
Student Health Insurance Plan 2017-2018

Please read the brochure to understand your coverage.



AUSTIN
COLLEGE

Sherman, TX



Underwritten by:
 **National Guardian**
Life Insurance Company

Policy Number: 2017A4A03

 **Academic**
HealthPlans™

The 2017-2018 Student Health Insurance Plan is underwritten by National Guardian Life Insurance Company, NBH-280(2014)PPO-TX.
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Please Note: We have capitalized certain terms that have specific, detailed meanings, which are important to help you understand your Policy. Please review the meaning of the capitalized terms in the Definitions section.

Student Health Center Information

Austin College Health Services is located in Adams Center. Hours are from 8:30 AM to 5:00 PM, Monday through Friday. Health and Counseling Services provide short-term care and educational programming, with referrals as necessary.

RN is available 8:45 a.m. to 11:30 a.m. and 1:30 p.m. to 4:00 p.m., Monday through Friday. No charge for this service. No appointment necessary.

MD is available on most days from 12:00 p.m. to 1:00 p.m. on Monday, Tuesday & Friday and the first Wednesday of each month from 5:00 p.m. to 6:00 p.m. No appointment necessary. Please refer to the clinic calendar at the website below.

The schedule for the clinic may be found by going to this link:

<http://www.austincollege.edu/campus-life/health-services/>

Services rendered at the Health Services include Doctor's visits for covered Injuries or Sickness and annual wellness exams, and are covered at 100% of the Allowable Amount.

Address:	900 North Grand, Suite 61629 Sherman, TX 75090-4400
Phone:	1-903-813-2247
Email:	health@austincollege.edu

Eligibility

All registered full-time students (including International Teaching Assistants) are required to purchase the Austin College Student Insurance Plan unless proof of comparable coverage is furnished prior to the deadline of **August 31, 2017** for the fall and **February 2, 2018** for the spring.

A student must actively attend classes for at least the first 31 days after the date for which coverage is purchased unless he or she withdraws from classes due to an Injury or Sickness and the absence is an approved medical leave. Home study, correspondence, Internet classes and television (TV) courses do not fulfill the eligibility requirements that the student must actively attend classes. The Company maintains its right to investigate student status and attendance records to verify that the eligibility requirements have been met. If the Company discovers the eligibility requirements have not been met, its only obligation is refund of premium.

A newborn child will automatically be covered for the first 31 days following the child's birth. No extension of coverage is allowed after the first 31 days of birth.

Qualifying Event: Eligible students who have a change in status and lose coverage under another Health Care Plan are eligible to enroll for coverage under the Policy provided, within 31 days of the qualifying event, students should send a copy of the Certificate of Creditable Coverage, the completed Qualifying Events Form and the letter of ineligibility to Academic HealthPlans. A change in status due to a qualifying event includes, but is not limited to, loss of a spouse, whether by death, divorce, annulment or legal separation. The premium will be the same as it would have been at the beginning of the semester or quarter, whichever applies. However, the effective date will be the later of the date the student enrolls for coverage under the Policy and pays the required premium, or the day after the prior coverage ends. You may download a form from austincollege.myahpcare.com.

You are entitled to the benefits described in this brochure, if you have enrolled for this insurance and paid the premium.

Effective and Termination Dates

The Policy on file at the school becomes effective at 12:01 a.m. standard time at the University's address on the later of the following dates:

- 1) The Policy effective date; or
- 2) The beginning date of the term for which premium has been paid.

Effective and Termination Dates		
All Students	From	Through
Annual	08/01/17	07/31/18
Spring/Summer (January Start)	01/01/18	07/31/18
Summer (February Start)	02/01/18	07/31/18

Open Enrollment Periods		
<i>The open enrollment periods during which students may apply for, or change as follows:</i>		
Domestic and International Students	From	Through
Annual/Fall	05/12/17	08/31/17
Spring	12/01/17	02/02/18

The coverage provided with respect to the Covered Person shall terminate at 12:01 a.m. standard time on the earliest of the following dates:

- 1) The date the Policy terminates for all insured persons; or
- 2) The end of the period of coverage for which premium has been paid; or
- 3) The date an Insured Person ceases to be eligible for the insurance; or
- 4) The date an Insured Person enters military service.

