

# UNITEDHEALTHCARE INSURANCE COMPANY

## STUDENT HEALTH INSURANCE PLAN

### CERTIFICATE OF COVERAGE

Designed Especially for the Students of

# Missouri State University

2022-2023

#### **This Certificate of Coverage is Part of Policy # 2022-202864-4**

This Certificate of Coverage ("Certificate") is part of the contract between UnitedHealthcare Insurance Company (hereinafter referred to as the "Company," "We," "Us," and "Our") and the Policyholder.

Please keep this Certificate as an explanation of the benefits available to the Insured Person under the contract between the Company and the Policyholder. This Certificate is not a contract between the Insured Person and the Company. Amendments or endorsements may be delivered with the Certificate or added thereafter. The Master Policy is on file with the Policyholder and contains all of the provisions, limitations, exclusions, and qualifications of your insurance benefits, some of which may not be included in this Certificate. The Master Policy is the contract and will govern and control the payment of benefits.

**READ THIS ENTIRE CERTIFICATE CAREFULLY. IT DESCRIBES THE BENEFITS AVAILABLE UNDER THE POLICY. IT IS THE INSURED PERSON'S RESPONSIBILITY TO UNDERSTAND THE TERMS AND CONDITIONS IN THIS CERTIFICATE.**



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## Introduction

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Welcome to the UnitedHealthcare **StudentResources** Student Health Insurance Plan. This plan is underwritten by UnitedHealthcare Insurance Company.

The school (referred to as the “Policyholder”) has purchased a Policy from the Company. The Company will provide the benefits described in this Certificate to Insured Persons, as defined in the Definitions section of this Certificate. This Certificate is not a contract between the Insured Person and the Company. Keep this Certificate with other important papers so that it is available for future reference.

Please feel free to call the Customer Service Department with any questions about the plan. The telephone number is 1-844-255-8361. The Insured can also write to the Company at:

UnitedHealthcare **StudentResources**  
P.O. Box 809025  
Dallas, TX 75380-9025

## Section 1: Who Is Covered

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The Master Policy covers students and their eligible Dependents who have met the Policy’s eligibility requirements (as shown below) and who:

1. Are properly enrolled in the plan, and
2. Pay the required premium.

International students with an F-1 or J-1 visa status (including ESL students) are required to purchase this insurance plan on a mandatory basis.

Eligible students who do enroll may also insure their Dependents. Eligible Dependents are the student’s legal spouse and dependent children under 26 years of age.

The student (Named Insured, as defined in this Certificate) must actively attend classes for at least the first 31 days after the date for which coverage is purchased. Home study, correspondence, and online courses do not fulfill the eligibility requirements that the student actively attend classes. The Company maintains its right to investigate eligibility or student status and attendance records to verify that the Policy eligibility requirements have been met. If and whenever the Company discovers that the Policy eligibility requirements have not been met, its only obligation is refund of premium.

The eligibility date for Dependents of the Named Insured shall be determined in accordance with the following:

1. If a Named Insured has Dependents on the date he or she is eligible for insurance.
2. If a Named Insured acquires a Dependent after the Effective Date, such Dependent becomes eligible:
  - a. On the date the Named Insured acquires a legal spouse.
  - b. On the date the Named Insured acquires a dependent child who is within the limits of a dependent child set forth in the Definitions section of this Certificate.

Dependent eligibility expires concurrently with that of the Named Insured.

## Section 2: Effective and Termination Dates

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The Master Policy on file at the school becomes effective at 12:01 a.m., July 11, 2022. The Insured Person’s coverage becomes effective on the first day of the period for which premium is paid or the date the enrollment form and full premium are received by the Company (or its authorized representative), whichever is later.

The Master Policy terminates at 11:59 p.m., August 9, 2023. The Insured Person’s coverage terminates on that date or at the end of the period through which premium is paid, whichever is earlier. Dependent coverage will not be effective prior to that of the Insured student or extend beyond that of the Insured student.

There is no pro-rata or reduced premium payment for late enrollees. Refunds of premiums are allowed only upon entry into the armed forces.

The Master Policy is a non-renewable one year term insurance policy. The Master Policy will not be renewed.

### **Section 3: Extension of Benefits after Termination**

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The coverage provided under the Policy ceases on the Termination Date. However, if an Insured is Totally Disabled on the Termination Date from a covered Injury or Sickness for which benefits were paid before the Termination Date, Covered Medical Expenses for such Injury or Sickness will continue to be paid as long as the condition continues but not to exceed 90 days after the Termination Date.

The total payments made in respect of the Insured 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.

### **Section 4: Preferred Provider and Out-of-Network Provider Information**

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This plan is a preferred provider organization or "PPO" plan. It provides a higher level of coverage when Covered Medical Expenses are received from healthcare providers who are part of the plan's network of Preferred Providers. The plan also provides coverage when Covered Medical Expenses are obtained from healthcare providers who are not Preferred Providers, known as Out-of-Network Providers. However, a lower level of coverage may be provided when care is received from Out-of-Network Providers and the Insured Person may be responsible for paying a greater portion of the cost.

Preferred Providers in the local school area are:

UnitedHealthcare Options PPO

Preferred Hospitals include UnitedHealthcare Options PPO United Behavioral Health (UBH) facilities.

The easiest way to locate Preferred Providers is through the plan's website at [www.uhcsr.com/missouristate](http://www.uhcsr.com/missouristate). The website will allow the Insured to easily search for providers by specialty and location.

The Insured may also call the Customer Service Department at 1-844-255-8361 for assistance in finding a Preferred Provider.

The Company arranges for health care providers to take part in the Preferred Provider network. Preferred Providers are independent practitioners. They are not employees of the Company. It is the Insured's responsibility to choose a provider. Our credentialing process confirms public information about the providers' licenses and other credentials but does not assure the quality of the services provided.

A provider's status may change. Insureds should always confirm that a Preferred Provider is participating at the time services are required by calling Customer Service at 1-844-255-8361 and/or by asking the provider when making an appointment for services. A directory of providers is available on the plan's website at [www.uhcsr.com/missouristate](http://www.uhcsr.com/missouristate).

"If an Insured receives a Covered Medical Expense from an Out-of-Network Provider and was informed incorrectly by the Company prior to receipt of the Covered Medical Expense that the provider was a Preferred Provider, either through Our provider directory or in Our response to the Insured's request for such information (via telephone, electronic, web-based or internet-based means), the Insured may be eligible for cost-sharing (Copayment, Coinsurance, and applicable Deductible) that would be no greater than if the service had been provided from a Preferred Provider.

If an Insured is currently receiving treatment for Covered Medical Expenses from a provider whose network status changes from Preferred Provider to Out-of-Network Provider during such treatment due to termination (non-renewal or expiration) of the provider's contract, the Insured may be eligible to request continued care from their current provider under the same terms and conditions that would have applied prior to termination of the provider's contract for specified conditions and timeframes. This provision does not apply to provider contract terminations for failure to meet applicable quality standards or for fraud. An Insured may call the Company at 1-844-255-8361 to find out if they are eligible for continuity of care benefits.

**"Preferred Provider Benefits"** apply to Covered Medical Expenses that are provided by a Preferred Provider.

**"Out-of-Network Provider Benefits"** apply to Covered Medical Expenses that are provided by an Out-of-Network Provider. The Company will pay Covered Medical Expenses according to the benefits set forth in the Schedule of Benefits. Regardless of the provider, each Insured is responsible for the payment of their Deductible. The Deductible must be satisfied before benefits are paid.

Allowed Amounts are the amounts the Company will pay for Covered Medical Expenses. Refer to the definition of Allowed Amount in this Certificate for information on how the Company determines Allowed Amounts.

### **Preferred Provider Benefits**

The Insured is not responsible for any difference between what the Company pays for Allowed Amounts and the amount the provider bills, except for the Insured Person's cost share obligation as specified in the Schedule of Benefits.

### **Out-of-Network Provider Benefits**

Except as described below, the Insured Person is responsible for paying, directly to the Out-of-Network Provider, any difference between the amount the provider bills the Insured and the amount the Company pays for Allowed Amounts.

1. For Ancillary Services received at certain Preferred Provider facilities on a non-Medical Emergency basis from Out-of-Network Provider Physicians, the Insured is not responsible, and the Out-of-Network Provider may not bill the Insured, for amounts in excess of the Insured's Copayment, Coinsurance, or Deductible which is based on the Recognized Amount as defined in this Certificate.
2. For non-Ancillary Services received at certain Preferred Provider facilities on a non-Medical Emergency basis from Out-of-Network Provider Physicians who have not satisfied the notice and consent criteria or for unforeseen or urgent medical needs that arise at the time a non-Ancillary Service is provided for which notice and consent has been satisfied in accordance with applicable law, the Insured is not responsible, and the Out-of-Network Provider may not bill the Insured, for amounts in excess of the Insured's Copayment, Coinsurance, or Deductible which is based on the Recognized Amount as defined in this Certificate.
3. For Emergency Services provided by an Out-of-Network Provider, the Insured is not responsible, and the Out-of-Network Provider may not bill the Insured, for amounts in excess of the Insured's applicable Copayment, Coinsurance, or Deductible which is based on the Recognized Amount as defined in this Certificate.
4. For Air Ambulance services provided by an Out-of-Network Provider, the Insured is not responsible, and the Out-of-Network Provider may not bill the Insured, for amounts in excess of the Insured's applicable Copayment, Coinsurance, or Deductible which is based on the rates that would apply if the service was provided by a Preferred Provider which is based on the Recognized Amount as defined in this Certificate.

For the purpose of this provision, "certain Preferred Provider facilities" are limited to a hospital (as defined in 1861(e) of the Social Security Act), a hospital outpatient department, a critical access hospital (as defined in 1861(mm)(1) of the Social Security Act), an ambulatory surgical center (as described in section 1833(i)(1)(A) of the Social Security Act), and any other facility specified by the Secretary.

## **Section 5: Medical Expense Benefits**

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This section describes Covered Medical Expenses for which benefits are available. **Please refer to the attached Schedule of Benefits for benefit details.**

Benefits are payable for Covered Medical Expenses (see Definitions) less any Deductible incurred by or for an Insured Person for loss due to Injury or Sickness subject to: a) the maximum amount for specific services as set forth in the Schedule of Benefits; and b) any Coinsurance or Copayment amounts set forth in the Schedule of Benefits or any benefit provision hereto. Read the Definitions section and the Exclusions and Limitations section carefully.

Benefits are payable for services delivered via Telemedicine/Telehealth. Benefits for these services are provided to the same extent as an in-person service under any applicable benefit category in this section.

No benefits will be paid for services designated as "No Benefits" in the Schedule of Benefits or for any matter described in Exclusions and Limitations. If a benefit is designated, Covered Medical Expenses include:

### **Inpatient**

1. **Room and Board Expense.**  
Daily semi-private room rate when confined as an Inpatient and general nursing care provided and charged by the Hospital.
2. **Intensive Care.**  
See Schedule of Benefits.
3. **Hospital Miscellaneous Expenses.**  
When confined as an Inpatient or as a precondition for being confined as an Inpatient. In computing the number of days payable under this benefit, the date of admission will be counted, but not the date of discharge.

Benefits will be paid for services and supplies such as:

- The cost of the operating room.
- Laboratory tests.
- X-ray examinations.
- Anesthesia.
- Drugs (excluding take home drugs) or medicines.
- Therapeutic services.
- Supplies.

4. **Routine Newborn Care.**  
See Benefits for Maternity Expenses.

5. **Surgery.**  
Physician's fees for Inpatient surgery.

6. **Assistant Surgeon Fees.**  
Assistant Surgeon Fees in connection with Inpatient surgery.

7. **Anesthetist Services.**  
Professional services administered in connection with Inpatient surgery.

8. **Registered Nurse's Services.**  
Registered Nurse's services which are all of the following:

- Private duty nursing care only.
- Received when confined as an Inpatient.
- Ordered by a licensed Physician.
- A Medical Necessity.

General nursing care provided by the Hospital, Skilled Nursing Facility or Inpatient Rehabilitation Facility is not covered under this benefit.

9. **Physician's Visits.**  
Non-surgical Physician services when confined as an Inpatient.

10. **Pre-admission Testing.**  
Benefits are limited to routine tests such as:

- Complete blood count.
- Urinalysis.
- Chest X-rays.

If otherwise payable under the Policy, major diagnostic procedures such as those listed below will be paid under the Hospital Miscellaneous benefit:

- CT scans.
- NMR's.
- Blood chemistries.

## **Outpatient**

11. **Surgery.**  
Physician's fees for outpatient surgery.

12. **Day Surgery Miscellaneous.**  
Facility charge and the charge for services and supplies in connection with outpatient day surgery; excluding non-scheduled surgery; and surgery performed in a Hospital emergency room; trauma center; Physician's office; or clinic.

13. **Assistant Surgeon Fees.**  
Assistant Surgeon Fees in connection with outpatient surgery.

