right to bring a civil action under Section 502(a) of ERISA but only after you have followed the Plan's claims procedures
- if an internal rule, guideline or protocol was relied on in making the adverse determination, either a copy of the specific rule, guideline or protocol, or a statement that it will be provided on request, free of charge
- if the denial is based on a medical necessity exclusion, experimental treatment exclusion or similar exclusion or limit, an explanation of the scientific or clinical judgment for the determination, or a statement that an explanation of the scientific or clinical judgment for the determination will be provided on request, free of charge.

### ***Appeal filing deadlines***

<b>Action</b>	<b>Expedited Appeal</b>	<b>Prospective Standard Appeal</b>	<b>Retrospective Appeal</b>
You may appeal to Empire BlueCross BlueShield, in writing (for an urgent care claim: orally or in writing)	Within 180 calendar days after the date you were notified	Within 180 calendar days after the date you were notified	Within 180 calendar days after the date you were notified
Empire BlueCross BlueShield will notify you about the appeal decision	Within 72 hours after appeal is received	Within 15 calendar days after appeal is received	Within 30 calendar days after appeal is received
You can make a second appeal to Empire BlueCross BlueShield, in writing	N/A	Within 60 calendar days after appeal denial is received	Within 60 calendar days after appeal denial is received
Empire BlueCross BlueShield will notify you about the second appeal decision	N/A	Within 15 calendar days after appeal is received	Within 30 calendar days after appeal is received

**First appeal to Empire BlueCross BlueShield.** You have 180 calendar days after receipt of the denial to file an appeal with Empire BlueCross BlueShield. Your appeal must be in writing, except that an appeal of an urgent care claim may be made orally or in writing. Be sure to explain why you think you are entitled to benefits, and attach any documentation that will support your claim.

**Approval or denial of appeal.** Empire BlueCross BlueShield will send you its decision within the following deadlines: 72 hours for urgent care claims; 15 calendar days for pre-certification claims; and 30 calendar days for all other claims.

If your claim is based on a medical judgment, in reviewing your appeal, Empire BlueCross BlueShield will consult with a health care professional that has appropriate training and experience in the field of medicine involved in the medical judgment and will provide you with the name of the health care professional, upon request.

If Empire BlueCross BlueShield denies your appeal, the denial notice will include:

- the specific reasons for the denial
- reference to the specific Plan provisions on which the denial is based
- a statement that you have the right to bring a civil action under Section 502(a) of ERISA after you have followed the Plan's claims procedures and received an adverse decision on your first appeal (in the case of an urgent care claim) or on your second appeal (in the case of all other claims)
- if an internal rule, guideline or protocol was relied on in making the adverse determination, either a copy of the specific rule, guideline or protocol, or a statement that it will be provided on request, free of charge
- if the denial is based on a medical necessity exclusion, experimental treatment exclusion or similar exclusion or limit, an explanation of the scientific or clinical judgment for the determination, or a statement that an explanation of the scientific or clinical judgment for the determination will be provided on request, free of charge.

**Second appeal to Empire BlueCross BlueShield.** For claims other than urgent care claims, if Empire BlueCross BlueShield denies your appeal, you have 60 calendar days from receiving the appeal denial to send a second appeal to Empire BlueCross BlueShield. Your appeal must be in writing. Empire BlueCross BlueShield will send you its written decision within 15 calendar days for pre-certification claims and 30 calendar days for all other claims.

If you are appealing an urgent care claim, Empire BlueCross BlueShield's decision on your first appeal will be final.

**Authorized representative.** If you appeal an adverse decision to Empire BlueCross BlueShield or the Medical Review Board, you may have an authorized person represent you (at your own expense). You have the right to examine the relevant portions of any documents that Empire BlueCross BlueShield referred to in its review.

**Legal action.** You must follow these claims procedures completely, which require one appeal to Empire BlueCross BlueShield for urgent care claims and two appeals to Empire BlueCross BlueShield for all other claims, before you can take legal action. After you receive the final decision from Empire BlueCross BlueShield, you can take legal action.



## Claims and appeals for Group Health Plan of St Louis HMO medical plans

**Notice of Appeal:** If You wish to submit an Appeal, You should contact Member Services in writing at the address shown on the ID card. If You prefer, You may also request information by contacting Member Services by telephone. (See the attached Schedule of Important Telephone Numbers and Addresses or the back of Your ID card.) However, a formal Appeal must be submitted in writing and must include the following information:

- Member name;
- Provider name;
- Date(s) of service;
- Member's and/or Member's Authorized Representative's mailing address;
- Clear indication of the remedy or corrective action being sought and an explanation of why the Plan should "reverse" the Adverse Benefit Determination;
- Copy of documentation to support the reversal of decision, e.g. Emergency details, date, time, symptoms, etc.; and
- In cases where the Member's Authorized Representative is appealing on behalf of the member, a completed Member Designated Release of Information form.

### ***Requesting information by telephone does not constitute filing an Appeal.***

**First Level Pre-Service Appeal Review:** A first level pre-service Appeal may be requested by You or Your Authorized Representative. The Plan shall acknowledge receipt of the Pre-Service Appeal within five (5) calendar days unless the Appeal has been resolved prior to that time.

Within five (5) working days after the investigation is completed or within fifteen (15) calendar days after the receipt of the Appeal, whichever is earliest, the Plan will notify You or Your Authorized Representative in writing of the Plan's decision regarding the Appeal and of Your right to file an Appeal for a second-level review.

**Second Level Pre-Service Appeal Review:** If You or Your Authorized Representative are not satisfied with the decision of the first level Appeal review, You may submit a request for a second-level review in writing to the Plan. You will be sent an acknowledgment letter within five (5) calendar days of receipt of Your request by the Plan. The Plan will submit the Appeal to an Appeal advisory panel consisting of:

1. other Member(s),
2. representative(s) of the Plan; and
3. in cases where the Appeal involves a medical necessity issue, the panel will consist of a majority of persons who are appropriate clinical peers in the same or similar specialties as those who would typically manage the case being reviewed.

Within five (5) working days after the investigation is completed or within fifteen (15) calendar days after the receipt of the Appeal, whichever is earliest, the Plan will notify You or Your Authorized Representative in writing of the Plan's decision regarding the Appeal.

**First Level Post-Service Appeal Review:** A first level Post-Service Appeal may be requested by You or Your Authorized Representative. The Plan shall acknowledge receipt of the Post-Service Appeal within five (5) calendar days unless the Appeal has been resolved prior to that time.

Within five (5) working days after the investigation is completed or within fifteen (15) calendar days after the receipt of the Appeal, whichever is earliest, the Plan will notify You or Your Authorized Representative in writing of the Plan's decision regarding the Appeal and of Your right to file an Appeal for a second-level review.

**Second Level Post-Service Appeal Review:** If You or Your Authorized Representative are not satisfied with the decision of the first-level Appeal review, You may submit a request for a second-level review in writing to the Plan. You will be sent an acknowledgment letter within five (5) calendar days of receipt by the Plan. The Plan will submit the Appeal to an Appeal advisory panel consisting of:

4. other Member(s),
5. representative(s) of the Plan; and
6. in cases where the Appeal involves a medical necessity issue, the panel will consist of a majority of persons who are appropriate clinical peers in the same or similar specialties as those who would typically manage the case being reviewed.

Within five (5) working days after the investigation is completed or within fifteen (15) calendar days after the receipt of the Appeal, whichever is earliest, the Plan will notify You or Your Authorized Representative in writing of the Plan's decision regarding the Appeal.

**Urgent Care Appeal Review:** An Urgent Care Appeal may be requested by You or Your Authorized Representative. For Appeals satisfying the definition of an Urgent Care Appeal you may request an expedited Appeal of a Plan decision verbally or in writing. Within a reasonable period of time not to exceed thirty-six (36) hours of receiving a valid request for an Urgent Care Appeal, the Plan will verbally notify You of its decision. The Plan will then send a written confirmation of its decision within the following three (3) working days.

## Claims and appeals for Harvard Pilgrim HMO medical plans

Harvard Pilgrim Health Care has established policies, procedures, and standards for all steps in the process of receiving, investigating, and resolving member grievances. There are defined timeliness standards, and reporting and oversight processes to monitor actual performance against the standards – these processes are designed to ensure member satisfaction and comply with all state, NCQA, DOL and CMS regulations.

Harvard Pilgrim divides grievances into two types: “complaints” and “appeals.” A **complaint** is documentation of a member’s unmet expectation with the exception of issues that concern the denial of coverage for health services -- those issues are referred to as member **appeals**. Complaints are then further categorized as either being administrative, or clinical, in nature. Whether categorized as a complaint or an appeal, Harvard Pilgrim considers all member input valuable and will resolve the issue as soon as possible – for clinically urgent appeal matters, an expedited appeals process is available. Member feedback better enables the organization to evaluate plans and services and to make improvements.

To register a complaint or an appeal, members should contact the Harvard Pilgrim Member Services Department.

More complete information on the Appeals Process can be found in the Member Handbook.

### ***Harvard Pilgrim Appeals Process***

An appeal may be filed in person, by mail, by FAX or by telephone. An appeal may be filed whenever a Member is denied coverage by Harvard Pilgrim. Once an appeal is filed, Harvard Pilgrim will appoint an Appeal Coordinator who will be responsible for the appeal throughout Harvard Pilgrim's internal appeal process. This includes either the denial of a health service sought by a Member or the denial of payment for a health service that a Member has received.

Most appeals result from a misunderstanding with a provider or a claim processing error. These problems can be easy to resolve, so most appeals and complaints will first be considered in the informal inquiry process. However, the informal inquiry process will not be used to review a denial of coverage involving a medical necessity determination. Coverage decisions involving medical necessity determinations will be transferred directly to the formal appeal.

### ***Documentation Process***

The Appeals Coordinator documents the receipt of the appeal in Harvard Pilgrim's Member Appeals Tracking System which is a comprehensive reporting and documentation database. Each step of the process is recorded and tracked in order to manage, investigate and resolve the appeal. A chronological history is kept of each step taken towards resolution of the appeal.

### ***Appeals Not Involving a Medical Necessity Determination/Benefits Appeal***

The Appeal Coordinator will review and decide all appeals that do not involve a medical necessity determination. The Appeals Coordinator may seek information and advice from medical professionals concerning the appeal.

### ***Appeals Involving a Medical Necessity Determination***

Appeals that involve a medical necessity determination will be reviewed by a Harvard Pilgrim Medical Director.

## **Claims and appeals for UnitedHealthcare of the River Valley (formerly John Deere Health) HMO medical plans**

### **Complaint, Appeal and Dispute Resolution Procedures**

The following procedures provide a formal system for resolving Complaints or Appeals concerning coverage determinations, the provision of health care services or other matters concerning the operation of UnitedHealthcare of the River Valley.

Most Complaints can be resolved on an informal basis by consultation between You, UnitedHealthcare of the River Valley staff, and/or the health practitioner from whom You received services. If Your Complaint can not be resolved after informal consultation, You or Your Authorized Representative may request a formal Appeal. If You want to designate an Authorized Representative to assist You with this Appeals Process, this must be done in writing.

Your Authorized Representative may not file a formal Appeal without explicit, written designation by You.

You must exhaust the Appeals Process prior to pursuing additional dispute resolution remedies.

### ***Expedited Appeal Procedure for Urgent Care Claims***

For Urgent Care Claims, You or Your Authorized Representative may contact UnitedHealthcare of the River Valley, orally or in writing, to request expedited consideration of a formal Appeal. In determining whether a claim is for urgent care, UnitedHealthcare of the River Valley will apply the judgment of a

prudent layperson that possesses an average knowledge of health and medicine. If the request for expedited consideration is denied, the Appeal will automatically be reviewed according to the procedures described in the section entitled, Appeal Procedure for Pre-Service and Post-Service Claims That Are Not Urgent Care Claims. A request for expedited consideration will not be denied if a Physician with knowledge of Your medical condition determines that Your claim involves urgent care.

UnitedHealthcare of the River Valley will submit Your expedited appeal to an independent Physician reviewer. The independent Physician reviewer will be a Clinical Peer, who has no material, professional, familial or financial affiliation with UnitedHealthcare of the River Valley or You, or material, familial or financial connection to the case and/or outcome.

Within 72 hours after UnitedHealthcare of the River Valley receives a request for expedited handling which includes all necessary information, UnitedHealthcare of the River Valley will issue a decision based on the independent Physician reviewer's final determination to You or Your Authorized Representative by telephone or facsimile. Written confirmation of UnitedHealthcare of the River Valley's final decision will be mailed to You or Your Authorized Representative within three calendar days after UnitedHealthcare of the River Valley provides the final decision by telephone or facsimile. If additional information is needed, You or Your Authorized Representative will be notified within 24 hours of the expedited Appeal request specifying what information is needed to make a decision. When the additional information is received, a final decision will be made within 48 hours of receipt of the specified information or at the end of the period given to provide the specified information, whichever is earlier.

If UnitedHealthcare of the River Valley's final decision is adverse to You, You or Your Authorized Representative may request binding arbitration as described under the section entitled, Arbitration Procedure, or bring a civil action as described in the section entitled, Civil Actions Available Under ERISA.

### ***Appeal Procedure For Pre-Service and Post-Service Claims That Are Not Urgent Care Claims***

For Pre-Service and Post-Service Claims that are not Urgent Care Claims, You or Your Authorized Representative may request an Appeal by completing a written "Member Appeal Form," which will be provided to You or Your Authorized Representative upon written or oral request. The Member Appeal Form must be completed and filed to UnitedHealthcare of the River Valley within 180 calendar days from the date: (1) the Member received notification of a denial of coverage; or (2) the problem in question occurred. The Member Appeal Form must be completed and signed and the facts as alleged shall be binding on the Member. The Member Appeal Form must be filed by mail, facsimile, or hand-delivery to UnitedHealthcare of the River Valley, according to the instructions provided with the Member Appeal Form.

UnitedHealthcare of the River Valley will issue a final decision, in writing, to You or Your Authorized Representative within the following timeframes:

- Pre-Service Claim: 15 calendar days after receipt of the Member Appeal Form.
- Post-Service Claim: 30 calendar days after receipt of the Member Appeal Form.

If UnitedHealthcare of the River Valley's decision on the Appeal is adverse to You, You have the right to further review. For Appeals related to determinations which require medical judgment, including determinations of medical necessity, You or Your Authorized Representative may request an Independent Physician Review (IPR) as described under the subsection entitled, Independent Physician Review Procedure. For all other Appeals, You or Your Authorized Representative may request a reconsideration of the Appeal decision as described under the subsection entitled, Member Reconsideration Procedure.

### ***Independent Physician Review Procedure***

You or Your Authorized Representative may request an "Independent Physician Review" (IPR) of an adverse decision resulting from an Appeal which denied You coverage on the basis that the service, procedure, or treatment in question was not medically necessary or medically appropriate. The provisions in this section shall not be construed to obligate UnitedHealthcare of the River Valley to make payment for any health care service, procedure, or treatment which is not covered under Your Plan.

At the time You or Your Authorized Representative is notified of the adverse Appeal decision described above, You shall also be advised of Your right to request an IPR. You or Your Authorized Representative must request an IPR within 30 calendar days of receiving UnitedHealthcare of the River Valley's adverse Appeal decision.

The independent Physician reviewer will be a Clinical Peer, who has no material, professional, familial or financial affiliation with UnitedHealthcare of the River Valley or You, or material, familial or financial connection to the case and/or its outcome. UnitedHealthcare of the River Valley will not charge You any fees for an IPR filing or case review, or fees associated with diagnostic tests or other clinical services the External Independent Review Organization (EIRO) requests in order to complete the review.

However, UnitedHealthcare of the River Valley is not responsible for other costs such as those associated with You retaining an attorney.

After receiving a request for IPR, UnitedHealthcare of the River Valley will provide the following information to the EIRO:

- all relevant medical records and appropriate portions of the Appeal file;
- supporting documentation used to render the decision pertaining to Your case;
- a summary description of the applicable issues, including a statement of UnitedHealthcare of the River Valley's decision;
- the relevant portions of UnitedHealthcare of the River Valley's utilization management criteria, if applicable;
- any additional information or comments submitted by You or Your Authorized Representative to UnitedHealthcare of the River Valley regarding the Appeal; and
- any new information related to Your case that has become available since the initial Appeal decision.

UnitedHealthcare of the River Valley will issue a final written decision, based on the independent Physician reviewer's final determination, to You or Your Authorized Representative within the following timeframes:

- Pre-Service Claim: 15 calendar days after receipt of the request for independent Physician review.
- Post-Service Claim: 30 calendar days after receipt of the request for independent Physician review.

If UnitedHealthcare of the River Valley's final decision is adverse to You, You or Your Authorized Representative may request binding arbitration as described under the section entitled, Arbitration Procedure, or bring a civil action as described in the section entitled, Civil Actions Available Under ERISA.

### ***Member Reconsideration Procedure***

A reconsideration of an adverse Appeal decision is available for any Pre-Service or Post-Service Claim which does not require a determination of medical necessity, or which does not require medical judgment. You have 30 calendar days from the date the Appeal decision was issued in which to file a request for reconsideration to the Member Reconsideration Committee of UnitedHealthcare of the River Valley.

The Committee meeting shall be held at the UnitedHealthcare of the River Valley home office in Moline, Illinois. You or Your Authorized Representative will be notified that the Member Reconsideration Procedure Committee will meet to hear Your case, and You or Your Authorized Representative will be provided the opportunity to submit additional information or comments in writing. The Reconsideration Committee shall resolve the Appeal by majority vote and will issue a final decision to You or Your Authorized Representative within the following timeframes:

- Pre-Service Claim: 15 calendar days after receipt of the request for reconsideration.
- Post-Service Claim: 30 calendar days after receipt of the request for reconsideration.

If UnitedHealthcare of the River Valley's decision on the reconsideration is adverse to You, You or Your Authorized Representative may request binding arbitration as described under the section entitled, Arbitration Procedure, or bring a civil action as described in the section entitled, **Civil Actions Available Under ERISA**.

### ***Civil Actions Available Under ERISA***

If You remain dissatisfied after exhausting either:

7. the Expedited Appeal Procedure for Urgent Care Claims; or
8. the Appeal Procedure for Pre-Service and Post-Service Claim that are not Urgent Care Claims, and either
  - a. the Independent Physician Review Procedure, or
  - a. the Reconsideration Procedure, whichever is applicable,

then You have a right to bring a civil action under section 502(a) of ERISA, or to pursue arbitration as described under the section entitled, Arbitration Procedure.

### ***Arbitration Procedure***

Arbitration shall be conducted in accordance with the then current Employee Benefit Plans Claims Arbitration Rules of the American Arbitration Association (AAA). A request for arbitration must be filed with UnitedHealthcare of the River Valley and the American Arbitration Association in writing within six months of the date of the final Appeal decision being arbitrated. The question for the arbitrator will be whether the decision of UnitedHealthcare of the River Valley should be set aside because the decision was arbitrary and capricious. Judgment upon the decision by the arbitrator may be entered in any court having jurisdiction. Each party will bear its own costs and attorney fees. The expenses associated with the arbitration will be shared equally by both parties. Arbitration is final and binding on the parties. The parties waive their right to remedies in court, including their right to jury trial, except for the enforcement of the decision of the arbitrator. The Member and UnitedHealthcare of the River Valley agree that the arbitrator shall have no authority to award punitive damages and waive their right to such damages.

### ***Resolution of Disputes Not Relating to Urgent Care, Pre-Service or Post-Service***

All unresolved disputes which do not relate to Urgent Care Claims, Pre-Service Claims, or Post-Service Claims shall be resolved through mandatory, binding arbitration as described above.

Upon written request and free of charge, You or Your Authorized Representative may request copies of all documents relevant to Your Appeal and either the independent Physician review or reconsideration.

## Claims and appeals for Optimum Choice, Inc. HMO medical plans

### ***Resolving Member Grievances***

Generally, problems can be resolved by contacting Optimum Choice, Inc. HMO's Customer Service Department regarding general concerns and inquiries. Inquiries and general concerns will be resolved within ten (10) business days of the receipt of your inquiry.

You are entitled to submit a formal statement of dissatisfaction to Optimum Choice, Inc. HMO on any matter that may be in dispute and request a first level review. In order to request a first level review, you must submit your written request to:

Customer Support Group  
P.O. Box 933  
Frederick, Maryland 21705

within sixty (60) calendar days of the incident in question. Optimum Choice, Inc. HMO will send you a written response within thirty (30) calendar days of receipt of your request. If the review cannot be completed within thirty (30) calendar days due to circumstances beyond Optimum Choice, Inc. HMO's control, Optimum Choice, Inc. HMO will extend the review period by an additional twelve (12) calendar days in order to issue a resolution.

If you are dissatisfied with the outcome of a first level review, you may request a second level review. To request a second level review, a written request must be sent to:

Customer Support Group  
P.O. Box 933  
Frederick, Maryland 21705

within thirty (30) business days of the first level review decision. Optimum Choice, Inc. HMO will send you a written response within thirty (30) calendar days of your request. If the review cannot be completed within thirty (30) calendar days due to circumstances beyond Optimum Choice, Inc. HMO's control, Optimum Choice, Inc. HMO will extend the review period by an additional twelve (12) calendar days in order to issue a resolution.

If you are still dissatisfied, you may also request a third level review. The third level review will be performed by a person not involved in either the first or second level review. To request a third level review, you must send a written request to:

Customer Support Group  
P.O. Box 933  
Frederick, Maryland 21705

within ten (10) business days of receipt of the second level review outcome. Optimum Choice, Inc. HMO will reach a final third level review decision within thirty (30) business days of receipt of your request. Optimum Choice, Inc. HMO will document the third level review decision and send a written explanation of the decision within five (5) business days of the decision.

**Note:** The three-level grievance procedure described above does not apply to an Adverse Decision.

### ***Grievance Procedure for Adverse Decisions***

Optimum Choice, Inc. HMO maintain a formal grievance procedure if you are not satisfied with an adverse decision. You or a Subscriber representative acting on your behalf may file a grievance regarding an adverse decision within thirty (30) business days of receipt of the adverse decision. The notice of adverse decision will state, among other things, the name and address of the medical director who made the adverse decision. The following is the address and telephone number of the medical director responsible for adverse decisions: Medical Director, OCI, 4 Taft Court, Rockville, Maryland 20850; Telephone: (301) 545-5763 or 1-800-962-2174.

You or your Member representative should call the Customer Service Department at the telephone number on your ID card for information on how to submit a grievance. Grievances for an adverse decision should be directed to:

Customer Support Group  
P.O. Box 933  
Frederick, Maryland 21705  
Fax: (301) 360-8915.

All grievances regarding adverse decisions are formally recorded and acknowledged. Optimum Choice, Inc. HMO will reach a final decision within fourteen (14) business days after the date on which the grievance was received. Optimum Choice, Inc. HMO may communicate the grievance decision and send a written explanation of the decision, as well as the right to request a second level review of the grievance decision within five (5) business days of the grievance decision.

If you are not satisfied with a grievance decision, you or the Subscriber representative who filed a grievance on your behalf may request a second level review before a review committee. The request for a second level review must be received within thirty (30) business days for the grievance decision. Each request for a second level review will be formally acknowledged by us, in writing, to the Subscriber or Subscriber representative within ten (10) business days of receipt. Optimum Choice, Inc. HMO will reach a final second level grievance decision within thirty (30) business days from the date of receipt. Optimum Choice, Inc. HMO will document the second level Grievance decision and send a written explanation of the decision, as well as the right to request a formal external review of the second level grievance decision within five (5) business days of the decision. If Optimum Choice, Inc. HMO fails to comply with any deadline for completion of the second level review, the Subscriber or Subscriber representative will be relieved of the duty to exhaust the second level review process, and may proceed directly to the external review process.

Within thirty (30) business days of receipt of an adverse second level Grievance decision, the Subscriber or Subscriber representative may file a request for an external review with the Director of the Department of Health. Grievances regarding Medical Necessity decisions should be addressed to:

Director  
Department of Health  
Government of the District of Columbia  
Attn: Grievance and Appeals Committee  
825 North Capitol Street, N.E., Room 4119  
Washington, D.C. 20002  
Telephone: (202) 442-5979.





All other grievances should be addressed to:

Commissioner of Insurance  
Government of the District of Columbia  
810 First Street, N.E.  
Washington, D.C. 20002

An expedited review process of a grievance is available for an urgent or Emergency medical condition. Optimum Choice, Inc. HMO will conclude its first level review within twenty-four (24) hours of receipt of the request for review from the Subscriber or Subscriber representative. The determination about the existence of an urgent or Emergency medical condition will be done on a case-by-case basis by the medical director based on the definition of Emergency medical condition defined herein. If you are dissatisfied with the first level decision, you or your Subscriber representative can request a second level review. Optimum Choice, Inc. HMO will complete a second level review of a grievance decision within twenty-four (24) hours of the receipt for request of a second level review. An expedited review decision may be communicated to you or your Subscriber representative orally. Within one (1) business day after a final decision has been rendered on an expedited review, Optimum Choice, Inc. HMO will send a written explanation of the grievance decision.

## Claims and appeals for Oxford Health Plans medical plans

The amount of time Oxford Health Plans will take to make a decision on a claim will depend on the type of claim.

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*</p>
Pre-service claims (for services requiring notification 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 the claim was improperly filed and how to correct the filing must be given within five days</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*</p>
Urgent care claims (for services requiring notification 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 for all other claims made within 15 days for pre-service claims and 30 days for post-service claims</p>

\* Time period allowed to make a decision is suspended pending receipt of additional information.

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.

If you have a question or concern about a benefit determination, you may informally contact Customer Service before requesting a formal appeal. If the Customer Service representative cannot resolve the issue to your satisfaction over the phone, you may submit your question in writing. However, if you are not satisfied with a benefit determination, you may appeal it as described here, without first informally contacting Customer Service. If you first informally contact Customer Service and later wish to request a formal appeal in writing, you should contact Customer Service and request an appeal. If you request a formal appeal, a Customer Service representative will provide you with the appropriate address of the Claim Administrator.

The Customer Service telephone number is shown on your ID card. Customer Service representatives are available to take your call during regular business hours, Monday through Friday. If you are appealing an urgent care claim denial, contact Customer Service immediately.

### ***Oxford Health Plans level one appeal***

If you disagree with a claim determination after following the above steps, you can contact the Claim Administrator in writing to formally request an appeal. If the appeal relates to a claim for payment, your request should include:

- The patient's name and the identification number from the ID card.
- The date(s) of medical service(s).
- The provider's name.
- The reason you believe the claim should be paid.
- Any documentation or other written information to support your request for claim payment.

Your first appeal request must be submitted to the Claim Administrator within 180 days after you receive the claim denial.

During the 180-day period, you may review any pertinent documents and information relevant to your claim, if you make a request in writing. This material includes all information that was relied on in making the benefit determination; that was submitted to, considered, or generated by the Claim Administrator in considering the claim; and that demonstrates the Claim Administrator's processes for ensuring proper, consistent decisions.

During the review, you will be given an opportunity to request a hearing and present your case in person or by an authorized representative at a hearing scheduled by the Claim Administrator. If the decision on review is not received within such time, the claim shall be deemed denied on review.

A qualified individual who was not involved in the decision being appealed will be appointed to decide the appeal. If your appeal is related to clinical matters, the review will be done in consultation with a health care professional with appropriate expertise in the field who was not involved in the prior determination. The Claim Administrator may consult with, or seek the participation of, medical experts as part of the appeal resolution process. You consent to this referral and the sharing of pertinent medical claim information. Upon request and free of charge you have the right to reasonable access to and copies of, all documents, records, and other information relevant to your claim for benefits.

You will be provided written or electronic notification of decision on your appeal as follows:

- For appeals of pre-service claims, the first level appeal will be conducted and you will be notified by the Claim Administrator of the decision within 15 days from receipt of a request for appeal of a denied claim.
- For appeals of post-service claims, the first level appeal will be conducted and you will be notified by the Claim Administrator of the decision within 30 days from receipt of a request for appeal of a denied claim.

### ***Oxford Health Plans level two appeal***

If you are not satisfied with the first level appeal decision of the Claim Administrator, you have the right to request a second level appeal from the Claim Administrator. Your second level appeal request must be submitted to the Claim Administrator within 60 days from receipt of first level appeal decision.

For appeals of pre-service claims, the second level appeal will be conducted and you will be notified by the Claim Administrator of the decision within 15 days from receipt of a request for review of the first level appeal decision.

For appeals of post-service claims, the second level appeal will be conducted and you will be notified by the Claim Administrator of the decision within 30 days from receipt of a request for review of the first level appeal decision.

For pre-service and post-service claim appeals, Citi has delegated to the Claim Administrator the exclusive right to interpret and administer the provisions of the Health Benefit Plan. The Claim Administrator's decisions are conclusive and binding. Please note that the Claim Administrator's decision is based only on whether or not benefits are available under the Plan for the proposed treatment or procedure. The determination as to whether the pending health service is necessary or appropriate is between you and your physician.

### ***Oxford Health Plans urgent claim appeals***

Your appeal may require immediate action if a delay in treatment could significantly increase the risk to your health or the ability to regain maximum function or cause severe pain. In these urgent situations, the appeal does not need to be submitted in writing. You or your physician should call the Claim Administrator as soon as possible. The Claim Administrator will provide you with a written or electronic determination within 72 hours following receipt of your request for review of the determination taking into account the seriousness of your condition.

For urgent claim appeals, Citi has delegated to the Claim Administrator the exclusive right to interpret and administer the provisions of the Health Benefit Plan. The Claim Administrator's decisions are conclusive and binding.

## Claims and appeals for Tufts Health Plan

### ***Appeals and Grievances Department***

If you need to call Tufts HP about a concern or appeal, contact a Member Services Coordinator at 1-800-462-0224.

To submit your appeal or grievance in writing, send your letter to:

Tufts Health Plan  
Attn: Appeals and Grievances Department  
705 Mt. Auburn Street  
P.O. Box 9193  
Watertown MA 02471-9193

For more information about Tufts Health Plan and to learn more about the self-service options that are available to you, please see the Tufts Health Plan Web site at [www.tuftshealthplan.com](http://www.tuftshealthplan.com).

### ***Member Satisfaction Process***

Tufts Health Plan has a multi-level Member Satisfaction Process including:

- Internal Inquiry;
- Member Grievance Process;
- Internal Member Appeals; and
- External Review by the Office of Patient Protection.

All grievances and appeals should be sent to Tufts HP at the following address:

Tufts Health Plan  
Attn: Appeals and Grievances Department  
705 Mt. Auburn Street  
P.O. Box 9193  
Watertown, MA 02471-9193

All calls should be directed to Tufts HP's Member Services at 1-800-462-0224.

### ***Internal Inquiry***

Call a Tufts HP Member Services Coordinator to discuss concerns you may have regarding your health care. Every effort will be made to resolve your concerns within three (3) business days. If your concerns cannot be explained or resolved within three (3) business days or if you tell a Member Service Coordinator that you are not satisfied with the response you have received from Tufts HP, we will notify you of any options you may have, including the right to have your inquiry processed as a grievance or appeal. If you choose to file a grievance or appeal, you will receive written acknowledgement and written resolution in accordance with the timelines outlined below.

Tufts HP maintains records of each inquiry made by a Member or by that Member's authorized representative. The records of these inquiries and the response provided by Tufts HP are subject to inspection by the Commissioner of Insurance and the Department of Public Health.

## **Member Grievance Process**

A grievance is a formal complaint about actions taken by Tufts HP or a Provider. There are two types of grievances: administrative grievances and clinical grievances. The two types of grievances are described below.

It is important that you contact Tufts HP as soon as possible to explain your concern. Call a Tufts HP Member Services Coordinator who will document your concern and forward it to a Grievance Analyst in the Appeals and Grievance Department. Grievances may be filed either verbally or in writing. To accurately reflect your concerns, you may want to put your grievance in writing and send it to the address provided at the beginning of this section. Your explanation should include:

- Your name and address;
- Your Tufts HP Member ID number;
- A detailed description of your concern (including relevant dates, any applicable medical information, and Provider names); and
- Any supporting documentation.

**Important Note:** The Member Grievance Process does not apply to requests for a review of a denial of coverage.

If you are seeking such a review, please see the "Internal Member Appeals" section below.

### **Administrative Grievances**

An administrative grievance is a complaint about a Tufts HP employee, department, policy, or procedure, or about a billing issue.

To contact Member Services, call 1-800-462-0224, or see our Web site at [www.tuftshealthplan.com](http://www.tuftshealthplan.com).

### **Administrative Grievance Timeline**

- If you file your grievance in writing, we will notify you by mail, within five (5) business days after receiving your letter, that your letter has been received and provide you with the name, address, and telephone number of the Grievance Analyst coordinating the review of your grievance.
- If you file your grievance verbally, we will send you a written confirmation of our understanding of your concerns within forty-eight (48) hours. We will also include the name, address, and telephone number of the person coordinating the review.
- If your request for review was first addressed through the internal inquiry process, and does not require the review of medical records, the thirty (30) calendar day review period will begin the day following the end of the three (3) business day Internal Inquiry process or earlier if you notify Tufts HP that you are not satisfied with the response you received during the Internal Inquiry process.
- Tufts HP will review your grievance and will send you a letter regarding the outcome, as allowed by law, within thirty (30) calendar days of receipt.
- The time limits in this process may be waived or extended beyond the time allowed by law upon mutual written agreement between you or your authorized representative and Tufts HP.

### **Clinical Grievances**

A clinical grievance is a complaint about the quality of care or services that you have received. If you have concerns about your medical care, you should discuss them directly with your Provider. If you are not satisfied with your Provider's response or do not wish to address your concerns directly with your Provider, you may contact Member Services to file a clinical grievance.

If you file your grievance in writing, we will notify you by mail, within five (5) business days after receiving your letter, that your letter has been received and provide you with the name, address, and telephone number of the Grievance Analyst coordinating the review of your grievance. If you file your grievance verbally, we will send you a written confirmation of our understanding of your concerns within forty-eight (48) hours. We will also include the name, address, and telephone number of the person coordinating the review.

Tufts HP will review your grievance and will notify you in writing regarding the outcome, as allowed by law, within thirty (30) calendar days of receipt. The review period may be extended up to an additional thirty (30) days if additional time is needed to complete the review of your concern. You will be notified in writing if the review timeframe is extended.

### **"Reconsideration"**

If you are not satisfied with the result of the Clinical Grievance review process, you may request a "reconsideration". If you so choose, your concerns will be reviewed by a clinician who was not involved in the initial review process. Upon request for a reconsideration, your concerns will be reviewed within thirty (30) calendar days. You will be notified in writing of the results of the review.

### ***Internal Member Appeals***

An appeal is a request for a review of a denial of coverage for a service or supply that has been reviewed and denied by Tufts HP based on medical necessity (an adverse determination) or a denial of coverage for a specifically excluded service or supply.

It is important that you contact Tufts HP as soon as possible to explain your concern. You have 180 days from the date you were notified of the denial of benefit coverage or claim payment to file an internal appeal. Appeals may be filed either verbally or in writing. If you would like to file a verbal appeal, call a Tufts HP Member Services Coordinator who will document your concern and forward it to a Member Appeals Analyst in the Appeals and Grievance Department. To accurately reflect your concerns, you may want to put your appeal in writing and send it to the address provided at the beginning of this section. Your explanation should include:

- Your name and address;
- Your Tufts HP Member ID number;
- A detailed description of your concern (including relevant dates, any applicable medical information, and Provider names); and
- Any supporting documentation.

To contact Member Services, call 1-800-462-0224, or see our Web site at [www.tuftshealthplan.com](http://www.tuftshealthplan.com).

### **Appeals Timeline**

- If you file your appeal in writing, we will notify you in writing, within five (5) business days after receiving your letter, that your letter has been received and provide you with the name, address, and telephone number of the Member Appeals Analyst coordinating the review of your appeal.
- If you file your appeal verbally, we will send you a written confirmation of our understanding of your concerns within forty-eight (48) hours. We will also include the name, address, and telephone number of the Member Appeals Analyst coordinating the review of your appeal.
- If your request for review was first addressed through the internal inquiry process, and does not require the review of medical records, the thirty (30) calendar day review period will begin the day

following the end of the three (3) business day Internal Inquiry process or earlier if you notify Tufts HP that you are not satisfied with the response you received during the internal inquiry process.

- Tufts HP will review your appeal, make a decision, and send you a decision letter within thirty (30) calendar days of receipt.
- The time limits in this process may be waived or extended beyond the time allowed by law upon mutual verbal or written agreement between you or your authorized representative and Tufts HP. This extension may be necessary if we are waiting for medical records that are necessary for the review of your appeal and have not received them. The Appeals Analyst handling your case will notify you in advance if an extension may be needed. In addition, a letter will be sent to you confirming the extension.

### **When Medical Records are Necessary**

If your appeal requires the review of medical records, you will receive a form that you will need to sign that authorizes your Providers to release to Tufts HP medical information relevant to your appeal. You must sign and return the form before Tufts HP can begin the review process. If you do not sign and return the form to Tufts HP within thirty (30) calendar days of the date you filed your appeal, Tufts HP may issue a response to your request without having reviewed the medical records. You will have access to any medical information and records relevant to your appeal that are in the possession and control of Tufts HP.

### **Who Reviews Appeals?**

If the appeal involves a medical necessity determination, an actively practicing physician in the same or similar specialty as typically treats the medical condition, and who did not participate in any of the prior decisions on the case, will take part in the review. In addition, a committee made up of managers and clinicians from various Tufts HP departments will review your appeal. A committee within the Appeals and Grievances Department will review appeals involving non-covered services.

### **Appeal Response Letters**

The letter you receive from Tufts HP will include identification of the specific information considered for your appeal and an explanation of the basis for the decision. A response letter regarding a final adverse determination (a decision based on medical necessity) will include: the specific information upon which the adverse determination was based; Tufts HP's understanding of your presenting symptoms or condition; diagnosis and treatment interventions, and the specific reasons such medical evidence fails to meet the relevant medical review criteria; alternative treatment options offered, if any; applicable clinical practice guidelines and review criteria; notification of the steps for requesting external review by the Office for Patient Protection; and the titles and credentials of the individuals who reviewed the case. Please note that requests for coverage of services that are specifically excluded in your Evidence of Coverage (EOC) are not eligible for external review.

An appeal not properly acted on by Tufts HP within the time limits of Massachusetts law and regulations, including any extensions made by mutual written agreement between you or your authorized representative and Tufts HP, shall be deemed resolved in your favor.

To contact Member Services, call 1-800-462-0224, or see our Web site at [www.tuftshealthplan.com](http://www.tuftshealthplan.com).

### **Expedited Appeals**

Tufts HP recognizes that there are circumstances that require a quicker turnaround than the thirty (30) calendar days allotted for the standard Appeals Process. Tufts HP will expedite an appeal when there is an ongoing service about to terminate or a service to be delivered imminently whereby a delay in treatment would seriously jeopardize your life and health or jeopardize your ability to regain maximum function. Should you feel that your request meets the criteria cited above, you or your attending physician should



contact the Member Services Department. Under these circumstances, you will be notified of Tufts HP's decision within seventy-two (72) hours after the review is initiated. If your treating physician (the physician responsible for the treatment or proposed treatment) certifies that the service being requested is Medically Necessary; that a denial of coverage for such services would create a substantial risk of serious harm; and such risk of serious harm is so immediate that the provision of such services should not await the outcome of the normal grievance process, you will be notified of Tufts HP's decision within forty-eight (48) hours of the receipt of certification. If you are appealing coverage for Durable Medical Equipment (DME) that Tufts HP determined was not Medically Necessary, you will be notified of Tufts HP's decision within less than forty-eight (48) hours of the receipt of certification. If you are an Inpatient in a hospital, Tufts HP will notify you of the decision before you are discharged. If your appeal concerns the termination of ongoing coverage or treatment, the disputed coverage shall remain in effect at Tufts HP's expense through the completion of the Internal Appeals Process. Only those services which were originally authorized by Tufts Health Plan and which were not terminated pursuant to a specific time or episode-related exclusion will continue to be covered.

If you have a terminal illness, we will notify you of Tufts HP's decision within five (5) days of receiving your appeal. If Tufts HP's decision is to deny coverage, you may request a conference. We will schedule the conference within 10 days (or within 5 business days if your physician determines, after talking with a Tufts HP medical director, that based on standard medical practice the effectiveness of the proposed treatment or alternative covered treatment would be materially reduced if not provided at the earliest possible date). You may bring another person with you to the conference. At the conference, you and/or your authorized representative, if any, and a representative of Tufts HP who has authority to determine the disposition of the grievance, shall review the information provided.

If the appeal is denied, the decision will include the specific medical and scientific reasons for denying the coverage, and a description of any alternative treatment, services or supplies that would be covered.

### **Conference (Walk-in) Appeals**

If the case involves an adverse determination (Medical Necessity determination), you or your representative may also appear in person or by conference call to present your appeal. This is an opportunity for you to present additional information to the Committee that may be better communicated in person. If you would like to present your appeal in person, you must request this option. A Member Appeals Analyst will contact you to schedule a date and time to appear. You will have approximately twenty (20) minutes to address the Committee. The Committee will not make a decision while you are present, and the Member Appeals Analyst will notify you of a decision after it has been made.

### **If You are Not Satisfied with the Appeals Decision**

#### **"Reconsideration"**

In circumstances where relevant medical information (1) was received too late to review within the thirty (30) calendar day time limit; or (2) was not received but is expected to become available within a reasonable time period following the written resolution, you may choose to request a reconsideration. Tufts HP may allow the opportunity for reconsideration of a final adverse determination. If you request a reconsideration, you must agree in writing to a new time period for review. The time period will be no greater than thirty (30) calendar days from the agreement to reconsider the appeal.

To contact Member Services, call 1-800-462-0224, or see our Web site at [www.tuftshealthplan.com](http://www.tuftshealthplan.com).

### ***External Review by the Office of Patient Protection***

The Massachusetts Office of Patient Protection, which is not connected in any way with Tufts HP, administers an independent external review process for final coverage determinations based on medical

necessity (final adverse determination). Appeals for coverage of services specifically excluded in your EOC are not eligible for external review.

To request an external review by the Office of Patient Protection, you must file your request in writing with the Office of Patient Protection within forty-five (45) days of your receipt of written notice of the denial of your appeal by Tufts HP. The letter from Tufts Health Plan notifying you of the denial will contain the forms and other information that you will need to file an appeal with the Office of Patient Protection. You or your authorized representative may request to have your review processed as an expedited external review. Any request for an expedited external review must contain a certification, in writing, from a physician, that delay in providing or continuation of health care services that are the subject of a final adverse determination would pose a serious and immediate threat to your health. Upon a finding that a serious and immediate threat to your health exists, the Office of Patient Protection will qualify such request as eligible for an expedited external review. Your cost for an external review by the Office of Patient Protection is \$25.00. This payment should be sent to the Office of Patient Protection, along with your written request for a review. The Office of Patient Protection may waive this fee if it determines that the payment of the fee would result in an extreme financial hardship to you. Tufts Health Plan will pay the remainder of the cost for an external review. Upon completion of the external review, the Office of Patient Protection shall bill Tufts HP the amount established pursuant to contract between the Massachusetts Department of Public Health and the assigned external review agency minus the \$25 fee which is your responsibility. You, or your authorized representative, will have access to any medical information and records relating to your appeal in the possession of the Tufts HP or under its control. If the subject matter of the external review involves the termination of ongoing services, you may apply to the external review panel to seek the continuation of coverage for the terminated service during the period the review is pending.

The review panel may order the continuation of coverage where it determines that substantial harm to your health may result absent such continuation or for such other good cause, as the review panel shall determine. Any such continuation of coverage will be at Tufts HP's expense regardless of the final external review determination.

The decision of the review panel will be binding on Tufts HP. If the external review agency overturns a Tufts HP decision in whole or in part, Tufts HP will send you a written notice within five (5) business days of receipt of the written decision from the review agency. This notice will:

- include an acknowledgement of the decision of the review agency;
- advise you of any additional procedures that you need to take in order to obtain the requested coverage or services; advise you of the date by which the payment will be made or the authorization for services will be issued by Tufts HP; and
- include the name and phone number of the person at Tufts HP who will assist you with final resolution of the grievance.

Please note, if you are not satisfied with Tufts HP's Member Satisfaction Process, you have the right at any time to contact the Commonwealth of Massachusetts at either the Division of Insurance Bureau of Managed Care at 617-521-7777 or the Department of Public Health's Office of Patient Protection at:

Department of Public Health  
Office of Patient Protection  
250 Washington Street, 2nd Floor  
Boston, MA 02108  
Phone: 1-800-436-7757  
Fax: 1-617-624-5046  
Internet: [www.state.ma.us/dph/opp](http://www.state.ma.us/dph/opp)

To contact Member Services, call 1-800-462-0224, or see our Web site at [www.tuftshealthplan.com](http://www.tuftshealthplan.com).

## Claims and appeals for Express Scripts (the non-HMO/EPO prescription drug program)

The amount of time Express Scripts will take to make a decision on a claim will depend on the type of claim.

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 due to matters beyond the control of the Claim Administrator (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*</p>
Pre-service 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*</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>

*\* Time period allowed to make a decision is suspended pending receipt of additional information.*

Claim forms may be obtained at [www.express-scripts.com](http://www.express-scripts.com). These forms tell you 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.

### ***Express Scripts level one appeal***

If you disagree with a claim determination after following the above steps, you can contact the Claim Administrator in writing to formally request an appeal. Your first appeal request must be submitted to the Claim Administrator within 180 days after you receive the claim denial.

During the 180-day period, you may review any pertinent documents and information relevant to your claim, if you make a request in writing. This material includes all information that was relied on in making the benefit determination; that was submitted to, considered, or generated by the Claim Administrator in considering the claim; and that demonstrates the Claim Administrator's processes for ensuring proper, consistent decisions.

A qualified individual who was not involved in the decision being appealed will be appointed to decide the appeal. If your appeal is related to clinical matters, the review will be done in consultation with a health care professional with appropriate expertise in the field who was not involved in the prior determination. The Claim Administrator may consult with, or seek the participation of, medical experts as part of the appeal resolution process. You consent to this referral and the sharing of pertinent medical claim information. Upon request and free of charge you have the right to reasonable access to and copies of, all documents, records, and other information relevant to your claim for benefits.

You will be provided written or electronic notification of decision on your appeal as follows:

- For appeals of pre-service claims, the first level appeal will be conducted and you will be notified by the Claim Administrator of the decision within 15 days from receipt of a request for appeal of a denied claim. The second level appeal will be conducted and you will be notified by the Claim Administrator of the decision within 15 days from receipt of a request for review of the first level appeal decision.
- For appeals of post-service claims, the first level appeal will be conducted and you will be notified by the Claim Administrator of the decision within 30 days from receipt of a request for appeal of a denied claim. The second level appeal will be conducted and you will be notified by the Claim Administrator of the decision within 30 days from receipt of a request for review of the first level appeal decision.

### ***Express Scripts level two appeal***

If you are not satisfied with the first level appeal decision of the Claim Administrator, you have the right to request a second level appeal from the Claim Administrator as the Plan Administrator. Your second level appeal request must be submitted to the Claim Administrator within 60 days from receipt of first level appeal decision.

For pre-service and post-service claim appeals, Citi has delegated to the Claim Administrator the exclusive right to interpret and administer the provisions of the plan. The Claim Administrator's decisions are conclusive and binding. Please note that the Claim Administrator's decision is based only on whether or not benefits are available under the plan for the proposed treatment or procedure. The determination as to whether the pending health service is necessary or appropriate is between you and your physician.

### ***Express Scripts urgent claim appeals***

Your appeal may require immediate action if a delay in treatment could significantly increase the risk to your health or the ability to regain maximum function or cause severe pain. In these urgent situations the appeal does not need to be submitted in writing. You or your physician should call the Claim Administrator as soon as possible. The Claim Administrator will provide you with a written or electronic determination within 72 hours following receipt of your request for review of the determination taking into account the seriousness of your condition.

For urgent claim appeals, Citi has delegated to the Claim Administrator the exclusive right to interpret and administer the provisions of the Plan. The Claim Administrator's decisions are conclusive and binding.

### **Claims and appeals for MetLife PDP**

The amount of time MetLife will take to make a decision on a claim will depend on the type of claim.

<b>Type of claim</b>	<b>Timeline after claim is filed</b>
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*</p>
Pre-service 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*</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>

*\* Time period allowed to make a decision is suspended pending receipt of additional information.*

You have the right to request a reconsideration of the denied claim by calling or writing MetLife. Any additional information that you feel would support the claim should be provided to MetLife.

If after the review it is determined that the initial denial can be reversed and claim paid, normal processing steps are followed. If after the review it is determined that the original denial stands, a denial letter is written.

Responses to an appeal are conducted by an individual of higher authority than the person who originally denied the claim. The response includes:

- Explanation of why the charges are denied in plain language
- Reference to the plan (booklet) wording which justifies the denial

The appeal request must be submitted in writing to MetLife within 180 days of receipt of the denial letter. As part of this review, you or your legal representative has the right to review all pertinent documents and submit issues and comments in writing to a committee selected by MetLife. The committee consists of senior representatives of MetLife Dental Claim Management and a Dental Consultant.

For pre-service and post-service claim appeals, Citi has delegated to MetLife as Claim Administrator the exclusive right to interpret and administer the provisions of the Dental Benefit Plan. The Claim Administrator's decisions are conclusive and binding. Please note that the Claim Administrator's decision is based only on whether or not benefits are available under the plan for the proposed treatment or procedure. The determination as to whether the pending health service is necessary or appropriate is between you and your physician.

## Claims and appeals for the CIGNA Dental Care DHMO

If you have a concern about your Dental Office or the CIGNA Dental Plan, you can call 1.800.CIGNA24 toll-free and explain your concern to a Member Services Representative. You can also express that concern to CIGNA Dental in writing. Most matters can be resolved with the initial phone call. If more time is needed to review or investigate your concern, CIGNA Dental will get back to you as soon as possible, usually by the end of the next business day, but in any case within 30 days.

If you are not satisfied with the results of a coverage decision, you may start the appeals procedure.

CIGNA Dental has a two-step appeals procedure for coverage decisions. To initiate an appeal, you must submit a request in writing to the CIGNA Dental Plan within one year from the date of the initial CIGNA Dental decision. You should state the reason why you believe your request should be approved and include any information supporting your request. If you are unable or choose not to write, you can ask Member Services to register your appeal by calling 1.800.CIGNA24.

### ***CIGNA Dental level one appeal***

Your level one appeal will be considered and the resolution made by someone not involved in the initial decision or occurrence. Issues involving dental necessity or clinical appropriateness will be considered by a dental professional.

If your appeal concerns a denied pre-authorization, CIGNA Dental will respond with a decision 15 calendar days after your appeal is received. For appeals concerning all other coverage issues, CIGNA Dental will respond with a decision within 30 calendar days after your request is received. If we need more information to make your level-one appeal decision, we will notify you in writing to request an extension of up to 15 calendar days and to specify any additional information needed to complete the review.

- For New Jersey residents, CIGNA Dental will respond in writing within 15 working days;
- For Colorado residents, CIGNA Dental will respond within 20 working days; and
- For Nebraska residents, CIGNA Dental will respond within 15 working days if your complaint involves an adverse determination.

If you are not satisfied with the decision, you may request a level two appeal.

### ***CIGNA Dental level two appeal***

To initiate a level-two appeal, follow the same process required for a level-one appeal. Your level-two appeal will be reviewed and a decision made by someone not involved in the level-one appeal. For appeals involving dental necessity or clinical appropriateness, the decision will be made by a dentist. If specialty care is in dispute, the appeal will be conducted by a dentist in the same or similar specialty as the care under review. The Level-Two Appeals process does not apply to resolutions made solely on the basis that the Dental Plan does not provide benefits for the service performed or requested.

The review will be completed within 30 calendar days. If we need more information to complete the appeal, we will notify you in writing to request an extension of up to 15 calendar days and to specify any additional information needed to complete the review. The decision will include the specific contractual or clinical reasons for the decision, as applicable.

### ***CIGNA Dental expedited appeal***

You may request that the complaint or appeal resolution be expedited if the time frames under the above process would seriously jeopardize your life or health or would jeopardize your ability to regain the dental functionality that existed prior to the onset of your current condition. A dental professional, in consultation with the treating dentist, will decide if an expedited review is necessary. When a review is expedited, the plan will respond orally with a decision within 72 hours, followed up in writing.

- For Maryland residents, CIGNA Dental will respond within 24 hours; and
- For Texas residents, CIGNA Dental will respond within one business day.

### ***CIGNA Dental independent review***

The independent review procedure is a voluntary program arranged by the Dental Plan and is not available in all areas. Contact CIGNA Dental at 1.800.CIGNA24 for more details.

### ***Appeals to the state***

You have the right to contact your state's Department of Insurance or Department of Health for assistance at any time.

CIGNA Dental will not cancel or refuse to renew coverage because you or your dependent has filed a complaint or appealed a decision made by CIGNA Dental. You have the right to file suit in a court of law for any claim involving the professional treatment performed by a dentist.



## Claims and appeals for Delta Dental

The amount of time Delta Dental will take to make a decision on a claim will depend on the type of claim.

Type of claim	Timeline after claim is filed
Post-service claims (for claims filed after the service has been received)	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.)  Notice that more information is needed must be given within 30 days.  You have 45 days to submit any additional information needed to process the claim.*
Pre-service claims (for services requiring precertification of services)	Not applicable. Delta Dental does not condition the receipt of a benefit, in whole or in part, upon approval of the benefit in advance of obtaining dental care.
Urgent care claims (for services requiring precertification of services where delay could jeopardize life or health)	Usually not applicable. Urgent care claims do not ordinarily arise in the context of a fee-for-service plan involving dental care, such as Citi's dental plan. However, Delta Dental will comply with Department of Labor requirements for urgent care claims if any arise.
Concurrent care claims (for ongoing treatment)	Not applicable. Concurrent care claims do not occur in the context of a fee-for-service dental plan.

\* Time period allowed to make a decision is suspended pending receipt of additional information.

**If a claim is denied in whole or in part**, the claimant will receive a notice of payment or action that outlines the specific reason(s) and the specific plan provision(s) on which the determination was based. Upon request and free of charge, Delta Dental will provide the claimant a copy of any internal rule, guideline or protocol, and/or an explanation of the scientific or clinical judgment if relied upon in denying the claim.

If the claimant or his/her attending dentist wants the denial of benefits reviewed, the claimant or his/her attending dentist must write to Delta Dental **within one hundred eighty (180) days of the date on the Notice of Payment or Action. Failure to comply with such requirements may lead to forfeiture of the claimant's right to challenge the denial, even when a request for clarification has been made.**

The claimant's letter should state why the claim should not have been denied. Also, any other documents, data, information or comments that are thought to have bearing on the claim including the denial notice, should accompany the request for review.

The claimant or his/her attending dentist is entitled to receive, upon request and free of charge, reasonable access to and copies of all documents, records and other information relevant to the denied claim. The review will take into account all comments, documents, records, or other information, regardless of whether the information was submitted or considered initially.