You must meet the eligibility requirements listed herein each time you pay a premium to continue insurance coverage. To avoid a lapse in coverage, your premium must be received within 31 days after the coverage expiration date. It is the student's responsibility to make timely renewal payments to avoid a lapse in coverage. **Refunds of premium are allowed only upon entry into the Armed Forces, and the Company receives proof of active duty. Otherwise all premiums received by the Company will be considered fully earned and nonrefundable.**

The Policy issued to the University is a Non-Renewable, One-Year Term Policy. However, if you still maintain the required eligibility you may purchase the plan the next year. It is the Covered Person's responsibility to enroll for coverage each year in order to maintain continuity of coverage. If you no longer meet the eligibility requirements contact Academic HealthPlans at 1-855-370-7215 prior to your termination date.

Coverage Period Notice

Coverage Periods are established by the University and subject to change from one policy year to the next. In the event that a coverage period overlaps, the prior coverage period will terminate as of the effective date of the new coverage period. In no case will an eligible member be covered under two coverage periods within the same group.

Extension of Benefits

The coverage provided under the plan ceases on the termination date. However, if a Covered Person is Hospital Confined on the termination date for a covered Injury or Sickness for which benefits were paid before the termination date, the Covered Expenses for such covered Injury or Sickness will continue to be paid provided the condition continues, but not to exceed 90 days after the termination date.

The total payments made in respect of the Covered Person for such condition both before and after the termination date will never exceed the maximum benefit. After this "Extension of Benefits" provision has been exhausted, all benefits cease to exist, and under no circumstances will further payments be made.

Coordination of Benefits

Under a Coordination of Benefits (COB) provision, the plan that pays first is called the Primary Plan. The Secondary Plan typically makes up the difference between the Primary Plan's benefit and the Covered Expenses. When one plan does not have a COB provision, that plan is always considered Primary, and always pays first. You may still be responsible for applicable Deductible amounts, Copayments and Coinsurance.

Schedule of Medical Expense Benefits (Injury and Sickness)

***Preventive Services:** The Deductible is not applicable to Preventive Services. Benefits for services provided by a Network Provider are paid at 100% of the PPO Allowance of Covered Medical Expenses. Benefits for services provided by a Non-Network Provider are provided at the Coinsurance Amount shown below.

The following services shall be covered without regard to any Deductible or Coinsurance requirement that would otherwise apply:

1. Evidence-based items or services that have in effect a rating of “A” or “B” in the current recommendations of the United States Preventive Services Task Force.
2. Immunizations that have in effect a recommendation from the Advisory Committee on Immunization Practices of the Centers for Disease Control and Prevention with respect to the Insured Person involved.
3. With respect to Insured Persons who are infants, children, and adolescents, evidence-informed preventive care and screenings provided for in the comprehensive guidelines supported by the Health Resources and Services Administration.
4. With respect to Insured Persons who are women, such additional preventive care and screenings not described in paragraph (1) as provided for in comprehensive guidelines supported by the Health Resources and Services Administration.

*Please visit www.healthcare.gov/preventative-care-benefits/ for more information.

MAXIMUM BENEFIT (per Insured Person, per Policy Year)	UNLIMITED	
DEDUCTIBLE (per Insured Person, per Policy Year)	\$400	
INDIVIDUAL OUT-OF-POCKET MAXIMUM EXPENSE LIMIT* (per Insured Person, per Policy Year)	\$6,850	
FAMILY OUT-OF-POCKET MAXIMUM EXPENSE LIMIT* (per Family, per Policy Year)	\$13,700	
	Network Provider	Non-Network Provider
COINSURANCE (Not Applicable to Preventive Services)	80% of PPO Allowance for covered Medical Expenses unless otherwise stated below	60% of Usual and Reasonable Charge for Covered Medical Expenses unless otherwise stated below

*The Out-of-Pocket Expense Limit provides a cap on the amount of Covered Medical Expenses an Insured Person has to pay. Expenses that are not eligible or amounts above any Maximum Benefit do not apply toward the Out-of-Pocket Expense Limit. However, the Insured Person’s Coinsurance amounts, Deductibles, and Copayments will apply toward the Out-of-Pocket Expense Limit.