14. **Anesthetist Services.**  
Professional services administered in connection with outpatient surgery.
15. **Physician's Visits.**  
Services provided in a Physician's office for the diagnosis and treatment of a Sickness or Injury. Benefits do not apply when related to surgery or Physiotherapy.
- Physician's Visits for preventive care are provided as specified under Preventive Care Services.
16. **Physiotherapy.**  
Includes but is not limited to the following rehabilitative services (including Habilitative Services):
- Physical therapy.
  - Occupational therapy.
  - Cardiac rehabilitation therapy.
  - Manipulative treatment.
  - Speech therapy. Other than as provided for Habilitative Services, speech therapy will be paid only for the treatment of speech, language, voice, communication and auditory processing when the disorder results from Injury, stroke, surgery, cancer, or vocal nodules.
- Physiotherapy provided in the Insured Person's home by a home health agency is provided as specified under Home Health Care. Physiotherapy provided in the Insured's home other than by a home health agency is provided as specified under this benefit.
- See also Benefits for Chiropractic Care.
17. **Medical Emergency Expenses.**  
Only in connection with a Medical Emergency as defined. Benefits will be paid for Emergency Services and the facility charge for use of the emergency room and supplies.
- All other Emergency Services received during the visit will be paid as specified in the Schedule of Benefits.
18. **Diagnostic X-ray Services.**  
Diagnostic X-rays are only those procedures identified in Physicians' Current Procedural Terminology (CPT) as codes 70000 - 79999 inclusive. X-ray services for preventive care are provided as specified under Preventive Care Services.
19. **Radiation Therapy.**  
See Schedule of Benefits.
20. **Laboratory Procedures.**  
Laboratory Procedures are only those procedures identified in Physicians' Current Procedural Terminology (CPT) as codes 80000 - 89999 inclusive. Laboratory procedures for preventive care are provided as specified under Preventive Care Services.
21. **Tests and Procedures.**  
Tests and procedures are those diagnostic services and medical procedures performed by a Physician but do not include:
- Physician's Visits.
  - Physiotherapy.
  - X-rays.
  - Laboratory Procedures.
- The following therapies will be paid under the Tests and Procedures (Outpatient) benefit:
- Inhalation therapy.
  - Infusion therapy.
  - Pulmonary therapy.
  - Respiratory therapy.
  - Dialysis and hemodialysis.
- Tests and Procedures for preventive care are provided as specified under Preventive Care Services.

22. **Injections.**  
When administered in the Physician's office and charged on the Physician's statement. Immunizations for preventive care are provided as specified under Preventive Care Services.
23. **Chemotherapy.**  
See Schedule of Benefits.
24. **Prescription Drugs.**  
See Schedule of Benefits. If a covered Prescription Drug is prescribed in a single dosage amount and the drug is not manufactured in such single dosage amount and requires dispensing in a combination of different manufactured dosage amounts, only one Copayment for the dispensing of the combination of the manufactured dosages that equal the prescribed dosage for such Prescription Drug will apply. A new Copayment will apply to each 31 day supply of the Prescription Drug.

Coverage for prescription eye drops will be provided without regard to a coverage restriction for early refill of prescription renewals as long as the prescribing Physician authorizes such early refill and the Company is notified.

## Other

25. **Ambulance Services.**  
See Schedule of Benefits.
26. **Durable Medical Equipment.**  
Durable Medical Equipment must be all of the following:
- Provided or prescribed by a Physician. A written prescription must accompany the claim when submitted.
  - Primarily and customarily used to serve a medical purpose.
  - Can withstand repeated use.
  - Generally is not useful to a person in the absence of Injury or Sickness.
  - Not consumable or disposable except as needed for the effective use of covered durable medical equipment.

For the purposes of this benefit, the following are considered durable medical equipment.

- Braces that stabilize an injured body part and braces to treat curvature of the spine.
- External prosthetic devices that replace a limb or body part but does not include any device that is fully implanted into the body.
- Orthotic devices that straighten or change the shape of a body part.

If more than one piece of equipment or device can meet the Insured's functional need, benefits are available only for the equipment or device that meets the minimum specifications for the Insured's needs. Dental braces are not durable medical equipment and are not covered. Benefits for durable medical equipment are limited to the initial purchase or one replacement purchase per Policy Year. No benefits will be paid for rental charges in excess of purchase price.

See also Benefits for Prosthetic Devices and Services.

27. **Consultant Physician Fees.**  
Services provided on an Inpatient or outpatient basis.
28. **Dental Treatment.**  
Dental treatment when services are performed by a Physician and limited to the following:
- Injury to Sound, Natural Teeth.
- Breaking a tooth while eating is not covered. Routine dental care and treatment to the gums are not covered.
- Pediatric dental benefits are provided in the Pediatric Dental Services provision.
29. **Mental Illness Treatment.**  
See Benefits for Chemical Dependency and Mental Illness.
30. **Substance Use Disorder Treatment.**  
See Benefits for Chemical Dependency and Mental Illness.



31. **Maternity.**  
Same as any other Sickness. See Benefits for Maternity Expenses.
32. **Complications of Pregnancy.**  
Same as any other Sickness.
33. **Preventive Care Services.**  
Medical services that have been demonstrated by clinical evidence to be safe and effective in either the early detection of disease or in the prevention of disease, have been proven to have a beneficial effect on health outcomes and are limited to the following as required under applicable law:
- Evidence-based items or services that have in effect a rating of “A” or “B” in the current recommendations of the *United States Preventive Services Task Force*.
  - Immunizations that have in effect a recommendation from the Advisory Committee on Immunization Practices of the Centers for Disease Control and Prevention.
  - With respect to infants, children, and adolescents, evidence-informed preventive care and screenings provided for in the comprehensive guidelines supported by the *Health Resources and Services Administration*.
  - With respect to women, such additional preventive care and screenings provided for in comprehensive guidelines supported by the *Health Resources and Services Administration*.
34. **Reconstructive Breast Surgery Following Mastectomy.**  
Same as any other Sickness and in connection with a covered mastectomy. See Benefits for Prosthetic Device and Reconstructive Breast Surgery.
35. **Diabetes Services.**  
Same as any other Sickness in connection with the treatment of diabetes. Benefits will be provided to Insured Persons with gestational, type I or type II diabetes.
- Benefits will be paid for Medically Necessary:
- Outpatient self-management training, education and medical nutrition therapy service when ordered by a Physician and provided by appropriately licensed or registered healthcare professionals.
  - Prescription Drugs, equipment, and supplies including insulin pumps and supplies, blood glucose monitors, insulin syringes with needles, blood glucose and urine test strips, ketone test strips and tablets and lancets and lancet devices.
36. **Home Health Care.**  
Services received from a licensed home health agency that are:
- Ordered by a Physician.
  - Provided or supervised by a Registered Nurse in the Insured Person’s home.
  - Pursuant to a home health plan.
- Benefits will be paid only when provided on a part-time, intermittent schedule and when skilled care is required. One visit equals up to four hours of skilled care services.
- Benefits also include private duty nursing services provided by a Registered Nurse or licensed practical nurse only when the services are of such a nature that they cannot be provided by non-professional personnel and can only be provided by a licensed health care provider. Private duty nursing services includes teaching and monitoring of complex care skills such as a tracheotomy suctioning, medical equipment use and monitoring to home caregivers and is not intended to provide for long term supportive care.
- For the purposes of this benefit “Private Duty Nursing” means skilled nursing service provided on a one-to-one basis by an actively practicing Registered Nurse (R.N.) or licensed practical nurse (L.P.N). Private duty nursing is shift nursing of 8 hours or greater per day and does not include nursing care of less than 8 hours per day. Private duty nursing does not include Custodial Care Service.
37. **Hospice Care.**  
When recommended by a Physician for an Insured Person that is terminally ill with a life expectancy of twelve months or less. All hospice care must be received from a licensed hospice agency.
- Hospice care includes:
- Physical, psychological, social, and spiritual care for the terminally ill Insured.

- Short-term grief counseling for immediate family members while the Insured is receiving hospice care and up to one year after the Insured's death.

38. **Inpatient Rehabilitation Facility.**

Services received while confined as a full-time Inpatient in a licensed Inpatient Rehabilitation Facility. Confinement in the Inpatient Rehabilitation Facility must follow within 24 hours of, and be for the same or related cause(s) as, a period of Hospital Confinement or Skilled Nursing Facility confinement.

Benefits include a day rehabilitation therapy program for Insureds who do not require Inpatient care but still require rehabilitation therapy program four to eight hours a day at a Day Hospital. Day rehabilitation program services may consist of physical therapy, occupational therapy, speech therapy, nursing services, and neuropsychological services. A minimum of two therapy services must be provided for the program to be a Covered Medical Expense.

39. **Skilled Nursing Facility.**

Services received while confined as an Inpatient in a Skilled Nursing Facility for treatment rendered for one of the following:

- In lieu of Hospital Confinement as a full-time inpatient.
- Within 24 hours following a Hospital Confinement and for the same or related cause(s) as such Hospital Confinement.

40. **Urgent Care Center.**

Benefits are limited to the facility or clinic fee billed by the Urgent Care Center.

All other services rendered during the visit will be paid as specified in the Schedule of Benefits.

41. **Hospital Outpatient Facility or Clinic.**

Benefits are limited to the facility or clinic fee billed by the Hospital.

All other services rendered during the visit will be paid as specified in the Schedule of Benefits.

42. **Approved Clinical Trials.**

Routine Patient Care Costs incurred while taking part in an Approved Clinical Trial for the treatment of cancer or other Life-threatening Condition. The Insured Person must be clinically eligible for participation in the Approved Clinical Trial according to the trial protocol and either: 1) the referring Physician is a participating health care provider in the trial and has concluded that the Insured's participation would be appropriate; or 2) the Insured provides medical and scientific evidence information establishing that the Insured's participation would be appropriate.

"Routine patient care costs" means Covered Medical Expenses which are typically provided absent a clinical trial and not otherwise excluded under the Policy. Routine patient care costs do not include:

- The experimental or investigational item, device or service, itself.
- Items and services provided solely to satisfy data collection and analysis needs and that are not used in the direct clinical management of the patient.
- A service that is clearly inconsistent with widely accepted and established standards of care for a particular diagnosis.

"Life-threatening condition" means any disease or condition from which the likelihood of death is probable unless the course of the disease or condition is interrupted.

"Approved clinical trial" means a phase I, phase II, phase III, or phase IV clinical trial that is conducted in relation to the prevention, detection, or treatment of cancer or other life-threatening disease or condition and is described in any of the following:

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

- The Department of Veterans Affairs, the Department of Defense or the Department of Energy if the study or investigation has been reviewed and approved through a system of peer review. The peer review system is determined by the Secretary of Health and Human Services to meet both of the following criteria:
  - Comparable to the system of peer review of studies and investigations used by the National Institutes of Health.
  - Ensures unbiased review of the highest scientific standards by qualified individuals who have no interest in the outcome of the review.
- The study or investigation is conducted under an investigational new drug application reviewed by the Food and Drug Administration.
- The study or investigation is a drug trial that is exempt from having such an investigational new drug application.

See also Benefits for Clinical Trials for Cancer Treatment.

**43. Transplantation Services.**

Same as any other Sickness for organ or tissue transplants when ordered by a Physician. Benefits are available when the transplant meets the definition of a Covered Medical Expense.

Donor costs that are directly related to organ removal are Covered Medical Expenses for which benefits are payable through the Insured organ recipient's coverage under the Policy. Benefits payable for the donor will be secondary to any other insurance plan, service plan, self-funded group plan, or any government plan that does not require the Policy to be primary.

No benefits are payable for transplants which are considered an Elective Surgery or Elective Treatment (as defined) and transplants involving permanent mechanical or animal organs.

The cost of reasonable and necessary travel costs will be reimbursed based on the Company's guidelines, available upon request from Customer Service, for needed travel of more than 75 miles from the Insured Person's permanent home to reach the facility where the transplant procedure will be performed. Health services connected with the removal of an organ or tissue from an Insured Person for purposes of a transplant to another person are not covered.

**44. Pediatric Dental and Vision Services.**

Benefits are payable as specified in the attached Pediatric Dental Services Benefits and Pediatric Vision Care Services Benefits.

**45. Medical Supplies.**

Medical supplies must meet all of the following criteria:

- Prescribed by a Physician. A written prescription must accompany the claim when submitted.
- Used for the treatment of a covered Injury or Sickness.

Benefits are limited to a 31-day supply per purchase.

**46. Ostomy Supplies.**

Benefits for ostomy supplies are limited to the following supplies:

- Pouches, face plates and belts.
- Irrigation sleeves, bags and ostomy irrigation catheters.
- Skin barriers.

Benefits are not available for deodorants, filters, lubricants, tape, appliance cleaners, adhesive, adhesive remover, or other items not listed above.

**47. Wigs.**

Wigs and other scalp hair prosthesis as a result of hair loss due to cancer.

Benefits are limited to the first wig following cancer treatment, not to exceed one per Policy Year.

**Section 6: Mandated Benefits**

**BENEFITS FOR TREATMENT OF CHEMICAL DEPENDENCY AND MENTAL ILLNESS**

Benefits will be paid for treatment of Chemical Dependency as specified in the Policy Schedule of Benefits for Substance Use Disorder and for Mental Illness as specified in the Policy Schedule of Benefits for Mental Illness Treatment and as specified below:

#### Chemical Dependency

Benefits will be paid for:

1. Nonresidential Treatment Programs or partial or full Day Program Services.
2. Residential Treatment Programs certified by the department of mental health, accredited by a nationally recognized organization, or licensed by the state of Missouri.
3. Medical or Social Setting Detoxification.