The review will be conducted for Delta Dental by a person who is neither the individual who made the claim denial that is the subject of the review, nor the subordinate of the individual. If the review of a claim denial is based in whole or in part on a lack of dental necessity, experimental treatment, or a clinical judgment in





applying the terms of the contract, Delta Dental will consult with a dentist who has appropriate training and experience in the pertinent field of dentistry who is neither the Delta Dental dental consultant who made the claim denial nor the subordinate of the dental consultant. The identity of the dental consultant will be available upon request whether or not the advice was relied upon. In making the review, Delta Dental will not afford deference to the initial adverse benefit determination.

If after review, Delta Dental continues to deny the claim, Delta Dental will notify the claimant or his/her attending dentist in writing of the decision on the request for review within thirty (30) days of the date the request is received. Delta Dental will send the claimant or his/her attending dentist a notice, similar to this notice. If in the opinion of the claimant or his/her attending dentist, the matter warrants further consideration, the claimant should advise Delta Dental in writing as soon as possible.

The matter will be immediately referred to Delta Dental's Dental Affairs Committee. This stage can include a clinical examination, if not done previously, and a hearing before Delta Dental's Dental Affairs Committee if requested by the claimant or his/her attending dentist.

The Dental Affairs Committee will render a decision within thirty (30) days of the claimant's request for further consideration. The decision of the Dental Affairs Committee will be final insofar as Delta Dental is concerned. Recourse thereafter would be to the state regulatory agency, a designated state administrative review board or to the courts with an action under section 502(a) of the Employee Retirement Income Security Act of 1974 (ERISA) or other civil action.

## Claims and appeals for the Vision Benefit Plan

The amount of time Davis Vision will take to make a decision on a claim will depend on the type of claim.

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*</p>
Pre-service 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*</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>

\* Time period allowed to make a decision is suspended pending receipt of additional information.

You will have 180 days following receipt of a claim denial to appeal the decision. You have the right to voice a grievance or complaint against Davis Vision at any time. Davis Vision will not retaliate or take any discriminatory action against you because you have filed a grievance, complaint or appeal. A grievance is a complaint that may or may not require specific corrective action and is made:

- Via the telephone;
- In writing to Davis Vision; or
- Via the Davis Vision Web site.

Claims include but are not limited to the following:

- Benefit denials;
- An adverse determination as to whether a service is covered pursuant to the terms of the contract;
- Difficulty accessing or utilizing a benefit, and issues regarding the quality of vision care services;
- Challenges with provided vision care services or products received; and
- Dissatisfaction with the resolution of a grievance, “adverse determination.”

You may file a grievance by

- contacting Davis Vision’s toll free hot line 24 hours a day at 1 800 584 1487;
- sending a letter via U.S. mail or overnight delivery; or
- logging on to the Web site: [www.davisvision.com](http://www.davisvision.com).

Written grievances should be sent to:

Davis Vision  
159 Express Street  
Plainview, NY 11803  
Attention: Quality Assurance/Patient Advocate Department

A written grievance will be acknowledged within five business days.

### ***Davis Vision level one appeal***

You will be contacted by a Davis Vision associate within five business days of receipt of a concern or grievance to confirm that the concern was received and is being investigated. A designated Davis Vision associate will review the appeal with you and may request additional information. You will be provided with the Associate’s name, phone number, department and the estimated time needed to perform the research (for pre-service appeals, 15 days; for post-service appeals, 30 days) and when you can expect a determination. You will also be informed of your right to have a representative, including your provider, present during the review of the concern and final outcome of the investigation. You also will be informed of your right to appeal to an external review organization at any time during the grievance procedure or as required by state statute.

When grievances pertain to clinical decisions, the review committee will include a licensed (peer) health care professional. All decisions are reviewed and approved by the Vice President of Professional Affairs, a licensed optometrist.

The investigation may involve contacting the provider or the point-of-service location to determine the root cause of the concern. When warranted the Regional Quality Assurance Representative (RQAR) or Professional Field Consultant (PFC) will be contacted and a site visit may be scheduled. When further information is required, Davis Vision will contact you and inform you of the status of the investigation and/or the need for more information.

At the conclusion of the investigation, the determination will be communicated within 15 days for pre-service claims and 30 days for post-service claims, or as required by state statute, (or an additional 10 days may be requested in order to complete further research). The appeal determination will include the following:

- Outcome of the investigation and a summary of the material facts related to the issue;
- Criteria that were utilized and a summary of the evidence, including the documentation supporting the decision;

- Statement indicating that the decision will be final and binding unless you appeal in writing to the Quality Assurance/Patient Advocate Department within 15 business days of the date of the notice of the decision;
- Copy of the appeals process, if applicable; and
- Name, position, phone number and department of the person(s) who was responsible for the outcome.

The decision of the Quality Assurance/Patient Advocate Department is final and binding unless you appeal to Davis Vision within 15 business days of the date of notice of the decision.

### ***Davis Vision level two appeal***

Should Davis Vision uphold a denial, as the result of a level one review, you have the right to request a level two appeal.

A level two appeal will not include any associate(s) or licensed (peer) health care professional(s) that were involved in the level one review.

A level two appeal requires you to contact Davis Vision in writing or by telephone within 15 days following your receipt of the level one summary statement.

If you are requesting a level two appeal, you must indicate the reason you believe the denial of coverage/benefit was incorrect. Davis Vision reserves the right to solicit further information from you and/or the provider.

Davis Vision has 30 days, or as required by state statute, from the date the requested information is received, to respond to the level two review, or 45 days, or as required by state statute, if it is a post-service review. The Vice President of Professional Affairs will review all clinical appeals. A Davis Vision associate(s) and a Regional Quality Assurance Representative(s) (RQAR), a licensed optometrist, not involved in the initial determination will review the level one decision. If the level two appeal upholds the level one determination you will be notified in writing within 5 days.

Notification will include, but may not be limited to:

- The outcome of the investigation and a summary stating the nature of the concern and the material facts related to the issue;
- Criteria that were utilized and a summary of the evidence, including documentation that was used to support the decision;
- A statement indicating that the decision will be final and binding unless you appeal in writing or by telephone to the Quality Assurance/Patient Advocacy Department within 45 days of the date of the notice of the level two decision;
- A copy of the appeals process, if applicable; and
- The name, position, phone number and department of person(s) who was responsible for the outcome.

### ***External review***

Davis Vision gives you, as required by state statute, an opportunity to request an impartial review of concerns that resulted in coverage denials. If you have utilized and exhausted the internal appeals process, you may appeal the final decision if the denial for services exceeds \$250 and was not deemed medically necessary or the requested service was deemed investigational or experimental.

An external review organization will refer the case for review by a neutral, independent practitioner experienced in vision care. Davis Vision will provide all requested documentation to the external review organization. The external review organization will have up to 30 days, or as required by state statute, to make a determination.

Davis Vision, a national provider of vision care benefits, recognizes that each state has implemented an external review process that is unique to their residents. Individual states have mandated the use of their own external review process for appeals based on medical necessity. You can call the Member Service Department at 1 800 999 5431 for information unique to your state of residence. You also have the right to contact your state insurance or health department for further information.

You have the right to an external review of a denial of coverage. You have the right to an external review of a final adverse decision under the following circumstances:

- You have been denied a vision care service, which should have been covered under the terms of the vision care plan;
- Services were denied on appeal on the basis that requested services were not medically necessary;
- A treatment or service that will have a significant positive impact on you has been denied and any alternative service or treatment will not affect your ocular health and/or will produce a negative outcome;
- The services denied are related to a current illness or injury;
- The cost of the requested services will not exceed that of any equally effective treatment;
- The denied service, procedure, or treatment is a covered benefit under the vision care plan; or
- You have exhausted all internal appeal processes with an adverse determination upheld at each level.

The vision care provider may contact the appropriate state agency to determine if other documentation may be required for the appeal process.

The external review representative must make a decision within 30 days of receipt of documentation, or as required by state statute, and notifies you within two business days of a determination. Notification must be in writing and include an explanation and the clinical criteria utilized in the decision.

## Claims and appeals for the HCSA/LPSA

If you are denied a benefit under the HCSA/LPSA, you should proceed in accordance with the following procedures.

**Step 1:** Denial Notice is received from ADP. If your claim is denied, you will receive written notice from ADP that your claim is denied as soon as reasonably possible but no later than 30 days after receipt of the claim. For reasons beyond the control of ADP, ADP may take up to an additional 15 days to review your claim. You will be provided written notice of the need for additional time prior to the end of the 30-day period. If the reason for the additional time is that you need to provide additional information, you will have 45 days from the notice of the extension to obtain that information. The time period during which ADP must make a decision will be suspended until the earlier of the date that you provide the information or the end of the 45-day period.



**Step 2:** Review your notice carefully. Once you have received your notice from ADP, review it carefully. The notice will contain:

- the reason(s) for the denial and the Plan provisions on which the denial is based;
- a description of any additional information necessary for you to perfect your claim, why the information is necessary, and your time limit for submitting the information;
- a description of the Plan's appeal procedures and the time limits applicable to such procedures;
- a right to request all documentation relevant to your claim; and
- a statement explaining your rights to bring civil action under Section 502(a) of ERISA after an adverse benefit determination upon review.

**Step 3:** If you disagree with the decision, file an appeal. If you do not agree with ADP's decision, you may file a written appeal. You should file your appeal no later than 180 days after receipt of the notice described in Step 1. You should file your appeal with ADP at the address provided below. You should submit all information identified in the notice of denial as necessary to perfect your claim and any additional information that you believe would support your claim.

ADP Claim Appeals  
P.O. Box 1801  
Alpharetta, GA 30023-1801

**Step 4:** Notice of Denial is received from claims reviewer. If the claim is again denied, you will be notified in writing. The notice will be sent no later than 30 days after receipt of the appeal by ADP.

**Step 5:** Review your notice carefully. You should take the same action that you take in Step 2 described above. The notice will contain the same type of information that is provided in the first notice of denial provided by the third party administrator.

**Step 6:** If you still disagree with ADP's decision, file an appeal with Citi. If you still do not agree with the ADP's decision, you may file a written appeal with Citi at the address listed below within 60 days after receiving the latest denial notice from ADP. You should gather any additional information that is identified in the notice as necessary to perfect your claim and any other information that you believe would support your claim.

If Citi denies your Appeal, you will receive notice within 30 days after the Citi receives your claim. The notice will contain the same type of information that was referenced in Step 1 above.

Citigroup Inc.  
Plans Administration Committee of Citigroup Inc.  
125 Broad Street, 8th Floor  
New York, NY 10004

***Important Information***

Other important information regarding your appeals:

- Each level of appeal will be independent from the previous level (i.e., the same person(s) or subordinates of the same person(s) involved in a prior level of appeal would not be involved in the appeal);
- On each level of appeal, the claims reviewer will review relevant information that you submit even if it is new information;
- The Claim Administrator is required to give the participant notice of any internal rules, guidelines, protocols or similar criteria used as a basis for the adverse determination;
- You cannot file suit in federal court until you have exhausted these appeals procedures, however, you have the right to file suit under ERISA Section 502 following an adverse appeal decision;
- Each participant has the right to request and obtain documents, records and other information as it pertains to the Plans. Notwithstanding any provision of the Plan to the contrary, you must file any lawsuit with respect to your adverse benefit determination within 12 consecutive months after the date of receiving such a determination, 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 commence suit is specified in an insurance contract forming part of the Plan, that period will apply to suits against the insurer.

**Wellness programs**

Effective in 2007, The Plan Sponsor adopted several broad-based administrative programs intended to improve the health of Plan participants and reduce Plan Sponsor costs. These programs known together as Citi Live Well, are an element of your participation in the Plans. For details on the programs, see the 2008 Health and Welfare Summary Plan Description.

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## Administrative information

This section contains general information about the administration of the Citi Plans, the plan documents, sponsors, and Claim Administrators. In addition, a statement about the future of the plans and Citi's right to amend, modify, suspend, or terminate is outlined in this section.

### Future of the plans and plan amendments

Citi has the right to amend, modify, suspend, or terminate any Plan, in whole or in part, at any time for any reason without prior notice. Citi may make any such amendment, modification, suspension, or termination of the plans for any reason. Plan amendments shall be adopted and executed by the Senior Human Resources Officer of Citigroup Inc., a Committee of the Board of Directors of Citigroup Inc., or any officer of Citigroup Inc. authorized to adopt plan amendments or sign other documents on behalf of Citigroup Inc., and may include amendments to insurance contracts or administrative agreements. The Plans are subject to various legal requirements, which may require changes in the Plans.

In the event of the dissolution, merger, consolidation or reorganization of Citi, the Plans will terminate unless the Plans are continued by a successor to Citi.

If a benefit is terminated and surplus assets remain after all liabilities have been paid, such surplus shall revert to Citi to the extent permitted under applicable law.

### No right to employment

Nothing in this document represents or is considered an employment contract, and neither the existence of the Plans nor any statements made by or on behalf of Citi shall be construed to create any promise or contractual right to employment or to the benefits of employment. Citi or you may terminate the employment relationship without notice at any time and for any reason.

### Plan administration

The Plan Administrator, the Plans Administrative Committee of Citigroup Inc., is responsible for the general administration of the Plans, and is the "named fiduciary" under ERISA for each of the Plans. The Plan Administrator will be the Plan fiduciary to the extent not delegated to a Claim Administrator pursuant to an agreement or other document or arrangement. The Plan Administrator and, where delegated, the Claim Administrators have the exclusive discretionary authority to construe and interpret the provisions of the Plans and make factual determinations regarding all aspects of the Plans and their benefits, including the power and discretion to determine the rights or eligibility of employees and any other persons, and the amounts of their benefits under the Plans, and to remedy ambiguities, inconsistencies or omissions, and such determinations shall be binding on all parties.

The Plan Administrator has designated other organizations or persons to act out specific fiduciary responsibilities in administering the plan including, but not limited to, any or all of the following responsibilities:

- To administer and manage the Plans including the processing and payment of claims under the Plans and the related recordkeeping, according to the terms of an administrative services or claims administration agreement;
- To prepare, report, file and disclose any forms, documents and other information required to be reported and filed by law with any governmental agency, or to be prepared and disclosed to employees or other persons entitled to benefits under the Plans; and



- To act as Claim Administrator and to review claims and claim denials under the Plans to the extent another insurer or administrator is not empowered with such responsibility.

The delegation by the Plan Administrator may (but is not required to) be in writing. Except to the extent superseded by laws of the United States, the laws of New York will be controlling in all matters relating to the Plans.

## **Funding and payment policy**

Benefits under the Health Benefit Plan and the Dental Benefit Plan may be funded from the general assets of Citi, a trust qualified under section 501(c)(9) of the Internal Revenue Code, or under insurance contracts. The Vision Benefit Plan is fully insured, and the Health Care Spending Account is funded from general assets of Citi. The costs of the Health Benefit Plan, the Dental Benefit Plan, and the Vision Benefit Plan are shared between Citi and the plan participants. The cost of the Health Care Spending Account is generally borne by the participants. The cost of the Citi Employee Assistance Program is borne by Citi. Any refund, rebate, dividend adjustment or other similar payment under any insurance contract entered into between Citi and any insurance provider shall be allocated, consistent with the fiduciary obligations imposed by ERISA, to reimburse Citi for premiums it has paid or to reduce Plan expenses. All Plan assets shall be used to pay benefits under the Plans or pay the reasonable expenses of Plan administration. Payments under the Plans shall be made in accordance with Plan terms, insurance policies, or administrative agreements.

## **Compliance with law**

The Plans shall be construed and administered in compliance with federal and state law mandates governing the Plans, including ERISA, COBRA, USERRA, HIPAA, the Code, the Mental Health Parity Act, the Newborns' and Mothers' Health Protection Act of 1996, as amended, and the Women's Health and Cancer Rights Act of 1998.

## ***Compliance with Section 125 of the Internal Revenue Code***

About Your Health Care Benefits, the Citigroup Health Benefit Plan, the Citigroup Dental Benefit Plan, the Citigroup Vision Benefit Plan, and the Citigroup General Purpose Health Care Spending Account, and the Limited Purpose Health Care Spending Account and documents governing participant elections generally are, when read together, intended to comply with the requirements of Section 125 of the Internal Revenue Code of 1986, as amended, and constitute a cafeteria plan. All such documents are incorporated by reference to constitute a single plan, in accordance with applicable Treasury regulations.

As stated previously in this document, all participants are entitled to make their benefit elections under the foregoing Plans through salary reduction arrangements so that the participant's premium payments or health care spending account contributions can be made on a pre-tax basis. While the above-mentioned benefit Plans describe the benefits available, this About Your Health Care Benefits document authorizes employees to enter into salary reduction arrangements to pay their portion of the health care premiums on a pre-tax basis and authorizes employees to defer amounts under the health care spending accounts on a pre-tax basis with respect to subsequent expenses that will be incurred and later reimbursed. Changes in such elections are available only in limited circumstances set forth in the Plan document. The change in coverage must be consistent with the change in status. For example, if a dependent is added, the coverage should increase (not decrease). In addition to the foregoing, the Plans permit election changes based on the special enrollment rights under HIPAA.



## Plan information

<b>Employer Identification Number</b>	52-1568099
<b>Participating Employers</b>	Citigroup Inc. and any of its [U.S.] subsidiaries in which at least an 80% interest is owned.
<b>Plan Names and Numbers</b>	
<ul style="list-style-type: none"><li>Medical plans (self-funded ChoicePlans, High Deductible Health Plans (Basic and Premier), Hawaii Health Plan, Out-of-Area Plan, and HMOs) including prescription drugs</li></ul>	Citi Health Benefit Plan Plan number 508
<ul style="list-style-type: none"><li>Dental plans</li></ul>	Citi Dental Benefit Plan Plan number 505
<ul style="list-style-type: none"><li>Vision care plan</li></ul>	Citi Vision Benefit Plan Plan number 533
<ul style="list-style-type: none"><li>General Purpose Health Care Spending Account/Limited Purpose Health Care Spending Account</li></ul>	Citi Flexible Benefits Plan Plan number 512
<ul style="list-style-type: none"><li>Employee Assistance Program</li></ul>	Citi Employee Assistance Program Plan number 521
<b>Plan Administrator</b>	Plans Administration Committee of Citigroup Inc. 125 Broad Street, 8 <sup>th</sup> Floor New York, NY 10004
<b>Plan Sponsor</b>	Citigroup Inc. 75 Holly Hill Lane Greenwich, CT 06830

### Claim Administrators

Each of the Claim Administrators has the discretion and authority to render benefit determinations in a manner consistent with the terms and conditions of the Plans— namely, those provisions of the Plan document that apply to the participant and administered by that particular Claim Administrator.

ChoicePlans and High Deductible Health Plans  
(Basic and Premier)

Aetna  
Citi Claims Division  
P.O. Box 981106  
El Paso, TX 79998-1106  
1-800-545-5862



CIGNA HealthCare  
P.O. Box 5200  
Scranton, PA 18505-5200  
1-800-794-4953  
or  
P.O. Box 182223  
Chattanooga, TN 37422-7223

Empire BlueCross BlueShield  
P.O. Box 5072  
Middletown, NY 10940-9072  
1-866-290-9098

UnitedHealthcare  
P.O. Box 740800  
Atlanta, GA 30374-0800  
1-877-311-7845

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For fully insured HMOs

Call the Citi HMO Administrator at  
1-800-422-6106

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For self-insured HMO/EPO plans

Aetna  
Citi Claims Division  
P.O. Box 981106  
El Paso, TX 79998-1106  
1-800-545-5862

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For self-insured HMO/EPO plans (continued)

CIGNA HealthCare  
P.O. Box 5200  
Scranton, PA 18505-5200  
1-800-794-4953  
or  
P.O. Box 182223  
Chattanooga, TN 37422-7223

Group Health Plan of St. Louis  
P.O. Box 7121  
London, KY 40742  
1-800-775-3540

Harvard Pilgrim Health Care  
P.O. Box 699183  
Quincy, Massachusetts 02269  
1-888-333-4742

UnitedHealthcare  
P.O. Box 740800  
Atlanta, GA 30374-0800  
1-877-311-7845

Empire BlueCross BlueShield  
P.O. Box 5072  
Middletown, NY 10940  
1-866-290-9098

United Healthcare  
P.O. Box 659752  
San Antonio, TX 78265-9752  
1-877-311-7845

UnitedHealthcare of the River Valley  
2033 Meadowview Lane, Suite 300  
Kingsport, TN 37660



Hawaii Health Plan	UnitedHealthcare P.O. Box 740800 Atlanta, GA 30374-0800 1-877-311-7845
Out-of-Area Plan	Empire BlueCross BlueShield P.O. Box 5072 Middletown, NY 10940-9072 1-866-290-9098
<b>For Prescription Drug Program</b>	
• Retail Pharmacy	Express Scripts Health Prescription Solutions, Inc. P.O. Box 2187 Lee's Summit, MO 64063-2187
• Express Scripts By Mail	Express Scripts, Inc. Home Delivery Services P.O. Box 510 Bensalem, PA 19020-0510
<b>For Dental Plans</b>	
• MetLife Preferred Dentist Program (PDP)	Metropolitan Life Insurance Company MetLife Dental Claims Unit P.O. Box 981282 El Paso, TX 79998-1282 1-888-832-2576 1-859-389-6505 Fax  To submit an Appeal:  Metropolitan Life Insurance Company P.O. Box 14093 Lexington, KY 40512-4093
• CIGNA Dental Care DHMO	CIGNA Dental P.O. Box 189060 Plantation, FL 33318 1.800.CIGNA24
• Delta Dental	Delta Dental One Delta Drive Mechanicsburg, PA 17055 1-800-932-0783
<b>For Vision Benefit Plan</b>	Davis Vision 159 Express St. Plainview, NY 11803 516-932-9500 1-800-DAVIS-2-U



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<b>For Health Care Spending Account</b>	ADP Claims Processing Center P.O. Box 1800 Alpharetta, GA 30023-1800 1-800-378-1823 Fax: 678-762-5693
<b>Agent for Service of Legal Process</b>	Citigroup Inc. General Counsel 399 Park Avenue, 3rd Floor New York, NY 10043
<b>Plan Year (for all Plans)</b>	January 1 — December 31
<b>Type of Administration</b>	The Plans are administered by the Plans Administration Committee of Citigroup Inc. through agreements entered into with the Claim Administrators. However, final decision on the payment of claims rest with the Claim Administrators.

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**Notice required by the Florida Insurance Department:** Some of these plans are self-insured group health plans not regulated by the Florida Insurance Department. Payment of claims is completely dependent upon the financial solvency of the employer or other entity sponsoring the plans. No guaranty fund exists to cover claims a bankrupt or otherwise insolvent employer or plan sponsor cannot pay.



# Citigroup Health Benefit Plan

Amended and Restated as of January 1, 2008



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## Introduction

This plan document sets forth the terms and conditions of your benefits under the Citi Health Benefit Plan (the “Plan”), as amended and restated as of January 1, 2008. Citi has entered into arrangements with UnitedHealthcare, Aetna, CIGNA HealthCare, Empire BlueCross BlueShield, Group Health Plan of St. Louis, Harvard Pilgrim Health Care, United Healthcare of the River Valley (formerly John Deere), Optimum Choice, Oxford Health Plans, and Tufts Health Plan which provide for the Plan to process medical benefit claims and provide certain other services. UnitedHealthcare, Aetna, CIGNA HealthCare, Empire BlueCross BlueShield, Group Health Plan of St. Louis, Harvard Pilgrim Health Care, United Healthcare of the River Valley (formerly John Deere), Optimum Choice, Oxford Health Plans, and Tufts Health Plan do not insure the benefits described in this Plan document. This document should be read in combination with the “**About Your Health Care Benefits**” document, amended and restated as of January 1, 2008, which is also a component of the Plan document.

The Plan offers several medical options to protect you and your eligible dependents against the high cost of treating major illness and injury. Depending on your location, you may choose from:

- ChoicePlan 100 (Aetna Choice POS II Open Access, UnitedHealthcare, CIGNA Open Access Plus and Empire BlueCross BlueShield Preferred Provider Organization plan);
- ChoicePlan 500 (Aetna Choice POS II Open Access, UnitedHealthcare Choice Plus Plan, CIGNA Open Access Plus and Empire BlueCross BlueShield Preferred Provider Organization plan);
- Out-of-Area Plan (Empire BlueCross BlueShield);
- High Deductible Health Plan Basic (Aetna Choice POS II Open Access);
- High Deductible Health Plan Premier (Aetna Choice POS II Open Access);
- Health Maintenance Organization (HMO) Plans (UnitedHealthcare and Empire BlueCross BlueShield use the term “Exclusive Provider Organization” or EPO. In South Dakota, the CIGNA HMO is called the CIGNA EPO. Oxford Health Plans are called Freedom Classic POS Plans); or
- Hawaii Health Plan (UnitedHealthcare, available in Hawaii only).

Citi reserves the right to change or discontinue any or all of the benefits coverage or programs described here at any time, with or without notice.

The benefits and programs described in this document are, in effect as of January 1, 2008. The terms and conditions of these plans may also be further prescribed in insurance policies, the provisions of which, as may be amended from time to time, are hereby incorporated by reference.

This document is intended to comply with the requirements of the Employee Retirement Income Security Act of 1974, as amended (“ERISA”) and other applicable laws and regulations. It does not create a contract or guarantee of employment between Citi and any individual. Your employment is always on an at-will basis. In addition, benefits provided under the plans described in this document are not in any way subject to your or your dependent’s debts or other obligations and may not be voluntarily or involuntarily sold, transferred, alienated, or encumbered.

As you read the document you will see some terms that are bold and underlined. This means that the term is a reference to another section of the document (or in the “About Your Health Care Benefits” document).

In addition, Citi in no way guarantees the payment of any benefit which may be or become due to any person under any plan.



If you have any questions about this document or certain provisions of your benefit plans, or would like to receive copies of an insurance policy or other document forming a part of the Plan, please call the Benefit Service Center at ConnectOne at 1-800-881-3938 and select the Health Benefits options.

## ChoicePlans

Under a ChoicePlan, you have the freedom to choose your doctor or healthcare facility when you need healthcare. How that care is covered and how much you pay for your care out of your own pocket depends on whether the expense is covered by the Plan and whether you choose a preferred provider or a non-preferred provider. Using preferred providers(network) saves you money in two ways. First, preferred providers charge special, negotiated rates, which are generally lower than the reasonable and customary (R&C) amounts. Second, the level of reimbursement for many services is higher when using preferred providers.

- Citi offers two ChoicePlans: ChoicePlan 100 and ChoicePlan 500, administered by Aetna, Empire BlueCross BlueShield, CIGNA and UnitedHealthcare. When you enroll in the ChoicePlan, you may request a provider directory that lists doctors and other providers who belong to the network by calling the Claim Administrator or by visiting the Claim Administrators' web sites.
  - Aetna's Web site — [www.aetna.com](http://www.aetna.com), select the Aetna Open Access, Choice POS/II Open Access Plan or call 800-545-5862
  - Empire BlueCross BlueShield's Web site — [www.empireblue.com/citi](http://www.empireblue.com/citi) to access a network provider through the Blue Cross Blue Shield Association BlueCard® PPO Program or call 866-290-9098
  - CIGNA's Web site — [www.cigna.com](http://www.cigna.com) or call 800-794-4953
  - UnitedHealthcare's Web site — [www.myuhc.com/groups/citi](http://www.myuhc.com/groups/citi) or call 877-311-7845

### ChoicePlan 100

Type of service	Network	Out-of-network
<b>Annual deductible</b>		
• Individual	• \$100	• \$500
• Maximum per family	• \$200	• \$1,000
<b>Annual out-of-pocket maximum (includes deductible)</b>		
• Individual	• \$2,000	• \$4,000
• Maximum per family	• \$4,000	• \$8,000
<b>Lifetime maximum</b>	• None	• None

<b>Professional care (in office)</b>		
• PCP visits	• 90% after deductible	• 70% of R&C after deductible
• Specialist visits	• 90% after deductible	• 70% of R&C after deductible
• Allergy treatment	• 90% after deductible for the first office visit; 100% for each additional injection if office visit fee is not charged	• 70% of R&C after deductible
<b>Preventive care (subject to frequency limits)</b>		
• Well adult (including both travel and non-travel related immunizations)	• 100% no deductible	• 100% no deductible, up to \$250 maximum, then covered at 70% of R&C
• Well child (including both travel and non-travel related immunizations)		• Immunizations covered at 70% of R&C, no deductible
• Cancer Screenings (Pap smear, mammography, sigmoidoscopy, colonoscopy and PSA screening)		
• The \$250 annual credit per person applies to out of network wellness services		
<b>Routine care (subject to frequency limits)</b>		
• Routine vision exams	• 90% after deductible, limited to one exam every 24 months	• Not covered
• Routine hearing exams	• 90% after deductible, limited to one exam every 24 months	• Not covered
<b>Hospital inpatient and outpatient</b>		
• Semi-private room and board, doctor's charges, lab, x-ray, and surgical care	• 90% after deductible; prenotification is required for hospitalization and certain outpatient procedures	• 70% of R&C after deductible; prenotification required for hospitalization and certain outpatient procedures



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**Maternity care**


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|--------------------------|--|--|
| • Physician office visit | • 90% after deductible   | • 70% of R&C after deductible  |
| • Hospital delivery      | • 90% after deductible<br>• Pre-notification recommended if admission exceeds 48 hours for a vaginal delivery or 96 hours for a cesarean section delivery (Aetna, Empire BlueCross BlueShield) | • 70% of R&C after deductible<br>• Pre-notification required -required if admission exceeds 48 hours for a vaginal delivery or 96 hours for a cesarean section delivery (Aetna, Empire BlueCross BlueShield) |
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**Emergency care (no coverage if not a true emergency)**


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| • Hospital emergency room (includes emergency room facility and professional services provided in the emergency room) | • \$50 copayment, waived if admitted for any reason within 24 hours | • \$50 copayment, waived if admitted for any reason within 24 hours  |
| • Urgent care facility  | • 90% after deductible  | • 90% after deductible; 70% of R&C after deductible for Empire BlueCross BlueShield participants; 70% of R&C after deductible if not a true emergency for CIGNA participants |
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**Non-routine outpatient lab and x-ray services**


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| • 90% after deductible | • 70% of R&C after deductible |
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**Outpatient short-term rehabilitation**


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<ul style="list-style-type: none"> <li>Physical, speech, or occupational therapy</li> </ul>	<ul style="list-style-type: none"> <li>90% after deductible</li> <li>60 visits per year for physical, speech, and occupational therapy combined. This limit applies to network and out-of-network services combined.</li> <li>70% after deductible for visits approved for medical necessity over plan limit.</li> </ul>	<ul style="list-style-type: none"> <li>70% of R&amp;C after deductible,</li> <li>60 visits per year for physical, speech, and occupational therapy combined. This limit applies to network and out-of-network services combined.</li> <li>50% of R&amp;C after deductible for visits approved for medical necessity over plan limit.</li> </ul>
<ul style="list-style-type: none"> <li>Chiropractic therapy</li> </ul>	<ul style="list-style-type: none"> <li>90% after deductible, up to 20 visits per year for network and out-of-network services combined</li> </ul>	<ul style="list-style-type: none"> <li>70% of R&amp;C after deductible, up to 20 visits per year for network and out-of-network services combined</li> </ul>
<b>Durable medical equipment (includes orthotics/prosthetics and appliances)</b>	<ul style="list-style-type: none"> <li>90% after deductible</li> </ul>	<ul style="list-style-type: none"> <li>70% of R&amp;C after deductible</li> </ul>
<b>Private duty nursing and home health care</b>	<ul style="list-style-type: none"> <li>90% after deductible, limited to 200 visits annually for network and out-of-network services combined; notification recommended</li> </ul>	<ul style="list-style-type: none"> <li>70% of R&amp;C after deductible, limited to 200 visits annually for network and out-of-network services combined; notification required</li> </ul>
<b>Hospice</b>	<ul style="list-style-type: none"> <li>90% after deductible; notification recommended</li> </ul>	<ul style="list-style-type: none"> <li>70% of R&amp;C after deductible; notification required</li> </ul>
<b>Skilled nursing facility</b>	<ul style="list-style-type: none"> <li>90% after deductible (limited to 120 days annually for network and out-of-network services combined); notification recommended</li> </ul>	<ul style="list-style-type: none"> <li>70% of R&amp;C after deductible (limited to 120 days annually for network and out-of-network services combined); notification required</li> </ul>

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**Infertility treatment**

- Covered up to a \$24,000 family lifetime medical maximum. The lifetime maximum will be coordinated among all non-HMO/EPO medical options.
  - 90% after deductible up to the family lifetime maximum-in network
  - 70% of R&C after deductible up to the family lifetime maximum-out of network
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- Prescriptions covered through Express Scripts up to a \$7,500 lifetime pharmacy maximum
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- Contact the Claim Administrator for specific coverage.

**Prescription drugs (refer to Prescription drug program)**
**Mental health and chemical dependency (refer to Mental health/chemical dependency)**

## ChoicePlan 500

Type of service	Network	Out-of-network
<b>Annual deductible</b>		
• Individual	• \$500	• \$1,500
• Maximum per family	• \$1,000	• \$3,000
<b>Annual out-of-pocket maximum (includes deductible)</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	• 90% after deductible	• 70% of R&C after deductible
• Specialist visits	• 90% after deductible	• 70% of R&C after deductible
• Allergy treatment	• 90% after deductible for the first office visit; 100% for each additional injection if office visit fee is not charged	• 70% of R&C after deductible

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**Preventive care (subject to frequency limits)**


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| <ul style="list-style-type: none"> <li>Well adult (including both travel and non-travel related immunizations)</li> </ul>                  | <ul style="list-style-type: none"> <li>100% no deductible</li> </ul> | <ul style="list-style-type: none"> <li>100% no deductible, up to \$250 maximum, then covered at 70% of R&amp;C</li> </ul> |
| <ul style="list-style-type: none"> <li>Well child (including both travel and non-travel related immunizations)</li> </ul>                  |  | <ul style="list-style-type: none"> <li>Immunizations covered at 70% of R&amp;C, no deductible</li> </ul>                  |
| <ul style="list-style-type: none"> <li>Cancer Screenings (Pap smear, mammography, sigmoidoscopy, colonoscopy and PSA screening)</li> </ul> |  |   |
| <ul style="list-style-type: none"> <li>The \$250 annual credit per person applies to out of network wellness services</li> </ul>           |  |   |
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**Routine care (subject to frequency limits)**


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| <ul style="list-style-type: none"> <li>Routine vision exams</li> </ul>  | <ul style="list-style-type: none"> <li>90% after deductible, limited to one exam every 24 months</li> </ul> | <ul style="list-style-type: none"> <li>Not covered</li> </ul> |
| <ul style="list-style-type: none"> <li>Routine hearing exams</li> </ul> | <ul style="list-style-type: none"> <li>90% after deductible, limited to one exam every 24 months</li> </ul> | <ul style="list-style-type: none"> <li>Not covered</li> </ul> |
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**Hospital inpatient and outpatient**


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| <ul style="list-style-type: none"> <li>Semi-private room and board, doctor's charges, lab, x-ray, and surgical care</li> </ul> | <ul style="list-style-type: none"> <li>90% after deductible; notification is required for hospitalization and certain outpatient procedures</li> </ul> | <ul style="list-style-type: none"> <li>70% of R&amp;C after deductible; precertification required for hospitalization and certain outpatient procedures</li> </ul> |
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**Maternity care**


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| <ul style="list-style-type: none"> <li>Physician office visit</li> </ul> | <ul style="list-style-type: none"> <li>90% after deductible</li> </ul>   | <ul style="list-style-type: none"> <li>70% of R&amp;C after deductible</li> </ul>  |
| <ul style="list-style-type: none"> <li>Hospital delivery</li> </ul>      | <ul style="list-style-type: none"> <li>90% after deductible</li> <li>Pre-notification recommended if admission exceeds 48 hours for a vaginal delivery or 96 hours for a cesarean section delivery (Aetna, Empire BlueCross BlueShield)</li> </ul> | <ul style="list-style-type: none"> <li>70% of R&amp;C after deductible</li> <li>Pre-notification required if admission exceeds 48 hours for a vaginal delivery or 96 hours for a cesarean section delivery (Aetna, Empire BlueCross BlueShield)</li> </ul> |
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**Emergency care (no coverage if not a true emergency)**


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| <ul style="list-style-type: none"> <li>Hospital emergency room</li> <li>(includes emergency room facility and professional services provided in the emergency room)</li> </ul> | <ul style="list-style-type: none"> <li>\$50 copayment, waived if admitted for any reason within 24 hours</li> </ul> | <ul style="list-style-type: none"> <li>\$50 copayment, waived if admitted for any reason within 24 hours</li> </ul>  |
| <ul style="list-style-type: none"> <li>Urgent care facility</li> </ul>   | <ul style="list-style-type: none"> <li>90% after deductible</li> </ul>  | <ul style="list-style-type: none"> <li>90% after deductible; 70% of R&amp;C after deductible for Empire BlueCross BlueShield participants; 70% of R&amp;C after deductible if not a true emergency for CIGNA participants</li> </ul> |
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**Non-routine outpatient lab and x-ray services**


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|--|---|
| <ul style="list-style-type: none"> <li>90% after deductible</li> </ul> | <ul style="list-style-type: none"> <li>70% of R&amp;C after deductible</li> </ul> |
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<b>Outpatient short-term rehabilitation</b>		
<ul style="list-style-type: none"> <li>Physical, speech, or occupational therapy</li> </ul>	<ul style="list-style-type: none"> <li>90% after deductible</li> <li>60 visits per year for physical, speech, and occupational therapy combined. This limit applies to network and out-of-network services combined</li> <li>70% after deductible for visits approved for medical necessity over plan limit.</li> </ul>	<ul style="list-style-type: none"> <li>70% of R&amp;C after deductible</li> <li>60 visits per year for physical, speech, and occupational therapy combined. This limit applies to network and out-of-network services combined</li> <li>50% of R&amp;C after deductible for visits approved for medical necessity over plan limit.</li> </ul>
<ul style="list-style-type: none"> <li>Chiropractic therapy</li> </ul>	<ul style="list-style-type: none"> <li>90% after deductible, up to 20 visits per year for network and out-of-network services combined</li> </ul>	<ul style="list-style-type: none"> <li>70% of R&amp;C after deductible, up to 20 visits per year for network and out-of-network services combined</li> </ul>
<b>Durable medical equipment (includes orthotics/prosthetics and appliances)</b>	<ul style="list-style-type: none"> <li>90% after deductible</li> </ul>	<ul style="list-style-type: none"> <li>70% of R&amp;C after deductible</li> </ul>
<b>Private duty nursing and home health care</b>	<ul style="list-style-type: none"> <li>90% after deductible, limited to 200 visits annually for network and out-of-network services combined; notification recommended</li> </ul>	<ul style="list-style-type: none"> <li>70% of R&amp;C after deductible, limited to 200 visits annually for network and out-of-network services combined; notification required</li> </ul>
<b>Hospice</b>	<ul style="list-style-type: none"> <li>90% after deductible; notification recommended</li> </ul>	<ul style="list-style-type: none"> <li>70% of R&amp;C after deductible; notification required</li> </ul>
<b>Skilled nursing facility</b>	<ul style="list-style-type: none"> <li>90% after deductible (limited to 120 days annually for network and out-of-network services combined); notification recommended</li> </ul>	<ul style="list-style-type: none"> <li>70% of R&amp;C after deductible (limited to 120 days annually for network and out-of-network services combined); notification required</li> </ul>

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**Infertility treatment**

- Covered up to a \$24,000 family lifetime medical maximum. The lifetime maximum will be coordinated among all non-HMO/EPO medical options.
  - 90% after deductible up to the family lifetime maximum-in network
  - 70% of R&C after deductible up to the family lifetime maximum-out of network
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- Prescriptions covered through Express Scripts up to a \$7,500 lifetime pharmacy maximum
- 
- Contact the Claim Administrator for specific coverage.
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**Prescription drugs (refer to Prescription drug program)**


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**Mental health and chemical dependency (refer to Mental health/chemical dependency)**


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These charts 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 and Exclusions and limitations.

## Network coverage

To receive the highest level of benefits from the ChoicePlans, referred to as the network level of benefits, you must receive care from a preferred provider.

### ***Deductible***

If you elect to use physicians or other providers in the network, you will need to satisfy an annual deductible (\$100 individual/\$200 family; \$500/\$1,000) before any benefit will be paid. Once you meet your deductible, the Plan will pay 90% of covered expenses that are received in-network.

The individual deductibles apply to all covered expenses except preventive care and must be satisfied 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 deductibles. The family deductibles can be met as follows:

- Two in a family: Each member must meet the \$100/\$500 individual deductible; or
- Three or more in a family: Expenses can be combined to meet the \$200/\$1,000 family deductible, but no one person can apply more than the individual deductible (\$100/\$500) toward the family deductible amounts.

### ***Coinsurance***

Coinsurance refers to the portion of a covered expense that you pay after you have satisfied the deductible. For example, if the Plan pays 90% of certain covered expenses, your coinsurance for these expenses is 10%.

### ***Out-of-pocket maximum***

The out-of-pocket maximum for services rendered in the network are \$2,000 individual/\$4,000 family (Choice Plan 100); \$3,000/\$6,000 (Choice Plan 500). 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 network copayments, penalties, or any expenses incurred for mental health/chemical dependency services, or services not covered under the ChoicePlans. Once this out-of-pocket maximum is met, covered expenses are payable at 100% of the negotiated rate contracted with the Claim Administrator, for the remainder of the calendar year. However, network copayments still apply even after the out-of-pocket maximums are met.

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 amounts (\$2,000/\$3,000) to the family out-of-pocket maximums (\$4,000/\$6,000).

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

- Pharmacy expenses;
- Any charges for mental health/chemical dependency services (these charges do however count toward the deductible); and
- Charges for services not covered under the ChoicePlans.

Expenses incurred when using out-of-network services count toward your network out-of-pocket maximum. Network and out-of-network out-of-pocket maximums cross-accumulate.

### ***Primary care physician (PCP)***

It is important when seeking primary care services to choose a provider from the list of primary care physicians in the directory of network providers. A directory of the network providers who participate in the ChoicePlans are available directly from the Claim Administrator. You may call or visit the Claim Administrator's Web site:

- Aetna's Web site — [www.aetna.com](http://www.aetna.com), select the Aetna Open Access, Choice POSII Open Access Plan or call 800-545-5862
- Empire BlueCross BlueShield's Web site — [www.empireblue.com/citi](http://www.empireblue.com/citi) to access a network provider through the Blue Cross Blue Shield Association BlueCard® PPO Program or call 866-290-9098
- CIGNA's Web site — [www.cigna.com](http://www.cigna.com) or call 800-794-4953
- UnitedHealthcare's Web site — [www.myuhc.com/groups/citi](http://www.myuhc.com/groups/citi) or call 877-311-7845

Once you meet your deductible, the Plan will pay 90% of covered expenses that are received in-network.

### ***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 90% of covered expenses that are received in-network.

### ***Allergist***

When you see a network allergist, once you meet your deductible, you will be expected to pay 10% 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 services are for 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%, no deductible for the ChoicePlans.

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 Claim Administrator;
- Routine diagnostic tests. For example: CBC (complete blood count), cholesterol blood test, urinalysis;
- Well-child-care services and routine pediatric care; and
- Routine well-woman exams.

In addition, the ChoicePlans will cover both cancer-screening tests and well-child immunizations performed by network providers at 100%, no deductible. Cancer screenings are:

- Pap smear performed by a network provider annually;
- Mammogram at a frequency based on age:
  - Ages 35–39: baseline mammogram; or
  - Age 40 and older: annual mammogram;
- Sigmoidoscopy annually for persons age 50 and older;
- Colonoscopy; and
- Prostatic-specific antigen (PSA) screening annually with a digital rectal exam in men age 50 and older.

### ***Routine care***

The ChoicePlans offer additional coverage for routine care services to help detect health problems early. The following are covered at 90%, after the deductible has been met.

- **Routine eye exam:** one exam every 24 months, performed by a network ophthalmologist or optometrist; and
- **Routine hearing exam:** one exam every 24 months, performed by a network otolaryngologist or otologist.

### ***Infertility***

The ChoicePlans cover medical and pharmacy expenses associated with infertility treatment. The infertility benefit covers:

Medical expenses up to a \$24,000 lifetime maximum; and

Prescription drug expenses associated with infertility treatment up to a \$7,500 lifetime maximum.

These coverage limits include infertility treatment in-network and out-of-network and across all non-HMO/EPO plans combined. Coverage for prescription drugs used to treat infertility is provided through the Prescription drug program. The limits on coverage for drugs to treat infertility are in addition to any other prescription drug limits or requirements.

For more specific information, contact the Claim Administrator.

## ***Hospital***

Hospital care (inpatient and outpatient) received through a preferred provider is covered at 90% for covered services after the deductible has been satisfied. Services provided by a network physician in an out-of-network hospital are covered at the network benefit level. Please note that any charges submitted by an out-of-network hospital would be treated as out-of-network claims. Notification of an inpatient admission is required. Notification is recommended for certain outpatient procedures and services.

## ***Emergency care***

The emergency room copayment is \$50 per visit. If you are admitted to the hospital for any condition, the copayment is waived.

See the **Glossary** for the definition and examples of emergency care as defined and determined by the Plan.

If you have a true medical emergency, you should go to the nearest emergency facility. If you are admitted, you must contact the Claim Administrator within 48 hours. If you are unable to do this, have a family member contact the Claim Administrator. Non-emergency services provided in the emergency room are not covered by the ChoicePlans.

## ***Urgent care***

Urgent care centers consist of a network of physicians that may be used when immediate care is needed and a provider is not available. The centers usually have evening and weekend hours and generally 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, the flu) but does not need the services of a hospital emergency room (for example, for chest pains, poisonings, seizures).

Urgent care centers are listed in the provider directory that can be accessed on the Claim Administrators' web sites. You do not need a referral or any prior authorization to use an urgent care center. Services provided by an urgent care center are covered at 90% for covered services after the deductible has been satisfied (For Empire BlueCross Blue Shield, this only pertains to out-of-network coverage).

## ***Charges not covered***

A network provider contracts with the ChoicePlan Claim Administrator to participate in the network. Under the terms of this contract, a network provider may not charge you or the Claim Administrator for the balance of the charges above the contracted negotiated rate for covered services.

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

For information about how to file a claim or appeal a denied claim, see the **Claims and appeals** section.

## ***Out-of-network coverage***

You can use an out-of-network provider for medical services and still receive reimbursement under the ChoicePlans. These expenses generally are reimbursed at a lower level than 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 the **Claims and appeals** section.

### ***Deductible and coinsurance***

If you elect to use physicians or other providers outside the network, you will need to satisfy an annual deductible (\$500 individual/\$1,000 family –Choice Plan 100; \$1,500/\$3,000 –Choice Plan 500) 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 and must be satisfied 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/\$1,500 individual deductible; or
- **Three or more in a family:** Expenses can be combined to meet the \$1,000/\$3,000 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, the ChoicePlan normally pays 70% of reasonable and customary (R&C) charges for covered expenses that are received out-of-network.

### ***Out-of-pocket maximum***

The out-of-pocket maximum for services rendered outside of the network is \$4,000 individual/ \$8,000 family; \$6,000/\$12,000. This amount includes the (\$500/\$1,500 individual and \$1,000/\$3,000 family) deductible and represents the most you will have to pay out of your own pocket in a calendar year for services received outside the network, excluding charges that exceed R&C expenses, penalties, any coinsurance charges for mental health/chemical dependency services, or services not covered under the ChoicePlans. Once this out-of-pocket maximum is met, covered expenses are payable at 100% of R&C 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 (\$4,000/\$6,000) to the family out-of-pocket maximum (\$8,000/\$12,000).

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

- Expenses that exceed R&C;
- Pharmacy expenses;
- Any coinsurance charges for mental health/chemical dependency services; and
- Charges for services not covered under the plan.

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

## ***Preventive care***

Preventive care services are available in the ChoicePlans.

Each participant has a \$250 annual credit toward all wellness services out of network. Thereafter, covered expenses are not subject to the deductible and are covered at 70% of R&C. 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 Claim Administrator;
- Routine diagnostic tests: For example: CBC (complete blood count), cholesterol blood test, urinalysis;
- Well-child-care services and routine pediatric care; and
- Routine well-woman exams.

In addition, the ChoicePlans will cover both cancer-screening tests, well-adult immunizations and well-child immunizations performed by non-network providers. Well child immunizations are covered 70% of R&C, with no deductible. Cancer screenings are covered at 100% with no deductible up to a maximum benefit of \$250; thereafter such screenings are covered at 70% of R&C.

Cancer screenings are:

- Pap smear performed annually;
- Mammogram at a frequency based on age:
  - Ages 35–39: baseline mammogram; or
  - Age 40 and older: annual mammogram;
- Sigmoidoscopy annually for persons age 50 and older;
- Colonoscopy; and
- Prostatic-specific antigen (PSA) screening annually with a digital rectal exam in men age 50 and older.

## ***Infertility***

The ChoicePlans cover medical and pharmacy expenses associated with infertility treatment. The infertility benefit covers:

- Medical expenses up to a \$24,000 lifetime maximum; and
- Prescription drug expenses associated with infertility treatment up to a \$7,500 lifetime maximum.

These coverage limits include infertility treatment in-network and out-of-network and across all non HMO/EPO plans combined. Coverage for prescription drugs used to treat infertility is provided through the **Prescription drug program**. The limits on coverage for drugs to treat infertility are in addition to any other prescription drug limits or requirements.

For more specific information, contact the Claim Administrator.

***Hospital***

Hospital care (inpatient and outpatient) will be reimbursed at 70% of R&C, 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 semi-private 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***

The emergency room copayment is \$50 per visit. If you are admitted to the hospital for any condition, the copayment is waived.

See the **Glossary** for the definition and examples of emergency care as defined and determined by the Plan.

If you have a true medical emergency, you should go to the nearest emergency facility. If you are admitted, you must contact the Plan Administrator within 48 hours. If you are unable to do this, have a family member contact the Claim Administrator.

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

***Urgent care***

Urgent care centers consist of a network of physicians that may be used when immediate care is needed. The centers usually have evening and weekend hours and generally 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, the flu) but does not need the services of a hospital emergency room (for example, for chest pains, poisonings, seizures).

Urgent care centers are listed in the provider directory that can be accessed on the Claim Administrators' web sites. You do not need a referral or any prior authorization to use an urgent care center. Services provided by an urgent care center are covered at 90% for covered services after the deductible has been satisfied. For Empire BlueCross BlueShield participants, services provided by a non-network urgent care center will be covered at 70% of R&C after the deductible has been satisfied.

***Mental health/chemical dependency – In and out of network***

The ChoicePlans provide confidential mental health and chemical dependency coverage through a network of participating counselors and specialized practitioners.

When you call the Claim 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 you find the right provider. In an emergency, the intake coordinator also will provide immediate assistance, and, if necessary, arrange for treatment in an appropriate facility.

You must call your Claim Administrator before seeking treatment for mental health or chemical dependency treatment.

Action	Inpatient*	Outpatient
If you call the Plan and use its network provider/facility	Eligible expenses covered at 90% after deductible of the negotiated rate; maximum benefit of 30 days per calendar year. <b>Eligible expenses covered at 70% after deductible for - days approved for medical necessity over plan limit.**</b>	90% after deductible; maximum benefit of 52 visits per calendar year. <b>Eligible expenses covered at 70% after deductible for visits approved for medical necessity over plan limit.**</b>
If you call the Plan but do not use its network provider/ facility***	After the deductible, eligible expenses covered at 70% of R&C; maximum benefit of 30 days per calendar year. <b>Eligible expenses covered at 50% of R&amp;C after deductible for days approved for medical necessity over plan limit.**</b>	After the deductible, eligible expenses covered at 50% of R&C; maximum benefit of 52 visits per calendar year. <b>Eligible expenses covered at 50% of R&amp;C after deductible for visits approved for medical necessity over plan limit.**</b>

\* Inpatient pre-notification is recommended.

\*\* Maximum benefits are combined for network and out-of-network services.

\*\*\* Aetna reimburses out-of-network mental health services based on the licensure of the provider. R&C is reduced by the following percentages: MD-100%, PHD-80%, All other degrees-60%.

**Note:** Mental Health and chemical dependency maximums are combined.

### Coverage levels

Mental health and chemical dependency treatment benefits are subject to the same medical necessity requirements, coverage limitations and deductibles that are required under the ChoicePlans. Your coinsurance under the mental health and chemical dependency program may differ from those required for other covered services under the ChoicePlans.

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. Mental health/ chemical dependency treatment expenses, including copayments, do not count toward your calendar year out-of-pocket maximum.

### ***Inpatient services***

The ChoicePlans pay benefits at the network level (90% of negotiated rate contracted with the Claim Administrator) if you call the plan, use a network provider, and the treatment is medically necessary, and in the appropriate level-of-care setting. If you do not use a network provider, you will be reimbursed at 70% of R&C after the deductible is met provided that the treatment is medically necessary and 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. There is a maximum benefit of 30 days per calendar year for inpatient mental health/chemical dependency services. If it is determined that a less intensive or more appropriate level of treatment could have been given, no benefits will be payable.

Eligible expenses will be covered at 70% after deductible for approved visits over plan limit for in-network services and covered at 50% of R&C after deductible for out-of network services. Generally, inpatient services must be rendered in the state in which the patient resides, unless approved by the ChoicePlan in advance of the admission.

### ***Outpatient services***

You are encouraged to call the Claim Administrator for outpatient referrals. If you call and use the recommended provider, you will be reimbursed at 90% of covered expenses after the deductible is met. If you do not use the recommended provider, you will be reimbursed at 50% of R&C for covered services after the deductible is met. There is a maximum benefit of 52 visits per calendar year for outpatient services, based on medical necessity. Eligible expenses will be covered at 70% after deductible for approved visits over plan limit for in-network services and covered at 50% of R&C after deductible for out-of network services.

### ***Emergency care***

Emergency care for mental health or chemical dependency treatment does not require a referral, however you are encouraged to call the Claim Administrator within 48 hours after an emergency admission. The ChoicePlans' behavioral health providers are available 24 hours a day, seven days a week to accept calls.

### ***Medically necessary***

The Claim Administrator will help you and your physician determine the best course of treatment based on your diagnosis and acceptable medical practice. The Claim 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 Claim Administrator determines that the covered services and supplies are medically necessary. Please refer to the [Glossary](#) for a definition of medical necessity.

For more information about what your Plan covers, see [Covered services and supplies](#). 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 ChoicePlans 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 pre-certification or concurrent review. The discharge plan may include initiation of a variety of services/benefits to be utilized by the member upon discharge from an inpatient stay.