Benefit Payment for Network Providers and Non-Network Providers: The Policy provides benefits based on the type of health care provider selected. The Policy provides access to both Network Providers and Non-Network Providers. Different benefits may be payable for Covered Medical Expenses rendered by Network Providers versus Non-Network Providers, as shown in the Schedule of Benefits.

Preferred Provider Organization: To locate a Network Provider in your area, consult your Cigna Provider Directory. You may go to austincollege.myahpcare.com.

AT PHARMACIES CONTRACTING WITH THE HEALTHSMART RX®: You must go to a pharmacy contracting with the HealthSmart Rx® in order to access this program. Present your insurance ID card to the pharmacy to identify yourself

as a participant in this plan. Eligibility status will be online at the pharmacy. You can locate a participating pharmacy online at austincollege.myahpcare.com.

THE COVERED MEDICAL EXPENSE FOR AN ISSUED POLICY WILL BE:

- 1. THOSE LISTED IN THE COVERED MEDICAL EXPENSES PROVISION; AND**
- 2. ACCORDING TO THE FOLLOWING SCHEDULE OF BENEFITS; AND**
- 3. DETERMINED BY WHETHER OR NOT THE SERVICE OR TREATMENT IS PROVIDED BY A NETWORK PROVIDER OR NON-NETWORK PROVIDER.**

Inpatient Benefits	Network Provider	Non-Network Provider
Hospital Room & Board Expenses	80% of PPO Allowance	60% of Usual and Reasonable Charge
Hospital Intensive Care Unit Expense , in lieu of normal Hospital Room & Board Expenses	80% of PPO Allowance	60% of Usual and Reasonable Charge
Hospital Miscellaneous Expenses , for services & supplies, such as cost of operating room, lab tests, prescribed medicines, X-ray exams, therapeutic services, casts & temporary surgical appliances, oxygen, blood & plasma, misc. supplies	80% of PPO Allowance	60% of Usual and Reasonable Charge
Preadmission Testing	80% of PPO Allowance	60% of Usual and Reasonable Charge
Physician Visits while confined	80% of PPO Allowance	60% of Usual and Reasonable Charge
Inpatient Surgery: Surgeon Services Anesthetist Assistant Surgeon	80% of PPO Allowance	60% of Usual and Reasonable Charge
Registered Nurse Services , for private duty nursing while confined	80% of PPO Allowance	60% of Usual and Reasonable Charge
Physical Therapy	80% of PPO Allowance	60% of Usual and Reasonable Charge
Nervous, Mental or Emotional Disorders Treatment	80% of PPO Allowance	60% of Usual and Reasonable Charge
Skilled Nursing Facility Benefit	80% of PPO Allowance	60% of Usual and Reasonable Charge
Outpatient Benefits	Network Provider	Non-Network Provider
Outpatient Surgery: Surgeon Services Anesthetist Assistant Surgeon	80% of PPO Allowance	60% of Usual and Reasonable Charge
Outpatient Surgery Miscellaneous , excluding not-scheduled surgery – expenses for services & supplies, such as cost of operating room, therapeutic services, misc. supplies, oxygen, oxygen tent, and blood & plasma	80% of PPO Allowance	60% of Usual and Reasonable Charge
Outpatient Rehabilitation Therapy Services	80% of PPO Allowance	60% of Usual and Reasonable Charge
Emergency Services Expenses, \$150 Copayment per visit	80% of PPO Allowance	80% of Usual and Reasonable Charge for Emergency
In-Office Physician's Fees	100% of PPO Allowance Deductible waved after a \$25 Copayment	60% of Usual and Reasonable Charge