#### Mental Illness

Benefits will be paid for:

1. Outpatient treatment through partial or full Day Program Services.
2. Residential Treatment Programs certified by the department of mental health, accredited by a nationally recognized organization, or licensed by the state of Missouri.
3. Inpatient treatment.
4. Diagnosis or assessment of Mental Illness. Payment of benefits is not dependent upon findings.

Diagnosis or assessment of Mental Illness may be provided by any Physician regardless of any Preferred Provider Provisions that may apply to other benefits under the policy.

For the purposes of this benefit, the following terms have the meanings as defined.

“Chemical dependency” means the psychological or physiological dependence upon and abuse of drugs, including alcohol, characterized by drug tolerance or withdrawal and impairment of social or occupational role functioning or both.

“Day program services” means a structured, intensive day or evening treatment or partial hospitalization program certified by the department of mental health or accredited by a nationally recognized organization.

“Episode” means a distinct course of chemical dependency treatment separated by at least thirty days without treatment.

“Medical detoxification” means Hospital inpatient or residential medical care to ameliorate acute medical condition associated with Chemical Dependency.

“Nonresidential treatment program” means a program certified by the department of mental health involving structured, intensive treatment in a nonresidential setting.

“Mental illness” means any condition or disorder defined by categories listed in the most recent edition of the Diagnostic and Statistical Manual of Mental Disorders, except for chemical dependency.

“Residential treatment program” means a program certified by the department of mental health involving residential care and structured, intensive treatment.

“Social setting detoxification” means a program in a supportive non-Hospital setting designed to achieve detoxification, without the use of drugs or other medical intervention, to establish a plan of treatment and provide for medical referral when necessary.

Benefits shall be subject to all Deductible, Copayment, Coinsurance, limitations, or any other provisions of the Policy.

#### **BENEFITS FOR DIAGNOSIS AND TREATMENT OF EATING DISORDERS**

Benefits will be paid the same as any other Mental Illness for the diagnosis and treatment of an Eating Disorder. Benefits will be provided for treatment provided by a licensed treating Physician, psychiatrist, psychologist, professional counselor, clinical social worker, or licensed marital and family therapist acting within the scope of his or her license, in accordance with a treatment plan.

Upon request from the Company, the treatment plan must include, but is not limited to, the following elements:

1. Diagnosis.

2. Proposed treatment by type.
3. Frequency and duration of treatment.
4. Goals.

Coverage for the treatment of Eating Disorders will not be based solely on weight. Consideration for coverage will be given using the most recent Practice Guideline for the Treatment of Patients with Eating Disorders adopted by the American Psychiatric Association in addition to current standards based upon the medical literature generally recognized as authoritative in the medical community.

"Eating disorder" means Pica, Rumination Disorder, Avoidant/Restrictive Food Intake Disorder, Anorexia Nervosa, Bulimia Nervosa, Binge Eating Disorder, Other Specified Feeding or Eating Disorder, and any other eating disorder contained in the most recent version of the Diagnostic and Statistical Manual of Mental Disorders published by the American Psychiatric Association where diagnosed by a licensed physician, psychiatrist, psychologist, clinical social worker, licensed marital and family therapist, or professional counselor duly licensed in the state where he or she practices and acting within their applicable scope of practice in the state where he or she practices.

"Treatment of eating disorders", means therapy provided by a licensed treating physician, psychiatrist, psychologist, professional counselor, clinical social worker, or licensed marital and family therapist pursuant to the powers granted under such licensed physician's, psychiatrist's, psychologist's, professional counselor's, clinical social worker's, or licensed marital and family therapist's license in the state where he or she practices for an individual diagnosed with an eating disorder.

"Medical care" means health care services needed to diagnose, prevent, treat, cure, or relieve physical manifestations of an eating disorder, and shall include inpatient hospitalization, partial hospitalization, residential care, intensive outpatient treatment, follow up outpatient care, and counseling.

"Pharmacy care" means medications prescribed by a licensed physician for an eating disorder and includes any health-related services deemed medically necessary to determine the need or effectiveness of the medications, but only to the extent that such medications are included in the insured's health benefit plan.

"Psychiatric care" and "psychological care", direct or consultative services provided during inpatient hospitalization, partial hospitalization, residential care, intensive outpatient treatment, follow- up outpatient care, and counseling provided by a psychiatrist or psychologist licensed in the state of practice.

"Therapy" means medical care and behavioral interventions provided by a duly licensed physician, psychiatrist, psychologist, professional counselor, licensed clinical social worker, or family marriage therapist where said person is licensed or registered in the states where he or she practices.

Benefits shall be subject to all Deductible, Copayment, Coinsurance, limitations, or any other provisions of the Policy.

### **BENEFITS FOR MAMMOGRAPHY**

Benefits will be paid the same as any other Sickness for Low-dose Mammography for the presence of occult breast cancer. Benefits will be provided according to the following guidelines:

1. A baseline mammogram for women thirty-five to thirty-nine years of age.
2. A mammogram every year for women forty and over.
3. A mammogram every year for any woman deemed by a treating Physician to have an above-average risk for breast cancer in accordance with the American College of Radiology guidelines for breast cancer screening.
4. Any additional or supplemental imaging, such as breast magnetic resonance imaging or ultrasound, deemed Medically Necessary by a treating Physician for proper breast cancer screening or evaluation in accordance with applicable American College of Radiology guidelines.
5. Ultrasound or magnetic resonance imaging services, if determined by a treating Physician to be Medically Necessary for the screening or evaluation of breast cancer for any woman deemed by the treating Physician to have an above-average risk for breast cancer in accordance with American College of Radiology guidelines for breast cancer screening.

"Low-dose mammography" means the X-ray examination of the breast using equipment dedicated specifically for mammography, including but not limited to the X-ray tub, filter, compression device, detector, films, and cassettes, with an average radiation exposure delivery of less than one rad mid-breast, with two views for each breast, and any fee charged by a radiologist or other Physician for reading, interpreting or diagnosing based on such X-ray. Low-dose mammography screening also includes digital mammography and Breast Tomosynthesis.

"Breast tomosynthesis" means a radiologic procedure that involves the acquisition of projection images over the stationary breast to produce cross-sectional digital three-dimensional images of the breasts.

Benefits shall be reimbursed at rates accurately reflecting the resource costs specific to each modality, including any increased resource cost of Breast Tomosynthesis.

Benefits shall be subject to all Deductible, Copayment, Coinsurance, limitations or any other provisions of the Policy.

### **BENEFITS FOR PROSTHETIC DEVICE AND RECONSTRUCTIVE BREAST SURGERY**

Benefits will be paid the same as any other Sickness for a Mastectomy and prosthetics device or reconstructive surgery necessary to restore symmetry incident to the Mastectomy when recommended by a Physician.

No time limit shall be imposed on an Insured Person for the receipt of prosthetic devices or reconstructive surgery while covered under the Policy.

"Mastectomy" means the removal of all or part of the breast for Medically Necessary reasons as determined by a Physician.

Benefits shall be subject to all Deductible, Copayment, Coinsurance, limitations or any other provisions of the Policy.

### **BENEFITS FOR CYTOLOGIC SCREENING**

Benefits will be paid the same as any other Sickness for a pelvic examination and cytologic screening (pap smear) for an Insured in accordance with the current American Cancer Society guidelines.

Benefits shall be subject to all Deductible, Copayment, Coinsurance, limitations or any other provisions of the Policy.

### **BENEFITS FOR COLORECTAL CANCER SCREENING**

Benefits will be paid the same as any other Sickness for a colorectal cancer examination and laboratory tests for cancer for any nonsymptomatic Insured Person in accordance with the current American Cancer Society guidelines.

Benefits shall be subject to all Deductible, Copayment, Coinsurance, limitations or any other provisions of the Policy.

### **BENEFITS FOR PROSTATE SCREENING**

Benefits will be paid the same as any other Sickness for a prostate examination and laboratory tests for cancer for an Insured in accordance with the current American Cancer Society guidelines.

Benefits shall be subject to all Deductible, Copayment, Coinsurance, limitations or any other provisions of the Policy.

### **BENEFITS FOR SECOND OPINION FOR NEWLY DIAGNOSED CANCER**

Benefits will be paid the same as any other Sickness for a second opinion rendered by a Physician specializing in that specific cancer diagnosis area when an Insured with a newly diagnosed cancer is referred to such Physician specialist by his or her attending Physician.

Benefits shall be subject to all Deductible, Copayment, Coinsurance, limitations or any other provisions of the Policy.

### **BENEFITS FOR CLINICAL TRIALS FOR CANCER TREATMENT**

Benefits will be paid the same as any other Sickness for Routine Patient Care Costs incurred for drugs and devices that have been approved for sale by the Food and Drug Administration (FDA) regardless of whether approved by the FDA for use in treating the Insured's particular condition for phase II, phase III or phase IV of a clinical trial and is undertaken for the purposes of the prevention, early detection, or treatment of cancer.

For Routine Patient Care Costs for phase II to be considered for payment, the clinical trials must meet all of the following criteria:

1. Phase II of a clinical trial is sanctioned by the National Institutes of Health (NIH) or National Cancer Institute (NCI) and conducted at academic or National Cancer Institute Center; and
2. The Insured Person is enrolled in the clinical trial. Coverage for phase II clinical trials will not apply to Insured Persons who are only following the protocol of phase II of a clinical trial, but not actually enrolled.

For Routine Patient Care Costs for phase III and phase IV to be considered for payment, the clinical trials must meet all of the following criteria:

1. The treatment is provided by (a) one of the National Institutes of Health (NIH); (b) an NIH Cooperative Group or Center; (c) the FDA in the form of an investigational new drug application; (d) the federal Departments of Veterans' Affairs or Defense; (e) an institutional review board in this state that has an appropriate assurance approved by the Department of Health and Human Services assuring compliance with and implementation of regulations for the protection of human subjects (45 CFR 46); or (f) a qualified research entity that meets the criteria for NIH Center support grant eligibility.
2. The treating facility and personnel must have the expertise and training to provide the treatment and treat a sufficient volume of patients.
3. There must be equal or superior noninvestigational treatment alternatives and the available clinical or preclinical data must provide a reasonable expectation that the treatment will be superior to the noninvestigational alternatives.
4. Any entity seeking coverage for treatment, prevention, or early detection in a clinical trial approved by an institutional review board shall maintain and post electronically a list of the clinical trials meeting the above requirements. The list shall include: (a) the phase for which the trial is approved; (b) the entity approving the trial; (c) the particular disease; and (d) the number of participants in the trial. If electronic posting is not practical, the entity seeking coverage shall periodically provide a written list containing this information.

Providers participating in clinical trials shall obtain the Insured's informed consent for participation on the clinical trial in a manner that is consistent with current legal and ethical standards. Such documents shall be made available to the Company upon request.

"Routine patient care costs" shall include coverage for reasonable and Medically Necessary services needed to administer the drug or device under evaluation in the clinical trial including all items and services that are otherwise generally available to a qualified individual except: (a) the investigational item or service itself; (b) items and services provided solely to satisfy data collection and analysis needs and that are not used in the direct clinical management of the patient; and (c) items and services customarily provided by the research sponsors free of charge for any enrollee in the trial.

The provisions of this section shall not be construed to affect compliance or coverage for off-label use of drugs not directly affected by this section.

Benefits shall be subject to all Deductible, Copayment, Coinsurance, limitations or any other provisions of the Policy.

## **BENEFITS FOR HUMAN LEUKOCYTE ANTIGEN TESTING**

Benefits will be paid the same as any other Sickness for Human Leukocyte Antigen Testing, also referred to as histocompatibility locus antigen testing, for A, B, and DR antigens for utilization in bone marrow transplantation. Benefits will be limited to one such testing per lifetime.

The testing must be performed in a facility which is accredited by the American Association of Blood Banks or its successors, and is licensed under the Clinical Laboratory Improvement Act, 42 U.S.C. Section 263a, as amended, and is accredited by the American Association of Blood Banks or its successors, the College of American Pathologists, the American Society for Histocompatibility and Immunogenetics (ASHI) or any other national accrediting body with requirements that are substantially equivalent to or more stringent than those of the College of American Pathologists. At the time of testing, the Insured being tested must complete and sign an informed consent form that also authorizes the results of the test to be used for participation in the National Marrow Donor Program.

Benefits shall be subject to all Deductible, Copayment, Coinsurance, limitations or any other provisions of the Policy.

## **BENEFITS FOR OSTEOPOROSIS**

Benefits will be paid the same as any other Sickness for services related to diagnosis, treatment and appropriate management of osteoporosis when such services are provided by a Physician for Insureds with a condition or medical history for which bone mass measurement is medically indicated. In determining whether testing or treatment is medically appropriate, due consideration will be given to peer reviewed medical literature.

Benefits shall be subject to all Deductible, Copayment, Coinsurance, limitations or any other provisions of the Policy.

## **BENEFITS FOR MATERNITY EXPENSES**

Benefits will be paid the same as any other Sickness for a minimum of 48 hours for inpatient care following a vaginal delivery or 96 hours following a cesarean section delivery. Post-discharge care will be payable for up to two visits by a registered professional nurse with experience in maternal and child health nursing or a Physician, one of which shall be in the home. A Physician shall determine the location and schedule of the post-discharge visits. Services shall include, but not be limited to, physical assessment of the newborn and mother, parent education, assistance and training in breast or bottle feeding, education and services for complete childhood immunizations, the performance of any necessary and appropriate clinical tests and submission of a metabolic specimen satisfactory to the state laboratory. Such services shall be in accordance with the medical criteria outlined in the most current version of the "Guidelines for Perinatal Care" prepared by the American Academy of Pediatrics and the American College of Obstetricians and Gynecologists, or similar guidelines prepared by another nationally recognized medical organization.