## Aetna High Deductible Health Plans – Basic

Type of service	Network	Out of Network
<b>Citi funded HSA</b>	<b>\$500 (single)/\$1,000 (family)</b>	
<b>Annual deductible (includes prescription drug expenses)</b>		
• Single	• \$2,100	• \$3,100
• Family	• \$4,200	• \$6,200
<b>Annual out-of-pocket maximum (includes deductible)</b>		
• Single	• \$5,000	• \$7,500
• Family	• \$10,000	• \$15,000
<b>Lifetime maximum</b>	• None	• None
<b>Professional care (in office)</b>		
• PCP or Specialist visits	• 80% after deductible	• 70% of R&C after deductible
• Allergy Treatment	• 80% after deductible for the first office visit;	• 70% of R&C after deductible
<b>Preventive care (subject to frequency limits)</b>		
• Well adult (including both travel and non-travel related immunizations)	• 100% no deductible	• 100% of R&C, no deductible
• Well child (including both travel and non-travel related immunizations)		
• Cancer Screenings (Pap smear, mammography, sigmoidoscopy, colonoscopy and PSA screening)		

### Routine care (subject to frequency limits)

- |                        |   |  |
|------------------------|---|--|
| • Routine vision exam  | • 100%, no deductible; limit 1 exam per 24 months | • 100% of R&C, no deductible; limit 1 exam per 24 months |
| • Routine hearing exam | • 100%, no deductible; limit 1 exam per 24 months | • 100% of R&C, no deductible; limit 1 exam per 24 months |

### Hospital inpatient and outpatient

- |   |   |  |
|---|---|--|
| • Semiprivate room and board, doctor's charges, lab, x-ray, and surgical care | • 80% after deductible; notification required for hospitalization, facility admissions and certain outpatient procedures and services | • 70% of R&C after deductible; notification required for hospitalization, facility admissions and certain outpatient procedures and services |
|---|---|--|

### Maternity care

- |                          |                        |                               |
|--------------------------|------------------------|-------------------------------|
| • Physician office visit | • 80% after deductible | • 70% of R&C after deductible |
| • Hospital delivery      | • 80% after deductible | • 70% of R&C after deductible |

### Emergency care (no coverage if not true emergency)

- |  |  |  |
|--|--|--|
| • Hospital emergency room<br>(includes emergency room facility and professional services provided in the emergency room) | • 80% of covered services after deductible | • 80% of covered services after deductible |
| • Urgent care facility   | • 80% of covered services after deductible | • 70% of covered services after deductible |
| • Non routine outpatient lab and x-ray services  | • 80% of covered services after deductible | • 70% of covered services after deductible |

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**Outpatient short-term rehabilitation**


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**Physical, speech, or occupational therapy**

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>• 80% after deductible</li> <li>• 60 visits per year for physical, speech and occupational therapy</li> <li>• 70% after deductible for visits approved for medical necessity above the limit.</li> </ul> | <ul style="list-style-type: none"> <li>• 70% of covered services after deductible</li> <li>• 60 visits per year for physical, speech and occupational therapy</li> <li>• 50% of R&amp;C after deductible for visits approved for medical necessity above the limit.</li> </ul> |
|---|--|
- 

**Prescription drugs (refer to Prescription drug program)**


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**Mental health and chemical dependency (refer to Mental health/chemical dependency)**


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This chart is 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 and Exclusions and limitations.

## How the Plan works

This section contains more detailed information about HDHP's provisions and how this medical plan option 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 R&C amounts. Second, the level of reimbursement for many services is higher when you use an in-network provider.

A directory of in-network providers is available directly from the Claim Administrator.

- Aetna's Web site — [www.aetna.com](http://www.aetna.com), select the Aetna Open Access, Choice POSII Open Access Plan or call 800-545-5862

### ***Deductible and coinsurance***

You must meet an annual deductible of \$2,100 for individual (employee only) coverage or \$4,200 for family (employee plus one or more) before Aetna High Deductible Health Plan (HDHP). Basic 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 satisfied each calendar year before any benefits will be paid.

Only covered expenses that count toward the deductible count toward the individual or family deductible. There is no individual within the family deductible limit. One family member or a combination of family members must meet the full family deductible before the plan pays any benefits. The deductible can be met as follows:

- **Employee Only:** The individual deductible of \$2,100 applies.
- **Two or more in a family:** The \$4,200 family deductible applies, one or a combination of all family members must meet the full family deductible before the plan pays any benefits.

Once you have satisfied the deductible, HDHP Basic normally pays 80% of the negotiated rate for covered health services if you or your covered dependent uses an in-network hospital/provider. Expenses are normally reimbursed at 70% of R&C for claims for covered services submitted for an out-of-network provider.

### ***Out-of-pocket maximum***

Your out-of-pocket maximum is \$5,000 individual/\$10,000 family (non-network -\$7,500-individual/\$15,000 family). The amount includes the \$2,100 individual/ \$4,200 family (non-network \$3,100/\$6,200) deductible. This represents the most you will have to pay out of your own pocket in a calendar year.

Eligible expenses 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 (\$5,000/7,500 non-network) to the family out-of-pocket maximum (\$10,000/15,000 non-network).

Once this out-of-pocket maximum is met, covered expenses are payable at 100% of the negotiated rate (or of R&C) for the remainder of the calendar year.

Not all expenses count toward your out-of-pocket maximum. Among those that do not count are expenses that exceed R&C, pharmacy copayments, any coinsurance charges for mental health/chemical dependency services, 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.

### ***Preventive care***

Preventive care services are available in the Aetna HDHP Basic.

Covered expenses are not subject to the deductible and are covered at 100% when using network providers or 100% of R&C 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 Claim Administrator;
- Routine diagnostic tests. For example: CBC (complete blood count), cholesterol blood test, urinalysis; and
- Routine well-woman exams.
- In addition, the HDHP Basic will cover cancer-screening tests, well-adult immunizations and well-child care and immunizations at 100%.

Cancer screenings are:

- Pap smear performed annually;
- Mammogram at a frequency based on age:
  - Ages 35–39: baseline mammogram; or
  - Age 40 and older: annual mammogram;
- Sigmoidoscopy annually for persons age 50 and older;
- Colonoscopy; and
- Prostatic-specific antigen (PSA) screening annually with a digital rectal exam in men age 50 and older.

## Routine care

Routine health screenings are covered at:

- 100%, no deductible, and
- 100% of the reasonable and customary (R&C) charges, no 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 24 months
- **Routine hearing exam:** limited to one exam per 24 months
- 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."

## ***Infertility***

HDHP Basic covers medical and pharmacy expenses associated with infertility treatment, subject to the following limits:

- Medical expenses with a family lifetime maximum of \$24,000; and
- Prescription drug expenses associated with infertility treatment, with a lifetime maximum of \$7,500.

**Note:** Coverage for prescription drugs used to treat infertility is provided through the **Prescription drug program**. The limits on coverage for drugs to treat infertility are in addition to any other prescription drug limits or requirements.

These coverage limits include infertility treatment in-network and out-of-network and across all non-HMO plans combined.

For more specific information, contact the Claim Administrator directly.

## ***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
- 70% for care received from an out-of-network provider.

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

## ***Emergency care***

After you meet your annual deductible, emergency care will be reimbursed at:

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

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

See the **Glossary** for the definition and examples of emergency care as defined and determined by the Plan.

If you have a true medical emergency, you should go to the nearest emergency facility. If you are admitted, you must contact the Claim Administrator within 48 hours. If you are not able to do this, have a family member contact the Claim Administrator.

### ***Urgent care***

Urgent care centers consist of a network of physicians that may be used when immediate care is needed. The centers usually 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, the flu) but does not need the services of a hospital emergency room (for example, for chest pains, poisonings, seizures). Urgent care centers will be reimbursed at:

- 80% of the negotiated rate (after deductible is met) for care received from an in-network provider; or
- 70% of R&C (after deductible is met) for care received from an out-of-network provider.

For more information about how to file a claim or appeal a denied claim, see the Claims and appeals section.

### **Mental health/chemical dependency**

Aetna HDHP Basic provides confidential mental health and chemical dependency coverage through a network of participating counselors and specialized practitioners.

When you call the Claim 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 you find the right provider. In an emergency, the intake coordinator also will provide immediate assistance, and, if necessary, arrange for treatment in an appropriate facility.

You must call before seeking treatment for mental health or chemical dependency treatment.

Action	Inpatient*	Outpatient
If you call the Plan and use its network provider/facility	After the deductible, eligible expenses covered at 80% of the negotiated rate; maximum of 30 days per calendar year. Eligible expenses covered at 70% after deductible for days approved for medical necessity over plan limit.**	After the deductible, eligible expenses covered at 80% of negotiated rate; maximum benefit of 52 visits per calendar year. Eligible expenses covered at 70% after deductible for visits approved for medical necessity over plan limit.**
If you call the Plan but do not use its network provider/ facility***	After the deductible, eligible expenses covered at 70% of R&C; maximum benefit of 30 days per calendar year**  Eligible expenses covered at 50% after deductible for days approved for medical necessity over plan limit	After the deductible, eligible expenses covered at 50% of R&C; maximum benefit of 52 visits per calendar year**  Eligible expenses covered at 50% after deductible for days approved for medical necessity over plan limit

\* Inpatient pre-notification is recommended.

*\*\* Maximum benefits are combined for network and out-of-network services.*

*\*\*\* Aetna reimburses out-of-network mental health services based on the licensure of the provider. R&C is reduced by the following percentages: MD-100%, PHD-80%, All other degrees-60%.*

*Note: Mental health and chemical dependency maximums are combined.*

## **Coverage levels**

Mental health and chemical dependency treatment benefits are subject to the same medical necessity requirements, coverage limitations and deductibles that are required under Aetna HDHP Basic. Your coinsurance under the mental health and chemical dependency program may differ from those required under Aetna HDHP Basic.

Mental health benefits include, but are not limited to:

- Assessment, diagnosis, and treatment;
- Medication management;
- Individual, family, and group psychotherapy;
- Acute inpatient;
- 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. Mental health/chemical dependency treatment expenses, including copayments, do not count toward your calendar year out-of-pocket maximum.

## **Inpatient services**

You must call the Claim 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 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 a network provider or 70% of R&C if you use an out-of-network provider. There is a maximum benefit of 30 days per calendar year for mental health/chemical dependency inpatient services. If it is determined that a less intensive or more appropriate level of treatment could have been given, no benefits will be payable. Eligible expenses will be covered at 70% of the negotiated rate after the deductible for approved visits over plan limit for in-network services and covered at 50% after the deductible for out-of network services.

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

## **Outpatient services**

You are encouraged to call the Claim 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 the recommended provider, you will be reimbursed at 50% of R&C for covered services after the deductible is met. There is a maximum benefit of 52 visits per calendar year for outpatient services, based on medical necessity. Eligible expenses will be covered at 70% after the deductible for approved visits over plan limit for in-network services and covered at 50% after the deductible for out-of network services.



### ***Emergency care***

Emergency care for mental health or chemical dependency treatment does not require a referral, however you are encouraged to call the Claim Administrator within 48 hours after an emergency admission. The behavioral health provider is available 24 hours a day, seven days a week to accept calls.

### **Medically necessary**

The Claim Administrator will help you and your physician determine the best course of treatment based on your diagnosis and acceptable medical practice. The Claim 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 Claim Administrator determines that the covered services and supplies are medically necessary. Please refer to the **Glossary** for a definition of medical necessity.

For more information about what your Plan covers, see **Covered services and supplies**. You may also contact your Plan directly to confirm coverage of a particular service or supply and to find out what limits may apply.





## Aetna High Deductible Health Plans – Premier

Type of service	Network	Out of Network
<b>Citi funded HSA</b>	<b>\$500 (single)/\$1,000(family)</b>	
<b>Annual deductible (includes prescription drug expenses)</b>		
• Single	• \$1,200	• \$2,400
• Family	• \$2,400	• \$4,800
<b>Annual out-of-pocket maximum (includes deductible)</b>		
• Single	• \$2,500	• \$5,000
• Family	• \$5,000	• \$10,000
<b>Lifetime maximum</b>	• None	• None
<b>Professional care (in office)</b>		
• PCP or Specialist visits	• 90% after deductible	• 70% of R&C after deductible
• Allergy Treatment	• 90% after deductible for the first office visit;	• 70% of R&C after deductible
<b>Preventive care (subject to frequency limits)</b>		
• Well adult (including both travel and non-travel related immunizations)	• 100%, no deductible	• 100% of R&C, no deductible
• Well child (including both travel and non-travel related immunizations)		
• Cancer Screenings (Pap smear, mammography, sigmoidoscopy, colonoscopy and PSA screening)		

### Routine care (subject to frequency limits)

- |                        |   |  |
|------------------------|---|--|
| • Routine vision exam  | • 100%, no deductible; limit 1 exam per 24 months | • 100% of R&C, no deductible; limit 1 exam per 24 months |
| • Routine hearing exam | • 100%, no deductible; limit 1 exam per 24 months | • 100% of R&C, no deductible; limit 1 exam per 24 months |

### Hospital inpatient and outpatient

- |   |   |  |
|---|---|--|
| • Semiprivate room and board, doctor's charges, lab, x-ray, and surgical care | • 90% after deductible; notification required for hospitalization, facility admissions and certain outpatient procedures and services | • 70% of R&C after deductible; notification required for hospitalization, facility admissions and certain outpatient procedures and services |
|---|---|--|

### Maternity care

- |                          |                        |                               |
|--------------------------|------------------------|-------------------------------|
| • Physician office visit | • 90% after deductible | • 70% of R&C after deductible |
| • Hospital delivery      | • 90% after deductible | • 70% of R&C after deductible |

### Emergency care (no coverage if not true emergency)

- |  |  |   |
|--|--|---|
| • Hospital emergency room<br>(includes emergency room facility and professional services provided in the emergency room) | • 90% of covered services after deductible | • 90% of covered services after deductible        |
| • Urgent care facility   | • 90% of covered services after deductible | • 70% of R&C of covered services after deductible |

### Non routine outpatient lab and x-ray services

- |  |   |
|--|---|
| • 90% of covered services after deductible | • 70% of R&C of covered services after deductible |
|--|---|

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**Outpatient short-term rehabilitation**


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- |   |   |  |
|---|---|--|
| <ul style="list-style-type: none"> <li>• Physical, speech, or occupational therapy</li> </ul> | <ul style="list-style-type: none"> <li>• 90% after deductible</li> <li>• 60 visits per year for physical, speech and occupational</li> <li>• 70% after deductible for visits approved for medical necessity above the limit.</li> </ul> | <ul style="list-style-type: none"> <li>• 70% of R&amp;C covered services after deductible</li> <li>• 60 visits per year for physical, speech and occupational</li> <li>• 50% of R&amp;C after deductible for visits approved for medical necessity above the limit.</li> </ul> |
|---|---|--|
- 

**Prescription drugs (refer to Prescription drug program)**


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**Mental health and chemical dependency (refer to Mental health/chemical dependency)**


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This chart is 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 and Exclusions and limitations.

## How the Plan works

This section contains more detailed information about HDHP's provisions and how this medical plan option 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 R&C amounts. Second, the level of reimbursement for many services is higher when you use an in-network provider.

A directory of in-network providers is available directly from the Claim Administrator.

- Aetna's Web site — [www.aetna.com](http://www.aetna.com), select the Aetna Open Access, Choice POSII Open Access Plan or call 800-545-5862

## ***Deductible and coinsurance***

You must meet an annual deductible of \$1,200 for individual (employee only) coverage or \$2,400 for family (employee plus one or more) before Aetna High Deductible Health Plan (HDHP) Premier 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 satisfied each calendar year before any benefits will be paid.

Only covered expenses that count toward the deductible count toward the individual or family deductible. There is no individual within the family deductible limit. One family member or a combination of family members must meet the full family deductible before the plan pays any benefits. The deductible can be met as follows:

- Employee Only: The individual deductible of \$1,200 applies.
- Two or more in a family: The \$2,400 family deductible applies, one or a combination of all family members must meet the full family deductible before the plan pays any benefits.

Once you have satisfied the deductible, HDHP Premier normally pays 90% of the negotiated rate for covered health services if you or your covered dependent uses an in-network hospital/provider. Expenses are normally reimbursed at 70% of Reasonable and Customary for claims for covered services submitted for an out-of-network provider.

### ***Out-of-pocket maximum***

Your out-of-pocket maximum is \$2,500 individual/\$5,000 family.(non-network \$5,000 individual/\$10,000 family) The amount includes the \$1,200 individual/\$2,400 family(non-network \$2,400 individual/\$4,800 family) deductible. This represents the most you will have to pay out of your own pocket in a calendar year.

Eligible expenses 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 (\$2,500/5,000 non-network) to the family out-of-pocket maximum (\$5,000/10,000 non-network).

Once this out-of-pocket maximum is met, covered expenses are payable at 100% of the negotiated rate (or of R&C) for the remainder of the calendar year.

Not all expenses count toward your out-of-pocket maximum. Among those that do not count are expenses that exceed R&C, pharmacy copayments, any coinsurance charges for mental health/chemical dependency services, 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.

### ***Preventive care***

Preventive care services are available in the Aetna HDHP Premier.

Covered expenses are not subject to the deductible and are covered at 100% of negotiated rates when using network providers or 100% of R&C 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 Claim Administrator;
- Routine diagnostic tests. For example: CBC (complete blood count), cholesterol blood test, urinalysis; and
- Routine well-woman exams.
- In addition, the HDHP Premier will cover cancer-screening tests, well-adult immunizations and well-child care and immunizations at 100%.

Cancer screenings are:

- Pap smear performed annually;
- Mammogram at a frequency based on age:
  - Ages 35–39: baseline mammogram; or
  - Age 40 and older: annual mammogram;
- Sigmoidoscopy annually for persons age 50 and older;
- Colonoscopy; and
- Prostatic-specific antigen (PSA) screening annually with a digital rectal exam in men age 50 and older.

### ***Routine care***

Routine health screenings are covered at:

- 100%, no deductible, and
- 100% of the reasonable and customary (R&C) charges, no 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 24 months
- **Routine hearing exam:** limited to one exam per 24 months
- 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.”

### ***Infertility***

HDHP Premier covers medical and pharmacy expenses associated with infertility treatment, subject to the following limits:

- Medical expenses with a family lifetime maximum of \$24,000; and
- Prescription drug expenses associated with infertility treatment, with a lifetime maximum of \$7,500.

**Note:** Coverage for prescription drugs used to treat infertility is provided through the **Prescription drug program**. The limits on coverage for drugs to treat infertility are in addition to any other prescription drug limits or requirements.

These coverage limits include infertility treatment in-network and out-of-network and across all non-HMO plans combined.

For more specific information, contact the Claim Administrator directly.

### ***Hospital***

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

- 90% for care received from an in-network provider; or
- 70% for care received from an out-of-network provider in an area where a network provider is available.

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

### ***Emergency care***

After you meet your annual deductible, emergency care will be reimbursed at:

- 90% for care received from an in-network provider and an out-of network provider.

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

See the **Glossary** for the definition and examples of emergency care as defined and determined by the Plan.

If you have a true medical emergency, you should go to the nearest emergency facility. If you are admitted, you must contact the Claim Administrator within 48 hours. If you are not able to do this, have a family member contact the Claim Administrator.

### ***Urgent care***

Urgent care centers consist of a network of physicians that may be used when immediate care is needed. The centers usually 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, the flu) but does not need the services of a hospital emergency room (for example, for chest pains, poisonings, seizures). Urgent care centers will be reimbursed at:

- 90% of the negotiated rate (after deductible is met) for care received from an in-network provider; or
- 70% of R&C (after deductible is met) for care received from an out-of-network provider.

For more information about how to file a claim or appeal a denied claim, see the **Claims and appeals** section.

### ***Mental health/chemical dependency***

Aetna HDHP Premier provides confidential mental health and chemical dependency coverage through a network of participating counselors and specialized practitioners.

When you call the Claim 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 you find the right provider. In an emergency, the intake coordinator also will provide immediate assistance, and, if necessary, arrange for treatment in an appropriate facility.

You must call before seeking treatment for mental health or chemical dependency treatment.

Action	Inpatient*	Outpatient
<b>If you call the Plan and use its network provider/facility</b>	After the deductible, eligible expenses covered at 90% of the negotiated rate; maximum of 30 days per calendar year. Eligible expenses covered at 70% after deductible for days approved for medical necessity over plan limit.**	After the deductible, eligible expenses covered at 90% of negotiated rate; maximum benefit of 52 visits per calendar year. Eligible expenses covered at 70% after deductible for visits approved for medical necessity over plan limit.**
<b>If you call the Plan but do not use its network provider/facility<sup>***</sup></b>	After the deductible, eligible expenses covered at 70% of R&C; maximum benefit of 30 days per calendar year**  Eligible expenses covered at 50% after deductible for days approved for medical necessity over plan limit	After the deductible, eligible expenses covered at 50% of R&C; maximum benefit of 52 visits per calendar year**  Eligible expenses covered at 50% after deductible for days approved for medical necessity over plan limit

\* Inpatient pre-notification is recommended.

\*\* Maximum benefits are combined for network and out-of-network services.

\*\*\* Aetna reimburses out-of-network mental health services based on the licensure of the provider. R&C is reduced by the following percentages: MD-100%, PHD-80%, All other degrees-60%.

**Note:** Mental health and chemical dependency maximums are combined.

### **Coverage levels**

Mental health and chemical dependency treatment benefits are subject to the same medical necessity requirements, coverage limitations and deductibles that are required under Aetna HDHP Premier. Your coinsurance under the mental health and chemical dependency program may differ from those required under Aetna HDHP Premier.

Mental health benefits include, but are not limited to:

- Assessment, diagnosis, and treatment;
- Medication management;
- Individual, family, and group psychotherapy;
- Acute inpatient;
- 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. Mental health/chemical dependency treatment expenses, including copayments, do not count toward your calendar year out-of-pocket maximum.

### ***Inpatient services***

You must call the Claim 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 in lieu of an inpatient hospital stay. After you meet your deductible, inpatient stays are covered at 90% when you use a network provider or 70% of R&C if you use an out-of-network provider. There is a maximum benefit of 30 days per calendar year for mental health/chemical dependency inpatient services. If it is determined that a less intensive or more appropriate level of treatment could have been given, no benefits will be payable. Eligible expenses will be covered at 70% after deductible for approved visits over plan limit for in-network services and covered at 50% after deductible for out-of network services.

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

### ***Outpatient services***

You are encouraged to call the Claim Administrator for outpatient referrals. If you call and use the recommended provider, you will be reimbursed at 90% of covered expenses after the deductible is met. If you do not use the recommended provider, you will be reimbursed at 50% of R&C for covered services after the deductible is met. There is a maximum benefit of 52 visits per calendar year for outpatient services, based on medical necessity. Eligible expenses will be covered at 70% after deductible for approved visits over plan limit for in-network services and covered at 50% after deductible for out-of network services.



### ***Emergency care***

Emergency care for mental health or chemical dependency treatment does not require a referral, however you are encouraged to call the Claim Administrator within 48 hours after an emergency admission. The behavioral health provider is available 24 hours a day, seven days a week to accept calls.

### **Medically necessary**

The Claim Administrator will help you and your physician determine the best course of treatment based on your diagnosis and acceptable medical practice. The Claim 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 Claim Administrator determines that the covered services and supplies are medically necessary. Please refer to the **Glossary** for a definition of medical necessity.

For more information about what your Plan covers, see **Covered services and supplies**. You may also contact your Plan directly to confirm coverage of a particular service or supply and to find out what limits may apply.



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## Health Savings Accounts (HSAs)

### Health Savings Accounts (HSAs) and HDHPs

Two savings programs are available to help High Deductible Health Plan participants pay for eligible expenses: the Health Savings Account (HSA) and the Limited Purpose Health Care Spending Account (LPSA).

When you enroll in either High Deductible Health Plan, you are eligible to open a Health Savings Account (HSA) through any bank or other institution that offers one. HSAs were designed to work in tandem with HDHPs to help you:

- Pay for expenses incurred before you meet the deductible and

- Pay for qualified medical expenses that are not otherwise reimbursable by the HDHP.

- Save for future qualified medical and retiree health expenses on a tax-free basis.

To enroll in an HSA, you must be covered by an HSA-compliant plan, such as the High Deductible Health Plan, and you cannot be enrolled in "impermissible medical care coverage," such as a Health Care Spending Account.

### Health Savings Account

If you enroll in either the High Deductible Health Plan (Basic or Premier) and you establish an HSA at Citibank, N.A., Citigroup will contribute to your account. The contribution amounts are up to \$500 for Employee Only coverage and up to \$1,000 for any of the family coverage categories. "Establish" an account means you apply for an account and meet certain credit and "know your customer" requirements. If your account is not established, you cannot receive the employer contribution.

If you do not enroll in a High Deductible Health Plan, by law you cannot enroll in a Health Savings Account.

#### Account 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) and earnings are tax-free under federal and many state income tax laws.

- Qualified withdrawals (to pay for qualified medical expenses, as determined by the IRS) are tax-free under federal and many state income tax laws.

- 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.

**Note:** HSAs, whether administered by Citibank or another administrator, are not part of the Citigroup Medical Plans or any other employee benefit plan sponsored by Citigroup.



## **Limited Purpose Savings Account**

LPSA If you enroll in an HDHP and make tax-free contributions to an HSA you can no longer participate in the Health Care Spending Account (HCSA). HCSA enrollment disqualifies your contributions to the HSA.

According to Internal Revenue Service (IRS) regulations, if you enroll in a High Deductible Health Plan and an HSA you can enroll in a Limited Purpose Health Care Spending Account (LPSA) to reimburse yourself for eligible expenses such as those for vision, dental, and preventive medical care.

For more information, contact your tax adviser or visit the IRS Web site at [www.irs.gov](http://www.irs.gov).

## Out-of-Area Plan (Empire BlueCross BlueShield)

The Out-of-Area (OOA) plan option is available only if you live in an area where no ChoicePlan option is available. The OOA plan option is administered by Empire BlueCross BlueShield. **When searching for a provider on [www.empireblue.com/citi](http://www.empireblue.com/citi) enter Traditional/Indemnity network.**

Type of service	Out-of-Area plan option (Empire BlueCross BlueShield — available only if you live in an area where a ChoicePlan is not available)
<b>Annual deductible</b>	
• Individual	• \$300
• Maximum per family	• \$600
<b>Annual out-of-pocket maximum (includes deductible)</b>	
• Individual	• \$1,000
• Maximum per family	• \$2,000
<b>Lifetime maximum</b>	• None
<b>Professional care (in office)</b>	
• PCP or specialist visits	• 80% of R&C after deductible
<b>Preventive &amp; routine care (frequency limits apply. Contact EmpireBlueCross BlueShield at 866-290-9098 for details.)</b>	
• Routine physical exam	• 100% of R&C, no deductible
• Routine well-woman exam	• 100% of R&C, no deductible
• Routine vision exam	• 100 % of R&C, no deductible; limit 1 exam per 24 months
• Routine hearing exam	• 100% of R&C, no deductible; limit 1 exam per 24 months
• Well-child and immunizations (including both travel and non-travel related immunizations)	• 100% of R&C, no deductible
<b>Hospital inpatient and outpatient</b>	
• Semiprivate room and board, doctor's charges, lab, x-ray, and surgical care	• 80% of R&C after deductible; notification required for hospitalization, facility admissions, and certain outpatient procedures and services
<b>Emergency care</b>	
• No coverage if not a true emergency	• 80% of R&C after deductible

**Urgent care center**

• 80% of R&C after deductible

**Prescription drugs (refer to Prescription drug program)**

**Mental health and chemical dependency (refer to Mental health/chemical dependency)**

This chart is 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 and Exclusions and limitations or call UnitedHealthcare.

## How the Plan works

This section contains more detailed information about the Out-of-Area plan option provisions and how the option works.

For information about how to file a claim or appeal a denied claim, see the **Claims and appeals** section.

### ***Deductible and coinsurance***

You must meet an annual individual deductible of \$300 (\$600 family maximum) before the OOA plan option pays any benefits.

The individual deductible applies to all covered expenses except routine preventive care and must be met each calendar year before any benefits will be paid.

The family deductible is 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 count toward the family deductible. The family deductible can be met as follows:

- **Up to two in a family:** each member must meet the \$300 individual deductible; or
- **Three or more in a family:** expenses can be combined to meet the \$600 family deductible, but no one person can apply more than the \$300 individual deductible toward the family deductible amount.

Once you have satisfied the deductible, the OOA plan normally pays 80% of the negotiated rate for covered services if you or your covered dependent uses a Empire BlueCross BlueShield preferred hospital/provider or 80% of R&C for claims submitted for a non-preferred provider for covered health services.

### ***Out-of-pocket maximum***

Your individual out-of-pocket maximum is \$1,000 (\$2,000 family maximum). The amount includes the \$300 individual (\$600 family) deductible. This represents the most you will have to pay out of your own pocket in a calendar year.

Eligible expenses can be combined to meet the family out-of-pocket maximum, but no one person can apply more than the individual out-of-pocket amount (\$1,000) to the family out-of-pocket maximum (\$2,000).

Once the out-of-pocket maximum is reached, covered expenses are payable at 100% of the negotiated rate for a preferred provider or R&C for a non-preferred provider for the remainder of the calendar year.

Not all expenses count toward your out-of-pocket maximum. Among those that do not count are expenses that exceed R&C, pharmacy copayments, any coinsurance charges for mental health and chemical dependency treatment, charges for services not covered under the plan, penalties, and any expense that would have been reimbursed if you had notified Empire BlueCross BlueShield in advance.

## Preventive care

Preventive care services are available in the Out-of-Area Plan.

Covered expenses are not subject to the deductible and covered at 100% of reasonable & customary.

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.
- In Hospital Visits at birth: 2 visits
- Out of hospital Visits:
  - Birth - 1st birthday 7 visits
  - Age 1 - 5th birthday 6 visits
  - Age 5 - 12th birthday 7 visits
  - Age 12 - 18th birthday 6 visits
  - Age 18 -19th birthday 2 visits
  - Age 19 and over once annually

Coverage for ages birth – 19 includes a physical examination, medical history, developmental assessment, and anticipatory guidance. Coverage includes any related routine x-rays and labs.

The plan also covers the following recommended routine immunizations for ages birth - 19: DPT (diphtheria, tetanus and pertussis), polio, MMR (measles, mumps, and rubella), varicella (chicken pox), hepatitis A, hepatitis B, hemophilus, tetanus-diphtheria, pneumococcal, meningococcal, tetramune, flu shots and Lyme Disease. Covered routine immunizations for ages 19 and over include Flu, Lyme Disease, Pneumococcal and Hepatitis A.

- Routine diagnostic tests: For example: CBC (complete blood count), cholesterol blood test, urinalysis; and
- Routine annual well-woman exams.

In addition, the Out-of-Area Plan will cover both cancer-screening tests, well adult immunizations and well-child care and immunizations at 100% of R&C:

- Pap smear performed annually;
- Mammogram at a frequency based on age:
  - Ages 35–39: baseline mammogram; or
  - Age 40 and older: annual mammogram;
- Sigmoidoscopy annually for persons age 50 and older;
- Colonoscopy; and
- Prostatic-specific antigen (PSA) screening annually with a digital rectal exam in men age 50 and older.

### ***Routine care***

The Out-of-Area offers additional coverage for routine care services to help detect health problems early. The following are covered at 100% after the deductible:

- **Routine eye exam:** one exam every 24 months; and
- **Routine hearing exam:** one exam every 24 months.

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.”

### ***Infertility***

The Out-of-Area plan covers medical and pharmacy expenses associated with infertility treatment, subject to the following limits:

- Medical expenses with a family lifetime family maximum of \$24,000; and
- Prescription drug expenses associated with infertility treatment with a lifetime maximum of \$7,500.

**Note:** Coverage for prescription drugs used to treat infertility is provided through the **Prescription drug program**. The limits on coverage for drugs to treat infertility are in addition to any other prescription drug limits or requirements.

These coverage limits include infertility treatment in-network and out-of-network and across all non-HMO/EPO plans combined.

For more specific information, contact Empire BlueCross BlueShield directly.

### ***Hospital***

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

- 80% of the negotiated rate (for care received from a Empire BlueCross BlueShield preferred provider); or
- 80% of R&C (for care received from a non-preferred provider).

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

### ***Emergency care***

After you meet your annual deductible, emergency care will be reimbursed at:

- 80% of the negotiated rate (for care received from a Empire BlueCross BlueShield preferred provider); or
- 80% of R&C (for care received from non-preferred provider).

Non-emergency services provided in an emergency room are not covered under the Out-of-Area plan.

See the **Glossary** for the definition and examples of emergency care as defined and determined by the Plan.

If you have a true medical emergency, you should go to the nearest emergency facility. If you are admitted, you must contact the Claim Administrator within 48 hours. If you are unable to do this, have a family member contact Claim Administrator. Non-emergency services provided in the emergency room are not covered by the Out-of-Area plan.

## Urgent care

Urgent care centers consist of a network of physicians that may be used when immediate care is needed. The centers usually 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, the flu) but does not need the services of a hospital emergency room (for example, for chest pains, poisonings, seizures). Covered expenses incurred at an urgent care center will be reimbursed at:

- 80% of the negotiated rate (after deductible) for care received from a Empire BlueCross BlueShield preferred provider; and
- 80% of R&C (after deductible) for care received from a non-preferred provider.

Urgent care centers are listed in the provider directory that can be accessed on the Claim Administrators' web sites. You do not need a referral or any prior authorization to use an urgent care center.

## Mental health/chemical dependency

The Out-of-Area plan provides access to confidential mental health and chemical dependency treatment through a network of participating counselors and specialized practitioners.

When you call Empire BlueCross BlueShield 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 you find the right care provider. In an emergency, the intake coordinator also will provide immediate assistance, and, if necessary, arrange for treatment in an appropriate facility.

You must call Empire BlueCross BlueShield before seeking treatment for mental health or chemical dependency treatment.

A directory of participating providers may be accessed at [www.empireblue.com](http://www.empireblue.com), on the provider look up screen, select BlueCard PPO network, behavioral health providers and enter your zip code or address for a list of network providers.

Action	Inpatient*	Outpatient
<b>If you call Empire BlueCross BlueShield and use its provider/facility</b>	After the deductible, eligible expenses covered at 80% of the negotiated rate; maximum benefit of 30 days per calendar year. Eligible expenses covered at 70% after deductible for approved visits over plan limit.**	After the deductible, eligible expenses covered at 50% of the negotiated rate; maximum benefit of 52 days per calendar year. Eligible expenses covered at 50% after deductible for approved visits over plan limit.**
<b>If you call Empire BlueCross BlueShield but do not use its provider/facility</b>	After the deductible, eligible expenses covered at 80% of R&C; maximum benefit of 30 days per calendar year. Eligible expenses covered at 70% after deductible for pre-approved visits over plan limit**	After the deductible, eligible expenses covered at 50% of R&C; maximum benefit of 52 visits per calendar year**. Eligible expenses covered at 50% R&C after deductible for pre-approved visits over plan limit **

\* Inpatient pre-notification is required

\*\* Maximum benefits are combined for network and out-of-network services.

*Note: Mental Health and chemical dependency maximums are combined*

**Coverage levels**

Mental health and chemical dependency treatment benefits are subject to medical necessity requirements, as well as being subject to the same coverage guidelines and deductibles that are required under the medical portion of the plan. Your copayments and coinsurance under the mental health and chemical dependency program may differ from those required under the medical portion of the plan.

Mental health benefits include, but are not limited to:

- Assessment, diagnosis, and treatment;
- Medication management;
- Individual, family, and group psychotherapy;
- Acute inpatient;
- 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.

Mental health and chemical dependency treatment expenses, including coinsurance, do not count toward your calendar year out-of-pocket maximum.

***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 in lieu of an inpatient hospital stay. There is a maximum benefit of 30 days per calendar year for inpatient services. If it is determined that a less intensive or more appropriate level of treatment could have been given, no benefits will be payable. Eligible expenses will be covered at 70% after deductible for approved visits over plan limit for in-network services.\*\*

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

***Outpatient Services***

You are encouraged to call Empire BlueCross BlueShield for outpatient referrals, although a referral is not required. If you call Empire BlueCross BlueShield and use its providers, you will be reimbursed at 50% of the negotiated rate after the deductible is met. If you do not use Empire BlueCross BlueShield's recommended providers, you will be reimbursed at 50% of R&C, after the deductible is met. There is a maximum benefit of 52 visits per calendar year for outpatient services, based on medical necessity. Eligible expenses will be covered at 50% after deductible for approved visits over plan limit for in-network services.

***Emergency care***

Emergency care does not require a referral; however, you are encouraged to call Empire BlueCross BlueShield within 48 hours after an emergency admission.



## Medically necessary

Empire BlueCross BlueShield will help you and your physician determine the best course of treatment based on your diagnosis and acceptable medical practice. Empire BlueCross BlueShield 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 Empire BlueCross BlueShield determines that the covered services and supplies are medically necessary. Please refer to the **Glossary** for a definition of medical necessity.

For more information about what Empire BlueCross BlueShield covers, see **Covered services and supplies**. You may also contact Empire BlueCross BlueShield directly to confirm coverage of a particular service or supply and to find out what limits may apply.



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## Hawaii Health Plan — Hawaii Only

Hawaii Health Plan is available in Hawaii only and is administered by UnitedHealthcare. You can save money by using UnitedHealthcare's preferred providers. This plan is in compliance with the Prepaid Health Care Act and is effective on date of hire. Eligible employees are all employees (including but not limited to full-time, part-time, temporary, on-call and seasonal workers) who work at least 20 hours each week for 4 consecutive weeks. Full medical coverage will be continued for a disabled employee for three months following the month of disability

Type of service	Hawaii Health Plan (UnitedHealthcare — available in Hawaii only)
<b>Annual deductible</b>	
• Individual	• \$200
• Maximum per family	• \$600
<b>Annual out-of-pocket maximum (includes deductible)</b>	
• Individual	• \$1,000
• Maximum per family	• \$2,000
<b>Lifetime maximum</b>	• \$3 million
<b>Professional care (in office)</b>	
• PCP or specialist visits	• 90% after deductible when using preferred providers; 80% of R&C after deductible when using non-preferred providers
<b>Routine care (subject to frequency limits)</b>	
• Well-adult (including both travel and non-travel related immunizations)	• 80%, no deductible
• Well-child and immunizations (including both travel and non-travel related immunizations)	• 80%, no deductible

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**Hospital inpatient and outpatient**


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|---|--|
| <ul style="list-style-type: none"> <li>Semiprivate room and board, doctor's charges, lab, x-ray, and surgical care</li> </ul> | <ul style="list-style-type: none"> <li>Inpatient: 90% after deductible when using preferred physicians; 80% of R&amp;C after deductible when using preferred hospital; 80% after deductible when using non-preferred physicians; 80% of R&amp;C after \$100 confinement deductible and calendar year deductible when using non-preferred hospitals</li> <li>Outpatient: 90% after deductible when using preferred physician; 80% of R&amp;C after deductible when using non-preferred physician; 80% of R&amp;C after deductible for hospital</li> </ul> |
|---|--|
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**Emergency care**


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|---|---|
| <ul style="list-style-type: none"> <li>No coverage if not a true emergency</li> </ul> | <ul style="list-style-type: none"> <li>90% after deductible for physician; 80% after deductible for hospital</li> </ul> |
|---|---|
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**Urgent care center**


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|---|
| <ul style="list-style-type: none"> <li>90% after deductible when using preferred providers; 80% of R&amp;C after deductible when using non-preferred providers</li> </ul> |
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**Prescription drugs (refer to Prescription drug program)**


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**Mental health and chemical dependency (refer to Mental health/chemical dependency)**


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This chart is 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 and Exclusions and limitations.

## How the Plan works

This section contains more detailed information about Hawaii Health Plan's provisions and how the medical plan option works.

You have a choice of using preferred providers or non-preferred providers. Using preferred providers saves you money in two ways. First, preferred providers charge negotiated rates, which are generally lower than the R&C charges. Second, the level of benefits is generally higher when you use a preferred provider.

A directory of preferred providers is available directly from UnitedHealthcare at 1-877-311-7845 or online. The directory can be found online at [www.myuhc.com/groups/citi](http://www.myuhc.com/groups/citi).

For information about how to file a claim or appeal a denied claim, see Claims and appeals for UnitedHealthcare medical plans.

### ***Deductibles and coinsurance***

You must meet an annual deductible of \$200 individual (\$600 family maximum) before the Hawaii Health Plan pays any benefits. There is no annual deductible for routine preventive care.

The individual deductible applies to all covered expenses except routine preventive care and must be satisfied each calendar year before any benefits will be paid.

The family deductible is 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 count toward the family deductible. The family deductible can be met as follows:

- Up to two in a family: each member must meet the \$200 individual deductible; or
- Three or more in a family: expenses can be combined to meet the \$600 family deductible, but no one person can apply more than the \$200 individual deductible toward the family deductible amount.

Once you have satisfied the deductible, Hawaii Health Plan normally pays 90% of the negotiated rate for covered health services if you or your covered dependent uses a UnitedHealthcare preferred physician, and pays 80% of R&C if you use a UnitedHealthcare preferred hospital.

### ***Out-of-pocket maximum***

Your individual out-of-pocket maximum is \$1,000 (\$2,000 family maximum). The amount includes the \$200 individual (\$600 family) deductible. There is a lifetime maximum of \$3 million. Once this out-of-pocket maximum is met, covered expenses are payable for the remainder of the calendar year at 100% of the negotiated rate when you use a preferred provider or at 100% of R&C when you use a non-preferred provider.

Eligible expenses 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 (\$1,000) to the family out-of-pocket maximum (\$2,000).

Not all expenses count toward your out-of-pocket maximum. Among those that do not count are expenses that exceed R&C, pharmacy copayments, any coinsurance charges for mental health and chemical dependency treatment, and penalties applied for failure to notify UnitedHealthcare.

### ***Routine care***

Well-child care, adult routine physical exams, and routine health screenings are covered at:

- 80% of the negotiated rate (for care received from a UnitedHealthcare preferred provider); and
- 80% of R&C (for care received from a non-preferred provider).

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

- **Routine physical exam:** well-child care and adult care at a frequency based on American Medical Association (AMA) guidelines. For frequency guidelines, call UnitedHealthcare at 1-877-311-7845;
- **Routine cancer screenings are limited to:**
  - Annual Pap smear;
  - Mammogram at a frequency based on age:
    - Ages 35–39: baseline mammogram; or
    - Age 40 and older: annual mammogram;
  - Sigmoidoscopy annually for persons age 50 and older;
  - Colonoscopy (covered as part of a routine physical); and
  - Prostatic-specific antigen (PSA) screening.

All routine care is covered at 80% of the negotiated rate for preferred providers or 80% of R&C for non-preferred providers. There is no deductible or annual maximum for routine physicals.

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."

For more specific information, contact UnitedHealthcare directly.

### ***Infertility***

The Hawaii Health plan covers medical and pharmacy expenses associated with infertility treatment, subject to the following limits:

- Medical expenses with a family lifetime family maximum of \$24,000; and
- Prescription drug expenses associated with infertility treatment with a lifetime maximum of \$7,500.

**Note:** Coverage for prescription drugs used to treat infertility is provided through the **Prescription drug program**. The limits on coverage for drugs to treat infertility are in addition to any other prescription drug limits or requirements.

These coverage limits include infertility treatment in-network and out-of-network and across all non-HMO/EPO plans combined.

### ***Hospital***

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

- 80% of the negotiated rate for claims incurred at a UnitedHealthcare preferred hospital; and
- 80% of R&C after the \$100 per confinement deductible for claims incurred at a non-preferred hospital in an area where one was available.

Notification is required for hospitalization, facility admissions, and certain outpatient procedures and services. For more information, see **Precertification/notification**.

### ***Emergency care***

After you satisfy the deductible, emergency care is covered at 80% for covered hospital services and 90% for covered physician services. Non-emergency services provided in an emergency room are not covered.

See the **Glossary** for the definition and examples of emergency care as defined and determined by the Plan.

If you have a true medical emergency, you should go to the nearest emergency facility. If you are admitted, you must contact UnitedHealthcare within 48 hours. See Precertification/notification. If you are not able to do this, have a family member contact UnitedHealthcare. Penalty for non-compliance is \$400 per admission (to a maximum penalty, in the aggregate, of \$1,000 per calendar year).

***Urgent care***

Urgent care centers consist of a network of physicians that may be used when immediate care is needed. The centers usually 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, the flu) but does not need the services of a hospital emergency room (for example, for chest pains, poisonings, seizures). Urgent care centers will be reimbursed at:

- 90% of the negotiated rate (after deductible) for care received by a UnitedHealthcare preferred provider; or
- 80% of R&C (after deductible) for claims submitted by a non-preferred provider.

**Mental health/chemical dependency**

Hawaii Health Plan provides confidential mental health and chemical dependency coverage through a network of participating counselors and specialized practitioners.

When you call UnitedHealthcare 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 you find the right care provider. In an emergency, the intake coordinator also will provide immediate assistance, and, if necessary, arrange for treatment in an appropriate facility.

You must call UnitedHealthcare before seeking treatment for mental health or chemical dependency treatment. For more information, see **Precertification/notification**.

Information regarding participating providers is available directly from UnitedHealthcare at 1-877-311-7845 or online at [www.liveandworkwell.com](http://www.liveandworkwell.com): access code Citi.

Action	Inpatient	Outpatient
If you call UnitedHealthcare and use its network provider/facility	After the deductible, eligible expenses covered at 80% of the negotiated rate; maximum of 30 days per calendar year. Eligible expenses covered at 70% after deductible for approved visits over plan limit.*	After the deductible, eligible expenses covered at 80% of R&C; maximum benefit of 50 visits per calendar year. Eligible expenses covered at 70% after deductible for approved visits over plan limit.*
If you call UnitedHealthcare but do not use its network provider/facility	After a \$100 confinement deductible and after the \$200 individual deductible, eligible expenses covered at 50% of R&C; maximum benefit of 30 days per calendar year*	After the deductible, eligible expenses covered at 50% of R&C; maximum benefit of 50 visits per calendar year*
If you do not call and do not use UnitedHealthcare's network provider/facility	\$400 non-notification penalty per admission, up to a maximum penalty of \$1,000 per calendar year; after a \$100 confinement deductible and the \$200 deductible, eligible expenses covered at 80% of R&C; maximum benefit of 30 days per calendar year*	After the deductible, eligible expenses covered at 50% of R&C; maximum benefit of 50 visits per calendar year*

\* Maximum benefits are combined for network and out-of-network services. For inpatient care 30 days per calendar year apply to mental health/ substance abuse treatment and applies to the Out of Pocket limit and the Stop-Loss provision..

### Coverage levels

Unlike the medical benefits under Hawaii Health Plan, mental health and chemical dependency treatment benefits are subject to medical necessity requirements, as well as being subject to the same coverage guidelines and deductibles that are required under Hawaii Health Plan. Your copayments and coinsurance under the mental health and chemical dependency program may differ from those required under Hawaii Health Plan.

Mental Health benefits include, but are not limited to:

- Assessment, diagnosis, treatment;
- Medication management;
- Individual, family, and group psychotherapy;
- Acute inpatient;
- 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.

Mental health/chemical dependency treatment expenses, including copayments, do count toward your calendar year out-of-pocket maximum and are subject to the stop-loss provision.

### ***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 in lieu of an inpatient hospital stay. Inpatient mental health/substance abuse treatment is covered at least 80% and for at least 30 days each year. If it is determined that a less intensive or more appropriate level of treatment could have been given, no benefits will be payable. Eligible expenses will be covered at 70% after deductible for approved visits over plan limit for in-network services.

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

### ***Outpatient services***

You are encouraged to call UnitedHealthcare for outpatient referrals, although a referral is not required. If you call UnitedHealthcare and use network providers, you will be reimbursed for 80% of the negotiated rates. coinsurance per visit. If you do not use UnitedHealthcare's recommended providers, you will be reimbursed for 50% of R&C for covered services after the deductible is met.

**Note:** There is a maximum benefit of 50 visits per calendar year for outpatient services, based on medical necessity. Eligible expenses will be covered at 50% after deductible for approved visits over plan limit for in-network services.

### ***Emergency care***

Emergency care does not require a referral from UnitedHealthcare. When emergency care is required for mental health or chemical dependency treatment, you (or your representative or physician) must call UnitedHealthcare within 48 hours after the emergency care is given. UnitedHealthcare's behavioral health provider is available 24 hours a day, seven days a week to accept calls.

When emergency care has ended, you should call UnitedHealthcare for any additional inpatient services. Otherwise, benefits may be reduced. All benefits, as long as they are deemed medically necessary, are payable as shown in the highlights chart.



## **No medical necessity (except for mental health/chemical dependency benefits)**

Hawaii Health Plan provides coverage based on the benefits described in this summary plan description. There is no determination of medical necessity except for Mental health/chemical dependency coverage.

### ***Medically necessary — mental health/chemical dependency benefits***

UnitedHealthcare's behavioral health provider will help you and your physician determine the best course of treatment based on your diagnosis and acceptable medical practice. UnitedHealthcare's behavioral health provider 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 UnitedHealthcare's behavioral health provider determines that the covered services and supplies are medically necessary. Please refer to the **Glossary** for a definition of medical necessity.

For more information about coverage for a particular service or supply or limits that may apply, see **Covered services and supplies** or call UnitedHealthcare at 1-877-311-7845.

**Note:** Benefits details stated in the Hawaii Health Plan section are subject to approval by the Hawaii DOL.

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## Self-Insured Health Maintenance Organization(s)

Citi has entered into an arrangement with UnitedHealthcare, Aetna, CIGNA HealthCare, Empire BlueCross BlueShield, Group Health Plan of St. Louis, Harvard Pilgrim Health Care, United Healthcare of the River Valley (formerly John Deere), Optimum Choice, Oxford Health Plans, and Tufts Health Plan to provide self-funded Health Maintenance Organization (HMO) like plans, called Exclusive Provider Organizations (EPOs). In addition to the above self-funded plans, Citi has entered into numerous fully insured arrangements with other HMOs. Plan descriptions for these fully-insured HMOs differ and are addressed in the next section.

Your home zip code determines if you are eligible to participate in one of the HMOs/EPOs offered by Citi.

HMO/EPO coverage differs from the other Citi medical options in two important ways:

- HMOs/EPOs emphasize preventive care. In addition to comprehensive hospital and surgical coverage, HMOs/EPOs offer physical examinations, routine office visits and other services. Their concept, as their name suggests, is “health maintenance.”
- Each HMO/EPO has contracted physicians and is affiliated with certain hospitals. In most HMOs/EPOs, you **must** use these HMO/EPO resources exclusively — except in an emergency. The HMO must be notified of the emergency within 48 hours.

It is important to understand that Citi is offering only the opportunity to join an 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 for by the HMO. Citi is not responsible for medical bills 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.

It is important to check directly with the HMO prior to enrolling to ensure that you fully understand the provisions of the plan. All benefits, limitations, and exclusions for the HMOs are listed in their member brochures and contracts. At your request, the HMO will supply you with written materials concerning:

- The nature of services provided to members;
- Conditions pertaining to eligibility to receive such services (other than general conditions pertaining to eligibility to participate in the plan) 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 which are denied in whole or in part.

The following sections describe the features of the self-funded HMO/EPO plans provided by UnitedHealthcare, Aetna, CIGNA HealthCare, Empire BlueCross BlueShield, Group Health Plan of St. Louis, Harvard Pilgrim Health Care, United Healthcare of the River Valley (formerly John Deere), Optimum Choice, Oxford Health Plans, and Tufts Health Plan (collectively the Health Plans) in which Citi funds all benefits becoming due under the Health Plans. All other HMOs offered by Citi have different coverage limits that are not explained in this document.

### UnitedHealthcare EPO

UnitedHealthcare refers to its HMO as an Exclusive Provider Organization (EPO).



Type of service	
Annual deductible	• None
Maximums	
• Annual maximum copayment per employee	• None
• Annual maximum copayment per family	• None
• Individual lifetime maximum benefits	• Unlimited
Office care	
• PCP visit copayment	• \$15 copayment per visit
• Specialist visit copayment	• \$25 copayment per visit
• Outpatient surgery in physician's office	• Copayment applies if office visit is charged
Allergy treatment	
• Allergy testing	• \$15 (PCP) or \$25 (specialist) copayment per visit
• Allergy injections	• 100% coverage
• Allergy serum	• 100%
Preventive care	
• Well-child care and immunizations (including both travel and non-travel related immunizations)	• \$15 copayment per visit (subject to frequency limits)
• Routine physical exam	• \$15 copayment per visit (subject to frequency limits)
• Adult immunizations (including both travel and non-travel related immunizations)	• \$15 (PCP) copayment per visit
• Routine GYN exam/well-woman care	• \$15 copayment per visit (subject to frequency limits)
• Routine eye exam/routine hearing exam	• \$15 (PCP) copayment per visit (limited to one eye exam and hearing exam every 24 months)

<b>Lab and x-ray</b>	
• Hospital inpatient	• 100%
• Hospital outpatient	• 100%
• X-ray/lab outpatient facility	• 100%
<b>Hospital care and services</b>	
• Inpatient admission	• \$500 copayment per admission then 100%
• Outpatient surgery	• \$200 copayment per visit then 100%
• Outpatient services not involving surgery	• 100%
<b>Emergency care</b>	
• Hospital emergency room	• \$50 copayment (waived if admitted)
• Ambulance	• 100%
• Urgent care facility	• \$15 copayment per visit
<b>Maternity care</b>	
• Inpatient hospital delivery	• 100% after \$500 copayment per admission
• Office visits (prenatal)	• \$25 copayment (first visit only)
• Office visits (postnatal)	• 100%
<b>Other medical services</b>	
• Outpatient therapy (includes speech therapy, physical therapy, and occupational therapy to improve patient's condition)	• \$25 copayment per visit (subject to annual maximum)
• Chiropractic care	• \$25 copayment per visit (subject to annual maximum)
• Skilled nursing facility	• \$500 co-payment per admission then 100%, up to a 120-day annual maximum
• Home health care	• 100%, up to a 120-visit maximum
• Hospice care	• 100% (limited to 180 days per lifetime)
• Durable medical equipment (orthotics/prosthetics and appliances)	• 100%
• Disposable medical supplies	• 100%

### Infertility treatment

- |  |               |
|--|---------------|
| • Diagnosis and treatment of underlying condition  | • 100%        |
| • In vitro fertilization, artificial insemination, and other procedures or treatment to facilitate a pregnancy | • Not covered |

### Prescription drugs

- |  |   |
|--|---|
| • Retail (up to 34-day supply)           |   |
| • Individual deductible                  | • \$50  |
| • Maximum per family deductible          | • \$100   |
| • Generic                                | • \$10 copayment                                    |
| • Preferred brand (brand-name formulary) | • \$25 copayment                                    |
| • Non-preferred brand                    | • 50% copayment with \$40 minimum and \$100 maximum |

### Mail-order (up to 90-day supply)

- |  |  |
|--|--|
| • Generic                                | • \$25 copayment                                     |
| • Preferred brand (brand-name formulary) | • \$65 copayment                                     |
| • Non-preferred brand                    | • 50% copayment with \$100 minimum and \$250 maximum |

### Mental health and chemical dependency

- |              |  |
|--------------|--|
| • Inpatient  | • \$500 copayment per admission then 100% coverage, 30-day annual maximum* |
| • Outpatient | • \$15 copayment, 52-visit annual maximum*                                 |

\* Combined limits for mental health and chemical dependency benefits.