Outpatient Benefits	Network Provider	Non-Network Provider
Diagnostic X-rays	80% of PPO Allowance	60% of Usual and Reasonable Charge
Laboratory Procedures	80% of PPO Allowance	60% of Usual and Reasonable Charge
Shots and Injections , unless considered Preventive Services or otherwise covered under the Prescription Drug Benefit	80% of PPO Allowance	60% of Usual and Reasonable Charge
Prescription Drugs , all prescriptions are limited to 30 day retail supply, Includes diabetic supplies. <i>Copayments apply to Out-of-Pocket Maximum.</i>	At pharmacies contracting with the HealthSmart Rx® 100% of PPO Allowance after a \$20 Copayment per Generic \$45 Copayment per Preferred Brand \$60 Copayment per Brand	60% of Usual and Reasonable Charge after a \$20 Copayment per Generic \$45 Copayment per Preferred Brand \$60 Copayment per Brand
Nervous, Mental or Emotional Disorders Treatment	80% of PPO Allowance	60% of Usual and Reasonable Charge
Outpatient Miscellaneous Expense for services not otherwise covered but excluding surgery	80% of PPO Allowance	60% of Usual and Reasonable Charge
Home Health Care Expenses , up to 60 visits per Policy Year	80% of PPO Allowance	60% of Usual and Reasonable Charge
Hospice Care Coverage	80% of PPO Allowance	60% of Usual and Reasonable Charge
Routine Eye Exam (Adults) , limited to 1 Eye Exam per Policy Year	80% of PPO Allowance	60% of Usual and Reasonable Charge

Other Benefits	Network Provider	Non-Network Provider
Ambulance Service , Ground Transportation Only	80% of PPO Allowance	80% of Usual and Reasonable Charge
Substance Abuse Disorder Benefit , maximum of 3 series of treatment per lifetime	80% of PPO Allowance	60% of Usual and Reasonable Charge
Durable Medical Equipment	80% of PPO Allowance	60% of Usual and Reasonable Charge
Hearing Aid Benefit	80% of PPO Allowance	60% of Usual and Reasonable Charge
Maternity Benefit	<i>Payable on the same as any other Covered Sickness</i>	
Routine Newborn Care	<i>Payable on the same as any other Covered Sickness</i>	
Consultant Physician Services , when requested by the attending physician	80% of PPO Allowance	60% of Usual and Reasonable Charge
Pediatric Vision Care Benefit	100% of PPO Allowance for Preventive Services	60% of Usual and Reasonable Charge for preventive services
Pediatric Dental Exam Benefit	100% of PPO Allowance for Preventive Services 50% of Usual and Reasonable charge for all other covered services	60% of Usual and Reasonable Charge for preventive services 50% of Usual and Reasonable charge for all other covered services

Other Benefits	Network Provider	Non-Network Provider
Accidental Injury Dental Treatment, \$1,000 maximum	80% of PPO Allowance	60% of Usual and Reasonable Charge
Sports Accident Expense, \$2,500 Maximum per accident, incurred as the result of the play or practice of Intercollegiate or Intramural sports	80% of PPO Allowance	60% of Usual and Reasonable Charge
Mandated Benefits	Network Provider	Non-Network Provider
Temporomandibular Benefit, same basis as diagnostic or surgical treatment of conditions affecting other skeletal joints	80% of PPO Allowance	60% of Usual and Reasonable Charge
Amino Acid-based Elemental Formulas Benefit	<i>Payable on the same basis as other outpatient prescription drugs</i>	
Acquired Brain Injury Benefit	80% of PPO Allowance	60% of Usual and Reasonable Charge
Early Detection of Cardiovascular Diseases, Subject to \$200 every 5 years	80% of PPO Allowance	60% of Usual and Reasonable Charge
Clinical Trials Benefit	80% of PPO Allowance	60% of Usual and Reasonable Charge
Reconstructive Surgery for Craniofacial Abnormalities Benefit	80% of PPO Allowance	60% of Usual and Reasonable Charge
Dental Anesthesia Benefit	80% of PPO Allowance	60% of Usual and Reasonable Charge
Diabetes Expense Benefit	80% of PPO Allowance	60% of Usual and Reasonable Charge
Phenylketonuria Treatment Benefit	<i>Payable on the same basis as other outpatient prescription drugs</i>	
Prosthetic and Orthotic Devices Benefit	80% of PPO Allowance	60% of Usual and Reasonable Charge
Telehealth Services and Telemedicine Service Benefit	80% of PPO Allowance	60% of Usual and Reasonable Charge
Inpatient Mastectomy and Reconstructive Surgery Benefit	80% of PPO Allowance	60% of Usual and Reasonable Charge
Loss or Impairment of Speech and Hearing Benefit	80% of PPO Allowance	60% of Usual and Reasonable Charge

Definitions

Copayment means the amount of Usual and Reasonable expenses for treatment that We do not pay. The Insured Person is responsible for paying this portion of the expenses incurred. Any Copayment amounts are shown in the Schedule of Benefits.