Benefits shall be subject to all Deductible, Copayment, Coinsurance, limitations or any other provisions of the Policy.

## **BENEFITS FOR CONTRACEPTIVES**

Benefits will be paid for Contraceptives the same as any other Prescription Drug or device.

"Contraceptives" means all Prescription Drugs and devices approved by the Federal Food and Drug Administration for use as a contraceptive but shall exclude all drugs and devices that are intended to induce an abortion.

Benefits shall be subject to all Deductible, Copayment, Coinsurance, limitations or any other provisions of the Policy.

## **BENEFITS FOR IMMUNIZATIONS**

Benefits will be paid the same as any other Sickness for immunizations as provided by department of health regulations.

Benefits shall not be subject to any Deductible or Copayment limits.

## **BENEFITS FOR PHENYLKETONURIA**

Benefits will be paid the same as any other Sickness for formula and Low Protein Modified Food Products recommended by a Physician for the treatment of phenylketonuria (PKU) or any inherited disease of amino and organic acids.



“Low protein modified food products” means foods that are specifically formulated to have less than one gram of protein per serving and are intended to be used under the direction of a Physician for the dietary treatment of any inherited metabolic disease. Low protein modified food products do not include foods that are naturally low in protein.

Benefits shall be subject to all Deductible, Copayment, Coinsurance, limitations or any other provisions of the Policy.

### **BENEFITS FOR NEWBORN HEARING SCREENING**

Benefits will be paid the same as any other Sickness for Newborn Infants for hearing screening, necessary rescreening, audiological assessment and follow-up, and initial amplification.

Benefits shall be subject to all Deductible, Copayment, Coinsurance, limitations or any other provisions of the Policy.

### **BENEFITS FOR DENTAL GENERAL ANESTHESIA**

Benefits will be paid the same as any other Sickness for administration of general anesthesia and Hospital, office, or surgical center charges for dental care to an Insured Person who meets any of the following criteria:

1. Is severely disabled.
2. Has a medical or behavioral condition requiring hospitalization or general anesthesia when dental care is provided.
3. Is not of sufficient emotional development to undergo a Medically Necessary dental procedure without the use of anesthesia.

Benefits shall be subject to all Deductible, Copayment, Coinsurance, limitations or any other provisions of the Policy.

### **BENEFITS FOR AUTISM SPECTRUM DISORDER AND DEVELOPMENTAL OR PHYSICAL DISABILITY**

Benefits will be paid the same as any other Mental Illness for Diagnosis and Treatment of Autism Spectrum Disorders. Benefits will also be paid the same as any other Sickness for the Diagnosis and Treatment of a Developmental or Physical Disability.

Benefits are limited to Medically Necessary treatment that is ordered by the Insured’s treating licensed Physician or licensed psychologist in accordance with a treatment plan.

The Company may request the treatment plan from the Insured Person’s treating Physician or psychologist. The treatment plan must include all elements necessary for the Company to pay the claim including, but not limited to, the following elements:

1. Diagnosis.
2. Proposed Treatment by type.
3. Frequency and duration of Treatment.
4. Goals.

With the exception of Inpatient services, the Company has the right to review the treatment plan not more than once every six months. For an Insured Person receiving Applied Behavioral Analysis, a more frequent review of the treatment plan may be requested by the Company if the Company and the Insured Person’s treating Physician or psychologist agree a more frequent review of the treatment plan is necessary. The cost of obtaining any review or treatment plan will be borne by the Company.

“Applied behavior analysis” means the design, implementation, and evaluation of environmental modifications, using behavioral stimuli and consequences, to produce socially significant improvement in human behavior, including the use of direct observation, measurement, and functional analysis of the relationship between environment and behavior.

“Autism spectrum disorders” means a neurobiological disorder, an illness of the nervous system, which includes Autistic Disorder, Asperger’s Disorder, Pervasive Developmental Disorder Not Otherwise Specified, Rett’s Disorder, and Childhood Disintegrative Disorder, as defined in the most recent edition of the Diagnostic and Statistical Manual of Mental Disorders of the American Psychiatric Association.

“Developmental or physical disability”, means a severe chronic disability that:

1. Is attributable to cerebral palsy, epilepsy, or any other condition other than Mental Illness or Autism Spectrum Disorder which results in impairment of general intellectual functioning or adaptive behavior and requires treatment or services.
2. Manifests before the individual reaches age nineteen.

3. Is likely to continue indefinitely; and
4. Results in substantial functional limitations in three or more of the following areas of major life activities:
  - a. Self-care
  - b. Understanding and use of language
  - c. Learning
  - d. Mobility
  - e. Self-direction
  - f. Capacity for independent living.

“Diagnosis” means Medically Necessary assessments, evaluations, or tests in order to diagnose whether an individual has an Autism Spectrum Disorder or a Developmental or Physical Disability.

“Habilitative or rehabilitative care” means professional, counseling, and guidance services and treatment programs, including applied behavior analysis for those diagnosed with Autism Spectrum Disorder, that are necessary to develop the functioning of an individual.

“Pharmacy Care” means medication used to address symptoms of an Autism Spectrum Disorder or a Developmental or Physical Disability prescribed by a licensed Physician, and any health-related services deemed Medically Necessary to determine the need or effectiveness of the medications only to the extent that such medications are included in the policy.

“Psychiatric Care” means the direct or consultative services provided by a psychiatrist licensed in the state in which the psychiatrist practices.

“Psychological Care” means direct or consultative services provided by a psychologist licensed in the state in which the psychologist practices.

“Therapeutic Care” means services provided by licensed speech therapists, occupational therapists, or physical therapists.

“Treatment” means care prescribed or ordered for an Insured diagnosed with an Autism Spectrum Disorder by a licensed Physician or licensed psychologist, or for an Insured diagnosed with a Developmental or Physical Disability by a licensed Physician or licensed psychologist, including equipment Medically Necessary for such care, including but not limited to:

1. Psychiatric Care.
2. Psychological Care.
3. Habilitative or Rehabilitative Care, including Applied Behavior Analysis therapy for Insured’s diagnosed with Autism Spectrum Disorder.
4. Therapeutic Care.
5. Pharmacy care.

Benefits shall be subject to all Deductible, Copayment, Coinsurance, limitations or any other provisions of the Policy.

#### **BENEFITS FOR CHIROPRACTIC CARE**

Benefits will be paid the same as any other Sickness for the chiropractic care delivered by a licensed chiropractor. Benefits will include initial diagnosis and clinically appropriate and Medically Necessary services and supplies required to treat the diagnosed disorder. Benefits will be provided for the initial twenty-six (26) visits per policy year. Review of Medical Necessity will be performed for any follow-up diagnostic tests or visits for treatment in excess of the initial twenty-six visits.

Benefits shall be subject to all Deductible, Copayment, Coinsurance, limitations or any other provisions of the Policy. However, no Copayment will exceed fifty percent of the total cost of any single chiropractic service.

#### **BENEFITS FOR EARLY INTERVENTION SERVICES FOR CHILDREN WITH DISABILITIES**

Benefits will be paid the same as any other Sickness for Early Intervention Services delivered by an early intervention specialist who is a health care professional licensed by the state of Missouri and acting within the scope of their profession.

“Early Intervention Services” means Medically Necessary speech and language therapy, occupational therapy, physical therapy, and assistive technology devices for children identified by the Part C early intervention system as eligible for services under Part C of the Individuals with Disabilities Education Act, 20 U.S.C. Section 1431, et seq. Early Intervention Services include services under an active Individualized Family Service Plan that enhances the functional ability without effecting a cure.

“Individualized Family Service Plan” means a written plan for providing Early Intervention Services to an eligible child and the child’s family that is adopted in accordance with 20 U.S.C Section 1436.

The Company shall be billed at the applicable Medicaid rate at the time the covered benefit is delivered and shall pay the Part C early intervention system at such rate for benefits covered by this mandate.

Benefits shall be subject to all Deductible, Copayment, Coinsurance, limitations or any other provisions of the Policy.

### **BENEFITS FOR PROSTHETIC DEVICES AND SERVICES**

Benefits will be paid the same as any other Sickness for all Prosthetic Devices and Services, including original and replacement devices, as prescribed by a Physician acting within the scope of his or her practice.

“Prosthetic Devices” shall have the same meaning as described in the federal Medicare program definitions under 42 U.S.C. section 1395x(s)(8) and (9).

“Services” means:

1. Design, fabrication, and customization of the Prosthetic Device.
2. Required visits or fittings with the Prosthetics Device supplier prior to receiving the Prosthetic Device.
3. Proper fitting of the Prosthetic Device.
4. Visits with qualified medical professionals, where such visits are necessary to train the Insured Person in the use of the Prosthetic Device, and visits necessary to train family members or caregivers, if applicable.
5. Post-fitting and adjustment visits after receiving the Prosthetic Device, no less than annually or more frequently if necessary.
6. Necessary modifications after receiving the Prosthetic Device because of physical changes or excessive stump shrinkage.
7. Repair or replacement due to defects in materials and workmanship, to the extent that such is not already covered by a warranty offered by the manufacturer or supplier of the Prosthetic Device.
8. Repair or replacement due to structural integrity issues.
9. Periodic evaluation and patient care in order to assess the Prosthetic Device’s effect on the patient’s tissues and to assure continued proper fit and function.

Benefits shall be subject to all Deductible, Copayment, Coinsurance, limitations or any other provisions of the Policy.

### **BENEFITS FOR LEAD POISONING TESTING**

Benefits will be paid the same as any other Sickness for lead poisoning testing of children less than six (6) years of age and pregnant women.

Benefits are subject to all Deductible, Copayment, Coinsurance, limitations or any other provisions of the Policy.

## **Section 7: Coordination of Benefits Provision**

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Benefits will be coordinated with any other eligible medical, surgical, or hospital Plan or coverage so that combined payments under all programs will not exceed 100% of Allowable Expenses incurred for covered services and supplies.

### **Definitions**

1. **Allowable Expenses:** Any health care expense, including Coinsurance, or Copays and without reduction for any applicable Deductible that is covered in full or in part by any of the Plans covering the Insured Person. If a Plan is advised by an Insured Person that all Plans covering the Insured Person are high-deductible health Plans and the Insured Person intends to contribute to a health savings account established in accordance with section 223 of the Internal Revenue Code of 1986, the primary high-deductible health Plan’s deductible is not an allowable expense, except for any health care expense incurred that may not be subject to the deductible as described in s 223(c)(2)(C) of the Internal Revenue Code of 1986. If a Plan provides benefits in the form of services, the reasonable cash value of each service is considered an allowable expense and a benefit paid. An expense or service or a portion of an expense or service that is not covered by any of the Plans is not an allowable expense. Any expense that a provider by law or in accordance with a contractual agreement is prohibited from charging an Insured Person is not an allowable expense. Expenses that are not allowable include all of the following.
  - The difference between the cost of a semi-private hospital room and a private hospital room, unless one of the Plans provides coverage for private hospital rooms.

- For Plans that compute benefit payments on the basis of usual and customary fees or relative value schedule reimbursement or other similar reimbursement methodology, any amount in excess of the highest reimbursement amount for a specified benefit.
- For Plans that provide benefits or services on the basis of negotiated fees, any amount in excess of the highest of the negotiated fees.
- If one Plan calculates its benefits or services on the basis of usual and customary fees or relative value schedule reimbursement or other similar reimbursement methodology and another Plan calculates its benefits or services on the basis of negotiated fees, the Primary Plan's payment arrangement shall be the Allowable Expense for all Plans. However, if the provider has contracted with the Secondary Plan to provide the benefit or service for a specific negotiated fee or payment amount that is different than the Primary Plan's payment arrangement and if the provider's contract permits, that negotiated fee or payment shall be the allowable expense used by the Secondary Plan to determine its benefits.

The amount of any benefit reduction by the Primary Plan because an Insured Person has failed to comply with the Plan provisions is not an Allowable Expense. Examples of these types of Plan provisions include second surgical opinions, precertification of admission, and preferred provider arrangements.

2. **Plan:** A form of coverage with which coordination is allowed.

Plan includes all of the following:

- Group insurance contracts and subscriber contracts.
- Uninsured arrangements of group or group-type coverage.
- Group coverage through closed panel Plans.
- Group-type contracts, including blanket contracts.
- The medical care components of long-term care contracts, such as skilled nursing care.
- The medical benefits coverage in group, group-type, and individual automobile no fault type contracts.
- The medical benefits coverage in group and group-type traditional automobile fault type contracts.
- Medicare or other governmental benefits, as permitted by law, except for Medicare supplement coverage. That part of the definition of Plan may be limited to the hospital, medical, and surgical benefits of the governmental program.