### How the UnitedHealthcare EPO Plan works

Plan participants have access to a network of participating primary care physicians, specialists, and hospitals that meet UnitedHealthcare's strict requirements for quality and service. These providers are independent physicians and facilities that are closely monitored for quality of care, patient satisfaction, cost-effectiveness of treatment, office standards, and ongoing training.

Each participant in the UnitedHealthcare EPO must select a primary care physician (PCP) when he or she enrolls. Your PCP serves as your guide to care in today's complex medical system and will coordinate and monitor your overall care.

### Primary care physician (PCP)

As a participant in the UnitedHealthcare EPO, you will become a partner with your participating PCP in preventive medicine. Consult your PCP whenever you have questions about your health. Your PCP will provide your primary care and, when necessary, your PCP will refer you to other doctors or facilities for treatment. Your copayment will be \$15 for each PCP office visit.

However, you do not need to obtain a referral from your PCP to receive the network level of benefits when you receive care from any network provider in the UnitedHealthcare EPO.

It is important that you choose a PCP from the list of primary care physicians in the directory of network providers. A directory of the network providers who participate in your HMO Plan is available directly from UnitedHealthcare at 1-877-311-7845 or online at [www.myuhc.com](http://www.myuhc.com). If you do not choose a PCP, one will be selected for you.

### Specialists

Your PCP may recommend that you see a specialist or other facility for treatment or for covered preventive care services. You do not need to obtain a referral from your PCP to receive the network level of benefits when you receive care from any network provider in the UnitedHealthcare EPO. Your copayment will be \$25 for each specialist visit.

Some PCPs are affiliated with integrated delivery systems or other provider groups (such as Independent Practice Associations and Physician-Hospital Associations). If your PCP participates in such an arrangement, you will usually be referred to specialists and hospitals within that system or group. However, if your medical needs extend beyond the scope of the affiliated providers, you may ask to have services provided by nonaffiliated physicians or facilities. Services provided by nonaffiliated providers may require prior authorization from the Health Plan and/or the integrated delivery system or other provider group. Check with your PCP or call the Member Services number that appears on your ID card to find out if prior authorization is necessary.

**Allergist:** When you see a network allergist, you will be expected to make the specialist copayment on your first visit. For subsequent visits to receive an allergy injection only, you will not be charged the \$25 copayment. (Routine injections without an office visit are covered at 100%.) If services are for other than an allergy injection, the specialist copayment will apply.

**OB/GYN:** You or your dependent can go to a network OB/GYN for a well-woman exam without a referral from a PCP. Any procedures, tests, or lab work done as part of the well-woman visit are covered at 100% of covered services after the applicable copayment. If services are for other than a well-woman exam, the specialist copayment will apply. If services are received from your PCP, the PCP copayment will apply.

## Routine care

The UnitedHealthcare EPO offers preventive care services and health screenings to help detect health problems. The following are covered at 100% after a \$15 copayment for each doctor's office visit.

- Routine physical exam: well-child care (from birth, including immunizations and booster doses) and adult care, performed by a network provider at a frequency based on American Medical Association guidelines or as directed by a network provider. For frequency guidelines, call UnitedHealthcare.
- Routine health screenings:
  - Pap smear performed by a network provider annually;
  - Mammogram performed by network provider, at a frequency based on age:
    - Ages 35–39: baseline mammogram; or
    - Age 40 and older: annual mammogram;
  - Sigmoidoscopy annually for persons aged 50 and older;
  - Colonoscopy (covered as part of a routine physical);
  - Prostatic-specific antigen (PSA) screening annually with a digital rectal exam in men aged 50 and older;
- Routine eye exam: one exam every 24 months, performed by a network ophthalmologist or optometrist;
- Routine hearing exam: one exam every 24 months, performed by a network otolaryngologist or otologist.

## Hospital

Inpatient hospital care which is coordinated through a network provider is covered at \$500 copayment per admission then 100% for covered services. Outpatient surgery coordinated through a network provider is covered at \$200 copayment per visit then 100% for covered services. Outpatient services not involving surgery are covered at 100% for covered services when coordinated through a network provider.

You do not need to obtain a referral from your PCP to receive the network level of benefits when you receive care coordinated through a network provider.

## Maternity

The UnitedHealthcare EPO covers physician and hospital care for mother and baby, including prenatal care, delivery, and postpartum care. You and your newly born child are covered for a minimum of 48 hours of inpatient care following a vaginal delivery (96 hours following a cesarean section). If your physician determines that you and your child may be safely discharged after a shorter stay, you will be covered for one home health care visit within 24 hours of your discharge. A copayment does not apply to the home health care visit. See [Hospital services](#) for more information about hospital stays in connection with childbirth.

You do not need a referral from your PCP for visits to any network provider.

If you are pregnant at the time you join the EPO, you receive coverage for authorized care from participating providers **on and after your effective date**. There is no waiting period. Coverage for services incurred prior to your effective date with the UnitedHealthcare EPO is your responsibility or that of your previous plan.

**Emergency care**

The emergency room copayment is \$50 per visit. If you are admitted to the hospital, the copayment is waived. Non-emergency services provided in an emergency room are not covered.

See the **Glossary** for the definition and examples of emergency care as defined and determined by the UnitedHealthcare EPO.

If you have a true medical emergency, you should go to the nearest emergency facility.

If you are admitted, you must contact your PCP within 48 hours. If you are unable to do this, have a family member contact your PCP.

**Urgent care**

Urgent care centers consist of a network of physicians that may be used when immediate care is needed and a PCP is not available. The centers usually 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, the flu) but does not need the services of a hospital emergency room (for example, for chest pains, poisonings, seizures).

Urgent care centers are listed in the provider directory that can be accessed on UnitedHealthcare's Web site. You do not need a referral or any prior authorization to use an urgent care center.

**Charges not covered**

A network provider contracts with the Claim Administrator to participate in the network. Under the terms of this contract a network provider may not charge you or the Claim Administrator for certain expenses. A network provider cannot charge you or the Claim Administrator for the balance of the charges above the contracted negotiated rate.

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

For information about how to file a claim or appeal a denied claim, see **Claims and appeals for UnitedHealthcare medical plans.**

**Care outside your area**

Plan participants who are traveling outside the service area, or students who are away at school, are covered for emergency care and treatment of urgent medical conditions. Urgent care may be obtained from a private practice physician, a walk-in clinic, an urgent care center, or an emergency facility. An urgent medical condition that occurs outside your Plan service area can be treated in any of the above settings. You should call your PCP as soon as possible after receiving treatment.

Students can select a PCP near their school or work.





### ***Prescription drugs***

Once you have met your annual deductible (described below), the UnitedHealthcare EPO pays, subject to any limitations specified below, the actual expense incurred for medically necessary outpatient prescription drugs that are in excess of the annual deductible prescription drug copayment, when you use a network pharmacy. The EPO covers charges for prescription drugs, in excess of the copayment, which are:

- Medically necessary for the care and treatment of an illness;
- Prescribed in writing by a physician;
- Reasonable and customary; and
- Not listed under Drugs not covered in this section.

The UnitedHealthcare EPO covers charges for prescription drugs, in excess of the copayment, based on set amounts for each prescription. For more information on these limits, contact UnitedHealthcare directly at 1-877-311-7845.

Your copayments for prescription drugs are as follows (copayments apply, once the deductible has been satisfied):

Generic drug	\$10 copayment
Preferred drug (formulary brand-name drug)	\$25 copayment
Non-preferred drug (non-formulary brand-name drug)	50% copayment with \$40 min. and \$100 max.

Each prescription is limited to a maximum 34-day supply, with up to five refills as authorized by a physician, but not to exceed one year from the date originally prescribed. Prescriptions must be filled at a participating pharmacy. Generic drugs may be substituted for brand-name drugs.

Coverage is based upon the UnitedHealthcare EPO preferred drug list or "PDL." The PDL includes both brand-name and generic drugs and is designed to meet outpatient prescription drug needs. You can reduce your copayment by using a generic drug or a brand-name drug that appears on the PDL. Your copayment will be highest if your physician prescribes a brand-name drug that does not appear on the PDL.

Contact UnitedHealthcare EPO for a copy of its PDL.

### **Deductible**

When you use a network pharmacy, you will need to satisfy an annual deductible (\$50 individual/\$100 family) before any benefit will be paid. Once you meet your deductible, UnitedHealthcare will pay the amount that is in excess of the prescription drug copayment. Coverage is subject to limitations as described above under Prescription drugs.

The individual deductible must be satisfied 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 \$50 individual deductible; or
- **Three or more in a family:** Expenses can be combined to meet the \$100 family deductible, but no one person can apply more than the individual deductible (\$50) toward the family deductible amount.

### Maintenance drugs

Participants in UnitedHealthcare EPO who must take maintenance medication — for example, for diabetes or asthma — may be able to obtain a 90-day supply of their maintenance drug through mail order or at a participating pharmacy. Ask the pharmacist at your participating pharmacy whether your maintenance drug is on the list of drugs approved by the EPO for a 90-day supply. If it is included on the list, you will need to ask your physician to give you two prescriptions — the first for a 34-day supply, and the second for your ongoing 90-day maintenance supply. Both the initial supply and the ongoing supply must be obtained from a participating pharmacy.

When you obtain more than a one-month supply of a prescription drug, a separate copayment applies to each month's supply, unless you use a mail-order pharmacy and obtain a three-month supply.

### Mail-order drugs

The UnitedHealthcare EPO covers prescription drugs prescribed by your physician and dispensed by a licensed participating mail-order pharmacy. The drug must be prescribed for at least 35 days, and for no more than 90 days. A single copayment applies to each 90-day supply of medicine dispensed, regardless of quantity.

Your copayments for mail-order drugs are as follows:

Generic drug	\$25 copayment
Preferred drug (formulary brand-name drug)	\$65 copayment
Non-preferred drug (nonformulary brand-name drug)	50% copayment with \$100 min. and \$250 max.

### Covered drugs

The UnitedHealthcare EPO covers the following:

- Federal legend drugs, other than those excluded;
- Compounded medication of which at least one ingredient is a legend drug;
- Any other drug under applicable state law which may be dispensed only upon the written prescription of a physician;
- Insulin;

- Smoking cessation drugs (effective 10/01/2007). UnitedHealthcare provides a tobacco cessation program to help smokers withdraw from nicotine dependence. By participating in this program, you will receive educational material through the mail and one on one telephone sessions with trained cessation specialists. This program offers:
  - a quit kit that includes a cessation manual, allies guide and quit aids designed to provide support through this program;
  - toll free telephone access to cessation specialists (you will receive five (5) coaching sessions and may place unlimited calls to the cessation specialists when you have a question); and
  - medication recommendations
- Participation is completely voluntary and without extra charge. If you think you may be eligible to participate or would like additional information regarding the program, please call the number on the back of your ID Card.
- Diabetic supplies, as follows:
  - Needles and syringes;
  - Alcohol swabs;
  - Blood glucose testing strips (except electronic devices);
  - Urine testing strips/tabs;
  - Lancets (excluding administration devices);
- Contraceptive and contraceptive devices, as follows:
  - Oral contraceptives;
  - One diaphragm per 365-day period;
  - Up to five vials of Depo-Provera in a 365-consecutive-day period; and
  - Norplant and IUDs are covered when obtained from your PCP or a participating OB/GYN. The office visit copayment will apply when the device is inserted and removed.

### Drugs not covered

The UnitedHealthcare EPO does not cover the following services and supplies:

- Any drug that does not, by federal or state law, require a prescription order, even when a prescription is written;
- Prescriptions purchased prior to the effective date of the plan;
- Any prescription refilled in excess of the number specified by the physician, or any refill dispensed after one year from the physician's original order;
- Drugs labeled "caution — limited by federal law to investigational use" and experimental drugs;
- Drugs prescribed for uses other than the uses approved by the Food and Drug Administration (FDA) under the Food, Drug, and Cosmetic Law and regulations;
- Any prescription for which there is no charge to you;
- Cosmetics and any drugs used for cosmetic purposes or to promote hair growth;
- Any medication that is consumed or administered at the place where it is dispensed;

- Medical and non-medical supplies, devices, and equipment, and non-medical supplies and substances, regardless of their intended use;
- Insulin pumps or tubing for insulin pumps;
- Multivitamins and nutritional supplements, except when they are the only means of nutrition;
- Drugs used for the purpose of weight reduction; and
- Drugs used in the treatment of infertility.

### ***Mental health/chemical dependency***

United Behavioral Health works with a designated group of participating behavioral health providers and will help direct you to a participating behavioral health provider when needed.

#### **Mental health treatment**

Up to 30 days of medically necessary **inpatient** treatment are covered per calendar year (combined with inpatient chemical dependency services). The UnitedHealthcare EPO covers medical, nursing, counseling, and therapeutic services in an inpatient, non-hospital residential facility, appropriately licensed by the Department of Health or its equivalent. Benefits are payable at 100% for covered services after a \$500 copayment per admission.

The EPO covers medically necessary short-term evaluation and crisis intervention mental health services provided on an **outpatient** basis. Each member is covered for up to 52 outpatient visits per calendar year (combined with outpatient chemical dependency). Each visit is subject to a copayment of \$15.

When approved by the EPO, one day of inpatient treatment may be substituted for two days of partial hospitalization.

#### **Chemical dependency treatment**

You may use the mental health benefits described above to cover the following medically necessary services for treatment of chemical dependency:

- Medical, nursing, counseling, and therapeutic rehabilitation services for treatment of alcohol or drug abuse or dependency in an inpatient, non-hospital residential facility, appropriately licensed by the Department of Health, upon referral by your participating provider. Benefits are payable at 100% for covered services after a \$500 copayment per admission. A combined maximum of 30 days per calendar year applies to inpatient treatment of mental health and chemical dependency; and
- Outpatient visits to a participating behavioral health provider for diagnostic, medical, or therapeutic rehabilitation services for chemical dependency. There is a \$15 per-visit copayment for outpatient treatment, and a combined calendar year maximum of 52 visits applies to all outpatient visits for mental health and chemical dependency treatment.

Outpatient treatment for chemical dependency or abuse must be provided in accordance with an individualized treatment plan.

### ***No Medical Necessity for UnitedHealthcare's EPO Plan (except for Mental health/chemical dependency and prescription drug coverage.***

UnitedHealthcare's EPO Plan provides coverage based on the benefits and exclusions described in this plan document. There is no determination of medical necessity except for Mental health/chemical dependency coverage and prescription drug coverage.

## Aetna HMO

Type of service	
Annual deductible	• None
<b>Maximums</b>	
• Annual maximum copayment per employee	• None
• Annual maximum copayment per family	• None
• Individual lifetime maximum benefits	• Unlimited
<b>Office care</b>	
• PCP visit copayment	• \$15 copayment per visit
• Aexcel Specialist visit copayment	• \$15 copayment per visit
• Specialist visit copayment	• \$25 copayment per visit
• Outpatient surgery in physician's office	• \$15 (PCP) or \$25 (specialist) copayment per visit
<b>Allergy treatment</b>	
• Allergy testing	• \$15 (PCP) or \$25 (specialist) copayment per visit
• Allergy injections	• \$25 (specialist) copayment for first visit for routine injections, no copayment for subsequent visits for injections only.
• Allergy serum	• 100%
<b>Preventive care</b>	
• Well-child care and immunizations (including both travel and non-travel related immunizations)	• \$15 copayment per visit (subject to frequency limits)
• Routine physical exam	• \$15 copayment per visit (subject to frequency limits)
• Adult immunizations (including both travel and non-travel related immunizations)	• \$15 (PCP) copayment per visit
• Routine GYN exam/well-woman care	• \$15 copayment per visit (subject to frequency limits)
• Routine eye exam/routine hearing exam	• \$15 (PCP) copayment per visit (limited to one eye exam and hearing exam every 24 months)

### Lab and x-ray

- |                                 |                            |
|---------------------------------|----------------------------|
| • Hospital inpatient            | • 100%                     |
| • Hospital outpatient           | • 100%                     |
| • X-ray/lab outpatient facility | • \$25 copayment per visit |

### Hospital care and services

- |   |  |
|---|--|
| • Inpatient admission                       | • 100% after \$500 copayment per admission |
| • Outpatient surgery                        | • 100% after \$200 copayment per visit     |
| • Outpatient services not involving surgery | • 100%                                     |

### Emergency care

- |                           |                                       |
|---------------------------|---------------------------------------|
| • Hospital emergency room | • \$50 copayment (waived if admitted) |
| • Ambulance               | • 100%                                |
| • Urgent care facility    | • \$50 copayment per visit            |

### Maternity care

- |                               |  |
|-------------------------------|--|
| • Inpatient hospital delivery | • 100% after \$500 copayment per admission |
| • Office visits (prenatal)    | • \$25 copayment (first visit only)        |
| • Office visits (postnatal)   | • 100%                                     |

### Other medical services

- |   |   |
|---|---|
| • Outpatient therapy (includes speech therapy, physical therapy, and occupational therapy to improve patient's condition) | • \$25 copayment per visit (maximum 60 visits). |
| • Spinal Manipulations  | • \$25 copayment per visit (maximum 20 visits). |
| • Skilled nursing facility  | • 100% up to 120-day maximum                    |
| • Home health care  | • 100%, unlimited visits                        |
| • Hospice care  | • 100%  |
| • Durable medical equipment (orthotics/prosthetics and appliances)  | • 100%  |

### Infertility treatment

- |  |                            |
|--|----------------------------|
| • Diagnosis and treatment of underlying condition only | • \$25 copayment per visit |
|--|----------------------------|

<ul style="list-style-type: none"> <li>In vitro fertilization, artificial insemination, and other procedures or treatment to facilitate a pregnancy</li> </ul>	<ul style="list-style-type: none"> <li>Not covered</li> </ul>
<b>Prescription drugs</b>	
<ul style="list-style-type: none"> <li>Retail (up to 34-day supply)</li> </ul>	
<b>Deductible:</b>	
<ul style="list-style-type: none"> <li>Individual</li> </ul>	<ul style="list-style-type: none"> <li>\$50</li> </ul>
<ul style="list-style-type: none"> <li>Maximum per family</li> </ul>	<ul style="list-style-type: none"> <li>\$100</li> </ul>
<ul style="list-style-type: none"> <li>Generic</li> </ul>	<ul style="list-style-type: none"> <li>\$10 copayment</li> </ul>
<ul style="list-style-type: none"> <li>Preferred brand (brand-name formulary)</li> </ul>	<ul style="list-style-type: none"> <li>\$25 copayment</li> </ul>
<ul style="list-style-type: none"> <li>Non-preferred brand</li> </ul>	<ul style="list-style-type: none"> <li>50% copayment with \$40 minimum and \$100 maximum</li> </ul>
<b>Mail-order (up to 90-day supply)</b>	
<ul style="list-style-type: none"> <li>Generic</li> </ul>	<ul style="list-style-type: none"> <li>\$25 copayment</li> </ul>
<ul style="list-style-type: none"> <li>Preferred brand (brand-name formulary)</li> </ul>	<ul style="list-style-type: none"> <li>\$65 copayment</li> </ul>
<ul style="list-style-type: none"> <li>Non-preferred brand</li> </ul>	<ul style="list-style-type: none"> <li>50% copayment with \$100 minimum and \$250 maximum</li> </ul>
<b>Mental health and chemical dependency</b>	
<ul style="list-style-type: none"> <li>Inpatient</li> </ul>	<ul style="list-style-type: none"> <li>100% coverage after \$500 copayment per admission 30-day annual maximum*</li> </ul>
<ul style="list-style-type: none"> <li>Outpatient</li> </ul>	<ul style="list-style-type: none"> <li>\$15 copayment, 52-visit annual maximum*</li> </ul>

\* Combined limits for mental health and chemical dependency benefits.

### How the Aetna HMO Plan works

Plan participants have access to a network of participating primary care physicians, specialists, and hospitals that meet the Aetna HMO's strict requirements for quality and service. These providers are independent physicians and facilities that are closely monitored for quality of care, patient satisfaction, cost-effectiveness of treatment, office standards, and ongoing training.

Each participant in the Aetna HMO must select a primary care physician (PCP) when he or she enrolls. Your PCP serves as your guide to care in today's complex medical system and will coordinate and monitor your overall care.

### Primary care physician (PCP)

As a participant in the Aetna HMO, you will become a partner with your participating PCP in preventive medicine. Consult your PCP whenever you have questions about your health. Your PCP will provide your primary care and, when necessary, your PCP will refer you to other doctors or facilities for treatment. **To receive coverage for such services, you must have a prior written or electronic referral from your PCP for all non-emergency services and any necessary follow-up.** Your copayment will be \$15 for each PCP office visit.

The referral is important for the Aetna HMO because:

- It is how your PCP arranges for you to receive necessary, appropriate care and follow-up treatment; and
- It guarantees that you will not have to pay the bill, except any applicable copayment.

Even when your PCP refers you to a specialist or hospital, it is important that he or she keeps track of and coordinates your progress in all stages of your care.

It is important that you choose a PCP from the list of primary care physicians in the directory of network providers. A directory of the network providers who participate in the Aetna HMO is available at 1-800-545-5862 or online at [www.aetna.com](http://www.aetna.com), select Aetna Standard Plans, Aetna Select.

### Aexcel Specialists

Aexcel is a designation within Aetna's network that includes specialists who have demonstrated effectiveness in the delivery of care based on a balance of 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, CT, DE, FL, GA, NJ, NY, OH, and TX

When you visit an Aexcel specialist you pay the \$15 office visit copay and you do not need referrals for Aexcel specialists. To find Aexcel specialists 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.

### Specialists

Your PCP may refer you to a specialist or facility for treatment or for covered preventive care services, when medically necessary. Except for those benefits described as emergency care and for Aexcel specialists you must have a prior written or electronic referral from your PCP in order to receive coverage for any services the specialist or facility provides.

When your PCP refers you to a participating specialist or facility for covered services, your copayment for non-Aexcel specialists will be \$25 for each specialist visit.

To avoid costly and unnecessary bills, follow these steps:

- Always **consult your PCP first** when you need medical care. If he or she deems it medically necessary, you will get a written or electronic referral to a participating specialist or facility. Referrals are valid for 90 days, as long as you remain an eligible participant in the Aetna HMO;
- Certain services require **both** a referral from your PCP **and** prior authorization from the Aetna HMO;



- **Review the referral** with your PCP. Understand what specialist services are being recommended and why;
- Present the referral to the provider. Except for direct access benefits, any additional treatments or tests that are covered benefits require another referral from your PCP. The referral is necessary to have these services approved for payment. **Without the referral, you are responsible for payment for these services;**
- If it is not an emergency and you go to another doctor or facility without your PCP's prior written or electronic referral, you must pay the bill yourself; and
- Your PCP may refer you to a nonparticipating provider for covered services that are not available within the network. Services from nonparticipating providers require prior approval by the Aetna HMO in addition to a special nonparticipating referral from your PCP. When properly authorized, these services are covered after the applicable copayment.

You cannot request referrals **after** you visit a specialist or hospital. Therefore, to receive maximum coverage, you need to contact your PCP and get authorization from the Aetna HMO (when applicable) **before** seeking specialty or hospital care.

Some PCPs are affiliated with integrated delivery systems or other provider groups (such as Independent Practice Associations and Physician-Hospital Associations). If your PCP participates in such an arrangement, you will usually be referred to specialists and hospitals within that system or group. However, if your medical needs extend beyond the scope of the affiliated providers, you may ask to have services provided by nonaffiliated physicians or facilities. Services provided by nonaffiliated providers may require prior authorization from the Aetna HMO and/or the integrated delivery system or other provider group. Check with your PCP or call the Member Services number that appears on your ID card to find out if prior authorization is necessary.

**Allergist:** When you see a network allergist, you will be expected to make the specialist copayment on your first visit. For subsequent visits to receive an allergy injection only, you will not be charged the \$25 copayment. If services are for other than an allergy injection, the specialist copayment will apply.

**OB/GYN:** You or your dependent can go to a network OB/GYN for a well-woman exam without a referral from a PCP. Any procedures, tests, or lab work done as part of the well-woman visit are covered at 100% of covered services after the applicable copayment. If services are for other than a well-woman exam, the specialist copayment will apply. If services are received from your PCP, the PCP copayment will apply.

### Routine care

The Aetna HMO Plans offer preventive care services and health screenings to help detect health problems. The following are covered at 100% after a \$15 copayment for each doctor's office visit. Care must be provided or referred by your PCP, except where noted below.

- **Routine physical exam:** well-child care (from birth, including immunizations and booster doses) and adult care, performed by the patient's PCP at a frequency based on American Medical Association guidelines or as directed by the PCP. For frequency guidelines, call Aetna;
- **Routine health screenings:**
  - Pap smear performed by a network provider annually. A referral from your PCP is not required. Any follow-up or related care also may be provided directly by your network gynecologist;
  - Mammogram performed by network provider, at a frequency based on age:
    - Ages 35–39: baseline mammogram, after referral by PCP; or
    - Age 40 and older: annual mammogram;

- Sigmoidoscopy annually for persons aged 50 and older;
- Colonoscopy (covered as part of a routine physical); and
- Prostatic-specific antigen (PSA) screening annually with a digital rectal exam in men aged 50 and older.
- **Routine eye exam:** one exam every 24 months, performed by a network ophthalmologist or optometrist. A referral from your PCP is not required;
- **Routine hearing exam:** one exam every 24 months, performed by a network otolaryngologist or otologist, with a referral from or provided by your PCP;

## Hospital

Inpatient hospital care, which is coordinated through your PCP is covered at 100% after \$500 copayment per admission for covered services. Outpatient surgery coordinated through a network provider is covered at \$200 copayment per visit then 100% for covered services. Outpatient services not involving surgery are covered at 100% for covered services when coordinated through a network provider.

If you use a network provider or lab but are not referred by your PCP or by a network physician, you will be required to pay the bill based on the negotiated rate contracted with the Claim Administrator.

## Maternity

The Aetna HMO covers physician and hospital care for mother and baby, including prenatal care, delivery, and postpartum care. You and your newly born child are covered for a minimum of 48 hours of inpatient care following a vaginal delivery (96 hours following a cesarean section). If your physician determines that you and your child may be safely discharged after a shorter stay, you will be covered for one home health care visit within 24 hours of your discharge. A copayment does not apply to the home health care visit. See Hospital services for more information about hospital stays in connection with childbirth.

You do not need a referral from your PCP for visits to your participating obstetrician. Your participating obstetrician is responsible for obtaining precertification for all obstetrical care after your first visit. He or she must request approval (precertification) for any tests performed outside of his or her office and for visits to other specialists.

If you are pregnant at the time you join the Aetna HMO, you receive coverage for authorized care from participating providers **on and after your effective date**. There is no waiting period. Coverage for services incurred prior to your effective date with the Aetna HMO is your responsibility or that of your previous plan.

## Emergency care

The emergency room copayment is \$50 per visit. If you are admitted to the hospital, the copayment is waived. Non-emergency services provided in an emergency room are not covered.

See the **Glossary** for the definition and examples of emergency care as defined and determined by the Aetna HMO.

If you have a true medical emergency, you should:

- Go to the nearest emergency facility;
- If you are admitted, you must contact your PCP within 48 hours. If you are unable to do this, have a family member contact your PCP; and
- When emergency care has ended, you must get a referral from your PCP before receiving any additional services or notify Aetna HMO prior to receiving any services that require precertification.

**Urgent care**

Urgent care centers consist of a network of physicians that may be used when immediate care is needed and a PCP is not available. The centers usually 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, the flu) but does not need the services of a hospital emergency room (for example, for chest pains, poisonings, seizures).

Urgent care centers are listed in the provider directory that can be accessed on Aetna's Web site. You do not need a referral or any prior authorization to use an urgent care center.

**Charges not covered**

A network provider contracts with the Claim Administrator or the Health Plan to participate in the network. Under the terms of this contract a network provider may not charge you or the Claim Administrator for certain expenses. A network provider cannot charge you or the Claim Administrator for the balance of the charges above the contracted negotiated rate.

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

For information about how to file a claim or appeal a denied claim, see **[Claims and appeals for Aetna medical plans](#)**.

**Care outside your area**

Plan participants who are traveling outside the service area, or students who are away at school, are covered for emergency care and treatment of urgent medical conditions. Urgent care may be obtained from a private practice physician, a walk-in clinic, an urgent care center, or an emergency facility. An urgent medical condition that occurs outside the Aetna HMO service area can be treated in any of the above settings. You should call your PCP as soon as possible after receiving treatment.

If, after reviewing information submitted to the Aetna HMO by the provider(s) who supplied your care, the nature of the urgent or emergency problem does not clearly qualify for coverage, it may be necessary to provide additional information. The Aetna HMO will send you an emergency room notification report or a Member Services representative can take this information over the telephone.

***Prescription drugs***

Once you have met your annual deductible (described below), the Aetna HMO pays, subject to any limitations specified below, the actual expense incurred for outpatient prescription drugs that are in excess of the plan's deductible and the prescription drug copayment, when you use a network pharmacy. The Aetna HMO covers charges for prescription drugs, in excess of the copayment, which are:

- Necessary for the care and treatment of an illness;
- Prescribed in writing by a physician;
- Reasonable and customary; and
- Not listed under Drugs not covered in this section.

Your copayments for prescription drugs are as follows (copayments apply, once the deductible has been satisfied):

Generic drug	\$10 copayment
Preferred drug (formulary brand-name drug)	\$25 copayment
Non-preferred drug (non-formulary brand-name drug)	50% copayment with \$40 min. and \$100 max.

Each prescription is limited to a maximum 34-day supply, with up to five refills as authorized by a physician, but not to exceed one year from the date originally prescribed. Prescriptions must be filled at a participating pharmacy. Generic drugs may be substituted for brand-name drugs.

Coverage is based upon the Aetna HMO medication formulary. The medication formulary includes both brand-name and generic drugs and is designed to meet outpatient prescription drug needs. You can reduce your copayment by using a generic drug or a brand-name drug that appears on the medication formulary. Your copayment will be highest if your physician prescribes a brand-name drug that does not appear on the medication formulary.

Contact Aetna for a copy of this formulary listing.

### Deductible

When you use a network pharmacy, you will need to satisfy an annual deductible (\$50 individual/\$100 family) before any benefit will be paid. Once you meet your deductible, Aetna will pay the amount that is in excess of the prescription drug copayment. Coverage is subject to limitations, as described above under

### Prescription drugs.

The individual deductible must be satisfied 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 \$50 individual deductible; or
- **Three or more in a family:** Expenses can be combined to meet the \$100 family deductible, but no one person can apply more than the individual deductible (\$50) toward the family deductible amount.

### Maintenance drugs

Participants in the Aetna HMO who must take maintenance medication — for example, for diabetes or asthma — may be able to obtain a 90-day supply of their maintenance drug through mail order or at a participating pharmacy. Ask the pharmacist at your participating pharmacy whether your maintenance drug is on the list of drugs approved by the HMO for a 90-day supply. If it is included on the list, you will need to ask your physician to give you two prescriptions — the first for a 34-day supply, and the second for your ongoing 90-day maintenance supply. Both the initial supply and the ongoing supply must be obtained from a participating pharmacy.

When you obtain more than a one-month supply of a prescription drug, a separate copayment applies to each month's supply, unless you use a mail order pharmacy and obtain a three-month supply.

### Mail-order drugs

The Aetna HMO covers prescription drugs prescribed by your physician and dispensed by a licensed participating mail-order pharmacy. The drug must be prescribed for at least 35 days, and for no more than 90 days. A single copayment applies to each 90-day supply of medicine dispensed, regardless of quantity.

Your copayments for mail-order drugs are as follows:

Generic drug	\$25 copayment
Preferred drug (formulary brand-name drug)	\$65 copayment
Non-preferred drug (nonformulary brand-name drug)	50% copayment with \$100 min. and \$250 max.

### Covered drugs

The Aetna HMO covers the following:

- Federal legend drugs, other than those excluded;
- Compounded medication of which at least one ingredient is a legend drug;
- Any other drug under which the applicable state law may be dispensed only upon the written prescription of a physician;
- Insulin;
- Smoking cessation aids; (effective 9/1/2007)
- Diabetic supplies, as follows:
  - Needles and syringes;
  - Alcohol swabs;
  - Blood glucose testing strips (except electronic devices);
  - Urine testing strips/tabs;
  - Lancets (excluding administration devices);
- Contraceptive and contraceptive devices, as follows:
  - Oral contraceptives;
  - One diaphragm per 365-day period;
  - Up to five vials of Depo-Provera in a 365-consecutive-day period; and
  - Norplant and IUDs are covered when obtained from your PCP or a participating OB/GYN. The office visit copayment will apply when the device is inserted and removed.

## Drugs not covered

The Aetna HMO does not cover the following services and supplies:

- Any drug that does not, by federal or state law, require a prescription order, even when a prescription is written;
- Prescriptions purchased prior to the effective date of the plan;
- Any prescription refilled in excess of the number specified by the physician, or any refill dispensed after one year from the physician's original order;
- Drugs labeled "caution — limited by federal law to investigational use" and experimental drugs;
- Drugs prescribed for uses other than the uses approved by the Food and Drug Administration (FDA) under the Food, Drug, and Cosmetic Law and regulations;
- Any prescription for which there is no charge to you;
- Cosmetics and any drugs used for cosmetic purposes or to promote hair growth;
- Any medication that is consumed or administered at the place where it is dispensed;
- Medical and non-medical supplies, devices, and equipment, and non-medical supplies and substances, regardless of their intended use;
- Insulin pumps or tubing for insulin pumps;
- Multivitamins and nutritional supplements, except when they are the only means of nutrition;
- Drugs used for the purpose of weight reduction;
- Drugs prescribed to aid or enhance sexual performance; and
- Drugs used in the treatment of infertility.

## ***Mental health/chemical dependency***

Each PCP works with a designated group of participating behavioral health providers. Your PCP will help direct you to a participating behavioral health provider when needed.

### **Mental health treatment**

Up to 30 days of **inpatient** treatment are covered per calendar year (combined with inpatient chemical dependency services). The Aetna HMO covers medical, nursing, counseling, and therapeutic services in an inpatient, non-hospital residential facility, appropriately licensed by the Department of Health or its equivalent. There is a \$500 copayment per admission.

The Aetna HMO covers short-term evaluation and crisis intervention mental health services provided on an **outpatient** basis. Each member is covered for up to 52 outpatient visits per calendar year (combined with outpatient chemical dependency). Each visit is subject to a copayment of \$15.

When approved by the Aetna HMO, one day of inpatient treatment may be substituted for two days of partial hospitalization.

**Chemical dependency treatment**

You may use the mental health benefits described above to cover the following services for treatment of chemical dependency:

- Medical, nursing, counseling, and therapeutic rehabilitation services for treatment of alcohol or drug abuse or dependency in an inpatient, non-hospital residential facility, appropriately licensed by the Department of Health, upon referral by your participating provider. Benefits are payable at 100% for covered services after a \$500 copayment per admission. A combined maximum of 30 days per calendar year applies to inpatient treatment of mental health and chemical dependency; and
- Outpatient visits to a participating behavioral health provider for diagnostic, medical, or therapeutic rehabilitation services for chemical dependency. There is a \$15 per-visit copayment for outpatient treatment, and a combined calendar year maximum of 52 visits applies to all outpatient visits for mental health and chemical dependency treatment.

Outpatient treatment for chemical dependency or abuse must be provided in accordance with an individualized treatment plan.

***Retrospective Record Review***

If you are enrolled in the Aetna HMO, your claims and medical records may be subject to retrospective review. The purpose of retrospective review is to analyze potential quality and utilization issues after services have been provided, initiate appropriate follow-up action based on quality or utilization issues, and review all appeals of inpatient concurrent review decisions for coverage and payment of healthcare services. Aetna's effort to manage the services provided to members includes the retrospective review of claims submitted for payment and of medical records submitted for potential quality and utilization concerns.

***Concurrent Review and Discharge Planning***

The following items apply if the Aetna HMO 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 utilized by the member upon discharge from an inpatient stay.



## CIGNA HMO

In South Dakota, CIGNA refers to its HMO as an EPO.

Type of service	
Annual deductible	• None
Maximums	
• Annual maximum copayment per employee	• None
• Annual maximum copayment per family	• None
• Individual lifetime maximum benefits	• Unlimited
Office care	
• PCP visit copayment	• \$15 copayment per visit
• Specialist visit copayment	• \$25 copayment per visit
• Outpatient surgery in physician's office	• \$15 (PCP) or \$25 (specialist) copayment per visit
Allergy treatment	
• Allergy testing	• \$15 (PCP) or \$25 (specialist) copayment per visit
• Allergy injections	• Copayment included with office visits
• Allergy serum	• 100%



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**Preventive care**


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- |  |  |
|--|--|
| • Well-child care and immunizations (including both travel and non-travel related immunizations) | • \$15 copayment per visit (subject to frequency limits)   |
| • Routine physical exam  | • \$15 copayment per visit (subject to frequency limits)   |
| • Adult immunizations (including both travel and non-travel related immunizations)               | • \$15 (PCP) copayment per visit   |
| • Routine GYN exam/well-woman care   | • \$15 copayment per visit (subject to frequency limits)   |
| • Routine eye exam   | • \$10 (PCP) copayment per visit (limited to one eye exam every 24 months)                             |
| • Routine hearing exam   | • \$15 (PCP) copayment per visit when part of a routine exam (limited to one eye exam every 24 months) |
- 

**Lab and x-ray**


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- |                                 |        |
|---------------------------------|--------|
| • Hospital inpatient            | • 100% |
| • Hospital outpatient           | • 100% |
| • X-ray/lab outpatient facility | • 100% |
- 

**Hospital care and services**


---

- |   |                                 |
|---|---------------------------------|
| • Inpatient surgery                         | • \$500 copayment per admission |
| • Outpatient surgery                        | • \$200 copayment per admission |
| • Outpatient services not involving surgery | • 100%                          |
- 

**Emergency care**


---

- |                           |                                       |
|---------------------------|---------------------------------------|
| • Hospital emergency room | • \$50 copayment (waived if admitted) |
| • Ambulance               | • 100%                                |
| • Urgent care facility    | • \$15 copayment per visit            |
- 

**Maternity care**


---

- |                               |                                     |
|-------------------------------|-------------------------------------|
| • Inpatient hospital delivery | • \$500 copayment per admission     |
| • Office visits (prenatal)    | • \$25 copayment (first visit only) |
| • Office visits (postnatal)   | • 100%                              |
-

---

**Other medical services**


---

- |   |   |
|---|---|
| • Outpatient therapy (includes speech therapy, physical therapy, and occupational therapy to improve patient's condition) | • \$25 copayment per visit (subject to 60 visit annual maximum) |
| • Chiropractic care   | • \$25 copayment per visit (subject to 20 visit annual maximum) |
| • Skilled nursing facility  | • 100%, up to 60-day annual maximum                             |
| • Home health care  | • 100%, unlimited visits  |
| • Hospice care  | • 100%  |
| • Durable medical equipment (orthotics/prosthetics and appliances)  | • 100%  |
| • Disposable medical supplies   | • 100%  |
- 

**Infertility treatment**


---

- |  |                            |
|--|----------------------------|
| • Diagnosis and treatment of underlying condition  | • \$25 copayment per visit |
| • In vitro fertilization, artificial insemination, and other procedures or treatment to facilitate a pregnancy | • Not covered              |
- 

**Prescription drugs**


---

- Retail (up to 30-day supply)
- 

**Deductible**


---

- |  |                  |
|--|------------------|
| • Individual                             | • \$50           |
| • Maximum per family                     | • \$100          |
| • Generic                                | • \$10 copayment |
| • Preferred brand (brand-name formulary) | • \$25 copayment |
| • Non-preferred brand                    | • \$40 copayment |
- 

**Mail-order (up to 90-day supply)**


---

- |  |                   |
|--|-------------------|
| • Generic                                | • \$25 copayment  |
| • Preferred brand (brand-name formulary) | • \$65 copayment  |
| • Non-preferred brand                    | • \$100 copayment |
-

---

**Mental health and chemical dependency**


---

- |              |   |
|--------------|---|
| • Inpatient  | • \$500 copayment per admission, 30-day annual maximum* |
| • Outpatient | • \$15 copayment, 52-visit annual maximum*              |
- 

\* Combined limits for mental health and chemical dependency benefits

**How the CIGNA HMO Plan works**

Plan participants have access to a network of participating primary care physicians, specialists, and hospitals that meet the CIGNA HMO's strict requirements for quality and service. These providers are independent physicians and facilities that are closely monitored for quality of care, patient satisfaction, cost-effectiveness of treatment, office standards, and ongoing training.

Each participant in the CIGNA HMO must select a primary care physician (PCP) when he or she enrolls. Your PCP serves as your guide to care in today's complex medical system and will coordinate and monitor your overall care.

**Primary care physician (PCP)**

As a participant in the CIGNA HMO, you will become a partner with your participating PCP in preventive medicine. Consult your PCP whenever you have questions about your health. Your PCP will provide your primary care and, when necessary, your PCP will refer you to other doctors or facilities for treatment. **To receive coverage for such services, you must have a prior written or electronic referral from your PCP for all non-emergency services and any necessary follow-up.** Your copayment will be \$15 for each PCP office visit.

The referral is important for the CIGNA HMO because:

- It is how your PCP arranges for you to receive necessary, appropriate care and follow-up treatment; and
- It guarantees that you will not have to pay the bill, except any applicable copayment.

Even when your PCP refers you to a specialist or hospital, it is important that he or she keeps track of and coordinates your progress in all stages of your care.

It is important that you choose a PCP from the list of primary care physicians in the directory of network providers. A directory of the network providers who participate in the CIGNA HMO is available at 1-800-794-4953 or online at [www.cigna.com/general/misc/docdir.html](http://www.cigna.com/general/misc/docdir.html). If you do not choose a PCP, one will be selected for you.

**Specialists**

Your PCP may refer you to a specialist or facility for treatment or for covered preventive care services, when medically necessary. Except for those benefits described as emergency care, you must have a prior written or electronic referral from your PCP in order to receive coverage for any services the specialist or facility provides.

When your PCP refers you to a participating specialist or facility for covered services, your copayment will be \$25 for each specialist visit.

To avoid costly and unnecessary bills, follow these steps:

- Always **consult your PCP first** when you need medical care. If he or she deems it medically necessary, you will get a written or electronic referral to a participating specialist or facility. Referrals are valid for 90 days, as long as you remain an eligible participant in the CIGNA HMO;
- Certain services require **both** a referral from your PCP **and** prior authorization from the CIGNA HMO;
- **Review the referral** with your PCP. Understand what specialist services are being recommended and why;
- Present the referral to the provider. Except for direct access benefits, any additional treatments or tests that are covered benefits require another referral from your PCP. The referral is necessary to have these services approved for payment. **Without the referral, you are responsible for payment for these services;**
- If it is not an emergency and you go to another doctor or facility without your PCP's prior written or electronic referral, you must pay the bill yourself; and
- Your PCP may refer you to a nonparticipating provider for covered services that are not available within the network. Services from nonparticipating providers require prior approval by the CIGNA HMO in addition to a special nonparticipating referral from your PCP. When properly authorized, these services are covered after the applicable copayment.

You cannot request referrals **after** you visit a specialist or hospital. Therefore, to receive maximum coverage, you need to contact your PCP and get authorization from the CIGNA HMO (when applicable) **before** seeking specialty or hospital care.

Some PCPs are affiliated with integrated delivery systems or other provider groups (such as Independent Practice Associations and Physician-Hospital Associations). If your PCP participates in such an arrangement, you will usually be referred to specialists and hospitals within that system or group. However, if your medical needs extend beyond the scope of the affiliated providers, you may ask to have services provided by nonaffiliated physicians or facilities. Services provided by nonaffiliated providers may require prior authorization from CIGNA HMO and/or the integrated delivery system or other provider group. Check with your PCP or call the Member Services number that appears on your ID card to find out if prior authorization is necessary.

**Allergist:** When you see a network allergist, you will be expected to make the specialist copayment on your first visit. Routine injections without a doctor's office visit are covered at 100%. If services are for other than an allergy injection, the specialist copayment will apply.

**OB/GYN:** You or your dependent can go to a network OB/GYN for a well-woman exam without a referral from a PCP. Any procedures, tests, or lab work done as part of the well-woman visit are covered at 100% of covered services after the applicable copayment. If services are for other than a well-woman exam, the specialist copayment will apply. If services are received from your PCP, the PCP copayment will apply.

## Routine Care

The CIGNA HMO Plan offers preventive care services and health screenings to help detect health problems. The following are covered at 100% after a \$15 copayment for each doctor's office visit. Care must be provided or referred by your PCP, except where noted below.

- **Routine physical exam:** well-child care (from birth, including immunizations and booster doses) and adult care, performed by the patient's PCP at a frequency based on American Medical Association guidelines or as directed by the PCP. For frequency guidelines, call CIGNA;
- **Routine health screenings:**
  - Pap smear performed by a network provider annually. A referral from your PCP is not required. Any follow-up or related care also may be provided directly by your network gynecologist;
  - Mammogram performed by network provider, at a frequency based on age:
    - Ages 35–39: baseline mammogram; or
    - Age 40 and older: annual mammogram;
  - Sigmoidoscopy annually for persons aged 50 and older;
  - Colonoscopy (covered as part of a routine physical);
  - Prostatic-specific antigen (PSA) screening annually with a digital rectal exam in men aged 50 and older;
- **Routine eye exam:** one exam every 24 months, performed by a network ophthalmologist or optometrist. A referral from your PCP is not required;
- **Routine hearing exam:** covered as part of a routine physical performed by your PCP.

## Hospital

Inpatient hospital care, which is coordinated through your PCP is covered at 100% after \$500 copayment per admission for covered services. Outpatient surgery coordinated through a network provider is covered at \$200 copayment per visit then 100% for covered services. Outpatient services not involving surgery are covered at 100% for covered services when coordinated through a network provider.

If you use a network provider or lab but are not referred by your PCP or by a network physician, you will be required to pay the bill based on the negotiated rate contracted with the Claim Administrator.

## Maternity

The CIGNA HMO Plan covers physician and hospital care for mother and baby, including prenatal care, delivery, and postpartum care. You and your newly born child are covered for a minimum of 48 hours of inpatient care following a vaginal delivery (96 hours following a cesarean section). If your physician determines that you and your child may be safely discharged after a shorter stay, you will be covered for one home health care visit within 24 hours of your discharge. A copayment does not apply to the home health care visit. See **Hospital services** for more information about hospital stays in connection with childbirth.

You do not need a referral from your PCP for visits to your participating obstetrician. Your participating obstetrician is responsible for obtaining precertification for all obstetrical care after your first visit. He or she must request approval (precertification) for any tests performed outside of his or her office and for visits to other specialists

If you are pregnant at the time you join the CIGNA HMO, you receive coverage for authorized care from participating providers **on and after your effective date**. There is no waiting period. Coverage for services incurred prior to your effective date with the CIGNA HMO is your responsibility or that of your previous plan.

### **Emergency care**

The emergency room copayment is \$50 per visit. If you are admitted to the hospital, the copayment is waived. Non-emergency services provided in an emergency room are not covered.

See the Glossary for the definition and examples of emergency care as defined and determined by the Plan.

If you have a true medical emergency, you should:

- Go to the nearest emergency facility;
- If you are admitted, you must contact your PCP within 48 hours. If you are unable to do this, have a family member contact your PCP; and
- When emergency care has ended, you must get a referral from your PCP before receiving any additional services or notify CIGNA HMO prior to receiving any services that require precertification.

### **Urgent care**

Urgent care centers consist of a network of physicians that may be used when immediate care is needed and a PCP is not available. The centers usually 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, the flu) but does not need the services of a hospital emergency room (for example, for chest pains, poisonings, seizures).

Urgent care centers are listed in the provider directory that can be accessed on CIGNA's Web site. You do not need a referral or any prior authorization to use an urgent care center.

### **Charges not covered**

A network provider contracts with the Claim Administrator or the CIGNA HMO to participate in the network. Under the terms of this contract a network provider may not charge you or the Claim Administrator for certain expenses. A network provider cannot charge you or the Claim Administrator for the balance of the charges above the contracted negotiated rate.

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

For information about how to file a claim or appeal a denied claim, see **[Claims and appeals for CIGNA medical plans](#)**.

### **Care outside your area**

Plan participants who are traveling outside the service area, or students who are away at school, are covered for emergency care and treatment of urgent medical conditions. Urgent care may be obtained from a private practice physician, a walk-in clinic, an urgent care center, or an emergency facility. An urgent medical condition that occurs outside the CIGNA HMO service area can be treated in any of the above settings. You should call your PCP as soon as possible after receiving treatment.



If, after reviewing information submitted to the CIGNA HMO by the provider(s) who supplied your care, the nature of the urgent or emergency problem does not clearly qualify for coverage, it may be necessary to provide additional information. The HMO will send you an emergency room notification report or a Member Services representative can take this information over the telephone.

### Prescription drugs

Once you have met your annual deductible (described below), the CIGNA HMO pays, subject to any limitations specified below, the actual expense incurred for outpatient prescription drugs that are in excess of the annual deductible and prescription drug copayment, when you use a network pharmacy. The HMO covers charges for prescription drugs, in excess of the copayment, which are:

- Necessary for the care and treatment of an illness;
- Prescribed in writing by a physician;
- Reasonable and customary; and
- Not listed under *Drugs not covered* in this section.

Your copayments for prescription drugs are as follows (copayments apply once the annual deductible has been met):

Generic drug	\$10 copayment
Preferred drug (formulary brand-name drug)	\$25 copayment
Non-preferred drug (non-formulary brand-name drug)	\$40 copayment

Each prescription is limited to a maximum 30-day supply, with up to five refills as authorized by a physician, but not to exceed one year from the date originally prescribed. Prescriptions must be filled at a participating pharmacy. Generic drugs may be substituted for brand-name drugs.

Coverage is based upon the CIGNA HMO medication formulary. The medication formulary includes both brand-name and generic drugs and is designed to meet outpatient prescription drug needs. You can reduce your copayment by using a generic drug or a brand-name drug that appears on the medication formulary. Your copayment will be highest if your physician prescribes a brand-name drug that does not appear on the medication formulary.

Contact CIGNA for a copy of this formulary listing.

### Deductible

When you use a network pharmacy, you will need to satisfy an annual deductible (\$50 individual/\$100 family) before any benefit will be paid. Once you meet your deductible, Cigna will pay the amount that is in excess of the prescription drug copayment. Coverage is subject to limitations, as described above under

### Prescription drugs.

The individual deductible must be satisfied 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 \$50 individual deductible; or
- **Three or more in a family:** Expenses can be combined to meet the \$100 family deductible, but no one person can apply more than the individual deductible (\$50) toward the family deductible amount.

### Maintenance drugs

Participants in the CIGNA HMO who must take maintenance medication — for example, for diabetes or asthma — may be able to obtain a 90-day supply of their maintenance drug through mail order or at a participating pharmacy. Ask the pharmacist at your participating pharmacy whether your maintenance drug is on the list of drugs approved by the HMO for a 90-day supply. If it is included on the list, you will need to ask your physician to give you two prescriptions — the first for a 30-day supply, and the second for your ongoing 90-day maintenance supply. Both the initial supply and the ongoing supply must be obtained from a participating pharmacy.

When you obtain more than a one-month supply of a prescription drug, a separate copayment applies to each month's supply, unless you use a mail order pharmacy and obtain a three-month supply.

### Mail-order drugs

CIGNA HMO covers prescription drugs prescribed by your physician and dispensed by CIGNA's mail-order pharmacy, CIGNA Tel-Drug. The drug must be prescribed for at least 30 days, and for no more than 90 days. A single copayment applies to each 90-day supply of medicine dispensed, regardless of quantity.

Your copayments for mail-order drugs are as follows:

Generic drug	\$25 copayment
Preferred drug (formulary brand-name drug)	\$65 copayment
Non-preferred drug (non formulary brand-name drug)	\$100 copayment

### Covered drugs

The CIGNA HMO covers the following:

- Legend drugs, other than those excluded;
- Compounded medication of which at least one ingredient is a legend drug;
- Any other drug under applicable state law which may be dispensed only upon the written prescription of a physician;
- Insulin;
- Smoking cessation aids; (effective 10/1/2007)



- Diabetic supplies, as follows:
  - Needles and syringes;
  - Alcohol swabs;
  - Blood glucose testing strips (except electronic devices);
  - Urine testing strips/tabs;
  - Lancets (excluding administration devices);
- Contraceptive and contraceptive devices, as follows:
  - Oral contraceptives;
  - One diaphragm per 365-day period;
  - Up to five vials of Depo-Provera in a 365-consecutive-day period; and
  - Norplant and IUDs are covered when obtained from your PCP or a participating OB/GYN. The office visit copayment will apply when the device is inserted and removed.

### **Drugs not covered**

CIGNA HMO does not cover the following services and supplies:

- Any drug that does not, by federal or state law, require a prescription order, even when a prescription is written;
- Prescriptions purchased prior to the effective date of the plan;
- Any prescription refilled in excess of the number specified by the physician, or any refill dispensed after one year from the physician's original order;
- Drugs labeled "caution — limited by federal law to investigational use" and experimental drugs;
- Drugs prescribed for uses other than the uses approved by the Food and Drug Administration (FDA) under the Food, Drug, and Cosmetic Law and regulations;
- Any prescription for which there is no charge to you;
- Cosmetics and any drugs used for cosmetic purpose or to promote hair growth;
- Any medication that is consumed or administered at the place where it is dispensed;
- Medical and non-medical supplies, devices, and equipment, and non-medical supplies and substances, regardless of their intended use;
- Insulin pumps or tubing for insulin pumps;
- Multivitamins and nutritional supplements, except when they are the only means of nutrition;
- Drugs used for the purpose of weight reduction;
- Drugs prescribed to aid or enhance sexual performance; and
- Drugs used in the treatment of infertility.

### ***Mental health/chemical dependency***

Each PCP works with a designated group of participating behavioral health providers. Your PCP will help direct you to a participating behavioral health provider when needed.

### Mental health treatment

Up to 30 days of **inpatient** treatment are covered per calendar year (combined with inpatient chemical dependency services). The CIGNA HMO covers medical, nursing, counseling, and therapeutic services in an inpatient, non-hospital residential facility, appropriately licensed by the Department of Health or its equivalent. There is a \$500 copayment per admission.

The CIGNA HMO covers short-term evaluation and crisis intervention mental health services provided on an **outpatient** basis. Each member is covered for up to 52 outpatient visits per calendar year (combined with outpatient chemical dependency). Each visit is subject to a copayment of \$15.

When approved by the HMO, one day of inpatient treatment may be substituted for two days of partial hospitalization.