Covered Injury means a bodily injury that is:

1. Sustained by an Insured Person while he/she is insured under the Policy or the School's prior policies; and
2. Caused by an accident directly and independently of all other causes.

Coverage under the School's policies must have remained continuously in force:

1. From the date of Injury; and
2. Until the date services or supplies are received, for them to be considered as a Covered Medical Expense under the Policy.

Covered Medical Expense means those charges for any treatment, service or supplies that are:

1. Not in excess of the Usual and Reasonable charges therefore;
2. Not in excess of the charges that would have been made in the absence of this insurance; and
3. Incurred while the Policy is in force as to the Insured Person, except with respect to any expenses payable under the Extension of Benefits Provision.

Covered Sickness means Sickness, disease or trauma related disorder due to Injury which:

1. causes a loss while the Policy is in force; and
2. which results in Covered Medical Expenses.

Elective Surgery or Elective Treatment means surgery or medical treatment that is:

1. not necessitated by a pathological or traumatic change in the function or structure of any part of the body; and
2. which occurs after the Insured Person's effective date of coverage.

Elective Treatment includes, but is not limited to, treatment for acne, warts and moles removed for cosmetic purposes, weight reduction, infertility (unless otherwise covered under the In Vitro Fertilization Benefit), learning disabilities (unless otherwise covered under the Developmental Delays in Children Benefit), routine physical examinations, fertility tests and pre-marital examinations, preventive medicines or vaccines except when required for the treatment of Covered Injury or Covered Sickness to the extent coverage is not required by state or federal law. Elective Surgery includes, but is not limited to, circumcision, tubal ligation, vasectomy, breast reduction, submucous resection and/or other surgical correction for a deviated nasal septum, other than for necessary treatment of acute sinusitis to the extent coverage is not required by state or federal law. Elective surgery does not include Plastic or Cosmetic Surgery required to correct an abnormality caused by a Covered Injury or Covered Sickness.

Emergency Medical Condition means a medical condition which:

1. manifests itself by acute symptoms of sufficient severity (including severe pain); and
2. causes a prudent layperson, who possesses an average knowledge of health and medicine, to reasonably expect that the absence of immediate medical attention might result in:
 - a. Placing the health of the individual (or, with respect to a pregnant woman, the health of the woman or her unborn child) in serious jeopardy;
 - b. Serious impairment to bodily functions; or
 - c. Serious dysfunction of any bodily organ or part.

(Definitions continued)

Essential Health Benefits mean benefits that are defined as such by the Secretary of Labor and are to be provided in a manner that is equal to the scope of benefits provided under a typical employer plan. This applies to the following general categories and the items and services covered within the categories:

1. Ambulatory patient services;
2. Emergency services;
3. Hospitalization;
4. Maternity and newborn care;
5. Mental health and substance use disorder services, including behavioral health treatment;
6. Prescription drugs;
7. Rehabilitative and habilitative services and devices;
8. Laboratory services;
9. Preventive and wellness services and chronic disease management; and
10. Pediatric services, including oral and vision care.

Medically Necessary means medical treatment that is appropriate and rendered in accordance with generally accepted standards of medical practice. The Insured Person's health care provider determines if the medical treatment provided is Medically Necessary.

Network Providers are Physicians, Hospitals and other healthcare providers who have contracted with Us to provide specific medical care at negotiated prices.

Nervous, Mental or Emotional Disorder means any neurosis, psychoneurosis, psychopathy, psychosis or mental or emotional disease or disorder of any kind.

Non-Network Providers have not agreed to any pre-arranged fee schedules.

Out-of-pocket Expense Limit means the amount of Usual and Reasonable expenses that an Insured Person is responsible for paying.

Phenylketonuria means an inherited condition that, if not treated, may cause severe mental retardation.

PPO Allowance means the amount a Network Provider will accept as payment in full for Covered Medical Expenses.

Preferred Brand Drug means a formulary drug that is within a select subset of therapeutic classes, which make up the formulary drug list.