Plan does not include any of the following:

- Hospital indemnity coverage benefits or other fixed indemnity coverage.
- Accident only coverage.
- Limited benefit health coverage as defined by state law.
- Specified disease or specified accident coverage.
- School accident-type coverages that cover students for accidents only, including athletic injuries, either on a twenty four hour basis or on a "to and from school" basis;
- Benefits provided in long term care insurance policies for non-medical services, for example, personal care, adult day care, homemaker services, assistance with activities of daily living, respite care, and custodial care or for contracts that pay a fixed daily benefit without regard to expenses incurred or the receipt of services.
- Medicare supplement policies.
- State Plans under Medicaid.
- A governmental Plan, which, by law, provides benefits that are in excess of those of any private insurance Plan or other nongovernmental Plan.
- An Individual Health Insurance Contract.

3. **Primary Plan:** A Plan whose benefits for a person's health care coverage must be determined without taking the existence of any other Plan into consideration. A Plan is a Primary Plan if: 1) the Plan either has no order of benefit determination rules or its rules differ from those outlined in this Coordination of Benefits Provision; or 2) all Plans that cover the Insured Person use the order of benefit determination rules and under those rules the Plan determines its benefits first.

4. **Secondary Plan:** A Plan that is not the Primary Plan.

5. **We, Us or Our:** The Company named in the Policy.

**Rules for Coordination of Benefits** - When an Insured Person is covered by two or more Plans, the rules for determining the order of benefit payments are outlined below.

The Primary Plan pays or provides its benefits according to its terms of coverage and without regard to the benefits under any other Plan.

If an Insured is covered by more than one Secondary Plan, the Order of Benefit Determination rules in this provision shall decide the order in which the Secondary Plan's benefits are determined in relation to each other. Each Secondary Plan shall take into consideration the benefits of the Primary Plan or Plans and the benefits of any other Plans, which has its benefits determined before those of that Secondary Plan.

A Plan that does not contain a coordination of benefits provision that is consistent with this provision is always primary unless the provisions of both Plans state that the complying Plan is primary. This does not apply to coverage that is obtained by virtue of membership in a group that is designed to supplement a part of a basic package of benefits and provides that this supplementary coverage shall be excess to any other parts of the Plan provided by the contract holder. Examples of these types of situations are major medical coverages that are superimposed over base Plan hospital and surgical benefits, and insurance type coverages that are written in connection with a closed panel Plan to provide out of network benefits.

If the Primary Plan is a closed panel Plan and the Secondary Plan is not a closed panel Plan, the Secondary Plan shall pay or provide benefits as if it were the Primary Plan when an Insured Person uses a non-panel provider, except for Emergency Services or authorized referrals that are paid or provided by the Primary Plan.

A Plan may consider the benefits paid or provided by another Plan in calculating payment of its benefits only when it is secondary to that other Plan.

**Order of Benefit Determination** - Each Plan determines its order of benefits using the first of the following rules that apply:

1. **Non-Dependent/Dependent.** The benefits of the Plan which covers the person as an employee, member or subscriber are determined before those of the Plan which covers the person as a Dependent. If the person is a Medicare beneficiary, and, as a result of the provisions of Title XVII of the Social Security Act and implementing regulations, Medicare is both (i) secondary to the Plan covering the person as a dependent; and (ii) primary to the Plan covering the person as other than a dependent, then the order of benefit is reversed. The Plan covering the person as an employee, member, subscriber, policyholder or retiree is the Secondary Plan and the other Plan covering the person as a dependent is the Primary Plan.
2. **Dependent Child/Parents Married or Living Together.** When this Plan and another Plan cover the same child as a Dependent of different persons, called "parents" who are married or are living together whether or not they have ever been married:
  - the benefits of the Plan of the parent whose birthday falls earlier in a year exclusive of year of birth are determined before those of the Plan of the parent whose birthday falls later in that year.
  - However, if both parents have the same birthday, the benefits of the Plan which covered the parent longer are determined before those of the Plan which covered the other parent for a shorter period of time.
3. **Dependent Child/Parents Divorced, Separated or Not Living Together.** If two or more Plans cover a person as a Dependent child of parents who are divorced or separated or are not living together, whether or not they have ever been married, benefits for the child are determined in this order:

If the specific terms of a court decree state that one of the parents is responsible for the health care services or expenses of the child and that Plan has actual knowledge of those terms, that Plan is Primary. If the parent with financial responsibility has no coverage for the child's health care services or expenses, but that parent's spouse does, the spouse's Plan is the Primary Plan. This item shall not apply with respect to any Plan year during which benefits are paid or provided before the entity has actual knowledge of the court decree provision.

If a court decree states that both parents are responsible for the child's health care expenses or coverage, the order of benefit shall be determined in accordance with part (2).

If a court decree states that the parents have joint custody without specifying that one parent has responsibility for the health care expenses or coverage of the child, the order of benefits shall be determined in accordance with the rules in part (2).

If there is no court decree allocating responsibility for the child's health care expenses or coverage, the order of benefits are as follows:

- First, the Plan of the parent with custody of the child.
- Then the Plan of the spouse of the parent with the custody of the child.
- The Plan of the parent not having custody of the child.

- Finally, the Plan of the spouse of the parent not having custody of the child.
4. **Dependent Child/Non-Parental Coverage.** If a Dependent child is covered under more than one Plan of individuals who are not the parents of the child, the order of benefits shall be determined, as applicable, as if those individuals were parents of the child.
  5. **Active/Inactive Employee.** The benefits of a Plan which covers a person as an employee who is neither laid off nor retired (or as that employee's Dependent) are determined before those of a Plan which covers that person as a laid off or retired employee (or as that employee's Dependent). If the other Plan does not have this rule, and if, as a result, the Plans do not agree on the order of benefits, this rule is ignored.
  6. **COBRA or State Continuation Coverage.** If a person whose coverage is provided under COBRA or under a right of continuation pursuant to federal or state law also is covered under another Plan, the following shall be the order of benefit determination:
    - First, the benefits of a Plan covering the person as an employee, member or subscriber or as that person's Dependent.
    - Second, the benefits under the COBRA or continuation coverage.
    - If the other Plan does not have the rule described here and if, as a result, the Plans do not agree on the order of benefits, this rule is ignored.
  7. **Longer/Shorter Length of Coverage.** If none of the above rules determines the order of benefits, the benefits of the Plan which covered an employee, member or subscriber longer are determined before those of the Plan which covered that person for the shorter time.

If none of the provisions stated above determine the Primary Plan, the Allowable Expenses shall be shared equally between the Plans.

**Effect on Benefits** - When Our Plan is secondary, We may reduce Our benefits so that the total benefits paid or provided by all Plans during a plan year are not more than the total Allowable Expenses. In determining the amount to be paid for any claim, the Secondary Plan will calculate the benefits it would have paid in the absence of other health care coverage and apply that calculated amount to the Allowable Expense under its Plan that is unpaid by the Primary Plan. The Secondary Plan may then reduce its payment by the amount so that, when combined with the amount paid by the Primary Plan, the total benefits paid or provided by all Plans for the claim do not exceed the total Allowable Expense for that claim. In addition, the Secondary Plan shall credit to its Plan Deductible any amounts it would have credited to its Deductible in the absence of other health care coverage.

**Right to Recovery and Release of Necessary Information** - For the purpose of determining applicability of and implementing the terms of this provision, We may, without further consent or notice, release to or obtain from any other insurance company or organization any information, with respect to any person, necessary for such purposes. Any person claiming benefits under Our coverage shall give Us the information We need to implement this provision. We will give notice of this exchange of claim and benefit information to the Insured Person when any claim is filed.

**Facility of Payment and Recovery** - Whenever payments which should have been made under our coverage have been made under any other Plans, We shall have the right to pay over to any organizations that made such other payments, any amounts that are needed in order to satisfy the intent of this provision. Any amounts so paid will be deemed to be benefits paid under Our coverage. To the extent of such payments, We will be fully discharged from Our liability.

Whenever We have made payments with respect to Allowable Expenses in total amount at any time, which are more than the maximum amount of payment needed at that time to satisfy the intent of this provision, We may recover such excess payments. Such excess payments may be received from among one or more of the following, as We determine: any persons to or for or with respect to whom such payments were made, any other insurers, service plans or any other organizations. The Company shall not request a refund or offset a claim more than twelve months after the Company has paid the claim, except in cases of fraud or misrepresentation by the health care provider.

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## **Section 8: Student Health Center (SHC) Referral Required - *Bill and Lucille Magers Family* Health and Wellness Center**

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The student and Spouse should use the services of the Health Center first where treatment will be administered or referral issued. Expenses incurred for medical treatment rendered outside of the Student Health Center for which no prior approval or referral is obtained will be paid at the Out-of-Network level of benefits as specified in the Schedule of Benefits. A referral

issued by the SHC must accompany the claim when submitted. Only one referral is required for each Injury or Sickness per Policy Year.

A *Bill and Lucille Magers Family Health and Wellness Center* referral for outside care is not necessary only under any of the following conditions:

1. Medical Emergency. The student must return to *Bill and Lucille Magers Family Health and Wellness Center* for necessary follow-up care.
2. When the *Bill and Lucille Magers Family Health and Wellness Center* is closed.
3. When service is rendered at another facility during break or vacation periods.
4. Medical care received when the student is more than 50 miles from campus.
5. Medical care obtained when a student is no longer able to use the *Bill and Lucille Magers Family Health and Wellness Center* due to a change in student status.
6. Maternity, obstetrical and gynecological care.
7. Mental Illness treatment and Substance Use Disorder treatment.

Dependent children are not eligible to use the *Bill and Lucille Magers Family Health and Wellness Center* and therefore are exempt from the above limitations and requirements.

## **Section 9: Continuation Privilege**

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An Insured Person whose coverage ends under the Policy may be entitled to elect continuation of coverage (coverage that continues on in some form) in accordance with applicable state and federal law.

Subject to the following terms and conditions, each Qualified Beneficiary who has been continuously insured under the school's student insurance policy, who no longer meets the Eligibility requirements under the school's student insurance policy, and who loses coverage as a result of a Qualifying Event is eligible to continuation of coverage under the school's student insurance policy then in effect as may be required for student health insurance policies by applicable federal or state law, not to exceed the Maximum Period of Coverage allowed. If the Insured is still eligible for continuation at the beginning of the next Policy Year, the Insured must purchase the remainder of the continuation of coverage under the school's student policy in effect.

**Qualified beneficiary** means:

- The Named Insured who is covered under the group policy on the day before a Qualifying Event.
- Any Dependent child or spouse who is covered under the group policy on the day before a Qualifying Event.

**Qualifying event** means any of the following events which result in the loss of coverage of a Qualified Beneficiary:

- Termination of coverage due to loss of eligibility of the Named Insured.
- Death of the Named Insured.
- The divorce or legal separation of the Named Insured.

**Maximum Period of Continuation of Coverage:**

The maximum period of continuation of coverage allowed is:

- Loss of Eligibility - in the case of a Qualifying Event for termination of coverage due to loss of eligibility of the Named Insured, a maximum of 18 months after the date of the Qualifying Event.
  - If the Insured has an additional Qualifying Event during the initial 18 month coverage period, a maximum of 36 months after the date of the initial Qualifying Event.
- Other Qualifying Events - In the case of termination of coverage due to all other Qualifying Events, a maximum of 36 months after the date of the Qualifying Event.
- Disability - If the Insured becomes disabled, as determined under title II or XVI of the Social Security Act, at any time during the first 60 days of continuation of coverage, no more than 29 months after the date of the initial Qualifying Event but only if the Insured has provided notice of such disability determination before the end of the initial 18 month period. The Insured must notify the company of such determination within 60 days after the date of the determination.

**Notification and Election Requirements:**

This provision serves as written notice to all Insured Persons and Qualified Beneficiaries of the rights to continuation of coverage as described herein.

The Qualified Beneficiary must enroll and pay the required premium within 60 days of the date coverage terminates under the Policy by reason of a Qualifying Event. Coverage becomes effective on the date of the Qualifying Event provided the enrollment and premium payment deadlines are met.

Application must be made and premiums must be paid directly to UnitedHealthcare **StudentResources**. Contact UnitedHealthcare **StudentResources** at (844) 255-8361 for application and additional information.

#### **Termination of Coverage:**

Continuation of coverage under the Policy terminates on the earlier of:

- The date the Policy terminates.
- The date the Policyholder no longer provides a student group policy.
- The end of the period through which timely premium payment is made. The payment of any premium will be considered timely if made within 30 days after the date due.
- The date the Insured first becomes eligible for coverage under another group health plan.
- The date the Insured becomes entitled to benefits under Medicare.
- The date required by applicable federal or state law.
- In the case of an Insured who is disabled at any time during the first 60 days of continuation of coverage, the month that begins more than 30 days after the date of the final determination under title II or XVI of the Social Security Act that the Insured is no longer disabled. The Insured must notify the company within 30 days after the date of such final determination.

## **Section 10: Definitions**

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**ADOPTED CHILD** means the adopted child placed with an Insured while that person is covered under the Policy. Such child will be covered from the moment of placement for the first 31 days. The Insured must notify the Company, in writing, of the adopted child not more than 30 days after placement or adoption.

Coverage begins at the moment of birth or date of placement if a written agreement to adopt such child has been entered into by the Insured prior to the birth or date of placement of the child, whether or not the agreement is enforceable. However, coverage will not continue to be provided for an adopted child who is not ultimately placed in the Insured's residence. Coverage will include Medically Necessary care and treatment of medical conditions existing prior to the date of placement.