### Chemical dependency treatment

You may use the mental health benefits described above to cover the following services for treatment of chemical dependency:

- Medical, nursing, counseling, and therapeutic rehabilitation services for treatment of alcohol or drug abuse or dependency in an inpatient, non-hospital residential facility, appropriately licensed by the Department of Health, upon referral by your participating provider. Benefits are payable at 100% for covered services after a \$500 copayment per admission. A combined maximum of 30 days per calendar year applies to inpatient treatment of mental health and chemical dependency; and
- Outpatient visits to a participating behavioral health provider for diagnostic, medical, or therapeutic rehabilitation services for chemical dependency. There is a \$15 per-visit copayment for outpatient treatment, and a combined calendar year maximum of 52 visits applies to all outpatient visits for mental health and chemical dependency treatment.

Outpatient treatment for chemical dependency or abuse must be provided in accordance with an individualized treatment plan.

## Empire BlueCross BlueShield EPO

Citi offers an Exclusive Provider Organization (EPO) plan through Blue Cross Blue Shield.

You are not required to select a PCP, and may have access to any Blue Cross Blue Shield BlueCard® PPO provider across the country without a referral. To access the network, go to [www.empireblue.com/citi](http://www.empireblue.com/citi) and click on the BlueCard PPO network.

Type of service	
Annual deductible	• None
Maximums	
• Annual maximum copayment per employee	• None
• Annual maximum copayment per family	• None
• Individual lifetime maximum benefits	• Unlimited

**Office care**

- |  |   |
|--|---|
| • PCP visit copayment                      | • \$15 copayment per visit                            |
| • Specialist visit copayment               | • \$25 copayment per visit                            |
| • Outpatient surgery in physician's office | • \$15 (PCP) or \$25 (specialist) copayment per visit |

**Allergy treatment**

- |                      |  |
|----------------------|--|
| • Allergy testing    | • \$15 (PCP) or \$25 (specialist) copayment per office visit/testing |
| • Allergy injections | • 100%   |
| • Allergy serum      | • 100%   |

**Preventive care (Frequency limits apply. Contact Empire BlueCross BlueShield at 866-290-9098 for details.)**

- |  |  |
|--|--|
| • Well-child care and immunizations (including both travel and non-travel related immunizations) | • \$15 copayment per visit (subject to frequency limits)   |
| • Routine physical exam  | • \$15 copayment per visit (subject to frequency limits)   |
| • Adult immunizations (including both travel and non-travel related immunizations)               | • 100%   |
| • Routine GYN exam/well-woman care   | • \$15 copayment per visit (subject to frequency limits)   |
| • Routine eye exam/routine hearing exam  | • \$15 (PCP) or \$25 (specialist) copayment per visit (limited to one eye exam and hearing exam every 24 months) |

**Lab and x-ray**

- |                                 |  |
|---------------------------------|--|
| • Hospital inpatient            | • 100%                                 |
| • Hospital outpatient           | • Covered at 100% after \$25 copayment |
| • X-ray/lab outpatient facility | • Covered at 100% after \$25 copayment |

**Hospital care and services**

- |   |                                 |
|---|---------------------------------|
| • Inpatient surgery                         | • \$500 copayment per admission |
| • Outpatient surgery                        | • \$200 copayment per visit     |
| • Outpatient services not involving surgery | • 100%                          |

### Emergency care

- |                           |   |
|---------------------------|---|
| • Hospital emergency room | • \$50 copayment (waived if admitted)                                 |
| • Ambulance               | • 100%  |
| • Urgent care facility    | • \$50 copayment per visit (copay may vary based on place of service) |

### Maternity care

- |                               |                                     |
|-------------------------------|-------------------------------------|
| • Inpatient hospital delivery | • \$500 copayment per admission     |
| • Office visits (prenatal)    | • \$25 copayment (first visit only) |
| • Office visits (postnatal)   | • 100%                              |

### Other medical services

- |  |  |
|--|--|
| • Outpatient therapy (includes speech therapy, physical therapy, and occupational therapy to improve patient's condition)  | • \$25 copayment per visit (subject to 60 visit annual maximum – all therapies combined) |
| • Chiropractic care  | • \$25 copayment per visit (unlimited visits)  |
| • Skilled nursing facility   | • 100%, up to 120-day annual maximum   |
| • Home health care/Private Duty Nursing  | • 100%, unlimited visits   |
| • Hospice care   | • 100%   |
| • Durable medical equipment (orthotics/prosthetics and appliances)   | • 100%, limits apply. Contact plan for details.  |
| • Disposable medical supplies  | • 100%, limits apply. Contact plan for details.  |
| • Diabetic Supplies - including needles and syringes, alcohol swabs, lancets, test strips, etc., covered at 100%. Must be purchased at a participating medical supplier. Contact plan for details. (Sorry. I could not get this to format properly.) |  |

### Infertility treatment

- |  |                            |
|--|----------------------------|
| • Diagnosis and treatment of underlying condition  | • \$25 copayment per visit |
| • In vitro fertilization, artificial insemination, and other procedures or treatment to facilitate a pregnancy | • Not covered              |

### Prescription drugs

- |                                |
|--------------------------------|
| • Retail (up to 34-day supply) |
|--------------------------------|



Deductible	
• Individual	• none
• Maximum per family	• none
• Generic	• \$10 copayment
• Preferred brand (brand-name formulary)	• \$20 copayment
• Non-preferred brand	• 50% copayment with \$40 minimum and \$100 maximum
Mail-order (up to 90-day supply)	
• Generic	• \$20 copayment
• Preferred brand (brand-name formulary)	• \$40 copayment
• Non-preferred brand	• 50% copayment with \$80 minimum and \$250 maximum
Mental health and chemical dependency	
• Inpatient	• \$500 copayment per admission, 30-day annual maximum*
• Outpatient	• \$15 copayment, 52-visit annual maximum*

\* Combined limits for mental health and chemical dependency benefits

### ***How the Empire BlueCross BlueShield EPO Plan works***

Plan participants have access to a network of participating primary care physicians, specialists, and hospitals. The EPO doctor is a network provider through the BlueCross and BlueShield Association's BlueCard® PPO Program. These network providers are independent physicians and facilities.

You may choose any BlueCard® PPO provider across the country. No referrals are required.

#### **Primary care physician (PCP)**

As a participant in the Empire BlueCross BlueShield EPO you are not required to choose and notify the plan of your PCP (Primary Care Physician), however, you should make an effort to become a partner with your participating PCP for preventive medicine, and consult your PCP whenever you have questions about your health. Your copayment will be \$15 for each PCP office visit.

It is important that you choose a doctor or facility from the list of physicians in the directory of network providers. A directory of the network providers who participate is available directly from Empire BlueCross BlueShield at 1-866-290-9098 or online at [www.empireblue.com/citi](http://www.empireblue.com/citi) and when prompted for a provider network, select BlueCard PPO.

#### **Specialists**

You do not need to obtain a referral from your PCP to receive the network level of benefits when you receive care from any network provider. Your copayment will be \$25 for each specialist visit.

**Allergist:** When you see a network allergist, you will be expected to make the specialist copayment on your first visit. For subsequent visits to receive an allergy injection only, you will not be charged the \$25 copayment. (Routine injections without an office visit are covered at 100%). If services are for other than an allergy injection, the specialist copayment will apply.

**OB/GYN:** You or your dependent can go to a network OB/GYN for an annual well-woman exam without a referral. Any procedures, tests, or lab work done as part of the well-woman visit are covered at 100% of covered services after the applicable copayment. If services are for other than a well-woman exam, the specialist copayment will apply. If services are received from your PCP, the PCP copayment will apply.

### Routine care

The Empire BlueCross BlueShield EPO offers preventive care services and health screenings to help detect health problems. The following are covered at 100% after a \$15 PCP copayment or a \$25 specialist copayment for each doctor's office visit.

- Routine physical exam: well-child care (from birth, including immunizations and booster doses) and adult care, performed by a network provider at a frequency based on American Medical Association guidelines.
- In Hospital Visits at birth: 2 visits
- Out of hospital Visits:
  - Birth - 1st birthday 7 visits
  - Age 1 - 5th birthday 6 visits
  - Age 5 - 12th birthday 7 visits
  - Age 12 - 18th birthday 6 visits
  - Age 18 -19th birthday 2 visits
  - Age 19 and over once annually

Coverage for ages birth – 19 includes a physical examination, medical history, developmental assessment, and anticipatory guidance. Coverage includes any related routine x-rays and labs.

The plan also covers the following recommended routine immunizations for ages birth - 19: DPT (diphtheria, tetanus and pertussis), polio, MMR (measles, mumps, and rubella), varicella (chicken pox), hepatitis A, hepatitis B, hemophilus, tetanus-diphtheria, pneumococcal, meningococcal, tetramune and flu shots. Covered routine immunizations for ages 19 and over include Flu, Pneumococcal, Hepatitis A, HPV/ Gardasil, Varicella (chicken Pox), Measles, Mumps and Rubella (MMR), Hepatitis B, Meningococcal, Zosavax, and TB skin testing.

- Routine health screenings:
  - Pap smear performed by a network provider annually;
  - Mammogram performed by network provider, at a frequency based on age:
    - Ages 35–39: baseline mammogram; or
    - Age 40 and older: annual mammogram;
  - Sigmoidoscopy annually for persons aged 50 and older;
  - Colonoscopy (covered as part of a routine physical);
  - Prostatic-specific antigen (PSA) screening annually with a digital rectal exam in men aged 50 and older;

- Routine eye exam: one exam every 24 months, performed by a network ophthalmologist or optometrist;
- Routine hearing exam: one exam every 24 months, performed by a network otolaryngologist or otologist.

## Hospital

Covered inpatient hospital care coordinated through a network provider and facility is covered at 100% after a \$500 copayment per admission. Covered outpatient surgery coordinated through a network provider and facility is covered at 100% after a \$200 copayment per visit. Covered outpatient services not involving surgery are covered at 100% when coordinated through a network provider and facility.

You do not need to obtain a referral to receive the network level of benefits when you receive care from a network provider or facility.

## Maternity

The Empire BlueCross BlueShield EPO covers physician and hospital care for mother and baby, including prenatal care, delivery, and postpartum care. You and your newly born child are covered for a minimum of 48 hours of inpatient care following a vaginal delivery (96 hours following a cesarean section). A copayment does not apply to the home health care visit. See **Hospital services** for more information about hospital stays in connection with childbirth.

You do not need a referral from your PCP for visits to a network provider.

If you are pregnant at the time you join the EPO, you receive coverage for care from participating providers **on and after your effective date**. There is no waiting period. Coverage for services incurred prior to your effective date with the Empire BlueCross BlueShield EPO is your responsibility or that of your previous plan.

## Emergency care

The emergency room copayment is \$50 per visit. If you are admitted to the hospital, the copayment is waived. Non-emergency services provided in an emergency room are not covered.

See the **Glossary** for the definition and examples of emergency care as defined and determined by the Empire BlueCross BlueShield EPO.

If you have a true medical emergency, you should go to the nearest emergency facility.

If you are admitted, you should contact Empire BlueCross BlueShield within 48 hours. If you are unable to do this, have a family member contact Empire BlueCross BlueShield.

## Urgent care

The urgent care copayment is \$50 per visit. Urgent care centers consist of a network of physicians that may be used when immediate care is needed and a PCP is not available. The centers usually 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, the flu) but does not need the services of a hospital emergency room (for example, for chest pains, poisonings, seizures).

Urgent care centers are listed in the provider directory that can be accessed on Empire BlueCross BlueShield's Web site. You do not need a referral or any prior authorization to use an urgent care center.

### Charges not covered

A network provider has signed a contract to participate in the plans network.. Under the terms of this contract a network provider may not charge you or the Claim Administrator, EmpireBlueCrossBlueShield, for certain expenses. A network provider cannot charge you or the Claim Administrator for the balance of the charges above the contracted negotiated rate.

You may agree with the network provider to pay any charges for services or supplies not covered or not approved by the EPO. In that case, the network provider may bill charges to you. However, these charges are not covered expenses under the Empire BlueCross BlueShield EPO and are not payable by the Claim Administrator.

For information about how to file a claim or appeal a denied claim, see Claims and Appeals for Empire BlueCross BlueShield medical plans.

### Care outside your area

Plan participants who are traveling outside the service area, or students who are away at school, are covered and have access any provider in to the Blue Cross Blue Shield BlueCard® PPO Provider network. Participants may choose any BlueCard® PPO provider across the country. No referrals are required. You may access empireblue.com, on the provider look up screen, select BlueCard PPO network as well as enter your zip code or address for a list of network providers.

### Prescription drugs

The EPO covers charges for prescription drugs, in excess of the copayment, which are:

- Medically necessary for the care and treatment of an illness;
- Prescribed in writing by a physician;
- Reasonable and customary; and
- Not listed under Drugs not covered in this section.

Your copayments for prescription drugs at participating retail pharmacies are as follows:

Generic drug	\$10 copayment
Preferred drug (formulary brand-name drug)	\$20 copayment
Non-preferred drug (non-formulary brand-name drug)	50% copayment with \$40 min. and \$100 max.

Each prescription is limited to a maximum 34-day supply, with up to ten refills as authorized by a physician, but not to exceed one year from the date originally prescribed. Prescriptions must be filled at a participating pharmacy. Generic drugs may be substituted for brand-name drugs.

Coverage is based upon the Empire BlueCross BlueShield EPO preferred drug list or "PDL." The PDL includes both brand-name and generic drugs and is designed to meet outpatient prescription drug needs. You can reduce your copayment by using a generic drug or a brand-name drug that appears on the PDL. Your copayment will be highest if your physician prescribes a brand-name drug that does not appear on the PDL.

Contact Empire BlueCross BlueShield EPO at 866-290-9098 or log onto [www.empireblue.com/citi](http://www.empireblue.com/citi) for a copy of the PDL.



### Maintenance drugs

Participants in EmpireBlueCrossBlueShield EPO who take maintenance medication — for example, for diabetes or asthma — may be able to obtain up to a 90-day supply of their maintenance drug through mail order or at a participating pharmacy. Ask the pharmacist at your participating pharmacy whether your maintenance drug is on the list of drugs approved by the EPO for up to a 90-day supply. If it is included on the list, you will need to ask your physician to give you two prescriptions — the first for a 34-day supply, and the second for your ongoing 90-day maintenance supply. Both the initial supply and the ongoing supply must be obtained from a participating pharmacy.

When you obtain more than a one-month supply of a prescription drug, a separate copayment applies to each month's supply, unless you use a mail-order pharmacy and obtain a three-month supply.

### Mail-order drugs

The EmpireBlueCrossBlueShield EPO covers prescription drugs prescribed by your physician and dispensed by a licensed participating mail-order pharmacy. The drug must be prescribed for at least 35 days, and for no more than 90 days. A single copayment applies to each 90-day supply of medicine dispensed, regardless of quantity.

Your copayments for mail-order drugs are as follows:

Generic drug	\$20 copayment
Preferred drug (formulary brand-name drug)	\$40 copayment
Non-preferred drug (nonformulary brand-name drug)	50% copayment with \$80 min. and \$250 max.

### Covered drugs

The Empire BlueCross BlueShield EPO covers the following:

- Federal legend drugs, other than those excluded;
- Compounded medication of which at least one ingredient is a legend drug;
- Any other drug under applicable state law which may be dispensed only upon the written prescription of a physician;
- Insulin;
- Smoking cessation aids; (effective 11/1/2007)
- Contraceptive and contraceptive devices, as follows:
  - Oral contraceptives;
  - One diaphragm per 365-day period;
  - Up to five vials of Depo-Provera in a 365-consecutive-day period; and
  - Norplant and IUDs are covered when obtained from your PCP or a participating OB/GYN. The office visit copayment will apply when the device is inserted and removed.

Some drugs require pre-authorization. If the prescribed medication must be pre-authorized, the pharmacy will let you know if additional information is required by the Plan. You or the pharmacy can then ask your doctor to call 800-839-8442 (option #1 to pre-authorize). This call will initiate a review that typically takes two to three business days. You and your physician will be notified when the review is completed. If your medication is not approved, you will have to pay the full cost of the prescription drug. Examples of medications that would need to be pre-authorized include Allergy Medications and Growth Hormones. For additional information on the pre-authorization medications, call us at 866 290-9098.

In addition, some medications have coverage limits. These include, but are not limited to, PPI's (Proton Pump Inhibitors), Migraine Agents and Cholesterol Medications. Contact us at 866 290-9098 for additional coverage limits.

### Drugs not covered

The EmpireBlueCrossBlueShield EPO does not cover the following services and supplies:

- Any drug that does not, by federal or state law, require a prescription order, even when a prescription is written;
- Prescriptions purchased prior to the effective date of the plan;
- Any prescription refilled in excess of the number specified by the physician, or any refill dispensed after one year from the physician's original order;
- Drugs labeled "caution — limited by federal law to investigational use" and experimental drugs;
- Drugs prescribed for uses other than the uses approved by the Food and Drug Administration (FDA) under the Food, Drug, and Cosmetic Law and regulations;
- Any prescription for which there is no charge to you;
- Cosmetics and any drugs used for cosmetic purposes or to promote hair growth;
- Any medication that is consumed or administered at the place where it is dispensed;
- Medical and non-medical supplies, devices, and equipment, and non-medical supplies and substances, regardless of their intended use;
- Multivitamins and nutritional supplements, except when they are the only means of nutrition;
- Drugs used for the purpose of weight reduction;
- Drugs prescribed to aid or enhance sexual performance (including Viagra); and
- Drugs used in the treatment of infertility.

### ***Mental health/chemical dependency***

Empire BlueCross BlueShield works with a designated group of participating behavioral health providers and will help direct you to a participating behavioral health provider when needed.

### **Mental health treatment**

Up to 30 days of medically necessary **inpatient** treatment are covered per calendar year (combined with inpatient chemical dependency services). The Empire BlueCross BlueShield EPO covers medical, nursing, counseling, and therapeutic services in an inpatient, non-hospital residential facility, appropriately licensed by the Department of Health or its equivalent. Benefits are payable at 100% for covered services after a \$500 copayment per admission. For a list of network mental health and substance abuse provider, access [empireblue.com](http://empireblue.com), on the provider look up screen, select BlueCard PPO network, behavioral health providers and enter your zip code or address for a list of network providers.

The EPO covers medically necessary short-term evaluation and crisis intervention mental health services provided on an **outpatient** basis. Each member is covered for up to 52 outpatient visits per calendar year (combined with outpatient chemical dependency). Each visit is subject to a copayment of \$15.

When approved by the EPO, one day of inpatient treatment may be substituted for two days of partial hospitalization.

### Chemical dependency treatment

You may use the mental health benefits described above to cover the following medically necessary services for treatment of chemical dependency:

- Medical, nursing, counseling, and therapeutic rehabilitation services for treatment of alcohol or drug abuse or dependency in an inpatient, non-hospital residential facility, appropriately licensed by the Department of Health, upon referral by your participating provider. Benefits are payable at 100% for covered services after a \$500 copayment per admission. A combined maximum of 30 days per calendar year applies to inpatient treatment of mental health and chemical dependency; and
- Outpatient visits to a participating behavioral health provider for diagnostic, medical, or therapeutic rehabilitation services for chemical dependency. There is a \$15 per-visit copayment for outpatient treatment, and a combined calendar year maximum of 52 visits applies to all outpatient visits for mental health and chemical dependency treatment.
- Outpatient treatment for chemical dependency or abuse must be provided in accordance with an individualized treatment plan.

## Group Health Plan of St. Louis HMO

Type of service	
Annual deductible	• None
Maximums	
• Annual maximum out-of-pocket per employee	• \$2,000
• Annual maximum out-of-pocket per family	• \$4,000
• Individual lifetime maximum benefits	• Unlimited
Office care	
• PCP visit copayment	• \$15 copayment per visit
• Specialist visit copayment	• \$25 copayment per visit
• Outpatient surgery in physician's office	• \$15 (PCP) or \$25 (specialist) copayment per visit

<b>Allergy treatment</b>	
• Allergy testing	• \$15 (PCP) or \$25 (specialist) copayment per visit
• Allergy injections	• Copayment included with office visits
• Allergy serum	• 100%
<b>Preventive care</b>	
• Well-child care and immunizations (including both travel and non-travel related immunizations)	• \$15 copayment per visit
• Routine physical exam	• \$15 copayment per visit (Limited to 1 visit per year)
• Adult immunizations (including both travel and non-travel related immunizations)	• \$15 (PCP) copayment per visit
• Routine GYN exam/well-woman care	• \$15 copayment per visit (Limited to 1 visit per year)
• Routine vision exam	• \$25 copayment per visit (Limited to 1 visit per year)
<b>Lab and x-ray</b>	
• Hospital inpatient	• N/A
• Hospital outpatient	• 100%
• X-ray/lab outpatient facility	• 100%
<b>Hospital care and services</b>	
• Inpatient surgery	• \$500 copayment per admission
• Outpatient surgery	• \$200 copayment per admission
• Outpatient services not involving surgery	• N/A
<b>Emergency care</b>	
• Hospital emergency room	• \$100 copayment (waived if admitted)
• Ambulance	• Covered at 80%
• Urgent care facility	• \$50 copayment per visit

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**Maternity care**


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- |                               |                                     |
|-------------------------------|-------------------------------------|
| • Inpatient hospital delivery | • \$500 copayment per admission     |
| • Office visits (prenatal)    | • \$15 copayment (first visit only) |
| • Office visits (postnatal)   | • 100%                              |
- 

**Other medical services**


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- |   |  |
|---|--|
| • Outpatient therapy (includes speech therapy, physical therapy, and occupational therapy to improve patient's condition) | • Covered at 80% (Limited to 60 combined visits per calendar year)   |
| • Chiropractic care   | • \$25 copayment per visit ( Limited to 26 visits per year)  |
| • Skilled nursing facility  | • Covered at 80% per admission. Limited to 45 days per year. Must be authorized by a plan physician                        |
| • Home health care  | • Covered at 80% per visit. Limited to medically necessary non custodial home health care authorized by a plan physician   |
| • Hospice care  | • Covered at 80% for terminally ill members whose life expectancy is less than 6 months, as authorized by a plan physician |
| • Durable medical equipment (/prosthetics and appliances)   | • Covered at 80% for initial placement only  |
| • Disposable medical supplies   | • Not covered  |
- 

**Infertility treatment**


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- |   |   |
|---|---|
| • Diagnosis and treatment of underlying condition | • \$15 copayment per visit (diagnosis only) |
| • In vitro fertilization                          | • Not covered                               |
| • Artificial insemination                         | • Not covered                               |
-

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**Prescription drugs**

- Retail (up to 31-day supply)
- Generic
- \$10 copayment
- Preferred brand (brand-name formulary)
- \$25 copayment
- Non-preferred brand
- \$40 copayment

**Mail-order (up to 90-day supply)**

- Generic
- \$20 copayment
- Preferred brand (brand-name formulary)
- \$50 copayment
- Non-preferred brand
- \$80 copayment

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**Mental health and chemical dependency**

- |              |  |
|--------------|--|
| • Inpatient  | • \$500 copayment per admission              |
| • Outpatient | • \$25 copayment per visit. Unlimited visits |
- 

***How the Group Health Plan of St. Louis HMO Plan works***

Plan participants have access to a network of participating primary care physicians, specialists, and hospitals that meet the Group Health Plan of St. Louis HMO's strict requirements for quality and service. These providers are independent physicians and facilities that are closely monitored for quality of care, patient satisfaction, cost-effectiveness of treatment, office standards, and ongoing training.

Each participant in the Group Health Plan of St. Louis HMO must select a primary care physician (PCP) when he or she enrolls. Your PCP serves as your guide to care in today's complex medical system and will coordinate and monitor your overall care.

### Primary care physician (PCP)

As a participant in the Group Health Plan of St. Louis HMO, you will become a partner with your participating PCP in preventive medicine. Consult your PCP whenever you have questions about your health. Your PCP will provide your primary care and, when necessary, your PCP will refer you to other doctors or facilities for treatment. Your copayment will be \$15 for each PCP office visit.

Although you are not required to receive a referral for most specialty services, referrals do play an important role in your coverage because:

- It is how your PCP arranges for you to receive necessary, appropriate care and follow-up treatment; and
- It guarantees that you will not have to pay the bill, except any applicable copayment.

It is important that you choose a PCP from the list of primary care physicians in the directory of network providers. A directory of the network providers who participate in the Group Health Plan of St. Louis HMO is available at 1-800-775-3540 or online at [www.ghp.com](http://www.ghp.com). If you do not choose a PCP, one will be selected for you.

### Specialists

Your PCP may refer you to a specialist or facility for treatment or for covered preventive care services, when medically necessary. Your copayment will be \$25 for each specialist visit.

To avoid costly and unnecessary bills, follow these steps:

- Always **consult your PCP first** when you need medical care.
- Certain services require prior authorization from Group Health Plan of St. Louis HMO;

**Allergist:** When you see a network allergist, you will be expected to make the specialist copayment on your first visit. Routine injections without a doctor's office visit are covered at 100%. If services are for other than an allergy injection, the specialist copayment will apply.

**OB/GYN:** You or your dependent can go to a network OB/GYN for a well-woman exam. Any procedures, tests, or lab work done as part of the well-woman visit are covered at 100% of covered services after the applicable copayment. If services are for other than a well-woman exam, the specialist copayment will apply. If services are received from your PCP, the PCP copayment will apply.

### Routine Care

The Group Health Plan of St. Louis HMO Plan offers preventive care services and health screenings to help detect health problems. Routine physical and OB/GYN exams, Well-child care and immunizations, and routine mammography are covered at 100% after a \$15 copayment for each doctor's office visit and routine vision exams are covered at 100% after a \$25 copayment.

- **Routine physical exam:** well-child care (from birth, including immunizations and booster doses) and adult care. For frequency guidelines, please visit [www.GHP.com](http://www.GHP.com).
- **Routine eye exam:** one exam every 24 months, performed by a network ophthalmologist or optometrist. A referral from your PCP is not required;
- **Routine hearing screenings:** covered as part of a routine physical.

## Hospital

Inpatient hospital care, which is coordinated through your PCP is covered at 100% after \$500 copayment per admission for covered services. Outpatient surgery coordinated through a network provider is covered at a \$200 copayment per visit then 100% for covered services. Outpatient services not involving surgery are covered at 100% for covered services when coordinated through a network provider.

## Maternity

The Group Health Plan of St. Louis HMO Plan covers physician and hospital care for mother and baby, including prenatal care, delivery, and postpartum care. You and your newly born child are covered for a minimum of 48 hours of inpatient care following a vaginal delivery (96 hours following a cesarean section). If your physician determines that you and your child may be safely discharged after a shorter stay, you will be covered for one home health care visit within 24 hours of your discharge. A copayment does not apply to the home health care visit. See [Hospital services](#) for more information about hospital stays in connection with childbirth.

Your participating obstetrician is responsible for obtaining precertification for all obstetrical care after your first visit. He or she must request approval (precertification) for any tests performed outside of his or her office and for visits to other specialists

If you are pregnant at the time you join the Group Health Plan of St. Louis HMO, you receive coverage for authorized care from participating providers **on and after your effective date**. There is no waiting period. Coverage for services incurred prior to your effective date with the Group Health Plan of St. Louis HMO is your responsibility or that of your previous plan.

## Emergency care

The emergency room copayment is \$100 per visit. If you are admitted to the hospital, the copayment is waived. Non-emergency services provided in an emergency room are not covered.

See the [Glossary](#) for the definition and examples of emergency care as defined and determined by the Plan.

If you have a true medical emergency, you should:

- Go to the nearest emergency facility;
- If you are admitted, you should contact your PCP within 48 hours. If you are unable to do this, have a family member contact your PCP; and
- When emergency care has ended, you should notify Group Health Plan of St. Louis HMO prior to receiving any services that require precertification.

## Urgent care

Urgent care centers consist of a network of physicians that may be used when immediate care is needed and a PCP is not available. The centers usually 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, the flu) but does not need the services of a hospital emergency room (for example, for chest pains, poisonings, seizures).

Urgent care centers are listed in the provider directory that can be accessed on Group Health Plan of St. Louis 's Web site. You do not need a referral or any prior authorization to use an urgent care center.



### Charges not covered

A network provider contracts with the Claim Administrator or the Group Health Plan of St. Louis HMO to participate in the network. Under the terms of this contract a network provider may not charge you or the Claim Administrator for certain expenses. A network provider cannot charge you or the Claim Administrator for the balance of the charges above the contracted negotiated rate.

You may agree with the network provider to pay any charges for services or supplies not covered or not approved by Group Health Plan. In that case, the network provider may bill charges to you. However, these charges are not covered expenses under the Group Health Plan of St. Louis HMO and are not payable by the Claim Administrator.

For information about how to file a claim or appeal a denied claim, see [Claims and appeals for Group Health Plan of St. Louis medical plans](#).

### Care outside your area

Plan participants who are traveling outside the service area, or students who are away at school, are covered for emergency care and treatment of urgent medical conditions. Urgent care may be obtained from a private practice physician, a walk-in clinic, an urgent care center, or an emergency facility. An urgent medical condition that occurs outside the Group Health Plan of St. Louis HMO service area can be treated in any of the above settings. If, after reviewing information submitted to the Group Health Plan of St. Louis HMO by the provider(s) who supplied your care, the nature of the urgent or emergency problem does not clearly qualify for coverage, it may be necessary to provide additional information. The HMO will send you an emergency room notification report or a Member Services representative can take this information over the telephone.

### Prescription drugs

Group Health Plan of St. Louis HMO pays, subject to any limitations specified below, the actual expense incurred for outpatient prescription drugs that are in excess of the prescription drug copayment, when you use a network pharmacy. The HMO covers charges for prescription drugs, in excess of the copayment, which are:

- Necessary for the care and treatment of an illness;
- Prescribed in writing by a physician;
- Reasonable and customary; and
- Not listed under Drugs not covered in this section.

Your copayments for prescription drugs are as follows:

Generic drug	\$10 copayment
Preferred drug (formulary brand-name drug)	\$25 copayment
Non-preferred drug (non-formulary brand-name drug)	\$40 copayment

Each prescription is limited to a maximum 31-day supply, not to exceed one year from the date originally prescribed. Prescriptions must be filled at a participating pharmacy. Generic drugs may be substituted for brand-name drugs.

Coverage is based upon the Group Health Plan of St. Louis HMO medication formulary. The medication formulary includes both brand-name and generic drugs and is designed to meet outpatient prescription drug needs. You can reduce your copayment by using a generic drug or a brand-name drug that appears on the medication formulary. Your copayment will be highest if your physician prescribes a brand-name drug that does not appear on the medication formulary.

Contact Group Health Plan of St. Louis or visit [www.ghp.com](http://www.ghp.com) for a copy of this formulary listing.

### Maintenance drugs

Participants in the Group Health Plan of St. Louis HMO who must take maintenance medication — for example, for diabetes or asthma — may be able to obtain a 90-day supply of their maintenance drug through mail order or at a participating 90-day retail pharmacy. Please contact Member Services at 1-800-775-3540 to determine whether your maintenance drug is on the list of drugs approved by the HMO for a 90-day supply. If it is included on the list, you will need to ask your physician to give you two prescriptions — the first for a 30-day supply, and the second for your ongoing 90-day maintenance supply. Both the initial supply and the ongoing supply must be obtained from a participating pharmacy.

When you obtain more than a one-month supply of a prescription drug, a separate copayment applies to each month's supply, unless you use a mail order pharmacy and obtain a three-month supply.

### Mail-order drugs

Group Health Plan of St. Louis HMO covers prescription drugs prescribed by your physician and dispensed by Caremark's mail-order pharmacy. The drug must be prescribed for at least 30 days, and for no more than 90 days. A single copayment applies to each 90-day supply of medicine dispensed, regardless of quantity.

Your copayments for mail-order drugs are as follows:

Generic drug	\$20 copayment
Preferred drug (formulary brand-name drug)	\$50 copayment
Non-preferred drug (nonformulary brand-name drug)	\$80 copayment

### Covered drugs

The Group Health Plan of St. Louis HMO covers the following:

- Legend drugs, other than those excluded;
- Compounded medication of which at least one ingredient is a legend drug;
- Any other drug under applicable state law which may be dispensed only upon the written prescription of a physician;
- Insulin;
- Prescription Drug Products for smoking cessation (1/1/08) when member is enrolled in the Group Health Plan "WellBeing" smoking cessation program. For enrollment details, please contact Member Services at 1-800-775-3540.

- Diabetic supplies, as follows:
  - Needles and syringes;
  - Alcohol swabs;
  - Blood glucose testing strips (except electronic devices);
  - Urine testing strips/tabs;
  - Lancets (excluding administration devices);
- Contraceptive and contraceptive devices, as follows:
  - Oral contraceptives;
  - One diaphragm per 365-day period (covered under medical benefit);
  - Up to five vials of Depo-Provera in a 365-consecutive-day period; and
  - Norplant and IUDs are covered under your medical benefit when obtained from your PCP or a participating OB/GYN. The office visit copayment will apply when the device is inserted and removed.

### Drugs not covered

Group Health Plan of St. Louis HMO does not cover the following services and supplies:

- Outpatient Prescription Drug Products obtained from a non-Network Pharmacy. Coverage for Prescription Drug Products for the amount dispensed (days supply or quantity limit) which exceeds the supply limit.
- Prescription Drug Products dispensed outside the United States, except as required for Emergency treatment.
- Drugs which are prescribed, dispensed or intended for use while you are an inpatient in a Hospital, Skilled Nursing Facility, or Alternate Facility. Experimental, Investigational or Unproven Services and medications; medications used for experimental indications and/or dosage regimens determined by us to be experimental, investigational or unproven.
- Prescription Drug Products furnished by the local, state or federal government. Any Prescription Drug Product to the extent payment or benefits are provided or available from the local, state or federal government (for example, Medicare) whether or not payment or benefits are received, except as otherwise provided by law.
- Prescription Drug Products for any condition, Injury, Sickness or mental illness arising out of, or in the course of, employment for which benefits are available under any workers' compensation law or other similar laws, whether or not a claim for such benefits is made or payment or benefits are received.
- Any product dispensed for the purpose of appetite suppression and other weight loss products.
- A specialty medication Prescription Drug Product (such as immunizations and allergy serum) which, due to its characteristics as determined by us, must typically be administered or supervised by a qualified provider or licensed/certified health professional in an outpatient setting. This exclusion does not apply to Depo Provera and other injectable drugs used for contraception.
- Durable Medical Equipment. Prescribed and non-prescribed outpatient supplies, other than the diabetic supplies and inhaler spacers specifically stated as covered.

- General and single entity vitamins, except the following which require a Prescription Order or Refill: prenatal vitamins and vitamins with fluoride.
- Unit dose packaging of Prescription Drug Products.
- Medications used for cosmetic purposes.
- Prescription Drug Products, including New Prescription Drug Products or new dosage forms that are determined to not be a Covered Health Service. Prescription Drug Products as a replacement for a previously dispensed Prescription Drug Product that was lost, stolen, broken or destroyed. Prescription Drug Products when prescribed to treat infertility.
- Drugs available over-the-counter that do not require a Prescription Order or Refill by federal or state law before being dispensed. Any Prescription Drug Product that is therapeutically equivalent to an over-the-counter drug. Prescription Drug Products that are comprised of components that are available in over-the-counter form or equivalent.
- Compounded drugs that do not contain at least one ingredient that requires a Prescription Order or Refill. Compounded drugs that contain at least one ingredient that requires a Prescription Order or Refill are assigned to Tier 3.
- Prescription Drug Products for smoking cessation when member is not enrolled in Group Health Plan's "WellBeing" smoking cessation program.
- New Prescription Drug Products and/or new dosage forms until the date they are reviewed by our Prescription Drug List Management Committee.
- Growth hormone therapy for children with familial short stature (short stature based upon heredity and not caused by a diagnosed medical condition).

### ***Mental health/chemical dependency***

Each PCP works with a designated group of participating behavioral health providers. Your PCP will help direct you to a participating behavioral health provider when needed.

#### **Mental health treatment**

There is no limit per calendar year for inpatient mental health treatment. The Group Health Plan of St. Louis HMO covers medical, nursing, counseling, and therapeutic services in an inpatient, non-hospital residential facility, appropriately licensed by the Department of Health or its equivalent. There is a \$500 copayment per admission.

The Group Health Plan of St. Louis HMO covers short-term evaluation and crisis intervention mental health services provided on an **outpatient** basis. Each member is covered for up to 30 outpatient visits per calendar year (combined with outpatient chemical dependency). Each visit is subject to a copayment of \$25.

When approved by the HMO, one day of inpatient treatment may be substituted for two days of partial hospitalization.

## Chemical dependency treatment

You may use the mental health benefits described above to cover the following services for treatment of chemical dependency:

- Medical, nursing, counseling, and therapeutic rehabilitation services for treatment of alcohol or drug abuse or dependency in an inpatient, non-hospital residential facility, appropriately licensed by the Department of Health, upon referral by your participating provider. Benefits are payable at 100% for covered services after a \$500 copayment per admission. There is no limit per calendar year for inpatient chemical dependency treatment; and
- Outpatient visits to a participating behavioral health provider for diagnostic, medical, or therapeutic rehabilitation services for chemical dependency. There is a \$25 per-visit copayment for outpatient treatment, and a combined calendar year maximum of 30 visits applies to all outpatient visits for mental health and chemical dependency treatment.

Outpatient treatment for chemical dependency or abuse must be provided in accordance with an individualized treatment plan.

## Harvard Pilgrim Health Care HMO

Type of service	
Annual deductible	• None
Maximums	
• Annual out-of-pocket maximum per employee	• \$2,000
• Annual out-of-pocket maximum per family	• \$4,000
• Individual lifetime maximum benefits	• Unlimited
Office care	
• PCP visit copayment	• \$15 copayment per visit
• Specialist visit copayment	• \$25 copayment per visit
• Outpatient surgery in physician's office	• \$15 (PCP) or \$25 (specialist) copayment per visit
Allergy treatment	
• Allergy testing	• \$15 (PCP) or \$25 (specialist) copayment per visit
• Allergy injections	• \$5 copayment per visit
• Allergy serum	• 100%

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**Preventive care**


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- |  |  |
|--|--|
| • Well-child care and immunizations (including both travel and non-travel related immunizations) | • \$15 copayment per visit   |
| • Routine physical exam  | • \$15 copayment per visit. Limits apply. Contact plan for specifics |
| • Adult immunizations (including both travel and non-travel related immunizations)               | • \$15 (PCP) copayment per visit                                     |
| • Routine GYN exam/well-woman care   | • \$15 copayment per visit. Limits apply. Contact plan for specifics |
| • Routine vision exam  | • \$15 copayment per visit (Limit 1 exam every 12 months)            |
- 

**Lab and x-ray**


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- |                                 |        |
|---------------------------------|--------|
| • Hospital inpatient            | • N/A  |
| • Hospital outpatient           | • 100% |
| • X-ray/lab outpatient facility | • 100% |
- 

**Hospital care and services**


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- |   |   |
|---|---|
| • Inpatient surgery                         | • \$500 copayment per admission   |
| • Outpatient surgery                        | • \$200 copayment per visit. Office visit copay applies in physicians office. |
| • Outpatient services not involving surgery | • N/A   |
- 

**Emergency care**


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- |                           |  |
|---------------------------|--|
| • Hospital emergency room | • \$75 copayment (waived if admitted)              |
| • Ambulance               | • 100%   |
| • Urgent care facility    | • \$15 copayment per visit (in physician's office) |
- 

**Maternity care**


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- |                               |                                 |
|-------------------------------|---------------------------------|
| • Inpatient hospital delivery | • \$500 copayment per admission |
| • Office visits (prenatal)    | • 100%                          |
| • Office visits (postnatal)   | • 100%                          |
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**Other medical services**


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- |   |   |
|---|---|
| <ul style="list-style-type: none"> <li>• Outpatient therapy (includes speech therapy, physical therapy, and occupational therapy to improve patient's condition)</li> </ul> | <ul style="list-style-type: none"> <li>• \$15 copayment per visit (Limit 60 consecutive days per condition for physical and occupational therapy. Unlimited for speech therapy.)</li> </ul> |
| <ul style="list-style-type: none"> <li>• Chiropractic care</li> </ul>   | <ul style="list-style-type: none"> <li>• \$15 copayment per visit. (Maximum benefit of \$500 per calendar year)</li> </ul>  |
| <ul style="list-style-type: none"> <li>• Skilled nursing facility</li> </ul>  | <ul style="list-style-type: none"> <li>• \$500 per admission. Limit 100 days per calendar year</li> </ul>   |
| <ul style="list-style-type: none"> <li>• Home health care</li> </ul>  | <ul style="list-style-type: none"> <li>• 100%,</li> </ul>   |
| <ul style="list-style-type: none"> <li>• Hospice care</li> </ul>  | <ul style="list-style-type: none"> <li>• Covered at 100%. must be coordinated by PCP</li> </ul>   |
| <ul style="list-style-type: none"> <li>• Durable medical equipment (/prosthetics and appliances)</li> </ul>   | <ul style="list-style-type: none"> <li>• Covered at 100%. Limited to \$2,500 per year. DME benefit does not apply to artificial arms and legs.</li> </ul>                                   |
| <ul style="list-style-type: none"> <li>• Disposable medical supplies</li> </ul>   | <ul style="list-style-type: none"> <li>• Covered at 100% in certain situations. Call plan for details</li> </ul>  |
- 

**Infertility treatment**


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- |   |   |
|---|---|
| <ul style="list-style-type: none"> <li>• Diagnosis and treatment of underlying condition</li> </ul> | <ul style="list-style-type: none"> <li>• \$15 copayment per visit. Advanced Reproductive technology(ART) limited to 6 cycles</li> </ul> |
| <ul style="list-style-type: none"> <li>• In vitro fertilization</li> </ul>                          | <ul style="list-style-type: none"> <li>• \$15 copay per visit. Generally limited to 6 ovulation cycles.</li> </ul>                      |
| <ul style="list-style-type: none"> <li>• Artificial insemination</li> </ul>                         | <ul style="list-style-type: none"> <li>• \$15 copay per visit</li> </ul>  |
-

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**Prescription drugs**

- Retail (up to 30-day supply)
  - Generic
  - \$10 copayment
- Preferred brand (brand-name formulary)
  - \$20 copayment
- Non-preferred brand
  - \$40 copayment

Mail-order (up to 90-day supply)

- Generic
  - \$20 copayment
- Preferred brand (brand-name formulary)
  - \$40 copayment
- Non-preferred brand
  - \$120 copayment

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**Mental health and chemical dependency**

- |  |  |
|--|--|
| <ul style="list-style-type: none"> <li>• Inpatient</li> </ul>  | <ul style="list-style-type: none"> <li>• \$500 copayment per admission (Limits apply. Contact plan for details)</li> </ul> |
| <ul style="list-style-type: none"> <li>• Outpatient</li> </ul> | <ul style="list-style-type: none"> <li>• \$15 copayment per visit. (Limits apply contact plan for details.)</li> </ul>     |
- 

***How the Harvard Pilgrim Health Care HMO Plan works***

Plan participants have access to a network of participating primary care physicians, specialists, and hospitals that meet the Harvard Pilgrim HMO's strict requirements for quality and service. These providers are independent physicians and facilities that are closely monitored for quality of care, patient satisfaction, cost-effectiveness of treatment, office standards, and ongoing training.



Each participant in the Harvard Pilgrim HMO must select a primary care physician (PCP) when he or she enrolls. Your PCP serves as your guide to care in today's complex medical system and will coordinate and monitor your overall care.

### Primary care physician (PCP)

As a participant in the Harvard Pilgrim HMO, you will become a partner with your participating PCP in preventive medicine. Consult your PCP whenever you have questions about your health. Your PCP will provide your primary care and, when necessary, your PCP will refer you to other doctors or facilities for treatment. **To receive coverage for such services, you must have a prior written or electronic referral from your PCP for all non-emergency services and any necessary follow-up.** Your copayment will be \$15 for each PCP office visit.

The referral is important for the Harvard Pilgrim HMO because:

- It is how your PCP arranges for you to receive necessary, appropriate care and follow-up treatment; and
- It guarantees that you will not have to pay the bill, except any applicable copayment.

Even when your PCP refers you to a specialist or hospital, it is important that he or she keeps track of and coordinates your progress in all stages of your care.

It is important that you choose a PCP from the list of primary care physicians in the directory of network providers. A directory of the network providers who participate in the Harvard Pilgrim HMO is available at 1-888-333-4742 or online at [www.harvardpilgrim.org](http://www.harvardpilgrim.org). If you do not choose a PCP, one will be selected for you.

### Specialists

Your PCP may refer you to a specialist or facility for treatment or for covered preventive care services, when medically necessary. Except for those benefits described as emergency care, you must have a prior written or electronic referral from your PCP in order to receive coverage for any services the specialist or facility provides.

When your PCP refers you to a participating specialist or facility for covered services, your copayment will be \$25 for each specialist visit.

To avoid costly and unnecessary bills, follow these steps:

- Always **consult your PCP first** when you need medical care. If he or she deems it medically necessary, you will get a written or electronic referral to a participating specialist or facility. Referrals are valid for as long as you remain an eligible participant in the Harvard Pilgrim HMO;
- Certain services require **both** a referral from your PCP **and** prior authorization from the Harvard Pilgrim HMO;
- **Review the referral** with your PCP. Understand what specialist services are being recommended and why;
- Present the referral to the provider. The member's PCP is responsible for coordinating members medical and health care needs. In this capacity, the PCP is responsible for directing the member to a specialist for medically necessary care, except for direct access benefits, such as OB/GYN, mental health services and Chiropractic Care (if included purchased by the group). **Without the referral, you are responsible for payment for these services;**

- If it is not an emergency and you go to another doctor or facility without your PCP's prior written or electronic referral, you must pay the bill yourself; and
- Your PCP may refer you to a nonparticipating provider for covered services that are not available within the network. Services from nonparticipating providers require prior approval by the Harvard Pilgrim HMO in addition to a special nonparticipating referral from your PCP. When properly authorized, these services are covered after the applicable copayment.

You cannot request referrals **after** you visit a specialist or hospital. Therefore, to receive maximum coverage, you need to contact your PCP and get authorization from the Harvard Pilgrim HMO (when applicable) **before** seeking specialty or hospital care.

Some PCPs are affiliated with integrated delivery systems or other provider groups (such as Independent Practice Associations and Physician-Hospital Associations). If your PCP participates in such an arrangement, you will usually be referred to specialists and hospitals within that system or group. However, if your medical needs extend beyond the scope of the affiliated providers, you may ask to have services provided by nonaffiliated physicians or facilities. Services provided by nonaffiliated providers may require prior authorization from Harvard Pilgrim HMO and/or the integrated delivery system or other provider group. Check with your PCP or call the Member Services number that appears on your ID card to find out if prior authorization is necessary.

**Allergist:** When you see a network allergist, you will be expected to make the specialist copayment on your first visit.

**OB/GYN:** You or your dependent can go to a network OB/GYN for a well-woman exam without a referral from a PCP. Any procedures, tests, or lab work done as part of the well-woman visit are covered at 100% of covered services after the applicable copayment. If services are for other than a well-woman exam, the specialist copayment will apply. If services are received from your PCP, the PCP copayment will apply.

## Routine Care

The Harvard Pilgrim HMO Plan offers preventive care services and health screenings to help detect health problems. The following services are covered at 100% after a \$15 copayment for each doctor's office visit. Care must be provided or referred by your PCP, except where noted below.

- **Routine physical exam:** well-child care (from birth, including immunizations and booster doses) and adult care, performed by the patient's PCP at a frequency based on American Medical Association guidelines or as directed by the PCP. For frequency guidelines, call Harvard Pilgrim.
- **Routine health screenings:**
  - Pap smear performed by a network provider annually. A referral from your PCP is not required. Any follow-up or related care also may be provided directly by your network gynecologist;
  - Mammogram performed by network provider, at a frequency based on age:
    - Ages 35–39: baseline mammogram; or
    - Age 40 and older: annual mammogram;
  - Sigmoidoscopy annually for persons aged 50 and older;
  - Colonoscopy, covered annually for persons aged 50 and older;
  - Prostatic-specific antigen (PSA) screening annually with a digital rectal exam in men aged 50 and older;

- **Routine eye exam:** one exam every calendar year, performed by a network ophthalmologist or optometrist. A referral from your PCP is not required;
- **Routine hearing screenings:** covered as part of a routine physical performed by your PCP.

## Hospital

Inpatient hospital care, which is coordinated through your PCP is covered at 100% after \$500 copayment per admission for covered services. Outpatient surgery coordinated through a network provider is covered at a \$200 copayment per visit then 100% for covered services. Outpatient services not involving surgery are covered at 100% for covered services when coordinated through a network provider.

If you use a network provider or lab but are not referred by your PCP or by a network physician, you will be required to pay the bill based on the negotiated rate contracted with the Claim Administrator.

## Maternity

The Harvard Pilgrim HMO Plan covers physician and hospital care for mother and baby, including prenatal care, delivery, and postpartum care. You and your newly born child are covered for a minimum of 48 hours of inpatient care following a vaginal delivery (96 hours following a cesarean section). If your physician determines that you and your child may be safely discharged after a shorter stay, you will be covered for one home health care visit within 24 hours of your discharge. A copayment does not apply to the home health care visit. See **Hospital services** for more information about hospital stays in connection with childbirth.

If you are pregnant at the time you join the Harvard Pilgrim HMO, you receive coverage for authorized care from participating providers **on and after your effective date**. There is no waiting period. Coverage for services incurred prior to your effective date with the Harvard Pilgrim HMO is your responsibility or that of your previous plan.

## Emergency care

The emergency room copayment is \$75 per visit. If you are admitted to the hospital, the copayment is waived. Non-emergency services provided in an emergency room are not covered.

See the **Glossary** for the definition and examples of emergency care as defined and determined by the Plan.

If you have a true medical emergency, you should:

- Go to the nearest emergency facility;
- If you are admitted, you must contact your PCP within 48 hours. If you are unable to do this, have a family member contact your PCP; and
- When emergency care has ended, you must get a referral from your PCP before receiving any additional services or notify Harvard Pilgrim HMO prior to receiving any services that require precertification.

## Urgent care

Urgent care centers consist of a network of physicians that may be used when immediate care is needed and a PCP is not available. The centers usually 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, the flu) but does not need the services of a hospital emergency room (for example, for chest pains, poisonings, seizures).

Urgent care centers are listed in the provider directory that can be accessed on Harvard Pilgrim's Web site. You do not need a referral or any prior authorization to use an urgent care center.

**Charges not covered**

A network provider contracts with the Claim Administrator or the Harvard Pilgrim HMO to participate in the network. Under the terms of this contract a network provider may not charge you or the Claim Administrator for certain expenses. A network provider cannot charge you or the Claim Administrator for the balance of the charges above the contracted negotiated rate.

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

For information about how to file a claim or appeal a denied claim, see **Claims and appeals for Harvard Pilgrim HMO medical plans**.

**Care outside your area**

Plan participants who are traveling outside the service area are covered for emergency care and treatment of urgent medical conditions. Urgent care may be obtained from a private practice physician, a walk-in clinic, an urgent care center, or an emergency facility. An urgent medical condition that occurs outside the Harvard Pilgrim HMO service area can be treated in any of the above settings. You should call your PCP as soon as possible after receiving treatment. Student dependents, verified by Citi, are covered for care that could have been foreseen before the student left the enrollment area. Coverage is provided for non-elective inpatient services and non-routine outpatient care. There is also coverage for outpatient mental health services and prescriptions (if a covered benefit). Covered services must be medically necessary and related to a specific complaint. Please call Harvard Pilgrim's Member Services department (1-888-333-4742), with any coverage questions.

If, after reviewing information submitted to the Harvard Pilgrim HMO by the provider(s) who supplied your care, the nature of the urgent or emergency problem does not clearly qualify for coverage, it may be necessary to provide additional information. The HMO will send you an emergency room notification report or a Member Services representative can take this information over the telephone.

***Prescription drugs***

The Harvard Pilgrim HMO pays, subject to any limitations specified below, the actual expense incurred for outpatient prescription drugs that are in excess of the prescription drug copayment, when you use a network pharmacy. The HMO covers charges for prescription drugs, in excess of the copayment, which are:

- Necessary for the care and treatment of an illness;
- Prescribed in writing by a physician;
- Reasonable and customary; and
- Not listed under Drugs not covered in this section.

Your copayments for prescription drugs are as follows:

Generic drug	\$10 copayment
Preferred drug (formulary brand-name drug)	\$20 copayment
Non-preferred drug (non-formulary brand-name drug)	\$40 copayment

Each prescription is limited to a maximum 30-day supply. Prescriptions must be filled at a participating pharmacy. Generic drugs may be substituted for brand-name drugs unless the prescribing physician has indicated otherwise.

Coverage is based upon the Harvard Pilgrim HMO medication formulary. The medication formulary includes both brand-name and generic drugs and is designed to meet outpatient prescription drug needs. You can reduce your copayment by using a generic drug or a brand-name drug that appears on the medication formulary. Your copayment will be highest if your physician prescribes a brand-name drug that does not appear on the medication formulary.

Contact Harvard Pilgrim for a copy of this formulary listing or go to <http://www.harvardpilgrim.org> and under the members link, select the Pharmacy Program.

### Maintenance drugs

Participants in the Harvard Pilgrim HMO who must take maintenance medication — for example, for diabetes or asthma — may be able to obtain a 90-day supply of their maintenance drug through mail order. If it is included on the list, you will need to ask your physician to give you two prescriptions — the first for a 30-day supply, and the second for your ongoing 90-day maintenance supply. Both the initial supply and the ongoing supply must be obtained from a participating pharmacy. Please note all 90-day medication supplies must be obtained from Harvard Pilgrim's mail order pharmacy, BioScrip.

When you obtain more than a one-month supply of a prescription drug, a separate copayment applies to each month's supply, unless you use a mail order pharmacy and obtain a three-month supply.

### Mail-order drugs

Harvard Pilgrim HMO covers prescription drugs prescribed by your physician and dispensed by **BioScrip** mail-order pharmacy. The drug must be prescribed for at least 30 days, and for no more than 90 days. A single copayment applies to each 90-day supply of medicine dispensed, regardless of quantity.

Your copayments for mail-order drugs are as follows:

Generic drug	\$20 copayment
Preferred drug (formulary brand-name drug)	\$40 copayment
Non-preferred drug (nonformulary brand-name drug)	\$120 copayment

## Covered drugs

The Harvard Pilgrim HMO covers the following:

- Legend drugs, other than those excluded;
- Compounded medication of which at least one ingredient is a legend drug;
- Any other drug under applicable state law which may be dispensed only upon the written prescription of a physician;
- Insulin;
- Prescription Drug Products for smoking cessation (effective 1/1/2008)
- Diabetic supplies, as follows:
  - Needles and syringes;
  - Alcohol swabs;
  - Blood glucose testing strips (except electronic devices);
  - Urine testing strips/tabs;
  - Lancets (excluding administration devices);
- Contraceptive and contraceptive devices, as follows:
  - Oral contraceptives;
  - One diaphragm per 365-day period;
  - Up to five vials of Depo-Provera in a 365-consecutive-day period; and
  - Norplant and IUDs are covered when obtained from your PCP or a participating OB/GYN. The office visit copayment will apply when the device is inserted and removed.