Sickness means an illness, disease or condition of the Covered Person that causes a loss for which a Covered Person incurs medical expenses while covered under the Policy. All related conditions and recurrent symptoms of the same or similar condition will be considered one Sickness.

Usual and Reasonable means the normal charge, in the absence of insurance, of the provider for a service or supply, but not more than the prevailing charge in the area for a:

1. Like service by a provider with similar training or experience; or
2. Supply that is identical or substantially equivalent.

Exclusions and Limitations

Except as specified in the Policy, coverage is not provided for loss or charges incurred by or resulting from:

- services or supplies in connection with eye examinations, eyeglasses or contact lenses except as specifically provided in the Schedule of Benefits.
- weak, strained or flat feet.
- surgical procedures in connection with infertility unless such infertility is a result of a Covered Injury or Covered Sickness.
- birth control, including elective surgical procedures or devices, except as specifically provided in the Schedule of Benefits.
- treatment or removal of nonmalignant moles, warts, acne, or sleep disorders including the testing for same.
- expenses covered under any Workers' Compensation, occupational benefits plan, mandatory automobile no-fault plan, public assistance program or government plan, except Medicaid.
- any expenses in excess of Usual and Reasonable charges.
- loss incurred as the result of riding as a passenger or otherwise (including skydiving) in a vehicle or device for aerial navigation, except as a fare paying passenger in an aircraft operated by a scheduled airline maintaining regular published schedules on a regularly established route anywhere in the world.
- loss resulting from participation in war or any act of war, whether declared or not, or loss sustained while in the armed forces of any country or international authority, unless indicated otherwise on the Schedule of Benefits.
- loss resulting from playing, practicing, traveling to or from, or participating in, or conditioning for, any club sports.
- loss resulting from playing, practicing, traveling to or from, or participating in, or conditioning for, any professional sport.
- treatment, services, supplies or facilities in a Hospital owned or operated by the Veterans Administration or a national government or any of its agencies, except when a charge is made which the Insured Person is required to pay.
- Elective Surgery or Treatment unless such coverage is otherwise specifically covered under the policy.
- charges incurred for, acupuncture, heat treatment, diathermy, manipulation or massage, in any form, except to the extent provided in the Schedule of Benefits.
- expenses for weight increase or reduction, and hair growth or removal unless otherwise specifically covered under the policy.
- expenses for radial keratotomy.
- racing or speed contests, skin diving or sky diving, mountaineering (where ropes or guides are customarily used), ultra light aircraft, parasailing, sail planing, hang gliding, bungee jumping, travel in or on ATV's (all terrain or similar type vehicles) or other hazardous sport or hobby.
- expenses incurred for Plastic or Cosmetic Surgery, unless they result directly from a Covered Injury that necessitates medical treatment within 24 hours of the Accident or results from Reconstructive Surgery.
 - For the purposes of this provision, Reconstructive Surgery means surgery performed to correct or repair abnormal structures of the body caused by congenital defects, developmental abnormalities, trauma, infection, tumors or disease to either improve function or to create a normal appearance, to the extent possible.
 - For the purposes of this provision, Plastic or Cosmetic Surgery means surgery that is performed to alter or reshape normal structures of the body in order to improve the patient's appearance). Plastic or Cosmetic Surgery does not include newborn congenital defects, reconstructive surgery incident to craniofacial abnormalities or a mastectomy.

(Exclusions and Limitations continued)

- treatment to the teeth, including surgical extractions of teeth. This exclusion does not apply to the repair of injuries caused by a Covered Injury to the limits shown in the Schedule of Benefits.
- expenses that are not recommended and approved by a Physician.

Academic Emergency Services

These services are not part of the National Guardian Life Insurance Company health plan.

To ensure immediate access to assistance if you experience a crisis while traveling over 100 miles from home, or outside your home country, Academic HealthPlans has included Academic Emergency Services (AES) benefits in your student health plan coverage. AES offers a wide range of services and benefits to provide everything you need to prepare for your international experience, as well as get the help or information you need in a crisis, no matter how large or small.

The following services and benefits are available to you 24 hours a day, 7 days a week:

Medical Assistance: Pre-travel information; physician referrals; medical monitoring to ensure adequate care; 24/7 Nurse Help Line; prescription assistance or medicine dispatch.