The Insured will have the right to continue such coverage for the child beyond the first 31 days. To continue the coverage the Insured must, within the 31 days after the child's date of placement: 1) apply to us; and 2) pay the required additional premium, if any, for the continued coverage. If the Insured does not use this right as stated here, all coverage as to that child will terminate at the end of the first 31 days after the child's date of placement.

Placement means the physical custody of the adoptive parent.

**AIR AMBULANCE** means medical transport by rotary wing air ambulance or fixed wing air ambulance as defined in 42 CFR 414.605.

**ALLOWED AMOUNT** means the maximum amount the Company is obligated to pay for Covered Medical Expenses. Allowed amounts are determined by the Company or determined as required by law, as described below.

Allowed amounts are based on the following:

When Covered Medical Expenses are received from a Preferred Provider, allowed amounts are the Company's contracted fee(s) with that provider.

When Covered Medical Expenses are received from an Out-of-Network Provider as described below, allowed amounts are determined as follows:

1. **For non-Medical Emergency Covered Medical Expenses received at certain Preferred Provider facilities from Out-of-Network Provider Physicians** when such services are either: a) Ancillary Services; or b) non-Ancillary Services that have not satisfied the notice and consent criteria of section 2799B-2(d) of the Public Health



*Service Act* with respect to a visit as defined by the Secretary, the allowed amount is based on one of the following in the order listed below as applicable:

- The reimbursement rate as determined by a state *All Payer Model Agreement*.
- The reimbursement rate as determined by state law.
- The initial payment made by the Company or the amount subsequently agreed to by the Out-of-Network Provider and the Company.
- The amount determined by *Independent Dispute Resolution (IDR)*.

For the purpose of this provision, “certain Preferred Provider facilities” are limited to a hospital (as defined in *1861(e) of the Social Security Act*), a hospital outpatient department, a critical access hospital (as defined in *1861(mm)(1) of the Social Security Act*), an ambulatory surgical center (as described in section *1833(i)(1)(A) of the Social Security Act*), and any other facility specified by the Secretary.

2. **For Emergency Services provided by an Out-of-Network Provider**, the allowed amount is based on one of the following in the order listed below as applicable:
  - The reimbursement rate as determined by a state *All Payer Model Agreement*.
  - The reimbursement rate as determined by state law.
  - The initial payment made by the Company or the amount subsequently agreed to by the Out-of-Network Provider and the Company.
  - The amount determined by *Independent Dispute Resolution (IDR)*.
3. **For Air Ambulance transportation provided by an Out-of-Network Provider**, the allowed amount is based on one of the following in the order listed below as applicable:
  - The reimbursement rate as determined by a state *All Payer Model Agreement*.
  - The reimbursement rate as determined by state law.
  - The initial payment made by the Company or the amount subsequently agreed to by the Out-of-Network Provider and the Company.
  - The amount determined by *Independent Dispute Resolution (IDR)*.

When Covered Medical Expenses are received from an Out-of-Network Provider, except as described above, allowed amounts are determined based on either of the following:

1. Negotiated rates agreed to by the Out-of-Network Provider and either the Company or one of Our vendors, affiliates or subcontractors.
2. If rates have not been negotiated, then one of the following amounts:
  - Allowed amounts are determined based on 140% of the published rates allowed by the Centers for Medicare and Medicaid Services (CMS) for Medicare for the same or similar service within the geographical market, with the exception of the following.
    - 50% of CMS for the same or similar freestanding laboratory service.
    - 45% of CMS for the same or similar Durable Medical Equipment from a freestanding supplier, or CMS competitive bid rates.
    - 70% of CMS for the same or similar physical therapy service from a freestanding provider.
  - When a rate for all other services is not published by CMS for the service, the allowed amount is based on 20% of the provider’s billed charge.

We update the CMS published rate data on a regular basis when updated data from CMS becomes available. These updates are typically put in place within 30 to 90 days after CMS updates its data.

**ANCILLARY SERVICES** means items and services provided by Out-of-Network Provider Physicians at a Preferred Provider facility that are any of the following:

1. Related to emergency medicine, anesthesiology, pathology, radiology, and neonatology.
2. Provided by assistant surgeons, hospitalists, and intensivists.
3. Diagnostic services, including radiology and laboratory services, unless such items and services are excluded from the definition of ancillary services as determined by the Secretary.
4. Provided by such other specialist practitioners as determined by the Secretary.
5. Provided by an Out-of-Network Provider Physician when no other Preferred Provider Physician is available.

**COINSURANCE** means the percentage of Covered Medical Expenses that the Company pays.

**COMPLICATION OF PREGNANCY** means a condition: 1) caused by pregnancy; 2) requiring medical treatment prior to, or subsequent to termination of pregnancy; 3) the diagnosis of which is distinct from pregnancy; and 4) which constitutes a classifiably distinct complication of pregnancy. A condition simply associated with the management of a difficult pregnancy is not considered a complication of pregnancy.

**CONGENITAL CONDITION** means a medical condition or physical anomaly arising from a defect existing at birth.

**COPAY/COPAYMENT** means a specified dollar amount that the Insured is required to pay for certain Covered Medical Expenses.

**COVERED MEDICAL EXPENSES** means health care services and supplies which are all of the following:

1. Provided for the purpose of preventing, evaluating, diagnosing or treating a Sickness or Injury.
2. Medically Necessary.
3. Specified as a covered medical expense in this Certificate under the Medical Expense Benefits or in the Schedule of Benefits.
4. Not in excess of the Allowed Amount or the Recognized Amount when applicable.
5. Not in excess of the maximum benefit payable per service as specified in the Schedule of Benefits.
6. Not excluded in this Certificate under the Exclusions and Limitations.
7. In excess of the amount stated as a Deductible, if any.

Covered Medical Expenses will be deemed "incurred" only: 1) when the covered services are provided; and 2) when a charge is made to the Insured Person for such services.

**CUSTODIAL CARE** means services that are any of the following:

1. Non-health related services, such as assistance in activities.
2. Health-related services that are provided for the primary purpose of meeting the personal needs of the patient or maintaining a level of function (even if the specific services are considered to be skilled services), as opposed to improving that function to an extent that might allow for a more independent existence.
3. Services that do not require continued administration by trained medical personnel in order to be delivered safely and effectively.

**DAY HOSPITAL** means a facility that provides day rehabilitation services on an outpatient basis.

**DEDUCTIBLE** means if an amount is stated in the Schedule of Benefits or any endorsement to the Policy as a deductible, it shall mean an amount to be subtracted from the amount or amounts otherwise payable as Covered Medical Expenses before payment of any benefit is made. The deductible will apply as specified in the Schedule of Benefits.

**DEPENDENT** means the legal spouse of the Named Insured and their dependent children. Children shall cease to be dependent at the end of the month in which they attain the age of 26 years. If the child is covered under the Policy upon the attainment of the limiting age, such child shall remain a dependent under the Policy at the option of the Named Insured until the Policy Termination Date.

The attainment of the limiting age will not operate to terminate the coverage of such child while the child is and continues to be both:

1. Incapable of self-sustaining employment by reason of mental or physical handicap.
2. Chiefly dependent upon the Insured Person for support and maintenance.

Proof of such incapacity and dependency shall be furnished to the Company: 1) by the Named Insured; and, 2) within 31 days of the child's attainment of the limiting age. Subsequently, such proof must be given to the Company annually following the child's attainment of the limiting age.

If a claim is denied under the Policy because the child has attained the limiting age for dependent children, the burden is on the Insured Person to establish that the child is and continues to be handicapped as defined by subsections (1) and (2).

**ELECTIVE SURGERY OR ELECTIVE TREATMENT** means those health care services or supplies that do not meet the health care need for a Sickness or Injury. Elective surgery or elective treatment includes any service, treatment or supplies that: 1) are deemed by the Company to be research or experimental, investigational, or unproven; or 2) are not recognized and generally accepted medical practices in the United States.

**EMERGENCY SERVICES** means, with respect to a Medical Emergency, the following:

1. A health care item or service furnished or required to evaluate and treat a Medical Emergency, which may include, but shall not be limited to, health care services that are provided in a licensed Hospital's emergency facility by an appropriate provider.
2. An appropriate medical screening examination that is within the capability of the emergency department of a Hospital or an Independent Freestanding Emergency Department, including Ancillary Services routinely available to the emergency department to evaluate such emergency medical condition.
3. Such further medical examination and treatment to stabilize the patient to the extent they are within the capabilities of the staff and facilities available at the Hospital or an Independent Freestanding Emergency Department to stabilize the patient (regardless of the department of the Hospital in which such further exam or treatment is provided). For the purpose of this definition, "to stabilize" has the meaning as given such term in section 1867(e)(3) of the Social Security Act (42 U.S.C. 1395dd(e)(3)).

Emergency services include items and services otherwise covered under the Policy when provided by an Out-of-Network Provider or facility (regardless of the department of the Hospital in which the items and services are provided) after the patient is stabilized and as part of outpatient observation, or an Inpatient stay or outpatient stay that is connected to the original emergency medical condition, unless each of the following conditions are met:

1. The attending Physician or treating provider for the Medical Emergency determines the patient is able to travel using nonmedical transportation or non-emergency medical transportation to an available Preferred Provider or Preferred Provider facility located within a reasonable distance taking into consideration the patient's medical condition.
2. The provider furnishing the additional items and services satisfied the notice and consent criteria in accordance with applicable law.
3. The patient is in such a condition to receive information as stated in 2 above and to provide informed consent in accordance with applicable law.
4. The provider or facility satisfied any additional requirements or prohibitions as may be imposed by state law.

The above conditions do not apply to unforeseen or urgent medical needs that arise at the time the service is provided regardless of whether notice and consent criteria has been satisfied.

**EXPERIMENTAL, INVESTIGATIONAL, OR UNPROVEN SERVICE** means medical, dental, surgical, diagnostic, or other health care services, technologies, supplies, treatments, procedures, drug therapies or devices that, at the time the Company makes a determination regarding coverage in a particular case, is determined to be:

1. 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; or
2. Subject to review and approval by any institutional review board for the proposed use; or
3. 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; or
4. Not determined through prevailing peer-reviewed professional literature to be safe and effective for treating or diagnosing the condition or Sickness for which its use is proposed.

**HABILITATIVE SERVICES** means health care services that help a person keep, learn, or improve skills and functions for daily living when administered by a Physician pursuant to a treatment plan. Habilitative services include occupational therapy, physical therapy, speech therapy, and other services for people with disabilities.

Habilitative services do not include Elective Surgery or Elective Treatment or services that are solely educational in nature or otherwise paid under state or federal law for purely educational services. Custodial Care, respite care, day care, therapeutic recreation, vocational training and residential treatment are not habilitative services.

A service that does not help the Insured Person to meet functional goals in a treatment plan within a prescribed time frame is not a habilitative service.

**HOSPITAL** means a licensed or properly accredited general hospital which: 1) is open at all times; 2) is operated primarily and continuously for the treatment of and surgery for sick and injured persons as inpatients; 3) is under the supervision of a staff of one or more legally qualified Physicians available at all times; 4) continuously provides 24 hour nursing service by Registered Nurses on duty or call; 5) provides organized facilities for diagnosis on the premises; and 6) is not primarily a clinic, nursing, rest or convalescent home.

**HOSPITAL CONFINED/HOSPITAL CONFINEMENT** means confinement as an Inpatient in a Hospital by reason of an Injury or Sickness for which benefits are payable.

**INDEPENDENT FREESTANDING EMERGENCY DEPARTMENT** means a health care facility that: 1) is geographically separate and distinct and licensed separately from a Hospital under applicable state law; and 2) provides Emergency Services.

**INJURY** means accidental bodily injury sustained directly and independently of all other causes and treated by a Physician within 30 days after the date of the accident and while the Insured Person is covered under the Policy. Covered Medical Expenses incurred as a result of an injury that occurred prior to the Policy's Effective Date will be considered a Sickness under the Policy.

**INPATIENT** means an uninterrupted confinement that follows formal admission to a Hospital, Skilled Nursing Facility or Inpatient Rehabilitation Facility by reason of an Injury or Sickness for which benefits are payable under the Policy.

**INPATIENT REHABILITATION FACILITY** means a long term acute inpatient rehabilitation center, a Hospital (or special unit of a Hospital designated as an inpatient rehabilitation facility) that provides rehabilitation health services on an Inpatient basis as authorized by law.

**INSURED PERSON** means: 1) the Named Insured; and, 2) Dependents of the Named Insured, if: 1) the Dependent is properly enrolled in the Policy, and 2) the appropriate Dependent premium has been paid. The term Insured also means Insured Person.

**INTENSIVE CARE** means: 1) a specifically designated facility of the Hospital that provides the highest level of medical care; and 2) which is restricted to those patients who are critically ill or injured. Such facility must be separate and apart from the surgical recovery room and from rooms, beds and wards customarily used for patient confinement. They must be: 1) permanently equipped with special life-saving equipment for the care of the critically ill or injured; and 2) under close observation by trained and qualified personnel whose duties are primarily confined to such part of the Hospital. Intensive care does not mean any of these step-down units:

1. Progressive care.
2. Sub-acute intensive care.
3. Intermediate care units.
4. Private monitored rooms.
5. Observation units.
6. Other facilities which do not meet the standards for intensive care.