## Drugs not covered

Harvard Pilgrim HMO does not cover the following services and supplies:

- Outpatient Prescription Drug Products obtained from a non-Network Pharmacy. Coverage for Prescription Drug Products for the amount dispensed (days supply or quantity limit) which exceeds the supply limit.
- Prescription Drug Products dispensed outside the United States, except as required for Emergency treatment.
- Drugs which are prescribed, dispensed or intended for use while you are an inpatient in a Hospital, Skilled Nursing Facility, or Alternate Facility. Experimental, Investigational or Unproven Services and medications; medications used for experimental indications and/or dosage regimens determined by us to be experimental, investigational or unproven.
- Prescription Drug Products furnished by the local, state or federal government. Any Prescription Drug Product to the extent payment or benefits are provided or available from the local, state or federal government (for example, Medicare) whether or not payment or benefits are received, except as otherwise provided by law.
- Prescription Drug Products for any condition, Injury, Sickness or mental illness arising out of, or in the course of, employment for which benefits are available under any workers' compensation law or other similar laws, whether or not a claim for such benefits is made or payment or benefits are received.

- Any product dispensed for the purpose of appetite suppression and other weight loss products.
- A specialty medication Prescription Drug Product (such as immunizations and allergy serum) which, due to its characteristics as determined by us, must typically be administered or supervised by a qualified provider or licensed/certified health professional in an outpatient setting. This exclusion does not apply to Depo Provera and other injectable drugs used for contraception.
- Durable Medical Equipment. Prescribed and non-prescribed outpatient supplies, other than the diabetic supplies and inhaler spacers specifically stated as covered.
- General vitamins, except the following which require a Prescription Order or Refill: prenatal vitamins, vitamins with fluoride, and single entity vitamins.
- Medications used for cosmetic purposes.
- Prescription Drug Products, including New Prescription Drug Products or new dosage forms, that are determined to not be a Covered Health Service. Prescription Drug Products as a replacement for a previously dispensed Prescription Drug Product that was lost, stolen, broken or destroyed. Prescription Drug Products when prescribed to treat infertility.
- Drugs available over-the-counter that do not require a Prescription Order or Refill by federal or state law before being dispensed. Any Prescription Drug Product that is therapeutically equivalent to an over-the-counter drug. Prescription Drug Products that are comprised of components that are available in over-the-counter form or equivalent.
- Compounded drugs that do not contain at least one ingredient that requires a Prescription Order or Refill. Compounded drugs that contain at least one ingredient that requires a Prescription Order or Refill are assigned to Tier 3.
- New Prescription Drug Products and/or new dosage forms until the date they are reviewed by our Prescription Drug List Management Committee\*.
- Growth hormone therapy for children with familial short stature (short stature based upon heredity and not caused by a diagnosed medical condition).

\*New branded pharmaceuticals that come to the market are assigned a Tier 3 status. The drug may be considered for review by the Harvard Pilgrim Pharmacy & Therapeutics Committee approximately six months from launch date. Exceptions to waiting six months and granting an earlier review are considered if the product offers significant clinical advantages to agents already available in Tier 2 or 3.

Generic products will be covered at the Tier 1 copayment as soon as they become available, where the branded agent equivalent will be assigned a Tier 3 status, if not already.

### ***Mental health/chemical dependency***

Members access mental health and chemical dependency treatment by contacting Harvard Pilgrim's Behavioral Health Access Center. (The Access Center is open 24 hours a day, seven days a week; it's toll-free number is printed on the back of the member's ID card.) A referral from the PCP is not required.

### **Mental health treatment**

There is no limit per calendar year for inpatient mental health treatment. The Harvard Pilgrim HMO covers medical, nursing, counseling, and therapeutic services in an inpatient, non-hospital residential facility, appropriately licensed by the Department of Health or its equivalent. There is a \$500 copayment per admission.

The Harvard Pilgrim HMO covers short-term evaluation and crisis intervention mental health services provided on an **outpatient** basis. Each member is covered for up to 20 visits or \$500 in benefits per year (which ever is greater); visits 1-8 are subject to a \$15 copayment and each subsequent visit is subject to a \$25 copayment.

With prior approval from the **HMO** or it's Behavioral Health vendor, one day of inpatient treatment may be substituted for two days of partial hospitalization.

### Chemical dependency treatment

You may use the mental health benefits described above to cover the following services for treatment of chemical dependency:

- Medical, nursing, counseling, and therapeutic rehabilitation services for treatment of alcohol or drug abuse or dependency in an inpatient, non-hospital residential facility, appropriately licensed by the Department of Health with prior approval from the HMO or it's Behavioral Health vendor. Benefits are payable at 100% for covered services after a \$500 copayment per admission. There is no limit per calendar year for inpatient chemical dependency treatment; and
- Outpatient visits to a participating behavioral health provider for diagnostic, medical, or therapeutic rehabilitation services for chemical dependency. There is a \$15 per-visit copayment for outpatient treatment, and there is no limit of visits.

Outpatient treatment for chemical dependency or abuse must be provided in accordance with an individualized treatment plan.

## United Healthcare of the River Valley (formerly John Deere, a United Healthcare Company)

Type of service	
Annual deductible	• None
Maximums	
• Annual maximum out-of-pocket per employee	• \$1,000
• Annual maximum out-of-pocket per family	• \$2,500
• Individual lifetime maximum benefits	• Unlimited
Office care	
• PCP visit copayment	• \$15 copayment per visit
• Specialist visit copayment	• \$25 copayment per visit
• Outpatient surgery in physician's office	• \$15 (PCP) or \$25 (specialist) copayment per visit



### Allergy treatment

- |                      |   |
|----------------------|---|
| • Allergy testing    | • \$15 (PCP) or \$25 (specialist) copayment per visit |
| • Allergy injections | • Copayment included with office visits               |
| • Allergy serum      | • 100%  |

### Preventive care

- |  |  |
|--|--|
| • Well-child care and immunizations (including both travel and non-travel related immunizations) | • \$15 copayment per visit (specialist copay may apply; subject to frequency limits) |
| • Routine physical exam  | • \$15 copayment per visit (specialist copay may apply; subject to frequency limits) |
| • Adult immunizations (including both travel and non-travel related immunizations)               | • \$15 (PCP) copayment per visit, covered immunizations 100%                         |
| • Routine GYN exam/well-woman care   | • \$15 copayment per visit (specialist copay may apply; subject to frequency limits) |
| • Routine eye exam/  | • \$15 (PCP) copayment per visit (limited to one eye exam every 24 months)           |

### Lab and x-ray

- |                                 |                   |
|---------------------------------|-------------------|
| • Hospital inpatient            | • Covered at 100% |
| • Hospital outpatient           | • Covered at 100% |
| • X-ray/lab outpatient facility | • Covered at 100% |

### Hospital care and services

- |   |                                 |
|---|---------------------------------|
| • Inpatient surgery                         | • \$500 copayment per admission |
| • Outpatient surgery                        | • \$200 copayment per admission |
| • Outpatient services not involving surgery | • 100%                          |

### Emergency care

- |                           |   |
|---------------------------|---|
| • Hospital emergency room | • \$65 copayment per visit (\$50 payable to facility and \$15 payable to physician; waived if admitted) |
| • Ambulance               | • 100%  |
| • Urgent care facility    | • \$15 copayment per visit (specialist copay may apply)   |

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**Maternity care**


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- |                               |                                     |
|-------------------------------|-------------------------------------|
| • Inpatient hospital delivery | • \$500 copayment per admission     |
| • Office visits (prenatal)    | • \$15 copayment (first visit only) |
| • Office visits (postnatal)   | • 100%                              |
- 

**Other medical services**


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- |   |  |
|---|--|
| • Outpatient therapy (includes speech therapy, physical therapy, and occupational therapy to improve patient's condition) | • \$25 copayment per visit (subject to 60 treatment days per calendar year)                                    |
| • Chiropractic care   | • \$25 copayment per visit (unlimited visits; preauthorization required; must use contracted provider network) |
| • Skilled nursing facility  | • 100%, up to 120-day annual maximum   |
| • Home health care  | • 100%, unlimited visits   |
- 

- |  |        |
|--|--------|
| • Hospice care – requires pre-approval           | • 100% |
| • Durable medical equipment (/prosthetic devices | • 100% |
| • Disposable medical supplies                    | • 100% |
- 

**Infertility treatment**


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- |  |                            |
|--|----------------------------|
| • Diagnosis and treatment of underlying condition  | • \$25 copayment per visit |
| • In vitro fertilization, artificial insemination, and other procedures or treatment to facilitate a pregnancy | • Not covered              |
- 

**Prescription drugs**


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- |                                |
|--------------------------------|
| • Retail (up to 30-day supply) |
|--------------------------------|
-

<b>Deductible</b>	
• Individual	• None
• Maximum per family	• N/A
• Generic	• \$10 copayment
• Preferred brand (brand-name formulary)	• \$20 copayment
• Non-preferred brand	• \$40 copayment
Mail-order (up to 90-day supply)	
• Generic	• \$20 copayment
• Preferred brand (brand-name formulary)	• \$40 copayment
• Non-preferred brand	• \$80 copayment
<b>Mental health and chemical dependency</b>	
• Inpatient	• \$250 copayment per admission, 30-day annual maximum*
• Outpatient	• \$25 copayment, 30-visit annual maximum*

\* Combined limits for mental health and chemical dependency benefits

### **How UnitedHealthcare of the River Valley works**

Plan participants have access to a network of participating primary care physicians, specialists, and hospitals that meet UnitedHealthcare of the River Valley's strict requirements for quality and service. These providers are independent physicians and facilities that are closely monitored for quality of care, patient satisfaction, cost-effectiveness of treatment, office standards, and ongoing training.

Each participant in UnitedHealthcare of the River Valley may select a primary care physician (PCP) when he or she enrolls. Your PCP serves as your guide to care in today's complex medical system and can coordinate and monitor your overall care.

#### **Primary care physician (PCP)**

As a participant in UnitedHealthcare of the River Valley, you will become a partner with your participating PCP in preventive medicine. Consult your PCP whenever you have questions about your health. Your copayment will be \$15 for each PCP office visit.

A directory of the network providers who participate in UnitedHealthcare of the River Valley is available at 1-800-224-6602 or online at [www.uhcrivervalley.com](http://www.uhcrivervalley.com).

#### **Specialists**

Your PCP may refer you to a specialist or facility for treatment or for covered preventive care services, when medically necessary.

When you see a participating specialist or facility for covered services, your copayment will be \$25 for each specialist visit.

You may use the UnitedHealthcare Choice Plus network when requiring services outside of the UnitedHealthcare of the River Valley service area. These providers can be found at [myuhc.com](http://myuhc.com) – Choice Plus. If you are referred to a nonparticipating provider for covered services that are not available within the network providers must submit a prior approval referral form. When properly authorized, these services are covered after the applicable copayment.

You cannot request referrals **after** you visit a specialist or hospital. Therefore, to receive maximum coverage, you need to contact your PCP and get authorization from UnitedHealthcare of the River Valley (when applicable) **before** seeking specialty or hospital care.

**Allergist:** When you see a network allergist, you will be expected to make the specialist copayment on your first visit. Routine injections without a doctor's office visit are covered at 100%. If services are for other than an allergy injection, the specialist copayment will apply.

**OB/GYN:** You or your dependent can go to a network OB/GYN for a well-woman exam without a referral from a PCP. Any procedures, tests, or lab work done as part of the well-woman visit are covered at 100% of covered services after the applicable copayment. The specialist copayment will apply. If services are received from your PCP, the PCP copayment will apply.

### Routine Care

The UnitedHealthcare of the River Valley plan offers preventive care services and health screenings to help detect health problems. The following are covered at 100% after a \$15 or \$25 copayment for each doctor's office visit.

- Routine physical exam: well-child care (from birth, including immunizations and booster doses) and adult care, performed by the patient's PCP at a frequency based on American Medical Association guidelines or as directed by the PCP. For frequency guidelines, call UnitedHealthcare of the River Valley;
- Routine health screenings:
  - Pap smear performed by a network provider annually. A referral from your PCP is not required. Any follow-up or related care also may be provided directly by your network gynecologist;
  - Mammogram performed by network provider, at a frequency based on age:
    - Ages 35–39: baseline mammogram; or
    - Age 40 and older: annual mammogram;
  - Sigmoidoscopy annually for persons aged 50 and older;
  - Colonoscopy (covered as part of a routine physical);
  - Prostatic-specific antigen (PSA) screening annually with a digital rectal exam in men aged 50 and older;
- Routine eye exam: one exam every 12 months, performed by a network ophthalmologist or optometrist. A referral from your PCP is not required;

### Hospital

Inpatient hospital care, which is coordinated through your PCP is covered at 100% after \$500 copayment per admission for covered services. Outpatient surgery coordinated through a network provider is covered at a \$200 copayment per visit then 100% for covered services. Outpatient services not involving surgery are covered at 100% for covered services when coordinated through a network provider.

## Maternity

The UnitedHealthcare of the River Valley plan covers physician and hospital care for mother and baby, including prenatal care, delivery, and postpartum care. You and your newly born child are covered for a minimum of 48 hours of inpatient care following a vaginal delivery (96 hours following a cesarean section). If your physician determines that you and your child may be safely discharged after a shorter stay, you will be covered for one home health care visit within 24 hours of your discharge. A copayment does not apply to the home health care visit. See **Hospital services** for more information about hospital stays in connection with childbirth.

You do not need a referral from your PCP for visits to your participating obstetrician. Your participating obstetrician is responsible for obtaining precertification for all obstetrical care after your first visit. He or she must request approval (precertification) for any tests performed outside of his or her office and for visits to other specialists

If you are pregnant at the time you join UnitedHealthcare of the River Valley, you receive coverage for authorized care from participating providers **on and after your effective date**. There is no waiting period. Coverage for services incurred prior to your effective date with UnitedHealthcare of the River Valley is your responsibility or that of your previous plan.

## Emergency care

The emergency room copayment is \$50 per visit to the facility; \$15 per visit to the physician. If you are admitted to the hospital, the copayment is waived. Non-emergency services provided in an emergency room are not covered.

See the **Glossary** for the definition and examples of emergency care as defined and determined by the Plan.

If you have a true medical emergency, you should:

- Go to the nearest emergency facility;
- If you are admitted, you must contact your PCP within 48 hours. If you are unable to do this, have a family member contact your PCP; and
- When emergency care has ended, you must get a referral from your PCP before receiving any additional services or notify UnitedHealthcare of the River Valley prior to receiving any services that require precertification.

## Urgent care

Urgent care centers consist of a network of physicians that may be used when immediate care is needed and a PCP is not available. The centers usually 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, the flu) but does not need the services of a hospital emergency room (for example, for chest pains, poisonings, seizures).

Urgent care centers are listed in the provider directory that can be accessed on United Healthcare of the River Valley's Web site. You do not need a referral or any prior authorization to use an urgent care center.

## Charges not covered

A network provider contracts with the Claim Administrator or UnitedHealthcare of the River Valley to participate in the network. Under the terms of this contract a network provider may not charge you or the Claim Administrator for certain expenses. A network provider cannot charge you or the Claim Administrator for the balance of the charges above the contracted negotiated rate.

You may agree with the network provider to pay any charges for services or supplies not covered under UnitedHealthcare of the River Valley or not approved by the HMO. In that case, the network provider may bill charges to you. However, these charges are not covered expenses under UnitedHealthcare of the River Valley and are not payable by the Claim Administrator.

For information about how to file a claim or appeal a denied claim, see **Claims and appeals for UnitedHealthcare of the River Valley (formerly John Deere Health) HMO medical plans.**

### **Care outside your area**

Plan participants who are traveling outside the service area, or students who are away at school may use the UnitedHealthcare Choice Plus provider network. These providers can be found at myuhc.com and looking for the Choice Plus network. An urgent medical condition that occurs outside the UnitedHealthcare of the River Valley service area can be treated in any of the above settings. You should call your PCP as soon as possible after receiving treatment.

If, after reviewing information submitted to UnitedHealthcare of the River Valley by the provider(s) who supplied your care, the nature of the urgent or emergency problem does not clearly qualify for coverage, it may be necessary to provide additional information. The HMO will send you an emergency room notification report or a Member Services representative can take this information over the telephone.

### **Prescription drugs**

UnitedHealthcare of the River Valley pays, subject to any limitations specified below, the actual expense incurred for outpatient prescription drugs that are in excess of the prescription drug copayment, when you use a network pharmacy. The HMO covers charges for prescription drugs, in excess of the copayment, which are:

- Necessary for the care and treatment of an illness;
- Prescribed in writing by a physician;
- Reasonable and customary; and
- Not listed under Drugs not covered in this section.

Your copayments for prescription drugs are as follows:

Generic drug	\$10 copayment
Preferred drug (formulary brand-name drug)	\$20 copayment
Non-preferred drug (non-formulary brand-name drug)	\$40 copayment

Each prescription is limited to a maximum 30-day supply, with refills as authorized by a physician, but not to exceed one year from the date originally prescribed. Prescriptions must be filled at a participating pharmacy. Generic drugs may be substituted for brand-name drugs.

Coverage is based upon the UnitedHealthcare of the River Valley medication formulary. The medication formulary includes both brand-name and generic drugs and is designed to meet outpatient prescription drug needs. You can reduce your copayment by using a generic drug or a brand-name drug that appears on the medication formulary. Your copayment will be highest if your physician prescribes a brand-name drug that does not appear on the medication formulary.

Contact UnitedHealthcare of the River Valley for a copy of this formulary listing.

### Maintenance drugs

Participants in UnitedHealthcare of the River Valley who must take maintenance medication — for example, for diabetes or asthma — may be able to obtain a 90-day supply of their maintenance drug through mail order or at a participating pharmacy. Ask the pharmacist at your participating pharmacy whether your maintenance drug is on the list of drugs approved by the HMO for a 90-day supply. If it is included on the list, you will need to ask your physician to give you two prescriptions — the first for a 30-day supply, and the second for your ongoing 90-day maintenance supply. Both the initial supply and the ongoing supply must be obtained from a participating pharmacy.

When you obtain more than a one-month supply of a prescription drug, a separate copayment applies to each month's supply.

### Mail-order drugs

UnitedHealthcare of the River Valley covers prescription drugs prescribed by your physician and dispensed by UnitedHealthcare of the River Valley's mail-order pharmacy. The drug must be prescribed for at least 30 days, and for no more than 90 days. A single copayment applies to each 90-day supply of medicine dispensed, regardless of quantity.

Your copayments for mail-order drugs are as follows:

Generic drug	\$20 copayment
Preferred drug (formulary brand-name drug)	\$40 copayment
Non-preferred drug (nonformulary brand-name drug)	\$80 copayment

### Covered drugs

UnitedHealthcare of the River Valley covers the following:

- Legend drugs, other than those excluded;
- Compounded medication of which at least one ingredient is a legend drug;
- Any other drug under applicable state law which may be dispensed only upon the written prescription of a physician;
- Insulin;
- Prescription Drug Products for smoking cessation (effective 1/1/2008)
- Diabetic supplies, as follows:
  - Needles and syringes;
  - Alcohol swabs;
  - Blood glucose testing strips (except electronic devices);
  - Urine testing strips/tabs;
  - Lancets (excluding administration devices);

- Contraceptive and contraceptive devices, as follows:
  - Oral contraceptives;
  - One diaphragm per 365-day period;
  - Up to five vials of Depo-Provera in a 365-consecutive-day period; and
  - Norplant and IUDs are covered when obtained from your PCP or a participating OB/GYN. The office visit copayment will apply when the device is inserted and removed.

### Drugs not covered

UnitedHealthcare of the River Valley does not cover the following services and supplies:

- Any drug that does not, by federal or state law, require a prescription order, even when a prescription is written;
- Prescriptions purchased prior to the effective date of the plan;
- Any prescription refilled in excess of the number specified by the physician, or any refill dispensed after one year from the physician's original order;
- Drugs labeled "caution — limited by federal law to investigational use" and experimental drugs;
- Drugs prescribed for uses other than the uses approved by the Food and Drug Administration (FDA) under the Food, Drug, and Cosmetic Law and regulations;
- Any prescription for which there is no charge to you;
- Cosmetics and any drugs used for cosmetic purpose or to promote hair growth;
- Any medication that is consumed or administered at the place where it is dispensed;
- Medical and non-medical supplies, devices, and equipment, and non-medical supplies and substances, regardless of their intended use;
- Insulin pumps or tubing for insulin pumps;
- Multivitamins and nutritional supplements, except when they are the only means of nutrition;
- Drugs used for the purpose of weight reduction;
- Drugs prescribed to aid or enhance sexual performance; and
- Drugs used in the treatment of infertility.

### ***Mental health/chemical dependency***

Each PCP works with a designated group of participating behavioral health providers. UnitedHealthcare of the River Valley works with United Behavioral Health. They can be reached at 800-867-6758.

### **Mental health treatment**

Up to 30 days of **inpatient** treatment are covered per calendar year (combined with inpatient chemical dependency services). UnitedHealthcare of the River Valley covers medical, nursing, counseling, and therapeutic services in an inpatient, non-hospital residential facility, appropriately licensed by the Department of Health or its equivalent. There is a \$ 250 copayment per admission.





The UnitedHealthcare of the River Valley plan covers short-term evaluation and crisis intervention mental health services provided on an **outpatient** basis. Each member is covered for up to 30 outpatient visits per calendar year (combined with outpatient chemical dependency). Each visit is subject to a copayment of \$15.

When approved by the UBH, one day of inpatient treatment may be substituted for two days of partial hospitalization.

### Chemical dependency treatment

You may use the mental health benefits described above to cover the following services for treatment of chemical dependency:

- Medical, nursing, counseling, and therapeutic rehabilitation services for treatment of alcohol or drug abuse or dependency in an inpatient, non-hospital residential facility, appropriately licensed by the Department of Health, upon referral by your participating provider. Benefits are payable at 100% for covered services after a \$ 250 copayment per admission. A combined maximum of 30 days per calendar year applies to inpatient treatment of mental health and chemical dependency; and
- Outpatient visits to a participating behavioral health provider for diagnostic, medical, or therapeutic rehabilitation services for chemical dependency. There is a \$15 per-visit copayment for outpatient treatment, and a combined calendar year maximum of 52 visits applies to all outpatient visits for mental health and chemical dependency treatment.

Outpatient treatment for chemical dependency or abuse must be provided in accordance with an individualized treatment plan.

## Optimum Choice, Inc. HMO

Type of service	
Annual deductible	• None
Maximums	
• Annual maximum copayment per employee	• None
• Annual maximum copayment per family	• None
• Individual lifetime maximum benefits	• Unlimited
Office care	
• PCP visit copayment	• \$15 copayment per visit
• Specialist visit copayment	• \$25 copayment per visit
• Outpatient surgery in physician's office	• \$15 (PCP) or \$25 (specialist) copayment per visit

### Allergy treatment

- |                      |   |
|----------------------|---|
| • Allergy testing    | • \$15 (PCP) or \$25 (specialist) copayment per visit |
| • Allergy injections | • Copayment included with office visits               |
| • Allergy serum      | • 100%  |

### Preventive care

- |  |  |
|--|--|
| • Well-child care and immunizations (including both travel and non-travel related immunizations) | • \$15 copayment per visit (subject to frequency limits)                                   |
| • Routine physical exam  | • \$15 copayment per visit (subject to frequency limits)                                   |
| • Adult immunizations (including both travel and non-travel related immunizations)               | • \$15 (PCP) copayment per visit   |
| • Routine GYN exam/well-woman care   | • \$25 copayment per visit (subject to frequency limits)                                   |
| • Routine eye exam/routine hearing screening   | • \$25 copayment per visit (limited to one eye exam and hearing screening every 24 months) |

### Lab and x-ray

- |                                 |                            |
|---------------------------------|----------------------------|
| • Hospital inpatient            | • \$25 copayment per visit |
| • Hospital outpatient           | • \$25 copayment per visit |
| • X-ray/lab outpatient facility | • \$25 copayment per visit |

### Hospital care and services

- |   |                                 |
|---|---------------------------------|
| • Inpatient surgery                         | • \$500 copayment per admission |
| • Outpatient surgery                        | • \$200 copayment per admission |
| • Outpatient services not involving surgery | • - \$25 copayment              |

### Emergency care

- |                           |                                       |
|---------------------------|---------------------------------------|
| • Hospital emergency room | • \$50 copayment (waived if admitted) |
| • Ambulance               | • 100%                                |
| • Urgent care facility    | • \$15 copayment per visit            |

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**Maternity care**


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- |                               |                                     |
|-------------------------------|-------------------------------------|
| • Inpatient hospital delivery | • \$500 copayment per admission     |
| • Office visits (prenatal)    | • \$25 copayment (first visit only) |
| • Office visits (postnatal)   | • 100%                              |
- 

**Other medical services**


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- |   |   |
|---|---|
| • Outpatient therapy (includes speech therapy, physical therapy, and occupational therapy to improve patient's condition) | • \$25 copayment per visit (subject to 60 visit annual maximum)                     |
| • Chiropractic care   | • Covered at 50%. Maximum benefit \$500 per member, per year                        |
| • Skilled nursing facility  | • 100%, up to 120 day annual maximum  |
| • Home health care  | • 100%, 360 days for skilled care service per policy year.                          |
| • Hospice care  | • 100% Benefits are limited to 60 visits for skilled care services per Policy year. |
| • Durable medical equipment (/prosthetics and appliances)   | • 100%  |
| • Disposable medical supplies   | • Not covered   |
- 

**Infertility treatment**


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- |   |                            |
|---|----------------------------|
| • Diagnosis and treatment of underlying condition   | • \$25 copayment per visit |
| • In vitro fertilization, In vitro Benefits are limited to three in vitro fertilization attempts per live birth, subject to a lifetime maximum benefit of \$100,000 | • 50% of Eligible Expenses |
| • Artificial insemination limited to 6 cycles per covered person during the time you are enrolled under the policy  | • 50% of Eligible Expenses |
-

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**Prescription drugs**

- Retail (up to 34-day supply)
  - Generic
  - \$10 copayment
- Preferred brand (brand-name formulary)
  - \$20 copayment
- Non-preferred brand
  - \$40 copayment

Mail-order (up to 90-day supply)

- Generic
  - \$20 copayment
- Preferred brand (brand-name formulary)
  - \$40 copayment
- Non-preferred brand
  - \$80 copayment

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**Mental health and chemical dependency**

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>• Inpatient</li> </ul>  | <ul style="list-style-type: none"> <li>• \$500 copayment per admission, unlimited days. Limit of 60 days for partial hospitalization.</li> </ul>  |
| <ul style="list-style-type: none"> <li>• Outpatient</li> </ul> | <ul style="list-style-type: none"> <li>• \$25 copayment, 30-visit annual maximum for Chemical Dependency. Mental Health services are subject to 25% coinsurance for the first 40 visits and 40% coinsurance for any visits thereafter.</li> </ul> |
- 

***How the Optimum Choice, Inc. HMO Plan works***

Plan participants have access to a network of participating primary care physicians, specialists, and hospitals that meet the Optimum Choice, Inc. HMO's strict requirements for quality and service. These

providers are independent physicians and facilities that are closely monitored for quality of care, patient satisfaction, cost-effectiveness of treatment, office standards, and ongoing training.

Each participant in the Optimum Choice, Inc. HMO must select a primary care physician (PCP) when he or she enrolls. Your PCP serves as your guide to care in today's complex medical system and will coordinate and monitor your overall care.

### Primary care physician (PCP)

As a participant in the Optimum Choice, Inc. HMO, you will become a partner with your participating PCP in preventive medicine. Consult your PCP whenever you have questions about your health. Your PCP will provide your primary care and, when necessary, your PCP will refer you to other doctors or facilities for treatment. **To receive coverage for such services, you must have a prior written or electronic referral from your PCP for all non-emergency services and any necessary follow-up.** Your copayment will be \$15 for each PCP office visit.

The referral is important for the Optimum Choice, Inc. HMO because:

- It is how your PCP arranges for you to receive necessary, appropriate care and follow-up treatment; and
- It guarantees that you will not have to pay the bill, except any applicable copayment.

Even when your PCP refers you to a specialist or hospital, it is important that he or she keeps track of and coordinates your progress in all stages of your care.

It is important that you choose a PCP from the list of primary care physicians in the directory of network providers. A directory of the network providers who participate in the Optimum Choice, Inc HMO is available at 1-800-815-8958 or online at [www.Unitedhealthcare.com](http://www.Unitedhealthcare.com). Select "Optimum Choice" under product name. If you do not choose a PCP, one will be selected for you.

### Specialists

Your PCP may refer you to a specialist or facility for treatment or for covered preventive care services, when medically necessary. Except for those benefits described as emergency care, you must have a prior written or electronic referral from your PCP in order to receive coverage for any services the specialist or facility provides.

When your PCP refers you to a participating specialist or facility for covered services, your copayment will be \$25 for each specialist visit.

To avoid costly and unnecessary bills, follow these steps:

- Always **consult your PCP first** when you need medical care. If he or she deems it medically necessary, you will get a written or electronic referral to a participating specialist or facility. Referrals are valid for 90 days, as long as you remain an eligible participant in the Optimum Choice, Inc. HMO;
- Certain services require **both** a referral from your PCP **and** prior authorization from the Optimum Choice, Inc. HMO;
- **Review the referral** with your PCP. Understand what specialist services are being recommended and why;
- Present the referral to the provider. Except for direct access benefits, any additional treatments or tests that are covered benefits require another referral from your PCP. The referral is necessary to have these services approved for payment. **Without the referral, you are responsible for payment for these services;**

- If it is not an emergency and you go to another doctor or facility without your PCP's prior written or electronic referral, you must pay the bill yourself; and
- Your PCP may refer you to a nonparticipating provider for covered services that are not available within the network. Services from nonparticipating providers require prior approval by the Optimum Choice, Inc. HMO in addition to a special nonparticipating referral from your PCP. When properly authorized, these services are covered after the applicable copayment.

You cannot request referrals **after** you visit a specialist or hospital. Therefore, to receive maximum coverage, you need to contact your PCP and get authorization from the Optimum Choice, Inc. HMO (when applicable) **before** seeking specialty or hospital care.

Some PCPs are affiliated with integrated delivery systems or other provider groups (such as Independent Practice Associations and Physician-Hospital Associations). If your PCP participates in such an arrangement, you will usually be referred to specialists and hospitals within that system or group. However, if your medical needs extend beyond the scope of the affiliated providers, you may ask to have services provided by nonaffiliated physicians or facilities. Services provided by nonaffiliated providers may require prior authorization from Optimum Choice, Inc. HMO and/or the integrated delivery system or other provider group. Check with your PCP or call the Member Services number that appears on your ID card to find out if prior authorization is necessary.

**Allergist:** When you see a network allergist, you will be expected to make the specialist copayment on your first visit. Routine injections without a doctor's office visit are covered at 100%. If services are for other than an allergy injection, the specialist copayment will apply.

**OB/GYN:** You or your dependent can go to a network OB/GYN for a well-woman exam without a referral from a PCP. Any procedures, tests, or lab work done as part of the well-woman visit are covered at 100% of covered services after the applicable copayment. If services are for other than a well-woman exam, the specialist copayment will apply. If services are received from your PCP, the PCP copayment will apply.

## Routine Care

The Optimum Choice, Inc. HMO Plan offers preventive care services and health screenings to help detect health problems. The following are covered at 100% after a \$15 copayment for each doctor's office visit. Care must be provided or referred by your PCP, except where noted below.

- **Routine physical exam:** well-child care (from birth, including immunizations and booster doses) and adult care, performed by the patient's PCP at a frequency based on American Medical Association guidelines or as directed by the PCP. For frequency guidelines, call Optimum Choice, Inc.;
- **Routine health screenings:**
  - Pap smear performed by a network provider annually. A referral from your PCP is not required. Any follow-up or related care also may be provided directly by your network gynecologist;
  - Mammogram performed by network provider, at a frequency based on age:
    - Ages 35–39: baseline mammogram; or
    - Age 40 and older: annual mammogram;
  - Sigmoidoscopy annually for persons aged 50 and older;
  - Colonoscopy (covered as part of a routine physical);
  - Prostatic-specific antigen (PSA) screening annually with a digital rectal exam in men aged 50 and older;

- **Routine eye exam:** one exam every 24 months, performed by a network ophthalmologist or optometrist. A referral from your PCP is not required;
- **Routine hearing screenings:** covered as part of a routine physical performed by your PCP.

## Hospital

Inpatient hospital care, which is coordinated through your PCP is covered at 100% after \$500 copayment per admission for covered services. Outpatient surgery coordinated through a network provider is covered at a \$200 copayment per visit then 100% for covered services. Outpatient services not involving surgery are covered at 100% for covered services when coordinated through a network provider.

If you use a network provider or lab but are not referred by your PCP or by a network physician, you will be required to pay the bill based on the negotiated rate contracted with the Claim Administrator.

## Maternity

The Optimum Choice, Inc. HMO Plan covers physician and hospital care for mother and baby, including prenatal care, delivery, and postpartum care. You and your newly born child are covered for a minimum of 48 hours of inpatient care following a vaginal delivery (96 hours following a cesarean section). If your physician determines that you and your child may be safely discharged after a shorter stay, you will be covered for one home health care visit within 24 hours of your discharge. A copayment does not apply to the home health care visit. See **Hospital services** for more information about hospital stays in connection with childbirth.

You do not need a referral from your PCP for visits to your participating obstetrician. Your participating obstetrician is responsible for obtaining precertification for all obstetrical care after your first visit. He or she must request approval (precertification) for any tests performed outside of his or her office and for visits to other specialists

If you are pregnant at the time you join the Optimum Choice, Inc. HMO, you receive coverage for authorized care from participating providers **on and after your effective date**. There is no waiting period. Coverage for services incurred prior to your effective date with the Optimum Choice, Inc. HMO is your responsibility or that of your previous plan.

## Emergency care

The emergency room copayment is \$50 per visit. If you are admitted to the hospital, the copayment is waived. Non-emergency services provided in an emergency room are not covered.

See the **Glossary** for the definition and examples of emergency care as defined and determined by the Plan.

If you have a true medical emergency, you should:

- Go to the nearest emergency facility;
- If you are admitted, you must contact your PCP within 48 hours. If you are unable to do this, have a family member contact your PCP; and
- When emergency care has ended, you must get a referral from your PCP before receiving any additional services or notify Optimum Choice, Inc. HMO prior to receiving any services that require precertification.

## Urgent care

Urgent care centers consist of a network of physicians that may be used when immediate care is needed and a PCP is not available. The centers usually 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, the flu) but does not need the services of a hospital emergency room (for example, for chest pains, poisonings, seizures).

Urgent care centers are listed in the provider directory that can be accessed on Optimum Choice, Inc.'s Web site. You do not need a referral or any prior authorization to use an urgent care center.

## Charges not covered

A network provider contracts with the Claim Administrator or the Optimum Choice, Inc. HMO to participate in the network. Under the terms of this contract a network provider may not charge you or the Claim Administrator for certain expenses. A network provider cannot charge you or the Claim Administrator for the balance of the charges above the contracted negotiated rate.

You may agree with the network provider to pay any charges for services or supplies not covered under the Optimum Choice, Inc. HMO or not approved by the HMO. In that case, the network provider may bill charges to you. However, these charges are not covered expenses under the Optimum Choice, Inc. HMO and are not payable by the Claim Administrator.

For information about how to file a claim or appeal a denied claim, see **Claims and appeals for Optimum Choice, Inc. HMO medical plans.**

## Care outside your area

Plan participants who are traveling outside the service area, or students who are away at school, are covered for emergency care and treatment of urgent medical conditions. Urgent care may be obtained from a private practice physician, a walk-in clinic, an urgent care center, or an emergency facility. An urgent medical condition that occurs outside the Optimum Choice, Inc HMO service area can be treated in any of the above settings. You should call your PCP as soon as possible after receiving treatment.

If, after reviewing information submitted to the Optimum Choice, Inc. HMO by the provider(s) who supplied your care, the nature of the urgent or emergency problem does not clearly qualify for coverage, it may be necessary to provide additional information. The HMO will send you an emergency room notification report or a Member Services representative can take this information over the telephone.

## Prescription drugs

The Optimum Choice, Inc. HMO pays, subject to any limitations specified below, the actual expense incurred for outpatient prescription drugs that are in excess of the prescription drug copayment, when you use a network pharmacy. The HMO covers charges for prescription drugs, in excess of the copayment, which are:

- Necessary for the care and treatment of an illness;
- Prescribed in writing by a physician;
- Reasonable and customary; and
- Not listed under Drugs not covered in this section.





Your copayments for prescription drugs are as follows:

Generic drug	\$10 copayment
Preferred drug (formulary brand-name drug)	\$20 copayment
Non-preferred drug (non-formulary brand-name drug)	\$40 copayment

Each prescription is limited to a maximum 34-day supply, with up to five refills as authorized by a physician, but not to exceed one year from the date originally prescribed. Prescriptions must be filled at a participating pharmacy. Generic drugs may be substituted for brand-name drugs.

Coverage is based upon the Optimum Choice, Inc. HMO medication formulary. The medication formulary includes both brand-name and generic drugs and is designed to meet outpatient prescription drug needs. You can reduce your copayment by using a generic drug or a brand-name drug that appears on the medication formulary. Your copayment will be highest if your physician prescribes a brand-name drug that does not appear on the medication formulary.

Contact Optimum Choice, Inc. for a copy of this formulary listing.

### Maintenance drugs

Participants in the Optimum Choice, Inc. HMO who must take maintenance medication — for example, for diabetes or asthma — may be able to obtain a 90-day supply of their maintenance drug through mail order or at a participating pharmacy. Ask the pharmacist at your participating pharmacy whether your maintenance drug is on the list of drugs approved by the HMO for a 90-day supply. If it is included on the list, you will need to ask your physician to give you two prescriptions — the first for a 30-day supply, and the second for your ongoing 90-day maintenance supply. Both the initial supply and the ongoing supply must be obtained from a participating pharmacy.

When you obtain more than a one-month supply of a prescription drug, a separate copayment applies to each month's supply, unless you use a mail order pharmacy and obtain a three-month supply.

### Mail-order drugs

Optimum Choice, Inc. HMO covers prescription drugs prescribed by your physician and dispensed by Optimum Choice, Inc.'s mail-order pharmacy. The drug must be prescribed for at least 30 days, and for no more than 90 days. A single copayment applies to each 90-day supply of medicine dispensed, regardless of quantity.

Your copayments for mail-order drugs are as follows:

Generic drug	\$20 copayment
Preferred drug (formulary brand-name drug)	\$40 copayment
Non-preferred drug (nonformulary brand-name drug)	\$80 copayment

## Covered drugs

The Optimum Choice, Inc. HMO covers the following:

- Legend drugs, other than those excluded;
- Compounded medication of which at least one ingredient is a legend drug;
- Any other drug under applicable state law which may be dispensed only upon the written prescription of a physician;
- Insulin;
- Prescription Drug Products for smoking cessation (effective 1/1/2008)
- Diabetic supplies, as follows:
  - Needles and syringes;
  - Alcohol swabs;
  - Blood glucose testing strips (except electronic devices);
  - Urine testing strips/tabs;
  - Lancets (excluding administration devices);
- Contraceptive and contraceptive devices, as follows:
  - Oral contraceptives;
  - One diaphragm per 365-day period;
  - Up to five vials of Depo-Provera in a 365-consecutive-day period; and
  - Norplant and IUDs are covered when obtained from your PCP or a participating OB/GYN. The office visit copayment will apply when the device is inserted and removed.

## Drugs not covered

Optimum Choice, Inc. HMO does not cover the following services and supplies:

- Outpatient Prescription Drug Products obtained from a non-Network Pharmacy. Coverage for Prescription Drug Products for the amount dispensed (days supply or quantity limit) which exceeds the supply limit.
- Prescription Drug Products dispensed outside the United States, except as required for Emergency treatment.
- Drugs which are prescribed, dispensed or intended for use while you are an inpatient in a Hospital, Skilled Nursing Facility, or Alternate Facility. Experimental, Investigational or Unproven Services and medications; medications used for experimental indications and/or dosage regimens determined by us to be experimental, investigational or unproven.
- Prescription Drug Products furnished by the local, state or federal government. Any Prescription Drug Product to the extent payment or benefits are provided or available from the local, state or federal government (for example, Medicare) whether or not payment or benefits are received, except as otherwise provided by law.
- Prescription Drug Products for any condition, Injury, Sickness or mental illness arising out of, or in the course of, employment for which benefits are available under any workers' compensation law or other similar laws, whether or not a claim for such benefits is made or payment or benefits are received.

- Any product dispensed for the purpose of appetite suppression and other weight loss products.
- A specialty medication Prescription Drug Product (such as immunizations and allergy serum) which, due to its characteristics as determined by us, must typically be administered or supervised by a qualified provider or licensed/certified health professional in an outpatient setting. This exclusion does not apply to Depo Provera and other injectable drugs used for contraception.
- Durable Medical Equipment. Prescribed and non-prescribed outpatient supplies, other than the diabetic supplies and inhaler spacers specifically stated as covered.
- General vitamins, except the following which require a Prescription Order or Refill: prenatal vitamins, vitamins with fluoride, and single entity vitamins.
- Unit dose packaging of Prescription Drug Products.
- Medications used for cosmetic purposes.
- Prescription Drug Products, including New Prescription Drug Products or new dosage forms, that are determined to not be a Covered Health Service. Prescription Drug Products as a replacement for a previously dispensed Prescription Drug Product that was lost, stolen, broken or destroyed. Prescription Drug Products when prescribed to treat infertility.
- Drugs available over-the-counter that do not require a Prescription Order or Refill by federal or state law before being dispensed. Any Prescription Drug Product that is therapeutically equivalent to an over-the-counter drug. Prescription Drug Products that are comprised of components that are available in over-the-counter form or equivalent.
- Compounded drugs that do not contain at least one ingredient that requires a Prescription Order or Refill. Compounded drugs that contain at least one ingredient that requires a Prescription Order or Refill are assigned to Tier 3.
- New Prescription Drug Products and/or new dosage forms until the date they are reviewed by our Prescription Drug List Management Committee.
- Growth hormone therapy for children with familial short stature (short stature based upon heredity and not caused by a diagnosed medical condition).

### ***Mental health/chemical dependency***

Each PCP works with a designated group of participating behavioral health providers. Your PCP will help direct you to a participating behavioral health provider when needed.

### **Mental health treatment**

There is no limit per calendar year for inpatient mental health treatment. The Optimum Choice, Inc. HMO covers medical, nursing, counseling, and therapeutic services in an inpatient, non-hospital residential facility, appropriately licensed by the Department of Health or its equivalent. There is a \$500 copayment per admission.

The Optimum Choice, Inc. HMO covers short-term evaluation and crisis intervention mental health services provided on an **outpatient** basis. Each member is covered for up to 30 outpatient visits per calendar year (combined with outpatient chemical dependency). Each visit is subject to a copayment of \$25.

When approved by the HMO, one day of inpatient treatment may be substituted for two days of partial hospitalization.

### Chemical dependency treatment

You may use the mental health benefits described above to cover the following services for treatment of chemical dependency:

- Medical, nursing, counseling, and therapeutic rehabilitation services for treatment of alcohol or drug abuse or dependency in an inpatient, non-hospital residential facility, appropriately licensed by the Department of Health, upon referral by your participating provider. Benefits are payable at 100% for covered services after a \$500 copayment per admission. There is no limit per calendar year for inpatient chemical dependency treatment; and
- Outpatient visits to a participating behavioral health provider for diagnostic, medical, or therapeutic rehabilitation services for chemical dependency. There is a \$25 per-visit copayment for outpatient treatment, and a combined calendar year maximum of 30 visits applies to all outpatient visits for mental health and chemical dependency treatment.

Outpatient treatment for chemical dependency or abuse must be provided in accordance with an individualized treatment plan.

### Oxford Health Plans Freedom POS Plan

Type of service	Network	Out of Network
<b>Annual deductible</b>		
• Single	• None	• \$3,000
• Family	• None	• \$9,000
<b>Annual out-of-pocket maximum (includes deductible)</b>		
• Single	• None	• None
• Family	• None	• None
<b>Lifetime maximum</b>	• None	• None
<b>Professional care (in office)</b>		
• PCP or Specialist visits	• \$15 (PCP) or \$25 (specialist) copayment per visit	• 60% of R&C after deductible
• Outpatient surgery in physician's office	• \$15 (PCP) or \$25 (specialist) copayment per visit	• 60% of R&C after deductible, precertification required

### Allergy Treatment

• Allergy testing	• \$15 (PCP) or \$25 (specialist) copayment per visit	• 60% of R&C after deductible
• Allergy injections	• Copayment included with office visits	• 60% of R&C after deductible
• Allergy serum	• 100%	• 60% of R&C after deductible

### Preventive Care

• Well-child care and immunizations (including both travel and non-travel related immunizations)	• Covered at 100%	• 60% of R&C after deductible (NY: \$300 maximum benefit; NJ: \$300 maximum benefit)
• Routine physical exam	• \$15 copayment per visit (subject to frequency limits)	• 60% of R&C after deductible (NY: \$300 maximum benefit; NJ: \$300 maximum benefit)
• Adult immunizations (including both travel and non-travel related immunizations)	• \$15 (PCP) copayment per visit	• 60% of R&C after deductible
• Routine GYN exam/well-woman care	• \$15 copayment per visit (subject to frequency limits)	• 60% of R&C after deductible (NY: \$300 maximum benefit; NJ: \$300 maximum benefit)
• Routine eye exam/routine hearing exam	• Not covered; however, discount programs are available	• Not covered; however, discount programs are available

### Lab and x-ray

• Hospital inpatient • Hospital outpatient	• 100% (at participating facilities only) • 100% (at participating facilities only)	• 60% of R&C after deductible, precertification required
• X-ray/lab outpatient facility	• 100% (at participating facilities only)	• 60% of R&C after deductible, precertification required

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**Hospital care and services**


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| • Inpatient surgery                         | • \$500 copayment per admission (pre-certification required) | • 60% of R&C after deductible; notification required for hospitalization, facility admissions and certain outpatient procedures and services |
| • Outpatient surgery                        | • \$250 copayment per admission (pre-certification required) | • 60% of R&C after deductible, precertification required   |
| • Outpatient services not involving surgery | • 100%   | • 60% of R&C after deductible, precertification may be required  |
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**Emergency care (no coverage if not true emergency)**


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|---------------------------|---------------------------------------|---------------------------------------|
| • Hospital emergency room | • \$50 copayment (waived if admitted) | • \$50 copayment (waived if admitted) |
| • Ambulance               | • 100%                                | • 60% of R&C after deductible         |
| • Urgent care facility    | • \$25 copayment per visit            | • 60% of R&C after deductible         |
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**Maternity care**


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| • Inpatient hospital delivery | • \$500 copayment per admission     | • 60% of R&C after deductible, precertification required |
| • Office visits (prenatal)    | • \$15 copayment (first visit only) | • 60% of R&C after deductible                            |
| • Office visits (postnatal)   | • 100%                              | • 60% of R&C after deductible                            |
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**Inpatient short-term rehabilitation**


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| <b>Physical, speech, or occupational therapy</b> | • \$500 copayment per admission. Limit 60 consecutive inpatient days per condition per lifetime for physical, speech and occupational therapy (In and out of network combined.) | • 60% of R&C after deductible. Limit 60 consecutive inpatient days per condition per lifetime for physical, speech and occupational therapy (In and out of network combined), precertification required |
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**Other medical services**


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<ul style="list-style-type: none"> <li>• Outpatient therapy (includes speech therapy, physical therapy, and occupational therapy to improve patient's condition)</li> </ul>	<ul style="list-style-type: none"> <li>• \$25 copayment per visit (subject to visit limits NY 90 visits, NJ 60 visits &amp; CT 60 visits per condition per lifetime) In and out of network limits combined</li> </ul>	<ul style="list-style-type: none"> <li>• 60% of R&amp;C after deductible, (subject to visit limits NY 90 visits, NJ 60 visits &amp; CT 60 visits per condition per lifetime), In an out of network limits combined</li> </ul>
<ul style="list-style-type: none"> <li>• Chiropractic care</li> </ul>	<ul style="list-style-type: none"> <li>• \$25 copayment per visit (Unlimited visits; Chiropractor must submit a care plan to Oxford for review)</li> </ul>	<ul style="list-style-type: none"> <li>• 60% of R&amp;C after deductible</li> </ul>
<ul style="list-style-type: none"> <li>• Skilled nursing facility</li> </ul>	<ul style="list-style-type: none"> <li>• \$500 copay per admission. Limit 30 days per calendar year (pre-certification required)</li> </ul>	<ul style="list-style-type: none"> <li>• 60% of R&amp;C after deductible, Limit 30 days per calendar year, precertification required</li> </ul>
<ul style="list-style-type: none"> <li>• Home health care</li> </ul>	<ul style="list-style-type: none"> <li>• NY: \$25 copay per visit. Precertification required</li> <li>• NJ: Covered at 100%. Limit 60 visits per year. Precertification required</li> <li>• CT: \$15 copay per visit. Limit 80 visits per year. Precertification required</li> </ul>	<ul style="list-style-type: none"> <li>• NY: 80% of R&amp;C after deductible. Precertification required</li> <li>• NJ: 60% of R&amp;C after deductible. Limit 60 visits per year. Precertification required</li> <li>• CT: 60% of R&amp;C after deductible. Limit 80 visits per year. Precertification required</li> </ul>
<ul style="list-style-type: none"> <li>• Hospice care</li> </ul>	<ul style="list-style-type: none"> <li>• \$500 copay per admission. Pre-certification required. (NJ: Limit 180 visits per lifetime; CT and NY: Limit 210 visits per lifetime)</li> </ul>	<ul style="list-style-type: none"> <li>• 60% of R&amp;C after deductible, precertification required. (NJ: Limit 180 visits per lifetime; CT and NY: Limit 210 visits per lifetime)</li> </ul>
<ul style="list-style-type: none"> <li>• Durable medical equipment (orthotics/prosthetics and appliances)</li> </ul>	<ul style="list-style-type: none"> <li>• 100%</li> </ul>	<ul style="list-style-type: none"> <li>• 60% of R&amp;C after deductible, precertification required</li> </ul>

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**Other medical services (cont'd)**


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| <ul style="list-style-type: none"> <li>• Disposable medical supplies</li> </ul> | <ul style="list-style-type: none"> <li>• NY: Not covered; however, discount program available</li> <li>• NJ: Not covered; however, discount program available</li> <li>• CT: \$15 copay per supply</li> </ul> | <ul style="list-style-type: none"> <li>• Not covered; however, discount program available</li> </ul> |
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**Infertility Treatment**


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| <ul style="list-style-type: none"> <li>• Diagnosis and treatment of underlying condition</li> </ul>  | <ul style="list-style-type: none"> <li>• \$25 copayment per visit</li> </ul>  | <ul style="list-style-type: none"> <li>• Not covered</li> </ul>   |
| <ul style="list-style-type: none"> <li>• In vitro fertilization, artificial insemination, and other procedures or treatment to facilitate a pregnancy</li> </ul> | <ul style="list-style-type: none"> <li>• NY – Subject to applicable copays. Advanced Infertility Benefits up to \$10,000</li> <li>• NJ – Subject to applicable copays.</li> <li>• CT – Subject to applicable copays, treatment for diagnosis and treatment of Infertility limited 40 years old. (40<sup>th</sup> Birthday)</li> </ul> | <ul style="list-style-type: none"> <li>• NY – Not covered</li> <li>• CT &amp; NJ – 60% of R&amp;C after Deductible</li> </ul> |
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**Prescription Drugs**


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**Retail (up to 30-day supply)**


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|--|--|---|
| <ul style="list-style-type: none"> <li>• Tier 1</li> </ul> | <ul style="list-style-type: none"> <li>• \$10 copayment</li> </ul> | <ul style="list-style-type: none"> <li>• 60% of R&amp;C after deductible</li> </ul> |
| <ul style="list-style-type: none"> <li>• Tier 2</li> </ul> | <ul style="list-style-type: none"> <li>• \$20 copayment</li> </ul> | <ul style="list-style-type: none"> <li>• 60% of R&amp;C after deductible</li> </ul> |
| <ul style="list-style-type: none"> <li>• Tier 3</li> </ul> | <ul style="list-style-type: none"> <li>• \$40 copayment</li> </ul> | <ul style="list-style-type: none"> <li>• 60% of R&amp;C after deductible</li> </ul> |
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**Mail-order (up to 90-day supply)**


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|--|--|---|
| <ul style="list-style-type: none"> <li>• Tier 1</li> </ul> | <ul style="list-style-type: none"> <li>• \$20 copayment</li> </ul> | <ul style="list-style-type: none"> <li>• 60% of R&amp;C after deductible</li> </ul> |
| <ul style="list-style-type: none"> <li>• Tier 2</li> </ul> | <ul style="list-style-type: none"> <li>• \$40 copayment</li> </ul> | <ul style="list-style-type: none"> <li>• 60% of R&amp;C after deductible</li> </ul> |
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**Mail-order (up to 90-day supply) (cont'd)**


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| • Tier 3 | • \$80 copayment | • 60% of R&C after deductible |
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**Mental health and chemical dependency**


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|--------------|---|---|
| • Inpatient  | <ul style="list-style-type: none"> <li>• NY and NJ: \$500 copay per admission. Precertification required. Mental Health: Limit 30 days per calendar year; Detox: Limit 7 days per calendar year; Rehab: Limit 30 days per calendar year</li> <li>• CT: \$500 copay per admission. Precertification required. Mental Health: Limit 30 days per calendar year; Detox: Limit 7 days per calendar year</li> </ul> | <ul style="list-style-type: none"> <li>• NY: Not covered</li> <li>• NJ: 60% of R&amp;C after deductible. Precertification required. Mental Health: Limit 30 days per calendar year; Detox: Limit 7 days per calendar year; Rehab: Limit 30 days per calendar year</li> <li>• CT: 60% of R&amp;C after deductible. Precertification required. Mental Health: Limit 30 days per calendar year; Detox: Limit 7 days per calendar year</li> </ul>   |
| • Outpatient | <ul style="list-style-type: none"> <li>• NY and NJ: \$25 copayment per visit. Pre-certification required. Group visits not covered. Mental Health: Limit 30 days per calendar year, Rehab: Limit 60 visits per calendar year, Detox: Not covered.</li> <li>• CT: \$25 copayment per visit. Pre-certification required. Group visits not covered. Detox: Not covered.</li> </ul>                               | <ul style="list-style-type: none"> <li>• NY – 50% of R&amp;C after deductible. Precertification required Mental Health: Limit 30 days per calendar year; Rehab: Limit 60 visits per calendar year, Detox: Not covered.</li> <li>• NJ – Mental Health: Biologically based conditions 60% of R&amp;C after deductible, precertification required, Non-biologically based conditions 50% of R&amp;C after deductible, limit 20 days per calendar year, Rehab: Limit 60 visits per calendar year, Detox: Not covered, precertification required</li> <li>• CT – 60% of R&amp;C after deductible, precertification required</li> </ul> |
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## How the Oxford Health Plans POS Plan works

### **Network coverage**

To receive the highest level of benefits from Oxford Health Plans, referred to as the network level of benefits, you must receive care from a preferred provider.