Emergency Medical Evacuation and Repatriation: Unlimited benefit for evacuation from inadequate facility to a higher level of care facility, repatriation home for continued care if medically necessary, or recovery and repatriation of deceased remains.

Accidental Death and Dismemberment: \$25,000 benefit

Emergency Family Assistance: Benefits for visit of a family member or friend if hospitalized for 3 or more days, return of children if left unattended, bereavement reunion, emergency return home in the event a participant's family member suffers life threatening illness or death and return of participant's personal belongings in the event of evacuation or death.

Travel, Legal and Security Assistance: Pre-travel destination information or security advice; assistance locating lost luggage; passport replacement assistance; emergency travel arrangements; translation assistance; interpreter referral; legal consultation and referral; emergency message forwarding.

Preparing for your time away from home is easy; simply visit

the Academic Emergency Services portal:

aes.myahpcare.com

To obtain additional pre-travel information or advice, or in the event of a medical, travel or security crisis, call Academic Emergency Services immediately.

1-855-873-3555 call toll free from the US

1 (410) 453-6354 call collect from anywhere

Email: assistance@ahpcare.com

This provides you with a brief outline of the services available to you. Terms, conditions, limitations and exclusions apply. All services must be arranged and paid for through the AES service provider, UnitedHealthcare Global. There is no claim process for reimbursement of self-paid expenses unless specifically described in the service plan.

Academic Emergency Services (AES) is a global emergency services product. These services are provided by a separate and independent company from AES or Academic HealthPlans. AES provides medical, security and natural disaster evacuation services, repatriation of remains, emergency medical and travel assistance, travel information and other services for Academic HealthPlans.

Claim Procedure

In the event of Injury or Sickness, the student should:

- 1) Report to the Student Health Services for treatment or when not in school, to your Doctor or Hospital. Covered Persons should go to a participating Doctor or Hospital for treatment if possible.

IN AN EMERGENCY, REPORT DIRECTLY TO THE NEAREST EMERGENCY ROOM FOR TREATMENT.

- 2) Mail to the address below all prescription drug receipts (for providers outside those contracting with HealthSmart Rx[®]), medical and Hospital bills along with patient's name and Insured student's name, address, Social Security Number and name of the University under which the student is Insured.
- 3) File claims within 30 days of Injury or first treatment for a Sickness. Bills should be received by the Company within 90 days of service. Bills submitted after one year will not be considered for payment except in the absence of legal capacity.

Submit all Claims or Inquiries to:

HealthSmart
3320 W. Market St., Suite 100
Fairlawn, OH 44333

Medical Providers Call: 1-844-210-0590
All Other Calls: 1-855-370-7215

Plan Administered by:



Academic HealthPlans, Inc.
P.O. Box 1605
Colleyville, Texas 76034-1605
1-855-370-7215
Fax 1-855-858-1964
www.ahpcare.com

For more information about this plan please visit:
austincollege.myahpcare.com

Important Notice

This information provides a brief description of the important features of the insurance plan. It is not a contract of insurance. The terms and conditions of coverage are set forth in the Policy issued in the state in which the Policy was delivered. Complete details may be found in the Policy on file at your school's office. The Policy is subject to the laws of the state in which it was issued. Please keep this information as a reference.

Privacy Disclosure

Under HIPAA's Privacy Rule, we are required to provide you with notice of our legal duties and privacy practices with respect to personal health information. You will receive a copy of the NGL HIPAA Privacy Notice upon request. Please write to Academic HealthPlans, Inc., P.O. Box 1605, Colleyville, TX 76034-1605 or call 1-855-370-7215. You may also view and download a copy from the website at: austincollege.myahpcare.com.

Summary of Benefits and Coverage

The Affordable Care Act requires all health insurers to provide consumers with a **Summary of Benefits and Coverage (SBC)**. The SBC is a description of the benefits and health coverage offered by a particular health plan. The SBC is intended to provide clear, consistent descriptions that may make it easier for people to understand their health insurance coverage.

The items in the SBC just represent an overview of coverage; they are not an exhaustive list of what is covered or excluded. The full terms of coverage are located in your insurance Policy. To obtain an SBC for your Policy, please go to austincollege.myahpcare.com.