**MEDICAL EMERGENCY** means the occurrence of a sudden and at the time, unexpected onset of a health condition (including Mental Illness and Substance Use Disorder) that manifests itself by symptoms of sufficient severity (including severe pain), regardless of the final diagnosis that is given, that would lead a prudent layperson, possessing an average knowledge of medicine and health to believe that immediate medical care is required, which may include, but shall not be limited to:

1. Placement of the Insured's health in significant jeopardy.
2. Serious impairment of bodily functions.
3. Serious dysfunction of any body organ or part.
4. Inadequately controlled pain.
5. With respect to a pregnant woman who is having contractions:
  - That there is inadequate time to effect a safe transfer to another Hospital before delivery; or
  - That transfer to another Hospital may pose a threat to the health or safety of the woman or unborn child.

**MEDICAL NECESSITY/MEDICALLY NECESSARY** means those services or supplies provided or prescribed by a Hospital or Physician which are all of the following:

1. Essential for the symptoms and diagnosis or treatment of the Sickness or Injury.
2. Provided for the diagnosis, or the direct care and treatment of the Sickness or Injury.
3. In accordance with the standards of good medical practice.
4. Not primarily for the convenience of the Insured, or the Insured's Physician.
5. The most appropriate supply or level of service which can safely be provided to the Insured.

The Medical Necessity of being confined as an Inpatient means that both:

1. The Insured requires acute care as a bed patient.
2. The Insured cannot receive safe and adequate care as an outpatient.

The Policy only provides payment for services, procedures and supplies which are a Medical Necessity. No benefits will be paid for expenses which are determined not to be a Medical Necessity, including any or all days of Inpatient confinement.

**MENTAL ILLNESS** means a Sickness that is any condition or disorder defined by categories listed in the most recent edition of the *Diagnostic and Statistical Manual of Mental Disorders*, except for chemical dependency.

**NAMED INSURED** means an eligible, registered student of the Policyholder, if: 1) the student is properly enrolled in the Policy; and 2) the appropriate premium for coverage has been paid.

**NEWBORN INFANT** means any child born of an Insured while that person is insured under the Policy. Newborn Infants will be covered under the Policy for the first 31 days after birth. Coverage for such a child will be for Injury or Sickness, including medically diagnosed congenital defects, birth abnormalities, prematurity and nursery care, hearing screening, necessary rescreening, audiological assessment and follow-up and initial amplification; benefits will be the same as for the Insured Person who is the child's parent.

The Insured will have the right to continue such coverage for the child beyond the first 31 days. To continue the coverage the Insured must, within the 31 days after the child's birth: 1) notify the Company of the birth either orally or in writing; 2) complete and return the enrollment form; and 3) pay the required additional premium, if any, for the continued coverage. The Insured Person will have an additional 10 days from the date the required forms and instructions are provided to enroll the newly born child. If the Insured does not use this right as stated here, all coverage as to that child will terminate at the end of the first 31 days after the child's birth.

**OUT-OF-NETWORK PROVIDER** means a provider who does not have a contract with the Company to provide services to Insured Persons.

**OUT-OF-POCKET MAXIMUM** means the amount of Covered Medical Expenses that must be paid by the Insured Person before Covered Medical Expenses will be paid at 100% for the remainder of the Policy Year. Refer to the Schedule of Benefits for details on how the out-of-pocket maximum applies.

**PHYSICIAN** means a legally qualified licensed practitioner of the healing arts who provides care within the scope of his/her license, other than a member of the person's immediate family.

The term "member of the immediate family" means any person related to an Insured Person within the third degree by the laws of consanguinity or affinity.

**PHYSIOTHERAPY** means short-term outpatient rehabilitation therapies (including Habilitative Services) administered by a Physician.

**POLICY OR MASTER POLICY** means the entire agreement issued to the Policyholder that includes all of the following:

1. The Policy.
2. The Policyholder Application.
3. The Certificate of Coverage.
4. The Schedule of Benefits.
5. Endorsements.
6. Amendments.

**POLICY YEAR** means the period of time beginning on the Policy Effective Date and ending on the Policy Termination Date.

**POLICYHOLDER** means the institution of higher education to whom the Master Policy is issued.

**PREFERRED PROVIDER** means a provider that has a participation agreement in effect (either directly or indirectly) with the Company or Our affiliates to participate in Our preferred provider network. Our affiliates are those entities affiliated with the Company through common ownership or control with Us or with Our ultimate corporate parent, including direct and indirect subsidiaries.

**PRESCRIPTION DRUGS** mean: 1) prescription legend drugs; 2) compound medications of which at least one ingredient is a prescription legend drug; 3) any other drugs which under the applicable state or federal law may be dispensed only upon written prescription of a Physician; and 4) injectable insulin.

**RECOGNIZED AMOUNT** means the amount which any Copayment, Coinsurance, and applicable Deductible is based on for the below Covered Medical Expenses when provided by Out-of-Network Providers:

1. Out-of-Network Emergency Services.
2. Non-Emergency Services received at certain Preferred Provider facilities by Out-of-Network Provider Physicians, when such services are either Ancillary Services or non-Ancillary Services that have not satisfied the notice and consent criteria of section 2799B-2(d) of the *Public Health Service Act*. For the purpose of this provision, "certain Preferred Provider facilities" are limited to a hospital (as defined in 1861(e) of the *Social Security Act*), a hospital outpatient department, a critical access hospital (as defined in 1861(mm)(1) of the *Social Security Act*), an ambulatory surgical center described in section 1833(i)(1)(A) of the *Social Security Act*, and any other facility specified by the Secretary.

The amount is based on one of the following in order listed below as applicable:

1. An *All Payer Model Agreement* if adopted.
2. State law.
3. The lesser of the qualifying payment amount as determined under applicable law or the amount billed by the provider or facility.

The recognized amount for Air Ambulance services provided by an Out-of-Network Provider will be calculated based on the lesser of the qualifying payment amount as determined under applicable law or the amount billed by the Air Ambulance service provider.

**Note:** Covered Medical Expenses that use the recognized amount to determine the Insured's cost sharing may be higher or lower than if cost sharing for these Covered Medical Expenses were determined based on an Allowed Amount.

**REGISTERED NURSE** means a professional nurse (R.N.) who is not a member of the Insured Person's immediate family.

**SECRETARY** means the term secretary as that term is applied in the *No Surprises Act* of the *Consolidated Appropriations Act (P.L. 116-260)*.

**SICKNESS** means sickness or disease of the Insured Person which causes loss while the Insured Person is covered under the Policy. All related conditions and recurrent symptoms of the same or a similar condition will be considered one sickness. Covered Medical Expenses incurred as a result of an Injury that occurred prior to the Policy's Effective Date will be considered a sickness under the Policy.

**SKILLED NURSING FACILITY** means a Hospital or nursing facility that is licensed and operated as required by law.

**SOUND, NATURAL TEETH** means natural teeth, the major portion of the individual tooth is present, regardless of fillings or caps; and is not carious, abscessed, or defective.

**SUBSTANCE USE DISORDER** means a Sickness that is listed as an alcoholism and substance use disorder in the current *Diagnostic and Statistical Manual of the American Psychiatric Association*. The fact that a disorder is listed in the *Diagnostic and Statistical Manual of the American Psychiatric Association* does not mean that treatment of the disorder is a Covered Medical Expense. If not excluded or defined elsewhere in the Policy, all alcoholism and substance use disorders are considered one Sickness.

**TELEHEALTH/TELEMEDICINE** means the use of medical information exchanged from one site to another via electronic communications to improve the health status of an Insured. Telehealth/Telemedicine includes live, interactive audio with visual transmissions of a Physician-patient encounter from one site to another using telecommunications technology. The site may be a CMS defined originating facility or another location such as an Insured Person's home or place of work.

**TOTALLY DISABLED** means a condition of a Named Insured which, because of Sickness or Injury, renders the Named Insured unable to actively attend class. A totally disabled Dependent is one who is unable to perform all activities usual for a person of that age.

**URGENT CARE CENTER** means a facility that provides treatment required to prevent serious deterioration of the Insured Person's health as a result of an unforeseen Sickness, Injury, or the onset of acute or severe symptoms.

## **Section 11: Exclusions and Limitations**

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No benefits will be paid for: a) loss or expense caused by, contributed to, or resulting from; or b) treatment, services or supplies for, at, or related to any of the following:

1. Acupuncture.
2. Cosmetic procedures, except reconstructive procedures to:
  - Correct an Injury or treat a Sickness for which benefits are otherwise payable under the Policy. The primary result of the procedure is not a changed or improved physical appearance.
  - Treat or correct birth defects and birth abnormalities.
3. Custodial Care.
  - Care provided in: rest homes, health resorts, homes for the aged, halfway houses, college infirmaries or places mainly for domiciliary or Custodial Care.
  - Extended care in treatment or substance abuse facilities for domiciliary or Custodial Care.
4. Dental treatment, except:
  - For accidental Injury to Sound, Natural Teeth.
  - As specifically provided in Benefits for Dental General Anesthesia.

This exclusion does not apply to benefits specifically provided in Pediatric Dental Services.
5. Elective Surgery or Elective Treatment.
6. Elective abortion.
7. Flight in any kind of aircraft, except while riding as a passenger on a regularly scheduled flight of a commercial airline.
8. Foot care for the following:
  - Flat foot conditions.
  - Supportive devices for the foot.
  - Subluxations of the foot.
  - Fallen arches.
  - Weak feet.
  - Chronic foot strain.
  - Routine foot care including the care, cutting and removal of corns, calluses, toenails, and bunions (except capsular or bone surgery).

This exclusion does not apply to preventive foot care for Insured Persons with diabetes.
9. Hearing examinations. Hearing aids. Other treatment for hearing defects and hearing loss. "Hearing defects" means any physical defect of the ear which does or can impair normal hearing, apart from the disease process.

This exclusion does not apply to:

  - Hearing defects or hearing loss as a result of an infection or Injury.
  - Benefits for Newborn Hearing Screening as specifically provided in the policy.
  - Benefits for Treatment of Speech and Hearing Disorders.
10. Hirsutism. Alopecia.
11. Immunizations, except as specifically provided in the Policy. Preventive medicines or vaccines, except where required for treatment of a covered Injury or as specifically provided in the Policy.
12. Injury or Sickness for which benefits are paid or payable under any Workers' Compensation or Occupational Disease Law or Act, or similar legislation.
13. Injury sustained while:
  - Participating in any intercollegiate or professional sport, contest or competition.
  - Traveling to or from such sport, contest or competition as a participant.
  - Participating in any practice or conditioning program for such sport, contest or competition.
14. Investigational services.
15. Lipectomy.
16. Participation in a riot or civil disorder. Commission of or attempt to commit a felony.
17. Prescription Drugs, services or supplies as follows:
  - Therapeutic devices or appliances, including: hypodermic needles, syringes, support garments and other non-medical substances, regardless of intended use, except as specifically provided in the Policy.
  - Immunization agents, except as specifically provided in the Policy.
  - Drugs labeled, "Caution - limited by federal law to investigational use" or experimental drugs.
  - Products used for cosmetic purposes.
  - Drugs used to treat or cure baldness. Anabolic steroids used for body building.
  - Anorectics - drugs used for the purpose of weight control.
  - Fertility agents or sexual enhancement drugs, such as Parlodel, Pergonal, Clomid, Profasi, Metrodin, Serophene, or Viagra.
  - Growth hormones.
  - Refills in excess of the number specified or dispensed after one (1) year of date of the prescription.

18. Reproductive services for the following, except as specifically provided in the Policy:
  - Procreative counseling.
  - Genetic counseling and genetic testing.
  - Cryopreservation of reproductive materials. Storage of reproductive materials.
  - Fertility tests.
  - Infertility treatment (male or female), including any services or supplies rendered for the purpose or with the intent of inducing conception, except to diagnose or treat the underlying cause of the infertility.
  - Premarital examinations.
  - Impotence, organic or otherwise.
  - Reversal of sterilization procedures, except for reversal of sterilization procedures for non-elective sterilization resulting from Injury or Sickness.
19. Research or examinations relating to research studies, or any treatment for which the patient or the patient's representative must sign an informed consent document identifying the treatment in which the patient is to participate as a research study or clinical research study, except as specifically provided in Benefits for Clinical Trials for Cancer Treatment.
20. Routine eye examinations. Eye refractions. Eyeglasses. Contact lenses. Prescriptions or fitting of eyeglasses or contact lenses. Vision correction surgery. Treatment for visual defects and problems.  
This exclusion does not apply as follows:
  - When due to a covered Injury or disease process.
  - To benefits specifically provided in Pediatric Vision Services.
  - To the first pair of eyeglasses or contact lenses following intraocular lens implantation for the treatment of cataracts or aphakia or to replace the function of the human lens for conditions caused by cataract surgery or Injury.
21. Routine Newborn Infant Care and well-baby nursery and related Physician charge, except as specifically provided in the Policy.
22. Preventive care services which are not specifically provided in the Policy, including:
  - Routine physical examinations and routine testing.
  - Preventive testing or treatment.
  - Screening exams or testing in the absence of Injury or Sickness.
23. Services provided normally without charge by the Health Service of the Policyholder. Services covered or provided by the student health fee.
24. Skeletal irregularities of one or both jaws, except for temporomandibular and craniomandibular joint or jaw disorders. Deviated nasal septum, including submucous resection and/or other surgical correction thereof. Nasal and sinus surgery, except for treatment of a covered Injury or treatment of chronic sinusitis.
25. Sleep disorders.
26. Speech therapy, except as specifically provided in the Policy.
27. Medical supplies, except as specifically provided in the Policy.
28. Surgical breast reduction, breast augmentation, breast implants or breast prosthetic devices, or gynecomastia, except as specifically provided in the Policy.
29. Treatment in a Government hospital, unless there is a legal obligation for the Insured Person to pay for such treatment.
30. War or any act of war, declared or undeclared; or while in the armed forces of any country (a pro-rata premium will be refunded upon notice for such period not covered).
31. Weight management. Weight reduction. Nutrition programs. Treatment for obesity. Surgery for removal of excess skin or fat. This exclusion does not apply to benefits specifically provided in the Policy.