Plan participants have access to a network of participating primary care physicians, specialists, and hospitals that meet the Oxford Health Plans POS' strict requirements for quality and service. These providers are independent physicians and facilities that are closely monitored for quality of care, patient satisfaction, cost-effectiveness of treatment, office standards, and ongoing training.

Each participant in the Oxford Health Plans POS must select a primary care physician (PCP) when he or she enrolls. Your PCP serves as your guide to care in today's complex medical system and will coordinate and monitor your overall care.

#### Primary care physician (PCP)

As a participant in the Oxford Health Plans POS, you will become a partner with your participating PCP in preventive medicine. Consult your PCP whenever you have questions about your health. Your PCP will provide your primary care and, when necessary, your PCP will refer you to other doctors or facilities for treatment. **To receive coverage for such services, you must have a prior written or electronic referral from your PCP for all non-emergency services and any necessary follow-up.** Your copayment will be \$15 for each PCP office visit.

The referral is important for the Oxford Health Plans POS because:

It is how your PCP arranges for you to receive necessary, appropriate care and follow-up treatment; and

It guarantees that you will not have to pay the bill, except any applicable copayment.

Even when your PCP refers you to a specialist or hospital, it is important that he or she keeps track of and coordinates your progress in all stages of your care.

It is important that you choose a PCP from the list of primary care physicians in the directory of network providers. A directory of the network providers who participate in the Oxford Health Plans POS is available at 1-800-444-6222 or online at [www.oxhp.com](http://www.oxhp.com). If you do not choose a PCP, one will be selected for you.

### **Specialists**

Your PCP may refer you to a specialist or facility for treatment or for covered preventive care services, when medically necessary. Except for those benefits described as emergency care, you must have a prior written or electronic referral from your PCP in order to receive coverage for any services the specialist or facility provides.

When your PCP refers you to a participating specialist or facility for covered services, your copayment will be \$25 for each specialist visit.

To avoid costly and unnecessary bills, follow these steps:

- Always **consult your PCP first** when you need medical care. If he or she deems it medically necessary, you will get a written or electronic referral to a participating specialist or facility. Referrals are valid for 90 days, as long as you remain an eligible participant in the Oxford Health Plans POS;
- Certain services require **both** a referral from your PCP **and** prior authorization from the Oxford Health Plans POS;
- **Review the referral** with your PCP. Understand what specialist services are being recommended and why;

- Present the referral to the provider. Except for direct access benefits, any additional treatments or tests that are covered benefits require another referral from your PCP. The referral is necessary to have these services approved for payment. **Without the referral, you are responsible for payment for these services;**
- If it is not an emergency and you go to another doctor or facility without your PCP's prior written or electronic referral, you must pay the bill yourself; and
- Your PCP may refer you to a nonparticipating provider for covered services that are not available within the network. Services from nonparticipating providers require prior approval by the Oxford Health Plans POS in addition to a special nonparticipating referral from your PCP. When properly authorized, these services are covered after the applicable copayment.

You cannot request referrals **after** you visit a specialist or hospital. Therefore, to receive maximum coverage, you need to contact your PCP and get authorization from the Oxford Health Plans POS (when applicable) **before** seeking specialty or hospital care.

Some PCPs are affiliated with integrated delivery systems or other provider groups (such as Independent Practice Associations and Physician-Hospital Associations). If your PCP participates in such an arrangement, you will usually be referred to specialists and hospitals within that system or group. However, if your medical needs extend beyond the scope of the affiliated providers, you may ask to have services provided by nonaffiliated physicians or facilities. Services provided by nonaffiliated providers may require prior authorization from Oxford Health Plans POS and/or the integrated delivery system or other provider group. Check with your PCP or call the Member Services number that appears on your ID card to find out if prior authorization is necessary.

**Allergist:** When you see a network allergist, you will be expected to make the specialist copayment on your first visit. Routine injections without a doctor's office visit are covered at 100%. If services are for other than an allergy injection, the specialist copayment will apply.

**OB/GYN:** You or your dependent can go to a network OB/GYN for a well-woman exam without a referral from a PCP. Any procedures, tests, or lab work done as part of the well-woman visit are covered at 100% of covered services after the applicable copayment. If services are for other than a well-woman exam, the specialist copayment will apply. If services are received from your PCP, the PCP copayment will apply.

## Routine Care

The Oxford Health Plans POS Plan offers preventive care services and health screenings to help detect health problems. The following are covered at 100% after a \$15 copayment for each doctor's office visit. Care must be provided or referred by your PCP, except where noted below.

- **Routine physical exam:** well-child care (from birth, including immunizations and booster doses) and adult care, performed by the patient's PCP at a frequency based on American Medical Association guidelines or as directed by the PCP. For frequency guidelines, call Oxford Health Plans;
- **Routine health screenings:**
  - Pap smear performed by a network provider annually. A referral from your PCP is not required. Any follow-up or related care also may be provided directly by your network gynecologist;
  - Mammogram performed by network provider, at a frequency based on age:
    - Ages 35–39: baseline mammogram; or
    - Age 40 and older: annual mammogram;
  - Sigmoidoscopy annually for persons aged 50 and older;

- Colonoscopy (covered as part of a routine physical);
- Prostatic-specific antigen (PSA) screening annually with a digital rectal exam in men aged 50 and older;
- **Routine eye exam:** one exam every 24 months, performed by a network ophthalmologist or optometrist. A referral from your PCP is not required;
- **Routine hearing exam:** covered as part of a routine physical performed by your PCP.

## Hospital

Inpatient hospital care, which is coordinated through your PCP is covered at 100% after a \$500 copayment per admission for covered services. Outpatient surgery coordinated through a network provider is covered at a \$250 copayment per visit then 100% for covered services. Outpatient services not involving surgery are covered at 100% for covered services when coordinated through a network provider.

If you use a network provider or lab but are not referred by your PCP or by a network physician, you will be required to pay the bill based on the negotiated rate contracted with the Claim Administrator.

## Maternity

The Oxford Health Plans POS Plan covers physician and hospital care for mother and baby, including prenatal care, delivery, and postpartum care. You and your newly born child are covered for a minimum of 48 hours of inpatient care following a vaginal delivery (96 hours following a cesarean section). If your physician determines that you and your child may be safely discharged after a shorter stay, you will be covered for one home health care visit within 24 hours of your discharge. A copayment does not apply to the home health care visit. See **Hospital services** for more information about hospital stays in connection with childbirth.

You do not need a referral from your PCP for visits to your participating obstetrician. Your participating obstetrician is responsible for obtaining precertification for all obstetrical care after your first visit. He or she must request approval (precertification) for any tests performed outside of his or her office and for visits to other specialists.

If you are pregnant at the time you join the Oxford Health Plans POS, you receive coverage for authorized care from participating providers **on and after your effective date**. There is no waiting period. Coverage for services incurred prior to your effective date with the Oxford Health Plans POS is your responsibility or that of your previous plan.

## Emergency care

The emergency room copayment is \$50 per visit. If you are admitted to the hospital, the copayment is waived. Non-emergency services provided in an emergency room are not covered.

See the **Glossary** for the definition and examples of emergency care as defined and determined by the Plan.

If you have a true medical emergency, you should:

Go to the nearest emergency facility;

If you are admitted, you must contact your PCP within 48 hours. If you are unable to do this, have a family member contact your PCP; and

When emergency care has ended, you must get a referral from your PCP before receiving any additional services or notify Oxford Health Plans POS prior to receiving any services that require precertification.

## Urgent care

Urgent care centers consist of a network of physicians that may be used when immediate care is needed and a PCP is not available. The centers usually 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, the flu) but does not need the services of a hospital emergency room (for example, for chest pains, poisonings, seizures).

Urgent care centers are listed in the provider directory that can be accessed on Oxford Health Plans's Web site. You do not need a referral or any prior authorization to use an urgent care center.

## Out-of-network coverage

You can use an out-of-network provider for medical services and still receive reimbursement under Oxford Health Plans. These expenses generally are reimbursed at a lower level than 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 the **Claims and appeals** section.

### Deductible and coinsurance

If you elect to use physicians or other providers outside the network, you will need to satisfy an annual deductible (\$3,000 individual/\$9,000 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 and must be satisfied 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 \$3,000 individual deductible; or
- **Three or more in a family:** Expenses can be combined to meet the \$9,000 family deductible, but no one person can apply more than the individual deductible (\$3,000) toward the family deductible amount.

Once you have met the deductible, the Plan normally pays 60% of reasonable and customary (R&C) charges for covered expenses that are received out-of-network.

### Charges not covered

A network provider contracts with the Claim Administrator or the Oxford Health Plans POS to participate in the network. Under the terms of this contract a network provider may not charge you or the Claim Administrator for certain expenses. A network provider cannot charge you or the Claim Administrator for the balance of the charges above the contracted negotiated rate.

You may agree with the network provider to pay any charges for services or supplies not covered under the Oxford Health Plans POS or not approved by the HMO. In that case, the network provider may bill charges to you. However, these charges are not covered expenses under the Oxford Health Plans POS and are not payable by the Claim Administrator.

For information about how to file a claim or appeal a denied claim, see **Claims and appeals for Oxford Health Plans medical plans**.

### Care outside your area

Plan participants and/or students who are away at school have access to the United HealthCare Choice Plus Providers nationally on an In Network basis.

Plan participants who are traveling outside the service area, or students who are away at school, are covered for emergency care and treatment of urgent medical conditions. Urgent care may be obtained from a private practice physician, a walk-in clinic, an urgent care center, or an emergency facility. An urgent medical condition that occurs outside the Oxford Health Plans POS service area can be treated in any of the above settings. You should call your PCP as soon as possible after receiving treatment.

If, after reviewing information submitted to the Oxford Health Plans POS by the provider(s) who supplied your care, the nature of the urgent or emergency problem does not clearly qualify for coverage, it may be necessary to provide additional information. The HMO will send you an emergency room notification report or a Member Services representative can take this information over the telephone.

### Prescription drugs

The Oxford Health Plans POS pays, subject to any limitations specified below, the actual expense incurred for outpatient prescription drugs that are in excess of the prescription drug copayment, when you use a network pharmacy. The HMO covers charges for prescription drugs, in excess of the copayment, which are:

- Necessary for the care and treatment of an illness;
- Prescribed in writing by a physician;
- Reasonable and customary; and
- Not listed under Drugs not covered in this section.

Your copayments for prescription drugs are as follows:

Tier 1	\$10 copayment
Tier 2	\$20 copayment
Tier 3	\$40 copayment

- Tier 1: (formerly Generic) These medications are the lowest-cost options.
- Tier 2: (formerly Preferred Brand) These medications are the midrange cost options.
- Tier 3: (formerly Non-Preferred Brand) These medications are the highest cost options.
- Medications are classified based upon cost and total healthcare value.
- Generic drugs, in most cases, are associated with a Tier 1 cost share, but may be classified in any tier and brand name drugs may be classified as Tier 1 where appropriate.
- Members should utilize the Advantage Prescription Drug List (PDL), which reflects the Tier 1, 2, and 3 designations.

Each prescription is limited to a maximum 30-day supply, with up to five refills as authorized by a physician, but not to exceed one year from the date originally prescribed. Prescriptions must be filled at a participating pharmacy. Tier 1 drugs may be substituted for Tier 2 and Tier 3 drugs.

Coverage is based upon the Oxford Health Plans POS Advantage Prescription Drug List (APDL). The APDL includes all tier level drugs and is designed to meet outpatient prescription drug needs. You can reduce your copayment by using a Tier 1 drug that appears on the APDL. Your copayment will be highest if your physician prescribes a Tier 3 drug that does not appear on the APDL.

Contact Oxford Health Plans for a copy of the Advantage Prescription Drug List.

### Maintenance drugs

Participants in the Oxford Health Plans POS who must take maintenance medication — for example, for diabetes or asthma — may be able to obtain a 90-day supply of their maintenance drug through mail order or at a participating pharmacy. Ask the pharmacist at your participating pharmacy whether your maintenance drug is on the list of drugs approved by the HMO for a 90-day supply. If it is included on the list, you will need to ask your physician to give you two prescriptions — the first for a 30-day supply, and the second for your ongoing 90-day maintenance supply. Both the initial supply and the ongoing supply must be obtained from a participating pharmacy.

When you obtain more than a one-month supply of a prescription drug, a separate copayment applies to each month's supply, unless you use a mail order pharmacy and obtain a three-month supply.

### Mail-order drugs

Oxford Health Plans POS covers prescription drugs prescribed by your physician and dispensed by Oxford Health Plan's mail-order pharmacy, Medco Health Solutions (Medco by Mail). The drug must be prescribed for at least 30 days, and for no more than 90 days. A single copayment applies to each 90-day supply of medicine dispensed, regardless of quantity.

Your copayments for mail-order drugs are as follows:

Tier 1	\$20 copayment
Tier 2	\$40 copayment
Tier 3	\$80 copayment

### Covered drugs

The Oxford Health Plans POS covers the following:

- Legend drugs, other than those excluded;
- Compounded medication of which at least one ingredient is a legend drug;
- Any other drug under applicable state law which may be dispensed only upon the written prescription of a physician;
- Insulin;
- Prescription Drug Products for smoking cessation
- Diabetic supplies, as follows:
  - Needles and syringes;
  - Alcohol swabs;
  - Blood glucose testing strips (except electronic devices);

- Urine testing strips/tabs;
- Lancets (excluding administration devices);
- Contraceptive and contraceptive devices, as follows:
  - Oral contraceptives;
  - One diaphragm per 365-day period;
  - Up to five vials of Depo-Provera in a 365-consecutive-day period; and
  - Norplant and IUDs are covered when obtained from your PCP or a participating OB/GYN. The office visit copayment will apply when the device is inserted and removed.

### Drugs not covered

Oxford Health Plans POS does not cover the following services and supplies:

- Any drug that does not, by federal or state law, require a prescription order, even when a prescription is written;
- Prescriptions purchased prior to the effective date of the plan;
- Any prescription refilled in excess of the number specified by the physician, or any refill dispensed after one year from the physician's original order;
- Drugs labeled "caution — limited by federal law to investigational use" and experimental drugs;
- Drugs prescribed for uses other than the uses approved by the Food and Drug Administration (FDA) under the Food, Drug, and Cosmetic Law and regulations;
- Any prescription for which there is no charge to you;
- Cosmetics and any drugs used for cosmetic purpose or to promote hair growth;
- Any medication that is consumed or administered at the place where it is dispensed;
- Medical and non-medical supplies, devices, and equipment, and non-medical supplies and substances, regardless of their intended use;
- Insulin pumps or tubing for insulin pumps;
- Multivitamins and nutritional supplements, except when they are the only means of nutrition;
- Drugs used for the purpose of weight reduction;
- Drugs prescribed to aid or enhance sexual performance; and
- Drugs used in the treatment of infertility.

### ***Mental health/chemical dependency***

Each PCP works with a designated group of participating behavioral health providers. Your PCP will help direct you to a participating behavioral health provider when needed.

#### Mental health treatment

Precertification is required. The Oxford Health Plans POS covers medical, nursing, counseling, and therapeutic services in an **inpatient**, non-hospital residential facility, appropriately licensed by the Department of Health or its equivalent. There is a \$500 copayment per admission.



The Oxford Health Plans POS covers short-term evaluation and crisis intervention mental health services provided on an **outpatient** basis. Each visit is subject to a copayment of \$25 and precertification is required.

### Chemical dependency treatment

You may use the mental health benefits described above to cover the following services for treatment of chemical dependency:

- Medical, nursing, counseling, and therapeutic rehabilitation services for treatment of alcohol or drug abuse or dependency in an inpatient, non-hospital residential facility, appropriately licensed by the Department of Health, upon referral by your participating provider. Benefits are payable at 100% for covered services after a \$500 copayment per admission. Precertification is required.
- Outpatient detoxification visits are not covered.

Outpatient treatment for chemical dependency or abuse must be provided in accordance with an individualized treatment plan.

### Tufts Health Plan EPO

Type of service	
Annual deductible	• None
Maximums	
• Annual maximum copayment per employee	• None
• Annual maximum copayment per family	• None
• Individual lifetime maximum benefits	• Unlimited
Office care	
• PCP visit copayment	• \$15 copayment per visit
• Specialist visit copayment	• \$25 copayment per visit
• Outpatient surgery in physician's office	• \$15 (PCP) or \$25 (specialist) copayment per visit
Allergy treatment	
• Allergy testing	• \$15 (PCP) or \$25 (specialist) copayment per visit
• Allergy injections	• \$5 copayment per visits
• Allergy serum	• Covered at 100%

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**Preventive care**


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- |  |  |
|--|--|
| • Well-child care and immunizations (including both travel and non-travel related immunizations) | • \$15 copayment per visit (Specialist copayment may apply.) |
| • Routine physical exam  | • \$15 copayment per visit (Limit to 1 exam per year)        |
| • Adult immunizations (including both travel and non-travel related immunizations)               | • \$15 (PCP) copayment per visit                             |
| • Routine GYN exam/well-woman care   | • \$15 copayment per visit (Limit to 1 per year.)            |
| • Routine vision exam  | • \$15 copayment per visit (Limit to 1 per year.)            |
- 

**Lab and x-ray**


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- |                                 |  |
|---------------------------------|--|
| • Hospital inpatient            | • Covered at 100%                                |
| • Hospital outpatient           | • \$25 copayment per visit                       |
| • X-ray/lab outpatient facility | • \$25 copayment per visit ; Lab covered at 100% |
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**Hospital care and services**


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- |   |                                 |
|---|---------------------------------|
| • Inpatient surgery                         | • \$500 copayment per admission |
| • Outpatient surgery                        | • \$200 copayment per admission |
| • Outpatient services not involving surgery | • N/A                           |
- 

**Emergency care**


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- |                           |                                       |
|---------------------------|---------------------------------------|
| • Hospital emergency room | • \$50 copayment (waived if admitted) |
| • Ambulance               | • 100%                                |
| • Urgent care facility    | • 100%                                |
- 

**Maternity care**


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- |                               |                                 |
|-------------------------------|---------------------------------|
| • Inpatient hospital delivery | • \$500 copayment per admission |
| • Office visits (prenatal)    | • \$15 copayment per visit      |
| • Office visits (postnatal)   | • 100%                          |
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**Other medical services**


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|---|--|
| • Outpatient therapy (includes speech therapy, physical therapy, and occupational therapy to improve patient's condition) | • \$15 copayment per visit (Limited to treatment to achieve significant improvement within 60 days.) |
| • Chiropractic care   | • \$15 copayment per visit. (Limit 20 visits per calendar year.)                                     |
| • Skilled nursing facility  | • Covered at 100%, up to 100 days per year when medically necessary                                  |
| • Home health care  | • Covered at 100%.   |
| • Hospice care  | • Covered at 100% when medically necessary and provided by contracting providers                     |
| • Durable medical equipment (/prosthetics and appliances)   | • Covered at 80%. Limit \$5,000 per year   |
| • Disposable medical supplies   | • Covered at 80%. Limit \$5,000 per year   |
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**Infertility treatment**


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- |   |   |
|---|---|
| • Diagnosis and treatment of underlying condition | • Covered at 100%. Limits apply. Contact plan for details |
| • In vitro fertilization                          | • Covered at 100%. Limits apply. Contact plan for details |
| • Artificial insemination                         | • Covered at 100%. Limits apply. Contact plan for details |
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**Prescription drugs**

- Retail (up to 30-day supply)
  - Generic
  - \$10 copayment
- Preferred brand (brand-name formulary)
  - \$20 copayment
- Non-preferred brand
  - \$40 copayment

Mail-order (up to 90-day supply)

- Generic
  - \$20 copayment
- Preferred brand (brand-name formulary)
  - \$40 copayment
- Non-preferred brand
  - \$80 copayment

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**Mental health and chemical dependency**

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>• Inpatient</li> </ul>  | <ul style="list-style-type: none"> <li>• \$500 copayment per admission (Limit 30 days per year combined)</li> </ul> |
| <ul style="list-style-type: none"> <li>• Outpatient</li> </ul> | <ul style="list-style-type: none"> <li>• \$15 copayment per visit. (Limit \$500 per year combined)</li> </ul>       |
- 

***How the Tufts Health Plan EPO Plan works***

Plan participants have access to a network of participating primary care physicians, specialists, and hospitals that meet the Tufts Health Plan EPO's strict requirements for quality and service. These providers are independent physicians and facilities that are closely monitored for quality of care, patient satisfaction, cost-effectiveness of treatment, office standards, and ongoing training.

Each participant in the Tufts Health Plan EPO must select a primary care physician (PCP) when he or she enrolls. Your PCP serves as your guide to care in today's complex medical system and will coordinate and monitor your overall care.

### Primary care physician (PCP)

As a participant in the Tufts Health Plan EPO, you will become a partner with your participating PCP in preventive medicine. Consult your PCP whenever you have questions about your health. Your PCP will provide your primary care and, when necessary, your PCP will refer you to other doctors or facilities for treatment. **To receive coverage for such services, you must have a prior written or electronic referral from your PCP for all non-emergency services and any necessary follow-up.** Your copayment will be \$15 for each PCP office visit.

The referral is important for the Tufts Health Plan EPO because:

- It is how your PCP arranges for you to receive necessary, appropriate care and follow-up treatment; and
- It guarantees that you will not have to pay the bill, except any applicable copayment.

Even when your PCP refers you to a specialist or hospital, it is important that he or she keeps track of and coordinates your progress in all stages of your care.

It is important that you choose a PCP from the list of primary care physicians in the directory of network providers. A directory of the network providers who participate in the Tufts Health Plan EPO is available at 1 (800) 462-0224 or online at [www.tuftshealthplan.com](http://www.tuftshealthplan.com). If you do not choose a PCP, one will be selected for you.

### Specialists

Your PCP may refer you to a specialist or facility for treatment or for covered preventive care services, when medically necessary. Except for those benefits described as emergency care, you must have a prior written or electronic referral from your PCP in order to receive coverage for any services the specialist or facility provides.

When your PCP refers you to a participating specialist or facility for covered services, your copayment will be \$25 for each specialist visit.

To avoid costly and unnecessary bills, follow these steps:

- Always **consult your PCP first** when you need medical care. If he or she deems it medically necessary, you will get a written or electronic referral to a participating specialist or facility. Referrals are valid for 90 days, as long as you remain an eligible participant in the Tufts Health Plan EPO;
- Certain services require **both** a referral from your PCP **and** prior authorization from the Tufts Health Plan EPO;
- **Review the referral** with your PCP. Understand what specialist services are being recommended and why;
- Present the referral to the provider. Except for direct access benefits, any additional treatments or tests that are covered benefits require another referral from your PCP. The referral is necessary to have these services approved for payment. **Without the referral, you are responsible for payment for these services;**

- If it is not an emergency and you go to another doctor or facility without your PCP's prior written or electronic referral, you must pay the bill yourself; and
- Your PCP may refer you to a nonparticipating provider for covered services that are not available within the network. Services from nonparticipating providers require prior approval by the Tufts Health Plan EPO in addition to a special nonparticipating referral from your PCP. When properly authorized, these services are covered after the applicable copayment.

You cannot request referrals **after** you visit a specialist or hospital. Therefore, to receive maximum coverage, you need to contact your PCP and get authorization from the Tufts Health Plan EPO (when applicable) **before** seeking specialty or hospital care.

Some PCPs are affiliated with integrated delivery systems or other provider groups (such as Independent Practice Associations and Physician-Hospital Associations). If your PCP participates in such an arrangement, you will usually be referred to specialists and hospitals within that system or group. However, if your medical needs extend beyond the scope of the affiliated providers, you may ask to have services provided by nonaffiliated physicians or facilities. Services provided by nonaffiliated providers may require prior authorization from Tufts Health Plan EPO and/or the integrated delivery system or other provider group. Check with your PCP or call the Member Services number that appears on your ID card to find out if prior authorization is necessary.

**Allergist:** When you see a network allergist, you will be expected to make the specialist copayment on your first visit. Routine injections without a doctor's office visit are covered at 100%. If services are for other than an allergy injection, the specialist copayment will apply.

**OB/GYN:** You or your dependent can go to a network OB/GYN for a well-woman exam without a referral from a PCP. Any procedures, tests, or lab work done as part of the well-woman visit are covered at 100% of covered services after the applicable copayment. If services are for other than a well-woman exam, the specialist copayment will apply. If services are received from your PCP, the PCP copayment will apply.

## Routine Care

The Tufts Health Plan EPO Plan offers preventive care services and health screenings to help detect health problems. The following services are covered at 100% after a \$15 copayment for each doctor's office visit. Care must be provided or referred by your PCP, except where noted below.

- Routine physical exam: well-child care (from birth, including immunizations and booster doses) and adult care, performed by the patient's PCP at a frequency based on American Medical Association guidelines or as directed by the PCP. For frequency guidelines, call Tufts Health Plan ;
- Routine health screenings:
  - Pap smear performed by a network provider annually. A referral from your PCP is not required. Any follow-up or related care also may be provided directly by your network gynecologist;
  - Mammogram performed by network provider, at a frequency based on age:
    - Ages 35–39: baseline mammogram; or
    - Age 40 and older: annual mammogram;
  - Sigmoidoscopy annually for persons aged 50 and older;
  - Colonoscopy (covered as part of a routine physical);
  - Prostatic-specific antigen (PSA) screening annually with a digital rectal exam in men aged 50 and older;

- Routine eye exam: one exam every 24 months, performed by a network ophthalmologist or optometrist. A referral from your PCP is not required;
- Routine hearing screenings: covered as part of a routine physical performed by your PCP.

## Hospital

Inpatient hospital care, which is coordinated through your PCP is covered at 100% after \$500 copayment per admission for covered services. Outpatient surgery coordinated through a network provider is covered at a \$200 copayment per visit then 100% for covered services. Outpatient services not involving surgery are covered at 100% for covered services when coordinated through a network provider.

If you use a network provider or lab but are not referred by your PCP or by a network physician, you will be required to pay the bill based on the negotiated rate contracted with the Claim Administrator.

## Maternity

The Tufts Health Plan EPO Plan covers physician and hospital care for mother and baby, including prenatal care, delivery, and postpartum care. You and your newly born child are covered for a minimum of 48 hours of inpatient care following a vaginal delivery (96 hours following a cesarean section). If your physician determines that you and your child may be safely discharged after a shorter stay, you will be covered for one home health care visit within 24 hours of your discharge. A copayment does not apply to the home health care visit. See Hospital services for more information about hospital stays in connection with childbirth.

You do not need a referral from your PCP for visits to your participating obstetrician. Your participating obstetrician is responsible for obtaining precertification for all obstetrical care after your first visit. He or she must request approval (precertification) for any tests performed outside of his or her office and for visits to other specialists

If you are pregnant at the time you join the Tufts Health Plan EPO, you receive coverage for authorized care from participating providers **on and after your effective date**. There is no waiting period. Coverage for services incurred prior to your effective date with the Tufts Health Plan EPO is your responsibility or that of your previous plan.

## Emergency care

The emergency room copayment is \$50 per visit. If you are admitted to the hospital, the copayment is waived. Non-emergency services provided in an emergency room are not covered.

See the **Glossary** for the definition and examples of emergency care as defined and determined by the Plan.

If you have a true medical emergency, you should:

- Go to the nearest emergency facility;
- If you are admitted, you must contact your PCP within 48 hours. If you are unable to do this, have a family member contact your PCP; and
- When emergency care has ended, you must get a referral from your PCP before receiving any additional services or notify Tufts Health Plan EPO prior to receiving any services that require precertification.

**Urgent care**

Urgent care centers consist of a network of physicians that may be used when immediate care is needed and a PCP is not available. The centers usually 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, the flu) but does not need the services of a hospital emergency room (for example, for chest pains, poisonings, seizures).

Urgent care centers are listed in the provider directory that can be accessed on Tufts Health Plan's Web site. You do not need a referral or any prior authorization to use an urgent care center.

**Charges not covered**

A network provider contracts with the Claim Administrator or the Tufts Health Plan EPO to participate in the network. Under the terms of this contract a network provider may not charge you or the Claim Administrator for certain expenses. A network provider cannot charge you or the Claim Administrator for the balance of the charges above the contracted negotiated rate.

You may agree with the network provider to pay any charges for services or supplies not covered under the Tufts Health Plan EPO or not approved by the EPO. In that case, the network provider may bill charges to you. However, these charges are not covered expenses under the Tufts Health Plan EPO and are not payable by the Claim Administrator.

For information about how to file a claim or appeal a denied claim, see **Claims and appeals for Tufts Health Plan**.

**Care outside your area**

Plan participants who are traveling outside the service area, or students who are away at school, are covered for emergency care and treatment of urgent medical conditions. Urgent care may be obtained from a private practice physician, a walk-in clinic, an urgent care center, or an emergency facility. An urgent medical condition that occurs outside the Tufts Health Plan EPO service area can be treated in any of the above settings. You should call your PCP as soon as possible after receiving treatment.

If, after reviewing information submitted to the Tufts Health Plan EPO by the provider(s) who supplied your care, the nature of the urgent or emergency problem does not clearly qualify for coverage, it may be necessary to provide additional information. The EPO will send you an emergency room notification report or a Member Services representative can take this information over the telephone.

***Prescription drugs***

The Tufts Health Plan EPO pays, subject to any limitations specified below, the actual expense incurred for outpatient prescription drugs that are in excess of the prescription drug copayment, when you use a network pharmacy. The EPO covers charges for prescription drugs, in excess of the copayment, which are:

- Necessary for the care and treatment of an illness;
- Prescribed in writing by a physician;
- Reasonable and customary; and
- Not listed under Drugs not covered in this section.





Your copayments for prescription drugs are as follows:

Generic drug	\$10 copayment
Preferred drug (formulary brand-name drug)	\$20 copayment
Non-preferred drug (non-formulary brand-name drug)	\$40 copayment

Each prescription is limited to a maximum 30-day supply, with up to five refills as authorized by a physician, but not to exceed one year from the date originally prescribed. Prescriptions must be filled at a participating pharmacy. Generic drugs may be substituted for brand-name drugs.

Coverage is based upon the Tufts Health Plan EPO medication formulary. The medication formulary includes both brand-name and generic drugs and is designed to meet outpatient prescription drug needs. You can reduce your copayment by using a generic drug or a brand-name drug that appears on the medication formulary. Your copayment will be highest if your physician prescribes a brand-name drug that does not appear on the medication formulary.

Contact Tufts Health Plan for a copy of this formulary listing.

### Maintenance drugs

Participants in the Tufts Health Plan EPO who must take maintenance medication — for example, for diabetes or asthma — may be able to obtain a 90-day supply of their maintenance drug through mail order or at a participating pharmacy. Ask the pharmacist at your participating pharmacy whether your maintenance drug is on the list of drugs approved by the EPO for a 90-day supply. If it is included on the list, you will need to ask your physician to give you two prescriptions — the first for a 30-day supply, and the second for your ongoing 90-day maintenance supply. Both the initial supply and the ongoing supply must be obtained from a participating pharmacy.

When you obtain more than a one-month supply of a prescription drug, a separate copayment applies to each month's supply, unless you use a mail order pharmacy and obtain a three-month supply.

### Mail-order drugs

Tufts Health Plan EPO covers prescription drugs prescribed by your physician and dispensed by Tufts' mail-order pharmacy. The drug must be prescribed for at least 30 days, and for no more than 90 days. A single copayment applies to each 90-day supply of medicine dispensed, regardless of quantity.

Your copayments for mail-order drugs are as follows:

Generic drug	\$20 copayment
Preferred drug (formulary brand-name drug)	\$40 copayment
Non-preferred drug (non-formulary brand-name drug)	\$80 copayment

## Covered drugs

The Tufts Health Plan EPO covers the following:

- Legend drugs, other than those excluded;
- Compounded medication of which at least one ingredient is a legend drug;
- Any other drug under applicable state law which may be dispensed only upon the written prescription of a physician;
- Insulin;
- Prescription Drug Products for smoking cessation (effective 1/1/2008)
- Diabetic supplies, as follows:
  - Needles and syringes;
  - Alcohol swabs;
  - Blood glucose testing strips (except electronic devices);
  - Urine testing strips/tabs;
  - Lancets (excluding administration devices);
- Contraceptive and contraceptive devices, as follows:
  - Oral contraceptives;
  - One diaphragm per 365-day period;
  - Up to five vials of Depo-Provera in a 365-consecutive-day period; and
  - Norplant and IUDs are covered when obtained from your PCP or a participating OB/GYN. The office visit copayment will apply when the device is inserted and removed.

## Drugs not covered

Tufts Health Plan EPO does not cover the following services and supplies:

- Outpatient Prescription Drug Products obtained from a non-Network Pharmacy. Coverage for Prescription Drug Products for the amount dispensed (days supply or quantity limit) which exceeds the supply limit.
- Prescription Drug Products dispensed outside the United States, except as required for Emergency treatment.
- Drugs which are prescribed, dispensed or intended for use while you are an inpatient in a Hospital, Skilled Nursing Facility, or Alternate Facility. Experimental, Investigational or Unproven Services and medications; medications used for experimental indications and/or dosage regimens determined by us to be experimental, investigational or unproven.
- Prescription Drug Products furnished by the local, state or federal government. Any Prescription Drug Product to the extent payment or benefits are provided or available from the local, state or federal government (for example, Medicare) whether or not payment or benefits are received, except as otherwise provided by law.
- Prescription Drug Products for any condition, Injury, Sickness or mental illness arising out of, or in the course of, employment for which benefits are available under any workers' compensation law or other similar laws, whether or not a claim for such benefits is made or payment or benefits are received.

- Any product dispensed for the purpose of appetite suppression and other weight loss products.
- A specialty medication Prescription Drug Product (such as immunizations and allergy serum) which, due to its characteristics as determined by us, must typically be administered or supervised by a qualified provider or licensed/certified health professional in an outpatient setting. This exclusion does not apply to Depo Provera and other injectable drugs used for contraception.
- Durable Medical Equipment. Prescribed and non-prescribed outpatient supplies, other than the diabetic supplies and inhaler spacers specifically stated as covered.
- General vitamins, except the following which require a Prescription Order or Refill: prenatal vitamins, vitamins with fluoride, and single entity vitamins.
- Unit dose packaging of Prescription Drug Products.
- Medications used for cosmetic purposes.
- Prescription Drug Products, including New Prescription Drug Products or new dosage forms, that are determined to not be a Covered Health Service. Prescription Drug Products as a replacement for a previously dispensed Prescription Drug Product that was lost, stolen, broken or destroyed. Prescription Drug Products when prescribed to treat infertility.
- Drugs available over-the-counter that do not require a Prescription Order or Refill by federal or state law before being dispensed. Any Prescription Drug Product that is therapeutically equivalent to an over-the-counter drug. Prescription Drug Products that are comprised of components that are available in over-the-counter form or equivalent.
- Compounded drugs that do not contain at least one ingredient that requires a Prescription Order or Refill. Compounded drugs that contain at least one ingredient that requires a Prescription Order or Refill are assigned to Tier 3.
- New Prescription Drug Products and/or new dosage forms until the date they are reviewed by our Prescription Drug List Management Committee.
- Growth hormone therapy for children with familial short stature (short stature based upon heredity and not caused by a diagnosed medical condition).

### ***Mental health/chemical dependency***

Each PCP works with a designated group of participating behavioral health providers. Your PCP will help direct you to a participating behavioral health provider when needed.

### **Mental health treatment**

There is no limit per calendar year for inpatient mental health treatment. The Tufts Health Plan EPO covers medical, nursing, counseling, and therapeutic services in an inpatient, non-hospital residential facility, appropriately licensed by the Department of Health or its equivalent. There is a \$500 copayment per admission.

The Tufts Health Plan EPO covers short-term evaluation and crisis intervention mental health services provided on an **outpatient** basis. Each member is covered up to \$500 per year and is subject to a \$15 copayment per visit.

When approved by the EPO, one day of inpatient treatment may be substituted for two days of partial hospitalization.

**Chemical dependency treatment**

You may use the mental health benefits described above to cover the following services for treatment of chemical dependency:

- Medical, nursing, counseling, and therapeutic rehabilitation services for treatment of alcohol or drug abuse or dependency in an inpatient, non-hospital residential facility, appropriately licensed by the Department of Health, upon referral by your participating provider. Benefits are payable at 100% for covered services after a \$500 copayment per admission. There is no limit per calendar year for inpatient chemical dependency treatment; and
- Outpatient visits to a participating behavioral health provider for diagnostic, medical, or therapeutic rehabilitation services for chemical dependency. There is \$500 combined limit per year.

Outpatient treatment for chemical dependency or abuse must be provided in accordance with an individualized treatment plan.

## Insured Health Maintenance Organizations (HMOs)

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

This section of the document provides a description of the medical benefit information that is available to you as an HMO participant. This should be read together with the [About Your Health Care Benefits](#) section, the [HMO Fact Sheets](#) and the HMO Certificate of Insurance. There is a separate HMO Fact Sheet and HMO Certificate of Insurance for each fully insured HMO:

- About Your Health Care Benefits section of the document — provides you with information about plan eligibility and enrollment for you and your dependents, coordination of benefits, your legal rights, your contributions, and other administrative details.
- HMO Fact Sheets — provide a brief summary of the benefits available through each HMO and are included in this document. The fact sheet for each HMO also has a link to a provider directory for each HMO, so that you can identify the healthcare providers who participate in that HMO's network.
- HMO Certificates of Insurance — provide detailed information about the benefits and coverage available through each HMO. The HMO will send a Certificate of Insurance and a provider directory to you at your home upon enrollment in their plan. If you do not receive your Certificate of Insurance, call your HMO directly at the telephone number shown on the HMO fact sheet or on your ID card. The Certificate of Insurance for each HMO is also included in this document. 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 plan) 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.

For a list of all the HMOs offered by Citi, fact sheets and the Certificate of Insurance for each HMO, see [2008 Insured HMOs](#). The HMOs available to you will depend on your home zip code.

It is important to understand that Citi is offering only 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.

It is important to check directly with the HMO prior to enrolling to ensure that you fully understand the provisions of the plan.

If you have questions about coverage, providers, or using an HMO, please contact the HMO directly at the telephone number shown on the HMO fact sheet. This number can also be found on your HMO ID card, if you are already a member of that HMO.

All the materials described above make up the Plan document for Citi's fully insured HMOs. It 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.

## How the Typical HMO Works

HMO coverage differs from the other Citi medical options in two important ways:

- HMOs emphasize preventive care. In addition to comprehensive hospital and surgical coverage, HMOs offer physical examinations, routine office visits and other services. Their concept, as their name suggests, is “health maintenance.”
- Each HMO has contracts with physicians and is affiliated with certain hospitals. In most HMOs, you **must** use these HMO resources exclusively — except in an emergency. In general, the HMO must be notified of the emergency within 48 hours. 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.

Generally, HMOs also have the following features when you use network providers; no annual deductible to meet before the plan pays benefits, a copayment requirement for most services, and no claim forms to submit. Whenever you visit a doctor or other provider in the HMO's network you present the HMO ID card that you will receive from the HMO to show you are a member. This will help to ensure that you receive the appropriate coverage from the HMO.

As a reminder, benefits vary depending on the HMO you select. You can find out more information about the specific benefits for each HMO by reviewing the HMO fact sheet and the Certificate of Insurance.

If you have questions or concerns about specific covered services, you can contact the HMO directly or contact Citi's HMO Information Line at 1-800-422-6106.

## Primary care physician (PCPs)

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

For many HMOs, when you enroll in the plan, every covered family member must select a primary care physician. You will find PCPs listed in the HMO's provider directory, which you can access by linking to the HMO Fact Sheet, then clicking on the link to the HMO's Web site. Generally, if you do not choose a PCP, one will be selected for you.

Your options for choosing a PCP depend on the plan you select. For instance, your PCP could be a general practitioner, an internist or a family practitioner. You may choose a pediatrician as your children's PCP. In some HMOs, women may select a gynecologist for their routine gynecological checkups, in addition to choosing a PCP for other health care needs.

## Specialists

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

If your HMO requires a referral and you go to a specialist without one, you may be responsible for the full cost of your care. You generally cannot request referrals after you have received the care, except in emergencies. You should contact the HMO directly or refer to 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 (prostatic-specific antigen) screenings;
- Routine eye exams; and
- Routine hearing exams.

## Hospital care

Generally, hospital care — both inpatient and outpatient — requires a copayment. After your copayment, hospital care is covered at 100% for covered services. If you use a network provider or lab but are not referred by your HMO, you may be required to pay for the services. Hospital services generally require advance approval from the HMO. Your PCP may help to coordinate the approval.

See the HMO Fact Sheet and Certificate of Insurance 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 (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 stay after childbirth is required by federal law. State laws may provide additional requirements for maternity coverage. See the HMO Fact Sheet and Certificate of Insurance for more information about maternity coverage.

## Emergency care

Benefits are always available in a medical emergency, whether you use 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.

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

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 plan.

See the HMO Fact Sheet and Certificate of Insurance for more information, including your HMO's definition of a true medical emergency.

## Benefit Limitations

Covered services, exclusion and limitations vary by HMO. It is important to check directly with the HMO prior to enrolling to ensure that you fully understand the provisions of the plan.

## 2008 Insured HMOs

The following list identifies the fully insured HMOs offered by Citi for 2008 in each state. Please note that the inclusion of an HMO option in a state listing does not mean that the option is available throughout the state. Your home zip code determines if you are eligible to participate in one of the HMOs offered. You can determine whether the HMO is available where you live by calling the phone number listed in the HMO Fact Sheet.

State	HMO
California	Health Net of California — <b>Fact Sheet, Certificate of Insurance</b> Kaiser FHP of California — Southern — <b>Fact Sheet, Certificate of Insurance</b> Kaiser FHP of California — Northern — <b>Fact Sheet, Certificate of Insurance</b> PacifiCare of California — <b>Fact Sheet, Certificate of Insurance</b>
Colorado	Kaiser FHP of Colorado — <b>Fact Sheet, Certificate of Insurance</b> PacifiCare of Colorado — <b>Fact Sheet, Certificate of Insurance</b>
District of Columbia	Kaiser FHP of the Mid-Atlantic States — <b>Fact Sheet, Certificate of Insurance</b>
Georgia	Kaiser FHP of Georgia — <b>Fact Sheet, Certificate of Insurance</b>
Hawaii	Health Plan Hawaii Plus (HMSA) — <b>Fact Sheet, Certificate of Insurance</b> Kaiser FHP of Hawaii — <b>Fact Sheet, Certificate of Insurance</b>
Idaho	Group Health East — <b>Fact Sheet, Certificate of Insurance</b> SelectHealth (formerly IHC Health Plans) — <b>Fact Sheet, Certificate of Insurance</b>
Iowa	Coventry Health Care of Iowa — <b>Fact Sheet, Certificate of Insurance</b> HealthPartners of Minnesota — <b>Fact Sheet, Certificate of Insurance</b> Sanford Health Plan (formerly Sioux Valley Health Plans) — <b>Fact Sheet, Certificate of Insurance</b>
Maryland	Kaiser FHP of the Mid-Atlantic States — <b>Fact Sheet, Certificate of Insurance</b>
Michigan	Health Alliance Plan of Michigan — <b>Fact Sheet, Certificate of Insurance</b> Arise Health Plan (formerly Prevea Health Plan) — <b>Fact Sheet, Certificate of Insurance</b>
Minnesota	HealthPartners of Minnesota — <b>Fact Sheet, Certificate of Insurance</b> Sanford Health Plan (formerly Sioux Valley Health Plans) — <b>Fact Sheet, Certificate of Insurance</b>
Nevada	Health Plan of Nevada, Inc. — <b>Fact Sheet, Certificate of Insurance</b> PacifiCare of Nevada — <b>Fact Sheet, Certificate of Insurance</b>



New Mexico	Presbyterian Health Plan — NM — <b>Fact Sheet, Certificate of Insurance</b>
New York	Capital District Physicians' Health Plan — <b>Fact Sheet, Certificate of Insurance</b> HIP Health Plan of New York — <b>Fact Sheet, Certificate of Insurance</b> Independent Health — <b>Fact Sheet, Certificate of Insurance</b>
North Dakota	HealthPartners of Minnesota — <b>Fact Sheet, Certificate of Insurance</b>
Pennsylvania	Capital District Physicians' Health Plan — <b>Fact Sheet, Certificate of Insurance</b> Geisinger Health Plan — <b>Fact Sheet, Certificate of Insurance</b>
South Dakota	HealthPartners of Minnesota — <b>Fact Sheet, Certificate of Insurance</b> Sanford Health Plan (formerly Sioux Valley Health Plans) — <b>Fact Sheet, Certificate of Insurance</b>
Utah	SelectHealth (formerly IHC Health Plans) — <b>Fact Sheet, Certificate of Insurance</b>
Vermont	MVP Health Plan - Vermont — <b>Fact Sheet, Certificate of Insurance</b>
Virginia	Kaiser FHP of the Mid-Atlantic States — <b>Fact Sheet, Certificate of Insurance</b>
Washington	Group Health East — <b>Fact Sheet, Certificate of Insurance</b> Group Health West — <b>Fact Sheet, Certificate of Insurance</b>
Wisconsin	HealthPartners of Minnesota — <b>Fact Sheet, Certificate of Insurance</b> Arise Health Plan (formerly Prevea Health Plan) — <b>Fact Sheet, Certificate of Insurance</b>

## Prescription drug program

The prescription drug program described in this section is administered by Express Scripts, and applies to participants enrolled in one of the ChoicePlans, High Deductible Health Plans, Hawaii Health Plan and the Out-of-Area plans.

HMO participants are not eligible for the prescription drug benefits described in this section. Each HMO has its own retail and mail-order pharmacy program.

The prescription drug program gives you access to the Express Scripts Home Delivery for your long-term prescription needs, as well as a nationwide network of retail pharmacies for your short-term prescriptions.

Prescription Drug Program for ChoicePlans, High Deductible Health Plans, and the Out-of-Area Plan

Feature	Retail	Express Scripts Home Delivery
<b>When to use</b>	When you need a prescription drug on a short-term basis. For example, an antibiotic to treat an infection.	For prescription drugs you use on a regular basis. For example, maintenance drugs to treat asthma or diabetes.
<b>Quantity available for each prescription or refill</b>	Up to a 34-day supply. Retail not available after 3 fills of same drug.	Up to a 90-day supply with refills for up to one year.
<b>Deductible (For the High Deductible Health Plans: A combined deductible applies to both medical services and prescription drug services)</b>		
<ul style="list-style-type: none"> <li>Individual</li> <li>Maximum per family</li> </ul>	<ul style="list-style-type: none"> <li>\$100</li> <li>\$200</li> </ul>	<ul style="list-style-type: none"> <li>\$0</li> </ul>

Your copayment for each prescription or refill*	At network pharmacies:	
	<ul style="list-style-type: none"><li>• \$5 for a generic drug.</li></ul>	<ul style="list-style-type: none"><li>• \$12.50 for a generic drug.</li></ul>
	<ul style="list-style-type: none"><li>• \$30 for a preferred brand-name drug.</li></ul>	<ul style="list-style-type: none"><li>• \$75 for a preferred brand-name drug.</li></ul>
	<ul style="list-style-type: none"><li>• 50% of the cost of the drug with a minimum payment of \$50 to a maximum payment of \$150 for a non-preferred brand-name drug.</li></ul>	<ul style="list-style-type: none"><li>• 50% of the cost of the drug with a minimum payment of \$125 to a maximum payment of \$375 for a non-preferred brand-name drug.</li></ul>
	<p><b>Note:</b> If you request a brand-name drug and a generic alternative is available, you will pay the difference between the cost of the brand-name drug and the generic drug, plus you will pay the generic copayment.</p>	<p><b>Note:</b> If you request a brand-name drug and a generic alternative is available, you will pay the difference between the cost of the brand-name drug and the generic drug, plus you will pay the generic copayment.</p>
At out-of-network pharmacies:		
<ul style="list-style-type: none"><li>• For non-emergencies: You will be reimbursed for 50% of the covered drug cost after the applicable deductible when a claim is filed.</li></ul>		
For emergencies: Reimbursement for all but the network copayment may be available. Please call Express Scripts.		

*\*Pharmacy and/or home delivery copayments do not count toward satisfaction of your medical plan's annual deductible or out-of-pocket maximum.*

#### Prescription Drug Program for the Hawaii Health Plan

Feature	Retail	Express Scripts Home Delivery
<b>When to use</b>	When you need a prescription drug on a short-term basis. For example, an antibiotic to treat an infection.	For prescription drugs you use on a regular basis. For example, maintenance drugs to treat asthma or diabetes.
<b>Quantity available for each prescription or refill</b>	Up to a 34-day supply. Retail not available after 3 fills of same drug.	Up to a 90-day supply with refills for up to one year.



Deductible		
• Individual	• \$50	• \$0
• Maximum per family	• \$100	
Your copayment for each prescription or refill*	At network pharmacies:	
	• \$10 for a generic drug.	• \$25 for a generic drug.
	• \$20 for a preferred brand-name drug.	• \$50 for a preferred brand-name drug.
	• 50% of the cost of the drug with a minimum payment of \$40 to a maximum payment of \$100 for a non-preferred brand-name drug.	• 50% of the cost of the drug with a minimum payment of \$100 to a maximum payment of \$250 for a non-preferred brand-name drug.
	<b>Note:</b> If you request a brand-name drug and a generic alternative is available, you will pay the difference between the cost of the brand-name drug and the generic drug, plus you will pay the generic copayment.	<b>Note:</b> If you request a brand-name drug and a generic alternative is available, you will pay the difference between the cost of the brand-name drug and the generic drug, plus you will pay the generic copayment.
At out-of-network pharmacies:		
For non-emergencies: You will be reimbursed for 50% of the covered drug cost after the applicable deductible when a claim is filed.		
For emergencies: Reimbursement for all but the network copayment may be available. Please call Express Scripts.		

Express Scripts Preferred Prescriptions Formulary is a list of drugs carefully selected by an independent pharmacy and therapeutic committee to help maintain quality care while saving money for both you and Citi. Since the list of preferred brand-name drugs is reviewed on a quarterly basis, your copayment for a drug may change during the year. To see whether your prescription is still on the list of preferred brand-name drugs, call Member Services at 1 800-227-8338 or visit [www.express-scripts.com](http://www.express-scripts.com). Prescription drugs for the treatment of infertility are covered with a lifetime maximum of \$7,500.



## Retail pharmacy

When you enroll in a Health Plan, you will be issued a prescription ID card. When you present the prescription ID card at a network pharmacy, you will pay a copayment for up to a 34-day supply of your prescription. However, for medications you take on a regular basis for conditions such as asthma, heartburn, blood pressure and high cholesterol, you will pay 100% of the cost of the drug after three fills unless you use the mail order pharmacy option.

There is a 45 day grace period from the effective date of your enrollment, during which time you will be reimbursed for 100% of the covered drug cost less the network copayment without presenting your card. Thereafter, if you fail to present your prescription ID card at a network pharmacy at the time the prescription is filled, you will be reimbursed for 50% of the submitted price of the drug if the annual deductible has been met. In either case, you must pay the entire cost of the prescription and then submit a claim form. The deductible must be satisfied during the grace period.

You must present your prescription ID card at the network pharmacy to take advantage of the network copayments. If you use an out-of-network pharmacy, you must pay the entire cost of the prescription and then submit a claim form. You will be reimbursed for 50% of the submitted price of the drug if the annual deductible has been met. However, if you use an out-of-network pharmacy during an emergency care situation, reimbursement for the cost, except the network deductible, may be available. You should contact Member Services at 1 800-227-8338 for information regarding coverage in emergencies.

You can locate a network pharmacy by calling Member Services at 1 800-227-8338 or by visiting the Web site at [www.express-scripts.com](http://www.express-scripts.com).

If your physician writes "Dispense As Written" on the prescription or if your physician prescribes a drug for which there is no generic equivalent, your copayment is that of either a preferred brand-name drug or a non-preferred brand-name drug. If the pharmacy's cash price is less than the copayment, you will pay the pharmacy cash price. Benefits do not start until the annual deductible has been met. Refer to the chart under **Prescription drug program**.

Some drugs may require a letter from your physician providing additional information in order to be covered. Prescriptions may be screened for specific requirements and must be related to the diagnosis for which they are prescribed.

Send all completed claim forms to:

Express Scripts Pharmacy  
P.O. Box 66583  
St. Louis, MO 63166

## Express Scripts Home Delivery

Express Scripts Home Delivery fills prescriptions for up to a 90-day supply of maintenance drugs.

Refer to the chart under Prescription Drug Program.

To take advantage of the savings through home delivery, the original prescription should indicate that up to a 90-day supply is needed, not including refills.

Home delivery forms can be obtained by calling Member Services at 1-800-227-8338 or visiting the Web site at [www.express-scripts.com](http://www.express-scripts.com).

Send all completed home delivery pharmacy service order forms to:

Express Scripts Pharmacy  
Home Delivery Service  
P.O. Box 510  
Bensalem, PA 19020-0510

### ***“Mandatory” mail-order program – Express Scripts Home Delivery***

For a prescription you take on an ongoing basis (more than three months), you may use a retail pharmacy for your initial fill (34-day supply) and up to two refills, i.e., three fills in total. Thereafter, if you remain on that medication, you must order subsequent refills through Express Scripts Home Delivery or pay the entire cost of the drug yourself at the retail pharmacy.

## **Covered drugs**

The following drugs and products are covered under the prescription drug program:

- Federal legend drugs;
- State restricted drugs;
- Compounded medications of which at least one ingredient is a legend drug;
- Insulin;
- Needles and syringes;
- Over the counter (OTC) diabetic supplies (except blood glucose testing monitors);
- Oral and injectable contraceptives — up to a 90-day supply;
- Fertility agents;
- Legend vitamins;
- Amphetamines through age 18;
- Drugs to treat impotency for males age 18 and older (quantity limits apply);
- Retin-A/Avita (cream only) through age 34;
- Retin-A (gel) is covered with no age restrictions; and
- Botulinum Tox Type A or B (Botox / Myobloc).

Some drugs require pre-authorization. They include:

- Legend anti-obesity preparations;
- Amphetamines at age 19 and over;
- Retin-A/Avita (cream only) at age 35 and over;
- Botulinum Tox Type A or B (Botox / Myobloc); and
- Zelnorm.

If the prescribed medication must be pre-authorized, the pharmacy will let you know if additional information is required by the Plan. You or the pharmacy can then ask your doctor to call a special toll-free number. This call will initiate a review that typically takes one to two business days. You and your physician will be notified when the review is completed. If your medication is not approved, you will have to pay the full cost of the prescription drug.

There are also coverage limits for some categories of drugs. These categories include:

- Erectile dysfunction;
- Anti-influenza (retail only);
- Smoking deterrents;
- Migraine Medications;
- H2-receptor antagonists; and
- Proton pump inhibitors

## Drugs not covered

The following drugs and products are not covered under the prescription drug program:

- Non-federal legend drugs;
- Contraceptive jellies, creams, foams, devices, or implants;
- Drugs to treat impotency for all females and males through age 17;
- Irrigants;
- Relenza \*;
- Tamiflu \*;
- Gardasil and Zostavax (vaccinations covered under medical; therefore, provider must bill under medical plan)
- Topical fluoride products;
- Blood glucose testing monitors;
- Therapeutic devices or appliances;
- Drugs whose sole purpose is to promote or stimulate hair growth (e.g., Rogaine®, Propecia®) or for cosmetic purposes only (e.g., Renova®);
- Allergy sera;
- Biologicals, blood or blood plasma products;
- Drugs labeled “caution — limited by federal law to investigational use,” or experimental drugs, even though a charge is made to the individual;
- Medication for which the cost is recoverable under any Workers’ Compensation or occupational disease law or any state or governmental agency, or medication furnished by any other drug or medical service for which no charge is made to the member;
- Medication which is to be taken by or administered to an individual, in whole or in part, while he or she is a patient in a licensed hospital, rest home, sanitarium, extended care facility, skilled nursing facility, convalescent hospital, nursing home or similar institution which operates on its premises or allows to be operated on its premises, a facility for dispensing pharmaceuticals;
- Any prescription refilled in excess of the number of refills specified by the physician, or any refill dispensed after one year from the physician’s original order; and
- Charges for the administration or injection of any drug.

\* Express Scripts Home Delivery exclusion only; covered by retail pharmacy.

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## Precertification/notification

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. The following sections describe the precertification/notification features of each health plan. Be sure to read the sections that apply to the plan available to you.

### UnitedHealthcare plans — Care Coordination Program

For all plans administered by UnitedHealthcare (ChoicePlans and Hawaii Health Plan).

The Care Coordination Program is UnitedHealthcare's alternative to precertification and is designed to encourage the identification and follow-up of covered health care needs.

#### Notification

The following services require notifying the Care Coordination Program if you are enrolled in one of the plans listed above or use out-of-network services under the ChoicePlans:

- Hospital and other facility admissions, including emergency admissions;
- Home health care services, including private duty nursing;
- Reconstructive procedures;
- Hospice care;
- Maternity admissions exceeding 48 hours for normal delivery/96 hours for cesarean section;
- Dental services (accident only);
- Durable medical equipment with a retail cost of more than \$1,000 whether for purchase or rental (this does not apply to UnitedHealthcare EPO); and
- Transplant services.

If you are enrolled in a UnitedHealthcare plan, you do not have to precertify. However, you are required to notify UnitedHealthcare of any inpatient hospital stays, facility admissions, and certain outpatient procedures and services by calling the number on your ID card. Scheduled inpatient services and certain outpatient procedures require notification at least five days in advance. UnitedHealthcare must be notified of emergency admissions within 48 hours of the admission.

You are not required to notify the carrier of emergency hospitalization or other emergency services occurring outside the U.S.

**ChoicePlan Network services:** please keep in mind that your PCP or other network provider will handle the notification process for you when you receive any in-network services.

**ChoicePlan Out-of-Network services:** when you receive care from an out-of-network provider, you must notify UnitedHealthcare before receiving any of the listed services.

**Hawaii Health Plan:** when you receive care from any provider, whether in-network or out-of-network, you must notify UnitedHealthcare before receiving any of the listed services. If you don't notify UnitedHealthcare, you will be subject to a penalty of \$400 per admission (to a maximum penalty, in the aggregate, of \$1,000 per calendar year).



**Inpatient confinements**

For inpatient confinement in a hospital or other facility, you must notify UnitedHealthcare of 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 UnitedHealthcare again as soon as the admission date is set. You must notify UnitedHealthcare for:

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

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

**Outpatient surgery/diagnostic testing/other services**

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

- Diagnostic tests for organ or tissue transplants;
- Reconstructive procedures;
- Home health care;
- Private duty nursing;
- Hospice;
- Dental services (accident only); and
- Durable medical equipment with a purchase or cumulative rental cost of \$1,000 or more.

For outpatient services that require notification, you must notify UnitedHealthcare at least five working days before the service is given.

**Mental health/chemical dependency**

You must notify UnitedHealthcare before you obtain covered mental health and/or chemical dependency treatment.

**Organ/tissue transplants**

You must notify UnitedHealthcare at least seven working days 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 notification time periods:

- UnitedHealthcare 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.
- 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, UnitedHealthcare 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 do not agree with UnitedHealthcare's determination, you may appeal the decision. For information about the claims appeal process, see **Claims and appeals section for UnitedHealthcare benefits**.

## Aetna plans

If you are enrolled in an Aetna plan (ChoicePlans), you must call Aetna to precertify any inpatient surgery, hospitalization, and certain outpatient diagnostic/surgical procedures. Scheduled inpatient services must be precertified at least 14 days in advance. Outpatient procedures must be precertified at least five days in advance. Aetna must be notified of emergency admissions within 48 hours of the admission.

You are not required to notify the carrier of emergency hospitalization or other emergency services occurring outside the U.S.

### 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, including to a mental health or chemical dependency treatment facility;
- A scheduled admission to a skilled-nursing facility or hospice care facility;
- Home health care; and
- Private duty nursing.

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

### Outpatient surgery/diagnostic testing

If you are enrolled in the Aetna ChoicePlan, when you receive care from an out-of-network provider, you must obtain precertification for the following services:

- Bunionectomy — surgical removal of a bunion;
- Carpal tunnel surgery — surgical treatment of carpal tunnel syndrome;
- Colonoscopy — colon exam;
- Coronary angiography — examination of vessels using radiographic imaging technology;
- CT scan of the spine — cross-sectional scan of the spine;

- Diagnostic tests for organ or tissue transplants;
- Dilation and curettage (D&C) — surgical scraping of the uterus;
- Hammertoe repair — interphalangeal fusion, filleting, and/or phalangectomy;
- Hemorrhoidectomy — surgical removal of hemorrhoids;
- Knee arthroscopy — interior examination of the knee joint;
- Laparoscopy (abdominal) — interior examination of the abdomen;
- MRI of the knee — examination of the knee using imaging technology;
- MRI of the spine — examination of the spine using imaging technology;
- Nasal endoscopy — visual examination of the nose by means of an endoscope;
- Rhinoplasty — plastic surgery of the nose;
- Septoplasty — surgery of the nasal wall;
- Tympanostomy tube — insertion of a tube in the middle ear; and
- Upper gastrointestinal endoscopy — interior examination of the stomach and intestines.

For outpatient services that require precertification, you must call Aetna for precertification at least five working days before the service is given.

#### **Mental health/chemical dependency**

You must call Aetna for precertification before you obtain covered mental health and/or chemical dependency treatment.

#### **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** 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;
- For the Aetna ChoicePlan (Open Choice POS II Plan), you must notify the plan to certify inpatient confinement for delivery of a child. This is to certify a length of stay of:
  - 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 do 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 benefits**.

## **CIGNA plans**

If you are enrolled in a CIGNA plan (ChoicePlans), you must call CIGNA to precertify any inpatient surgery, hospitalization, and certain outpatient diagnostic/surgical procedures. Scheduled inpatient services must be precertified at least 14 days in advance. Outpatient procedures must be precertified at least five days in advance. CIGNA must be notified of emergency admissions within 48 hours of the admission.

You are not required to notify the carrier of emergency hospitalization or other emergency services occurring outside the U.S.

### **Inpatient confinements**

For inpatient confinement, you must call CIGNA 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 CIGNA again as soon as the admission date is set.

You must obtain precertification for:

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

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

### **Outpatient surgery/diagnostic testing**

For the CIGNA Choiceplan, when you receive care from an out-of-network provider, you are encouraged to obtain precertification for the following services:

- Bunionectomy — surgical removal of a bunion;
- Carpal tunnel surgery — surgical treatment of carpal tunnel syndrome;
- Coronary angiography — examination of vessels using radiographic imaging technology;
- CT scan of the spine — cross-sectional scan of the spine;
- Diagnostic tests for organ or tissue transplants;
- Dilation and curettage (D&C) — surgical scraping of the uterus;
- Hammertoe repair — interphalangeal fusion, filleting, and/or phalangectomy;
- Hemorrhoidectomy — surgical removal of hemorrhoids;
- Knee arthroscopy — interior examination of the knee joint;

- Laparoscopy (abdominal) — interior examination of the abdomen;
- MRI of the knee — examination of the knee using imaging technology;
- MRI of the spine — examination of the spine using imaging technology;
- Nasal endoscopy — visual examination of the nose by means of an endoscope;
- Rhinoplasty — plastic surgery of the nose;
- Septoplasty — surgery of the nasal wall;
- Tympanostomy tube — insertion of a tube in the middle ear; and
- Upper gastrointestinal endoscopy — interior examination of the stomach and intestines.

For outpatient services that require precertification, you must call CIGNA for precertification at least five working days before the service is given.

### **Mental health/chemical dependency**

You must call CIGNA for precertification before you obtain covered mental health and/or chemical dependency treatment.

### **Organ/tissue transplants**

You must notify CIGNA 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** for information about precertification requirements. CIGNA 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:

- CIGNA 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;
- For the CIGNA ChoicePlan, for inpatient confinement for delivery of child, you must certify a length of stay of:
  - 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, CIGNA must be notified before the end of these time periods; and
- Non-emergency confinement during pregnancy but before the admission for delivery requires notification as a scheduled confinement.

If you or your physician do not agree with CIGNA's determination, you may appeal the decision. For more information about the claims appeal process, see **Claims and appeals for CIGNA medical benefits**.

## Empire BlueCross BlueShield plans

If you are enrolled in a Empire BlueCross BlueShield plan (ChoicePlans, Out-of-Area Plan, or EPO), you should call Empire BlueCross BlueShield to precertify any inpatient surgery, hospitalization, and certain outpatient diagnostic/surgical procedures. Scheduled inpatient services are recommended to be precertified at least 14 days in advance. Some outpatient procedures must be precertified at least five days in advance. Empire BlueCross BlueShield should be notified of emergency admissions within 48 hours of the admission.

### Inpatient confinements

For inpatient confinement, you are encouraged to call Empire BlueCross BlueShield 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 Empire BlueCross BlueShield again as soon as the admission date is set.

You are encouraged to obtain precertification for:

- A scheduled hospital admission, including to a mental health or chemical dependency treatment facility;
- A scheduled admission to a skilled-nursing facility or hospice care facility; or acute care inpatient rehabilitation facility;
- Home health care, home infusion therapy;
- Private duty nursing; and
- Maternity stays that exceed 48 hours after a normal vaginal delivery, or 96 hours after a caesarean section.

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

### Outpatient surgery

Organ/tissue transplants

- You are encouraged to call Empire BlueCross BlueShield at least 14 working days prior to the service being provided.

### Mental health/chemical dependency

You are encouraged to call Empire BlueCross BlueShield for precertification before you obtain covered mental health and/or chemical dependency treatment.

### Organ/tissue transplants

You are encouraged to notify Empire BlueCross BlueShield 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 for information about precertification requirements. Empire BlueCross BlueShield 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:

- For inpatient confinement for delivery of child, you should certify a length of stay in excess of:
  - 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, Empire BlueCross BlueShield should be notified before the end of these time periods.

If you or your physician do not agree with Empire BlueCross BlueShield's determination, you may appeal the decision. For more information about the claims appeal process, see **Claims and appeals** or call 866-290-9098.

**Out-of-Network Services (for the ChoicePlans and Out of Area Plan only)**

When you receive care for any Inpatient Confinement, Organ and Tissue Transplant, Skilled Nursing Facility, All Home Healthcare, and Air Ambulance with an out-of-network provider you must precertify with Blue Cross Blue Shield prior to services rendered to avoid any precertification penalties.

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## Covered services and supplies

This list of covered services and supplies applies to all non-HMO and EPO Health 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, sickness, or pregnancy. Reimbursement for all covered services and supplies listed in this section are subject to reasonable and customary (R&C) guidelines, or, for network services, the negotiated rates of the Plan.

You and your physician decide which services and supplies are required, but the Plan only pays for the following covered services and supplies that are medically necessary as determined by the Claim 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 Claim 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, copayments, and deductibles will apply to these services.

### ***Acupuncture***

Must be administered by a medical doctor or a licensed acupuncturist.

- **UnitedHealthcare EPO:** acupuncture is not covered;
- **Aetna HMO:** acupuncture is covered only for certain conditions;
- **Empire BlueCross Blue Shield EPO:** acupuncture is covered with no diagnosis restrictions; and
- **Harvard Pilgrim HMO:** acupuncture is not covered.

### ***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+
- **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 <65 at 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, assume immunity. Note: Women who are pregnant (or planning to become pregnant in the next four weeks) should NOT be vaccinated.
- **Measles, Mumps, Rubella (MMR)** - Persons born after 1956 - two doses measles with additional doses as MMR; Persons born before 1957 can be considered immune. Note: Women who are pregnant (or planning to become pregnant in the next four weeks), and people whose immune system is not working properly, should NOT be vaccinated.
- **Hepatitis A** - only those at risk; Those at risk, two doses at least six months apart
- **Hepatitis B** - Immunize if age 46 or under; if over age 45, only those at high risk; If at risk, three doses (second dose one to two months after first dose and third dose no earlier than two months after first dose and four months after second dose)



- **Meningococcal – Meningitis** - Only those at risk. If at increased risk, one dose (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** – Females age 9 years to 26 years of age
- **Zostavax vaccine for Shingles** - Adults age 60 or older

### ***Ambulatory surgical center***

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

### ***Anesthetics***

Drugs that produce loss of feeling or sensation either generally or locally, except when done for dental care not covered by the plan.

Anesthesia is not covered when rendered in the doctor's office or when administered by the operating surgeon.

### ***Baby care***

The following services and supplies 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.

### ***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;
- Prostatic-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 by either vasectomy or tubal ligation;
- Injectables such as Depo-Provera; and
- Surgical implants for contraception, such as Norplant.

### ***Dietitian/nutritionist***

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

- **UnitedHealthcare EPO:** dietitian and licensed nutritionist services are not covered.

### ***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 organ or part 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 Claim 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 like equipment.

### ***Foot care***

Care and treatment of the feet, if needed due to severe systemic disease. Routine care such as removal of warts, corns, or calluses, the cutting and trimming of toenails, foot care for flat feet, fallen arches, and chronic foot strain is a covered service only if needed due to severe systemic disease.

- **Aetna ChoicePlans** covers 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 reason for hearing loss. Hearing aid coverage for:

Adults: benefit up to \$1,200 once every 36 months

Children: benefit is up to \$1,200 every 24 months.

Aetna HMO, Empire BlueCross BlueShield EPO, UnitedHealthcare EPO, and Harvard Pilgrim HMO do not cover hearing aids.

### ***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). 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.

For **UnitedHealthcare EPO**, there are 120 visits each calendar year and home health care is not combined with private duty nursing.

For **CIGNA ChoicePlans**, services may be provided for more visits if the Claim Administrator, after review of the participant's medical condition, determines that additional visits are necessary, medically appropriate and deems the care necessary to prevent further medical complications.

For **Empire BlueCross BlueShield EPO**, there are no home health care or private duty nursing visit limitations.

For **Harvard Pilgrim HMO**, home health care coverage excludes private duty nursing.

### ***Hospice care***

Hospice services for a participant who is terminally ill include:

- Room and board coverage is limited to expenses for the regular daily charge made by the hospital for a semi-private room (or private room when medically appropriate or if it is the only room type available);
- Other services and supplies;
- Part-time nursing care by or supervised by a registered nurse (RN) or licensed practical nurse (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 after the patient's death, and covered services are limited to a total of 15 visits for each family member (For **Aetna ChoicePlans, Empire BlueCross BlueShield EPO, Empire BlueCross BlueShield ChoicePlans and Empire Out of Area plans**, bereavement counseling is covered under the mental health benefit.)

Bereavement counseling must be given 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 chemical dependency treatment for purposes of applying the mental health/chemical dependency maximum visit limit.

### ***Hospital services***

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;
  - Pre-operative 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).

Emergency room services are covered services only if it is determined that the services are medically appropriate and there is not a less intensive or more appropriate place of service, diagnostic, or treatment alternative that could have been used in lieu of emergency room services. 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, to discharge 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).

### ***Infertility treatment***

**Infertility benefits are provided by the following non-HMO/EPO Health Plans:** ChoicePlans and the Out-of-Area Plan.

Diagnosis of infertility and surgical correction of a medical condition causing infertility are covered subject to the Plan's copayment 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 members.
- Advanced Reproductive Services:
  - Ovulation induction cycle with menotropins;
  - Harvesting of plan participant eggs;
  - Artificial insemination;
  - Infertility surgery (diagnostic or therapeutic);
  - 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 lifetime maximum of \$24,000.
- Prescription drug expenses associated with infertility treatment are covered up to a lifetime maximum of \$7,500, through the Prescription drug program.
- Covered services do not include: the costs associated with surrogate mothers, costs of donating donor eggs.

**The Hawaii Health Plan** covers medical and pharmacy expenses associated with infertility treatment. The infertility benefit covers:

- Medical expenses up to a \$24,000 lifetime maximum; and
- Prescription drug expenses associated with infertility treatment up to a \$7,500 lifetime maximum

The plan deductible does not apply.

HMOs may offer different infertility coverage. Check with your HMO/EPO for specific 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 chemical dependency 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 only if not donated or replaced. This means:
  - 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; and
  - 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 the patient is legally obligated to pay.

### ***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, or Canada. (**Aetna ChoicePlan** and all Empire BlueCross BlueShield plans cover medical transportation services outside of these geographic areas to and from the nearest medical facility.)

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/EPO 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 Health Plan directly.

Dietician/Nutritionist coverage is also available for Morbid Obesity. Please see the Dietician/Nutritionist section.

### ***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;
  - cysts, tumors, or other diseased tissues.
- Cut into gums and tissues of the mouth. This is only covered 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

**Empire 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;
- TMJ surgery; and
- Anesthesia for dental services is covered by Empire BlueCross BlueShield 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 or due to an underlying medical reason (first round only all other services after first submit to dental) to sound and natural teeth that happened to you or your dependent while covered under this Plan:

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

**Harvard Pilgrim HMO** excludes the above services due to accidental injury.

### ***Organ/tissue transplants***

Your Claim Administrator must be notified at least 17 (10 Empire BlueCross Blue Shield) business days 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 procedure.

### **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 cell 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.

### **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;



- Cornea transplants are covered (Hawaii Plan); and
- Other transplant procedures when your Claim 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 their quality of care and successful clinical outcomes. Under the Aetna ChoicePlan, a transplant will be covered as In-Network care 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 them to an Institutes of Excellence facility.

For **CIGNA ChoicePlan** and the **CIGNA HMO**, network services are rendered at participating LIFESOURCE facilities. If you participate in the ChoicePlan and select a non-LIFESOURCE facility for transplant and treatment, your care will be covered at the out-of-network level.

For **UnitedHealthcare**, United Resource Networks (URN) will coordinate your transplant activity. When an URN facility is used, benefits will be paid at 100% with access to the travel and lodging benefit. When you use a non-URN network facility, benefits will be paid at the network level without access to the travel and lodging benefit. When a non-network facility is used, benefits will be paid at the non-network level without access to the travel and lodging benefit.

For **Empire BlueCross BlueShield**, there is tiered coverage based on the facility used for the transplant. If a Blue Quality Center for Transplants (BQCT) is used, the transplant will be covered at 100% with access to the travel and lodging benefit. Transplants performed at a participating, non-BQCT facility are covered at 90%, all other facilities are covered at 70%, with no access to the travel and lodging benefit. Travel and Lodging is covered only if a BQCT facility is used.

### Medical care and treatment

The 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; and
- Search for bone marrow/stem cell 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. (This maximum does not apply to the **Aetna** or **CIGNA plans**.)

## Transportation and lodging

When available, the Plan will assist the patient and family with travel and lodging arrangements. Expenses for travel, lodging, and meals for the transplant recipient and a companion are available as follows:

- Transportation of the patient and one companion who is traveling on the same day(s) to and/or from the site of the transplant for an evaluation, the transplant procedure, or necessary post-discharge follow-up;
- Reasonable and necessary expenses for lodging and meals for the patient (while not confined) and one companion. Benefits are paid at per diem rate of \$50 for one person or \$100 a day for two people. (For **Aetna plans**, a maximum of \$50 per person—\$100 for patient and companion combined — per night is paid towards lodging expenses. Meals are not covered.) For **Empire BlueCross BlueShield** the maximum is \$125 per day.
- Travel and lodging expenses are available only if the transplant recipient resides more than:
  - 50 miles from the designated transplant facility for **UnitedHealthcare plans**;
  - 100 miles from the designated transplant facility for **Aetna plans**;
  - 60 miles from the designated transplant facility for **CIGNA plans**; and
  - **Empire BlueCross BlueShield** plans do not have a mileage requirement.
- If the patient is a covered dependent minor child, the transportation expenses of two companions (one companion for **Aetna plans**; both parents for **CIGNA plans**) will be covered, and lodging and meal expenses will be reimbursed at the \$100 per diem rate; **Empire BlueCross BlueShield** has a \$125 per diem rate;
- There is a combined overall lifetime maximum of \$10,000 per covered person for all transportation, lodging, and meal expenses incurred by the transplant recipient and companion and reimbursed under the Health Plan in connection with all transplant procedures. (For Aetna plans, a \$10,000 maximum will apply to all non-health benefits in connection with any one type of procedure. These benefits are available until one year following the date of the procedure.)

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 Health Plan if and to the extent covered by the Health Plan without regard to this organ/tissue transplant section.

There may be some differences in coverage for transportation and lodging. **Empire BlueCross BlueShield** covers Travel and Lodging when a member uses a Blue Quality Center for Transplants. **CIGNA plans** only cover transportation and lodging when a member uses a LIFESOURCE facility. For **UnitedHealthcare**, United Resource Networks (URN) will coordinate your transplant activity. When an URN facility is used, benefits will be paid at 100%. When you use a non-URN facility, benefits will be paid at the network level without access to the travel and lodging benefit.

**Harvard Pilgrim HMO** does not provide a transportation and lodging benefit.

For more information, contact your Claim Administrator directly.

## 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 underconverge or overconverge. 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.

### ***Outpatient physical therapy***

See rehabilitation therapy.

### ***Prescribed drugs***

Prescribed drugs and medicines for inpatient services.

### ***Private-duty nursing care (combined with Home health care)***

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

- **Aetna ChoicePlan, CIGNA ChoicePlan, Empire BlueCross BlueShield ChoicePlan and UnitedHealthcare ChoicePlan:** there is a combined network and out-of-network maximum benefit of 200 visits per calendar year (combined with home health care visits). One visit is equal to one eight-hour shift. Inpatient private-duty nursing is not covered.
- For **UnitedHealthcare EPO**, private duty nursing is not combined with home health care. There is no maximum number of visits.
- For **UnitedHealthcare Hawaii Plan**, at least 60 home health visits are covered each year.
- For **Harvard Pilgrim HMO**, 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;
  - 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; and
- 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 Health Plan;
  - Chronic conditions (such as cerebral palsy or multiple sclerosis); or
  - Developmental delay (Aetna HMO does not cover developmental delay).

## 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 semi-private 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. (For UnitedHealthcare plans, inpatient rehabilitation facility services and skilled nursing facility services are subject to a combined maximum of 120 visits per year.)

## 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 network and out-of-network, wherever the services are being provided, for example, at home, at a therapist's office, or in a free-standing therapy facility.
- **ChoicePlans and Out-of-Area plan:** Spinal Manipulation therapy limited to 20 visits per calendar year. All other therapies combined are limited to 60 visits per calendar year for restorative care.
- **Empire BlueCross BlueShield EPO:** Chiropractic Therapy covered with no visit limitations. All other therapies (i.e. physical, occupational, speech) are limited to a combined 60 visit maximum per calendar year.
- **Hawaii Health Plan:** Cover at least 30 days of each type of therapy each calendar year for restorative care, with a separate chronic/developmental delay benefit of 24 visits per calendar year.
- **UnitedHealthcare EPO:** Chiropractic therapy limited to 20 visits per calendar year. All other therapies combined are limited to 60 visits per calendar year for restorative PT/OT/ST care. Limited to 24 visits for developmental delay.
- **Aetna HMO:** Chiropractic therapy limited to 20 visits per calendar year. All other therapies combined are limited to 60 visits per calendar year for restorative PT/OT/ST care.
- **CIGNA HealthCare HMOs:** maximum of 60 visits for all types of therapy combined each calendar year.

## Skilled nursing facility services

- Room and board: covered expenses for room and board are limited to the facility's regular daily charge for a semi-private room.
- Other services and supplies.

Covered services are limited to the first 120 days of confinement each calendar year. (For CIGNA HealthCare and UnitedHealthcare, this is a combined limit with inpatient rehabilitation facility services. For Harvard Pilgrim HMO, there is a limit of 100 days per calendar year.)

### ***Speech therapy***

See rehabilitation therapy.

### ***Spinal manipulations***

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

### ***Surgery***

Services for surgical procedures. Under the HMO/EPO plans, all surgical procedures must be approved 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;
  - Accidental injury that happens while the person is covered under the Health 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. Normal Plan deductibles, coinsurance, and copayments 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/EPO plans. An assistant surgeon generally must be a licensed physician. Physician's assistant services are not covered if billed on their own behalf. Under the HMO/EPO plans, these services are covered in full, provided a participating surgeon is used. (Aetna and UnitedHealthcare cover assistant surgeon services for certain surgeries. Aetna covers registered nurses acting as assistant surgeons.)

#### **Multiple surgical procedures**

If you're 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:

- Primary procedure: The Plan will allow 100% of the negotiated or reasonable and customary fee.
- Secondary procedure: The Plan will allow 50% of the negotiated or reasonable and customary fee.
- Tertiary and additional procedures: The Plan will allow 50% of the negotiated or reasonable and customary for each additional procedure.

- Bilateral and separate operative areas: The Plan will allow 100% of the negotiated or reasonable and customary fee for the primary procedure and 50% of the secondary procedure and 50% of the negotiated or reasonable and customary fee for tertiary/additional procedures. If billed separately, incidental surgeries won't be covered. An incidental surgery is a procedure performed at the same time as a primary procedure and requires little additional physician resources and/or is clinically an integral part of the performance of the primary procedure.

Covered expenses for multiple surgical procedures are subject to the Claim Administrator review.

### ***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. For **UnitedHealthcare**, bone related services are covered.

### ***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 examinations and immunizations, based on guidelines from the American Medical Association.

### ***Wellness benefit***

Covered expenses include:

- Routine physical examination (including well-woman exams) are covered once per calendar year;
- Immunizations (including non-travel related immunizations);
- Vision examination is covered once every 24 months (covered once every calendar year by **Harvard Pilgrim HMO**);
- Smoking cessation (not covered by **Harvard Pilgrim HMO**);
- Weight control (not covered by **Aetna, Empire BlueCross BlueShield, and Harvard Pilgrim HMO**); and
- Stress management (not covered by **Aetna, Empire BlueCross BlueShield, CIGNA HealthCare, and Harvard Pilgrim HMO**).



There is a \$250 calendar year maximum that applies to non-network services per covered family member. This maximum does not apply to wellness visits to ChoicePlan or HMO/EPO network providers, for well-child care and immunizations, or for routine care under Hawaii Health Plan.

***Women's Health and Cancer Rights Act of 1998***

Your group health plan benefits described in this document provide benefits for mastectomy-related services, and the complications resulting from a mastectomy (including lymphedema), as required by the Women's Health and Cancer Rights Act of 1998. These benefits include reconstruction and surgery to achieve breast symmetry, and prostheses. For more information, please refer to **Surgery** and your medical insurance carrier booklet. Normal plan deductibles and coinsurance may apply.

For information on what is not covered, see **Exclusions and limitations**.

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## Exclusions and limitations

There are services and expenses that are not covered under the Non-HMO/EPO Health Plans. The following list of exclusions and limitations applies to your Plan benefits unless otherwise provided under your HMO:

- Acupuncture and acupuncture therapy, except as listed in Covered services and supplies;
- Ambulance services, when used as routine transportation to receive inpatient or outpatient services;
- 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 Claim Administrator;
- Beam neurologic testing;
- Biofeedback, except as specifically approved by the Claim Administrator;
- Blood, blood plasma, or other blood derivatives or substitutes, except as listed in Covered services and supplies;
- Breast augmentation and otoplasties, including treatment of gynecomastia. Reduction mammoplasty is not covered unless medically appropriate, as determined by the Claim 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. Hawaii Plan – treatment in a state facility, including care and treatment in a non-participating hospital owned or operated by any state government agency is covered;
- 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 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, injured, or pregnant persons. 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;
- 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 which are performed as a treatment for acne. However, the Plan covers reconstructive surgery, as outlined in Covered services and supplies;
- 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 UnitedHealthcare, Aetna or Empire BlueCross BlueShield);
- 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;
  - 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 or another caregiver can be or is being trained to care for himself or herself;
- Dental care or treatment to the mouth, teeth, gums, or supporting structures such as, but not limited to, periodontal treatment, endodontic services, extractions, implants, See Covered services and supplies 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) problems and learning disabilities are not covered by the Plan; See Covered services and supplies 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 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 for the same services under the Plan;
- 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 Claim Administrator, unless approved by the Claim 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 Claim Administrator has determined, based upon scientific evidence, demonstrate effectiveness or show promise of being effective for the disease. Refer to the **Glossary** for a definition of experimental, investigational or unproven services;
- Eyeglasses and contact lenses (Empire BlueCross BlueShield will only cover eyeglasses or contact lens after cataract surgery up to a maximum of \$1,200);
- False teeth;
- 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, metabolic diseases, psychological disorders (such as stress or depression), burns, or acute traumatic scalp injury associated with hair loss must be evaluated and pre-authorized by the Claim Administrator;
- Health services, including those related to pregnancy, that are provided before your coverage is effective or after your coverage has been terminated;
- Herbal medicine, holistic, or homeopathic care, including drugs; [confirm if not covered];
- Household equipment, including (but not limited to) the purchase or rental of exercise cycles, air purifiers, central or unit air conditioners, water purifiers, hypo-allergenic pillows, mattresses or waterbeds, 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 Claim Administrator;
- Implantable drugs (other than contraceptive implants);
- Infertility services, except as described under Covered services and supplies. The Plan does not cover charges for the freezing and storage of cryopreserved embryos and charges for storage of sperm; does not cover surrogate mothers or any charges associated with them.
- Inpatient private duty or special nursing care. Outpatient private duty nursing services must be pre-authorized by the Claim Administrator (UnitedHealthcare must receive notification in advance. For Harvard Pilgrim HMO, home health care coverage excludes private duty nursing);

- Membership costs for health clubs, personal trainers, massages, weight loss clinics, and similar programs; (Oxford offers a \$200 reimbursement every 6 months for employees that can prove they have had 50 gym visits in that time period and \$100 every 6 months for spouses who can prove they have had 50 gym visits in that time period. Harvard Pilgrim offers a \$150 fitness reimbursement once per calendar year for members who belong to a qualified health and fitness club (offering cardiovascular and strength-training equipment and facilities to exercise and improve physical fitness) for four consecutive months. Restrictions apply.)
- Naturopathy;
- Nutritional counseling and nutritionists except as shown in Covered services and supplies;
- 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 stockings, and reagent strips; Please contact the 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 examinations, 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;
- Religious, marital, 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 corn;
- Services not covered by the Plan, even when your PCP (HMO plans) has issued a referral for those services;
- 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 the parent or grandparent of you or your spouse) 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 examinations and diagnostic services in connection with:
  - Obtaining or continuing employment;
  - Obtaining or maintaining any license issued by a municipality, state, or federal government;
  - Securing insurance coverage;
  - Travel; and
  - School admissions or attendance, including examinations 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 (wrinkle method);
  - Cytotoxicity testing (Bryan's Test);
  - Treatment of non-specific candida sensitivity;
  - Urine autoinjections;
- Stand-by services required by a physician;
- Surgical operations, procedures, or treatment of obesity, except when approved in advance by the Claim Administrator;
- Telephone consultations;
- Therapy or rehabilitation, including (but not limited to):
  - Primal therapy;
  - Chelation therapy (except to treat heavy metal poisoning);
  - Rolfing;
  - Psychodrama;
  - Megavitamin therapy;
  - Purging;
  - Bioenergetic therapy;

- Vision perception training;
- Carbon dioxide therapy;
- Thermograms and thermography;
- Transsexual surgery, sex change, or transformation. The Plan does not cover any procedure, treatment or related service designed to alter a participant's physical characteristics from his or her biologically determined sex to those of another sex, regardless of any diagnosis of gender role or psychosexual orientation problems;
- 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, 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, food supplements, liquid diets, diet plans, or any related products.

## Glossary

The following definitions apply to benefits provided under the Plan, unless clearly indicated otherwise.

**Accredited school or college.** An accredited secondary school, junior college, college, or university, or a state or federally accredited trade or vocational school.

**Ambulatory surgical center.** A specialized facility established, equipped, operated, and staffed primarily to perform surgical procedures and that fully meets one of the following two tests:

- It is licensed as an ambulatory surgical center by the regulatory authority having responsibility for the licensing under the laws of the jurisdiction in which it is located; or
- Where licensing is not required, it meets all of the following requirements:
  - It is operated under the supervision of a licensed doctor of medicine (MD) or doctor of osteopathy (DO) who devotes full time to supervision and permits a surgical procedure to be performed only by a duly qualified physician who, at the time the procedure is performed, is privileged to perform the procedure in at least one hospital in the area;
  - It requires in all cases, except those requiring only local infiltration anesthetics, that a licensed anesthesiologist administer the anesthetic or supervise an anesthesiologist who is administering the anesthetic and that the anesthesiologist or anesthesiologist remain present throughout the surgical procedure;
  - It provides at least one operating room and at least one postanesthesia recovery room;
  - It is equipped to perform diagnostic x-ray and laboratory examinations or has arranged to obtain these services;
  - It has trained personnel and necessary equipment to handle emergency situations;
  - It has immediate access to a blood bank or blood supplies;
  - It provides the full-time services of one or more registered nurses (RN) for patient care in the operating rooms and in the postanesthesia recovery room; and
  - It maintains an adequate medical record for each patient, the record to contain an admitting diagnosis including, for all patients except those undergoing a procedure under local anesthesia, a preoperative examination report, medical history and laboratory tests and/or x-rays, an operative report, and a discharge summary.

An ambulatory surgical center that is part of a hospital, as defined herein, will be considered an ambulatory surgical center for the purposes of the Plan.

**Birth center.** A specialized facility that is primarily a place for delivery of children following a normal uncomplicated pregnancy and that fully meets one of the following two tests:

- It is licensed by the regulatory authority having responsibility for the licensing under the laws of the jurisdiction in which it is located; and
- It meets all of the following requirements:
  - It is operated and equipped in accordance with any applicable state law;
  - It is equipped to perform routine diagnostic and laboratory examinations such as hematocrit and urinalysis for glucose, protein, bacteria, and specific gravity;

- It has available, to handle foreseeable emergencies, trained personnel and necessary equipment, including but not limited to oxygen, positive pressure mask, suction, intravenous equipment, equipment for maintaining infant temperature and ventilation, and blood expanders;
- It is operated under the full-time supervision of a licensed doctor of medicine (MD), doctor of osteopathy (DO), or registered nurse (RN);
- It maintains a written agreement with at least one hospital in the area for immediate acceptance of patients who develop complications;
- It maintains an adequate medical record for each patient, the record to contain prenatal history, prenatal examination, any laboratory or diagnostic tests, and a postpartum summary; and
- It is expected to discharge or transfer patients within 24 hours following delivery unless medically necessary.

A birth center that is part of a hospital, as defined herein, will be considered a birth center for the purposes of the Plan.

**Brand-name drug.** A drug that is under patent by its original innovator or marketer.

**Calendar year.** January 1 through December 31 of the same year. For new enrollees, the calendar year is the effective date of their enrollment through December 31 of the same year, unless otherwise provided in the open enrollment materials.

**Chiropractic care.** Skeletal adjustments, manipulation, or other treatment in connection with the detection and correction by manual or mechanical means of structural imbalance or subluxation in the human body. Such treatment is done by a physician to remove nerve interference resulting from, or related to, distortion, misalignment, or subluxation of, or in, the vertebral column. The following are not considered to be chiropractic care: chiropractic appliances, services related to the diagnosis and treatment of jaw joint problems such as temporomandibular joint (TMJ) syndrome or craniomandibular disorders, or services for treatment of strictly non-neuromusculoskeletal disorders.

**Claim Administrator.** Aetna, CIGNA HealthCare, UnitedHealthcare, Empire BlueCross BlueShield, Group Health Plan of St. Louis, Harvard Pilgrim Health Care, United Healthcare of the River Valley (formerly John Deere), Optimum Choice, Oxford Health Plans, Tufts Health Plan, and Express Scripts, and any other party designated as a claims fiduciary pursuant to a contractual relationship and as authorized by the Plans Administration Committee of Citi Inc. The Claim Administrator does not insure the benefits described in this document.

**Comprehensive outpatient rehabilitation facility.** A facility that is primarily engaged in providing diagnostic, therapeutic, and restorative services to outpatients for the rehabilitation of injured or sick persons and that fully meets one of the following two tests:

- It is approved by Medicare as a comprehensive outpatient rehabilitation facility; or
- It meets all of the following tests:
  - It provides at least the following comprehensive outpatient rehabilitation services:
  - Services of physicians who are available at the facility on a full- or part-time basis;
  - Physical therapy; and
  - Social or psychological services;
  - It has policies established by a group of professional personnel (associated with the facility), including one or more physicians to govern the comprehensive outpatient rehabilitation services it furnishes and provides for the carrying out of such policies by a full- or part-time physician;

- It has a requirement that every patient must be under the care of a physician; and
- It is established and operates in accordance with the applicable licensing and other laws.

**Cosmetic surgery.** Medically unnecessary surgical procedures, usually, but not limited to, plastic surgery directed toward preserving beauty or correcting scars, burns, or disfigurements, and teeth whitening.

**Covered expenses.** Those expenses listed under **Covered services and supplies**.

**Covered family members or covered person.** The employee and the employee's legal spouse and/or dependent children, or qualified domestic partner who are covered under the Plan.

**Custodial care.** The care (including room and board needed to provide that care) given principally for personal hygiene or for assistance in daily activities and can, according to generally accepted medical standards, be performed by persons who have no medical training. Examples of custodial care include help in walking and getting out of bed, assistance in bathing, dressing, and feeding, or supervision over medication that normally could be self-administered.

**Designated transplant facility.** A facility designated by the Claim Administrator to render medically necessary covered services and supplies for qualified procedures under the Plan.

**Emergency care.** Medical care and treatment provided after the sudden onset of a medical condition manifesting itself by acute symptoms, including severe pain. The symptoms must be severe enough that the lack of immediate medical attention could reasonably be expected to result in any of the following:

- The patient's health would be placed in serious jeopardy;
- Bodily function would be seriously impaired; and
- There would be serious dysfunction of a bodily organ or part.

Emergency care includes immediate mental health and chemical dependency treatment when the lack of the treatment could reasonably be expected to result in the patient harming himself or herself and/or other persons.

**ERISA.** The Employee Retirement Income Security Act of 1974, as amended.

**Experimental, investigational, or unproven services.** Medical, surgical, diagnostic, psychiatric, substance abuse, or other health care services, technologies, supplies, treatments, procedures, drug therapies, or devices that, at the time the Health Plan makes a determination regarding coverage in a particular case, are determined to be:

- Not approved by the U.S. Food and Drug Administration ("FDA") to be lawfully marketed for the proposed use and not identified in the American Hospital Formulary Service or the United States Pharmacopoeia Dispensing Information as appropriate for the proposed use;
- Subject to review and approval by any institutional review board for the proposed use;
- The subject of an ongoing clinical trial that meets the definition of a Phase 1, 2, or 3 clinical trial set forth in the FDA regulations, regardless of whether the trial is actually subject to FDA oversight; and
- Not demonstrated through prevailing peer-reviewed medical literature to be safe and effective for treating or diagnosing the condition or illness for which its use is proposed.



The Claim Administrator, in its judgment, may deem an experimental, investigational, or unproven service covered under the Plan for treating a life-threatening sickness or condition, if it is determined by the Claim Administrator that the experimental, investigational, or unproven service at the time of the determination:

- Is proved to be safe with promising efficacy;
- Is provided in a clinically controlled research setting; and
- Uses a specific research protocol that meets standards equivalent to those defined by the National Institutes of Health.

(For purposes of this definition, the term “life-threatening” is used to describe sicknesses or conditions that are more likely than not to cause death within one year of the date of the request for treatment.)

**Fiduciary.** A person who exercises discretionary authority or control over management of the Plan or the disposition of its assets, renders investment advice to the Plan, or has discretionary authority or responsibility in the administration of the Plan. The “named fiduciary” for the Plan is the Plans Administration Committee of Citi Inc., except to the extent fiduciary authority has been delegated by this document or otherwise to Claim Administrators or others.

**Generic drug.** Equivalent medications that contains the same active ingredient and are subject to the same rigid FDA standards for quality, strength, and purity as their brand-name equivalents. Generic drugs are less expensive than brand-name drugs.

**Home health care agency.** An agency or organization that provides a program of home health care and meets one of the following three tests:

- It is approved under Medicare;
- It is established and operated in accordance with the applicable licensing and other laws; or
- It meets all of the following tests:
  - Its primary purpose is to provide a home health care delivery system bringing supportive services to the home;
  - It has a full-time administrator;
  - It maintains written records of services provided to the patient;
  - Its staff includes at least one registered nurse (RN) or it has nursing care by a registered nurse (RN) available; and
  - Its employees are bonded, and it maintains malpractice insurance.

**Hospice.** An agency that provides counseling and incidental medical services for a terminally ill individual. Room and board may be provided. The agency must meet one of the following three tests:

- It is approved by Medicare as a hospice;
- It is licensed in accordance with any applicable state laws; or
- It meets the following criteria:
  - It provides 24-hour-a-day, seven-day-a-week service;
  - It is under the direct supervision of a duly qualified physician;
  - It has a nurse coordinator who is a registered nurse with four years of full-time clinical experience. Two of these years must involve caring for terminally ill patients;
  - The main purpose of the agency is to provide hospice services;

- It has a full-time administrator;
- It maintains written records of services given to the patient; and
- It maintains malpractice insurance coverage.

A hospice that is part of a hospital will be considered a hospice for the purposes of the Plan.

**Hospital.** An institution engaged primarily in providing medical care and treatment of sick and injured persons on an inpatient basis at the patient's expense and fully meets one of the following three tests:

- It is accredited as a hospital by the Joint Commission on Accreditation of Healthcare Organizations;
- It is approved by Medicare as a hospital; or
- It meets all of the following tests:
  - It maintains, on the premises, diagnostic and therapeutic facilities for surgical and medical diagnosis and treatment of sick and injured person by or under the supervision of a staff of duly qualified physicians;
  - It continuously provides, on the premises, 24-hour-a-day nursing service by or under the supervision of registered graduate nurses; and
  - It is operated continuously with organized facilities for operative surgery on the premises.

**Injury.** An accidental physical injury to the body caused by unexpected external means.

**Intensive care unit.** A separate, clearly designated service area maintained within a hospital solely for the care and treatment of patients who are critically ill. This also includes what is referred to as a "coronary care unit" or an "acute care unit." It has facilities for special nursing care not available in regular rooms and wards of the hospital, special life-saving equipment that is immediately available at all times, at least two beds for the accommodation of the critically ill, and at least one registered nurse (RN) in continuous and constant attendance 24 hours a day.

**Licensed counselor.** A person who specializes in mental health and chemical dependency treatment and is licensed as a Licensed Clinical Social Worker (LCSW) by the appropriate authority.

**Lifetime.** A word appearing in the Plan in reference to benefit maximums and limitations. Lifetime is understood to mean the period of time in which you and your eligible dependent are covered under the Plan. Under no circumstances does lifetime mean during the lifetime of the covered person.

**Medically necessary or medical necessity.** Health care services and supplies that are determined by the Claim Administrator to be medically appropriate and:

- Necessary to meet the basic health needs of the covered person;
- Rendered in the most cost-efficient manner and type of setting appropriate for the delivery of the service or supply;
- Consistent in type, frequency, and duration of treatment with scientifically based guidelines of national medical, research, or health care coverage organizations or governmental agencies that are accepted by the Health Plan;
- Consistent with the diagnosis of the condition;
- Required for reasons other than the convenience of the covered person or his or her physician;
- Must be provided by a physician, hospital or other covered provider under the Health Plan;
- With regard to a person who is an inpatient, it must mean the patient's illness or injury requires that the service or supply cannot be safely provided to that person on an outpatient basis;

- It must not be primarily scholastic, vocational training, educational or developmental in nature, or experimental or investigational;
- Demonstrated through prevailing peer-reviewed medical literature to be either:
  - Safe and effective for treating or diagnosing the condition or sickness for which their use is proposed; or
  - Safe with promising efficacy:
    - For treating a life-threatening sickness or condition;
    - In a clinically controlled research setting; and
    - Using a specific research protocol that meets standards equivalent to those defined by the National Institutes of Health.

(For the purpose of this definition, the term “life-threatening” is used to describe sicknesses or conditions that are more likely than not to cause death within one year of the date of the request for treatment.)

The fact that a physician has performed or prescribed a procedure or treatment or the fact that it may be the only treatment for a particular injury, sickness, mental illness, or pregnancy does not mean that it is medically necessary as defined above. The definition of medically necessary used in this summary relates only to coverage and differs from the way in which a physician engaged in the practice of medicine may define medically necessary. The Plans Administration Committee may delegate the discretionary authority to determine medical necessity under the Health Plans.

**Medicare.** The Health Insurance for the Aged and Disabled program under Title XVIII of the Social Security Act.

**Mental health and chemical dependency treatment.** Treatment for both of the following:

- Any sickness identified in the current edition of The Diagnostic and Statistical Manual of Mental Disorders (DSM), including a psychological and/or physiological dependence or addiction to alcohol or psychoactive drugs or medications, regardless of any underlying physical or organic cause; and
- Any sickness where the treatment is primarily the use of psychotherapy or other psychotherapeutic methods.

All inpatient services, including room and board, given by a mental health facility or area of a hospital that provides mental health or substance abuse treatment for a sickness identified in the DSM, are considered mental health and chemical dependency treatment, except in the case of multiple diagnoses.

If there are multiple diagnoses, only the treatment for the sickness that is identified in the DSM is considered mental health and chemical dependency treatment.

Detoxification services given prior to and independent of a course of psychotherapy or substance abuse treatment is not considered mental health and chemical dependency treatment.

Prescription drugs are not considered mental health and chemical dependency treatment.

**Morbid obesity.** A diagnosed condition in which the body weight exceeds the medically recommended weight by either 100 pounds or is twice the medically recommended weight in the most recent body mass index (BMI) tables for a person of the same height, age, and mobility as the covered person. For Aetna plans, the BMI is: greater than 40 kilograms per meter squared; or equal to or greater than 35 kilograms per meter squared with a comorbid medical condition, including: hypertension; a cardiopulmonary condition; sleep apnea; or diabetes.

**Network pharmacy.** Registered and licensed pharmacies, including mail-order pharmacies that participate in the network.

**Network provider.** A provider that participates in a ChoicePlan or a Plan network, or one of the HMO/EPOs.

**Nonoccupational disease.** A disease that does not:

- Arise out of (or in the course of) any work for pay or profit, or
- Result in any way from a disease that does.

A disease will be deemed to be nonoccupational regardless of cause if proof is furnished that the person:

- Is covered under any type of Workers' Compensation Law; and
- Is not covered for that disease under such law.

**Nonoccupational injury.** An accidental bodily injury that does not:

- Arise out of (or in the course of) any work for pay or profit, or
- Result in any way from an injury that does.

**Non-preferred brand-name drug.** A brand-name drug that is not a formulary drug. See the definition of preferred brand-name drug.

**Nurse-midwife.** A person licensed or certified to practice as a nurse-midwife and who fulfills both of these requirements:

- A person licensed by a board of nursing as a registered nurse; and
- A person who has completed a program approved by the state for the preparation of nurse-midwives.

**Nurse-practitioner.** A person who is licensed or certified to practice as a nurse-practitioner and fulfills both of these requirements:

- A person licensed by a board of nursing as a registered nurse; and
- A person who has completed a program approved by the state for the preparation of nurse-practitioners.

**Occupational therapy.** Services that improve the patient's ability to perform tasks required for independent functioning when the function has been temporarily lost and can be restored.

**Other services and supplies.** Services and supplies furnished to the individual and required for treatment, other than the professional services of any physician and any private duty or special nursing services (including intensive nursing care by whatever name called).

**Out-of-network hospital.** A hospital (as defined) that does not participate in a ChoicePlan or Health Plan network, or an HMO/EPO.

**Out-of-network pharmacy.** A pharmacy other than an Express Scripts network pharmacy.

**Out-of-network provider.** A provider that does not participate in a ChoicePlan or Health network, or an HMO/EPO.

**Outpatient care.** Treatment including services, supplies, and medicines provided and used at a hospital under the direction of a physician to a person not admitted as a registered bed patient or services rendered in a physician's office, laboratory or x-ray facility, an ambulatory surgical center, or the patient's home.

**Physical therapy.** Services that are designed to restore an individual to a level of function present prior to an illness or accidental injury.

**Physician.** A legally qualified and licensed:

- Doctor of Medicine (MD);
- Doctor of Chiropody (DPM; DSC);
- Doctor of Chiropractic (DC);
- Doctor of Dental Surgery (DDS);
- Doctor of Medical Dentistry (DMD);
- Doctor of Osteopathy (DO); or
- Doctor of Podiatry (DPM).

Care provided by Christian Science practitioners is covered as an out-of-network benefit under the ChoicePlans, and the Out-of-Area plan.

**Plan.** The Citi Health Benefit Plan, as amended from time to time. For ERISA reporting purposes, the Plan number is Plan 508.

**Plan Administrator.** The Plans Administration Committee of Citi Inc.

**Plan year.** January 1 – December 31.

**Preadmission tests.** Tests performed on a covered person in a hospital before confinement as a resident inpatient provided they meet all of the following requirements:

- The tests are related to the performance of scheduled surgery;
- The tests have been ordered by a physician after a condition requiring surgery has been diagnosed and hospital admission for surgery has been requested by the physician and confirmed by the hospital; and
- The covered person is subsequently admitted to the hospital, or the confinement is canceled or postponed because a hospital bed is unavailable or because there is a change in the covered person's condition that precludes the surgery.

**Preferred brand-name drug.** A drug that is prescribed from a list of medications preferred for its clinical effectiveness and opportunity to help contain health care costs. Preferred drugs are part of an incentive program to help control the costs of care and are frequently called formulary drugs.

**Prescription drugs.** Any drugs that cannot be dispensed without a doctor's prescription. The following will be considered prescription drugs:

- Federal legend drugs. This is any medicinal substance that the federal Food, Drug, and Cosmetic Act requires to be labeled "Caution — federal law prohibits dispensing without prescription";
- Drugs that require a prescription under state law but not under federal law;
- Compound drugs having more than one ingredient, and at least one of the ingredients has to be a federal legend drug or a drug that requires a prescription under state law;
- Injectable insulin; and
- Needles and syringes.

**Primary care physician (PCP).** A physician in general practice or who specializes in pediatrics, family practice, or internal medicine who has agreed with the Claim Administrator to act as the entry point to the health care delivery system and as the coordinator of member care. The PCP is not an agent or employee of the Claim Administrator or Citi Inc.

**Psychiatrist.** A physician who specializes in mental, emotional, or behavioral disorders.

**Psychologist.** A person who specializes in clinical psychology and fulfills one of these requirements:

- A person licensed or certified as a psychologist; or
- A Member or Fellow of the American Psychological Association, if there is no government licensure or certification required.

**Reasonable and customary charge (R&C).** Any charge that, for services rendered by or on behalf of a non network physician, does not exceed the amount determined by the Claim Administrator in accordance with the applicable fee schedule.

As to all other charges, an amount measured and determined by the Claim Administrator by comparing the actual charge for the service or supply with the prevailing charges made for it. The Claim Administrator determines the prevailing charge by taking into account all pertinent factors including:

- The complexity of the service;
- The range of services provided; and
- The prevailing charge level in the geographic area where the provider is located and other geographic areas having similar medical cost experience.

In some circumstances, **Aetna** may have an agreement with a provider (either directly, or indirectly through a third party) which sets the rate that Aetna will pay for a service or supply. In these instances, in spite of the methodology described above, the reasonable charge is the rate established in such agreement.

**Rehabilitation facility.** A facility accredited as a rehabilitation facility by the Commission on Accreditation of Rehabilitation Facilities.

**Room and board.** Room, board, general-duty nursing, intensive nursing care by whatever name called, and any other services regularly furnished by the hospital as a condition of occupancy of the class of accommodations occupied, but not including professional services of physicians or special nursing services rendered outside of an intensive care unit by whatever name called.

**Self-insured or self-funded plan.** A plan in which no insurance company or service plan collects premiums and assumes risk.

**Sickness.** Bodily disorder or disease. The term “sickness” used in connection with newborn children will include congenital defects and birth abnormalities, including premature births.

**Skilled nursing facility.** A facility, if approved by Medicare as a skilled nursing facility, is covered by this Plan. If not approved by Medicare, the facility may be covered if it meets the following tests:

- It is operated under the applicable licensing and other laws;
- It is under the supervision of a licensed physician or registered nurse (RN) who is devoting full time to supervision;
- It is regularly engaged in providing room and board and continuously provides 24-hour-a-day skilled nursing care of sick and injured persons at the patient’s expense during the convalescent stage of an injury or sickness;
- It maintains a daily medical record of each patient who is under the care of a licensed physician;
- It is authorized to administer medication to patients on the order of a licensed physician; and
- It is not, other than incidentally, a home for the aged, the blind or the deaf, a hotel, a domiciliary care home, a maternity home, or a home for alcoholics or drug addicts or the mentally ill.

A skilled nursing facility that is part of a hospital will be considered a skilled nursing facility for the purposes of the Plan.

**Treatment center.** A facility that provides a program of effective mental health and chemical dependency treatment and meets all of the following requirements:

- It is established and operated in accordance with any applicable state law;
- It provides a program of treatment approved by a physician and the Claim Administrator;
- It has or maintains a written, specific, and detailed regimen requiring full-time residence and full-time participation by the patient;
- It provides at least the following basic services:
  - Room and board (to the extent that this Plan provides inpatient benefits at a Treatment Center);
  - Evaluation and diagnosis;
  - Counseling by a licensed provider; and
  - Referral and orientation to specialized community resources.

Treatment centers that qualify as a hospital are covered as a hospital and not as a treatment center.

**Utilization review.** A review and determination as to the medical necessity of services and supplies.