## **Section 12: How to File a Claim for Injury and Sickness Benefits**

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In the event of Injury or Sickness, students should:

1. Report to the Student Health Service or Infirmary for treatment or referral, or when not in school, to their Physician or Hospital.
2. Insureds can submit claims online in their My Account at [www.uhcsr.com/MyAccount](http://www.uhcsr.com/MyAccount) or submit claims by mail. If submitting by mail, send to the address below all medical and hospital bills along with the patient's name and Insured student's name, address, SR ID number (Insured's insurance Company ID number) and name of the university under which the student is insured. A Company claim form is not required for filing a claim.
3. Submit claims for payment within 90 days after the date of service. The Insured's failure to give notice within such time will not invalidate nor reduce any claim if it is shown that notice was given as soon as reasonably possible. If the Insured doesn't provide this information within one year of the date of service, benefits for that service may be denied at our discretion. This time limit does not apply if the Insured is legally incapacitated.



If submitting a claim by mail, sent the above information to the Company at:

UnitedHealthcare **StudentResources**  
P.O. Box 809025  
Dallas, TX 75380-9025

## **Section 13: General Provisions**

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**GRACE PERIOD:** The Insured is entitled to a grace period of thirty-one days for the payment of any premium due except the first, during which grace period the Policy shall continue in force, unless the Insured has given the Company written notice of discontinuance in advance of the date of discontinuance. The Insured shall be liable to the Company for the payment of a pro-rata premium for the time the Policy was in force during such grace period.

**NOTICE OF CLAIM:** Written notice of claim must be given to the Company within 90 days after the occurrence or commencement of any loss covered by the Policy, or as soon thereafter as is reasonably possible. Notice given by or on behalf of the Named Insured to the Company, P.O. Box 809025, Dallas, Texas 75380-9025 with information sufficient to identify the Named Insured shall be deemed notice to the Company. Failure to give notice within such time will not invalidate nor reduce any claim if it is shown that notice was given as soon as reasonably possible.

**CLAIM FORMS:** Claim forms are not required.

**PROOF OF LOSS:** Written proof of loss must be furnished to the Company at its said office within 90 days after the date of such loss. Failure to furnish such proof within the time required will not invalidate nor reduce any claim if it was not reasonably possible to furnish proof. In no event except in the absence of legal capacity shall written proofs of loss be furnished later than one year from the time proof is otherwise required.

**TIME OF PAYMENT OF CLAIM:** Indemnities payable under the Policy for any loss will be paid upon receipt of due written proof of such loss. If the Company has not processed the claim within thirty (30) working days of receipt of a filed claim, the Company will send an electronic or facsimile notice of the status of a claim that includes a request for additional information. The Company will send an electronic acknowledgement receipt of an electronic claim within forty-eight (48) hours of receipt. Within ten (10) processing days after receipt by the Company of any requested additional information, the Company shall pay the claim or any undisputed part of the claim or send a notice of receipt and the status of the claim: (i) that denies all or part of the claim and specifies each reason for denial; or (ii) that makes a final request for additional information. Within five (5) processing days after the Company receives the final additional information, the Company shall pay the claim or any undisputed part of the claim or deny the claim. If the Company has not paid the claim on or before the forty-fifth processing day after receipt of due written proof of such loss, the Company shall pay the claimant one percent interest per month. The interest shall be calculated based upon the unpaid balance of the claim as of the forty-fifth processing day. The interest paid shall be included in any late reimbursement without the necessity for the claimant that filed the original claim to make an additional claim for that interest. The Company may combine interest payments and make payment once the aggregate amount reaches one hundred (100) dollars.

If the Company fails to pay, deny or suspend the claim within forty-five (45) processing days, the Company shall, in addition to monthly interest due, pay to the claimant per day an amount equal to one percent of the claim. Said interest and penalties shall cease to accrue on the day after a petition is filed in a court of competent jurisdiction to recover payment of said claim. Upon a finding by a court of competent jurisdiction that the Company failed to pay a claim, interest or penalty without reasonable cause, the court shall enter judgment for reasonable attorney fees for services necessary for recover. Upon a finding that a provider filed suit without reasonable grounds to recover a claim, the court shall award the Company reasonable attorney fees necessary to the defense.

**PAYMENT OF CLAIMS:** Indemnity for loss of life will be payable in accordance with the beneficiary designation and the provisions respecting such payment which may be prescribed herein and effective at the time of payment. If no such designation or provision is then effective, such indemnity shall be payable to the estate of the Insured. Any other accrued indemnities unpaid at the Insured's death may, at the option of the Company, be paid either to such beneficiary or to such estate. All other indemnities will be payable to the Insured. If any indemnity of the Policy shall be payable to the estate of the Insured, or to an Insured or beneficiary who is a minor or otherwise not competent to give a valid release, the Company may pay such indemnity, up to an amount not exceeding \$2,000, to any relative by blood or connection by marriage of the Insured or beneficiary who is deemed by the Company to be equitably entitled thereto. All other benefits of the Policy shall be payable to the Insured, unless the Insured requests otherwise in writing not later than the time of filing proofs of such loss.

The benefits payable hereunder shall be paid, with or without an assignment from the Insured, to public hospitals or clinics for services and supplies provided to an Insured if a proper claim is submitted by the public hospital or clinic. No benefits

shall be paid under this section to the public hospital or clinic if such benefits have been paid to the Insured prior to receipt of the claim by the Company. Payment to the public hospital or clinic of benefits pursuant to this section shall discharge the Company from all liability to the Insured to the extent of the benefits so paid. Nothing in this section shall be construed to require payment of benefits for the same services or supplies to both the Insured and the public hospital or clinic.

Indemnities provided under the Policy for any of the Out-of-Network Provider services listed in the *No Surprises Act* of the *Consolidated Appropriations Act (P.L. 116-260)* will be paid directly to the Provider.

**PHYSICAL EXAMINATION:** As a part of Proof of Loss, the Company at its own expense shall have the right and opportunity: 1) to examine the person of any Insured Person when and as often as it may reasonably require during the pendency of a claim; and, 2) to have an autopsy made in case of death where it is not forbidden by law.

**LEGAL ACTIONS:** No action at law or in equity shall be brought to recover on the Policy prior to the expiration of 60 days after written proofs of loss have been furnished in accordance with the requirements of the Policy. No such action shall be brought after the expiration of 3 years after the time written proofs of loss are required to be furnished.

**RIGHT OF RECOVERY:** Payments made by the Company which exceed the Covered Medical Expenses (after allowance for Deductible and Coinsurance clauses, if any) payable hereunder shall be recoverable by the Company from or among any persons, firms, or corporations to or for whom such payments were made. The Company shall not request a refund or offset a claim more than twelve (12) months after the Company has paid the claim, except in cases of fraud or misrepresentations by the health care provider.

**MORE THAN ONE POLICY:** Insurance effective at any one time on the Insured Person under a like policy, or policies in this Company is limited to the one such policy elected by the Insured Person, his beneficiary or his estate, as the case may be, and the Company will return all premiums paid for all other such policies.

## **Section 14: Notice of Appeal Rights**

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### **RIGHT TO INTERNAL APPEAL**

#### **Standard Internal Appeal**

The Insured Person has the right to request an Internal Appeal if the Insured Person disagrees with the Company's denial, in whole or in part, of a claim or request for benefits. The Insured Person, or the Insured Person's Authorized Representative, must submit a written request for an Internal Appeal within 180 days of receiving a notice of the Company's Adverse Determination, or notice of an event that gives rise to a Grievance.

The written Internal Appeal request should include:

1. A statement specifically requesting an Internal Appeal of the decision;
2. The Insured Person's Name and ID number (from the ID card);
3. The date(s) of service;
4. The provider's name;
5. The reason the claim should be reconsidered; and
6. Any written comments, documents, records, or other material relevant to the claim.

Please contact the Customer Service Department at 1-844-255-8361 with any questions regarding the Internal Appeal process. The written request for an Internal Appeal should be sent to: HealthSmart Benefit Solutions, Inc. 3320 West Market Street, Suite 100 Fairlawn, OH 44333-3306.

#### **Internal Appeal Process**

Within 180 days after receipt of a notice of an Adverse Determination, an Insured Person or an Authorized Representative may submit a written request for an Internal Review of an Adverse Determination.

Upon receipt of the request for an Internal Review of a Grievance, the Company shall, within 10 working days, acknowledge receipt of the request for an appeal and provide the Insured Person with the name, address and telephone of the employee or department designated to coordinate the Internal Review for the Company. With respect to an Adverse Determination involving Utilization Review, the Company shall designate an appropriate clinical peer(s) of the same or similar specialty as would typically manage the case which is the subject of the Adverse Determination. The clinical peer(s) shall not have been involved in the initial Adverse Determination.

Within 3 days after receipt of a Grievance involving an Adverse Determination, the Company shall provide notice that the Insured Person or Authorized Representative is entitled to:

1. Submit written comments, documents, records, and other material relating to the request for benefits to be considered when conducting the Internal Review; and
2. Receive from the Company, upon request and free of charge, reasonable access to and copies of all documents, records and other information relevant to the Insured Person's request for benefits.

Prior to issuing or providing a notice of Adverse Determination on the appeal, the Company shall provide, free of charge and as soon as possible:

1. Any new or additional evidence considered by the Company in connection with the Grievance; and
2. Any new or additional rationale upon which the decision was based.

The Insured Person or Authorized Representative shall have 10 calendar days to respond to any new or additional evidence or rationale.

The Company shall complete an investigation within 20 working days after receipt of the Grievance. If the investigation cannot be completed within 20 working days, the Insured Person or the Authorized Representative will be notified in writing on or before the twentieth working day with the specific reasons for which additional time is needed for the investigation. The investigation shall then be completed within 30 working days thereafter.

Within 5 working days after the investigation has been completed, the Company shall notify the Insured or Authorized Representative in writing of the Company's decision regarding the Grievance.

Within 15 days after the investigation has been completed, the Company shall also notify the person who submitted the Grievance of the Company's resolution of said Grievance.

The written notice of Final Adverse Determination for the Internal Review shall include:

1. The titles and qualifying credentials of the reviewers participating in the Internal Review;
2. Information sufficient to identify the claim involved in the Grievance, including the following:

- a. The date of service;
- b. The name health care provider; and
- c. The claim amount;
3. A statement that the diagnosis code and treatment code and their corresponding meanings shall be provided to the Insured Person or the Authorized Representative, upon request;
4. For an Internal Review decision that upholds the Company's original Adverse Determination:
  - a. The specific reason(s) for the Final Adverse Determination, including the denial code and its corresponding meaning, as well as a description of the Company's standard, if any, that was used in reaching the denial;
  - b. Reference to the specific Policy provisions upon which the determination is based;
  - c. A statement that the Insured Person 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 Insured Person's benefit request;
  - d. If applicable, a statement that the Company relied upon a specific internal rule, guideline, protocol, or similar criterion and that a copy will be provided free of charge upon request;
  - e. If the Final Adverse Determination is based on a Medical Necessity or experimental or investigational treatment or similar exclusion or limitation, a statement that an explanation will be provided to the Insured Person free of charge upon request;
5. The Company will provide the scientific or clinical rationale in writing for the Final Adverse Determination, including the Clinical Review Criteria used to make that determination, to the health care provider and to any party who received notice of the Final Adverse Determination.
6. A description of the procedures for obtaining an External Independent Review of the Final Adverse Determination pursuant to the State's External Review legislation;
7. The Insured Person's right to bring a civil action in a court of competent jurisdiction; and
8. Notice of the Insured Person's right to contact the Division of Consumer Affairs for assistance with respect to any claim, Grievance or appeal at any time.

### **Expedited Internal Review of a Grievance**

For Urgent Care Requests, an Insured Person may submit a request, either orally or in writing, for an Expedited Internal Review (EIR).

An Urgent Care Request means a request for services or treatment where the time period for completing a standard Internal Appeal:

1. Could seriously jeopardize the life or health of the Insured Person or jeopardize the Insured Person's ability to regain maximum function; or
2. Would, in the opinion of a Physician with knowledge of the Insured Person's medical condition, subject the Insured Person to severe pain that cannot be adequately managed without the requested health care service or treatment.

To request an Expedited Internal Appeal, please contact HealthSmart Benefit Solutions at 1-844-255-8361. The written request for an Expedited Internal Appeal should be sent to: HealthSmart Benefit Solutions, Inc. 3320 West Market Street, Suite 100 Fairlawn, OH 44333-3306.

### **Expedited Internal Review Process**

The Insured Person or an Authorized Representative may submit an oral or written request for an Expedited Internal Review (EIR) of a Grievance involving a situation where the time frame of the standard appeals would seriously jeopardize the life or health of the Insured Person or the ability of the Insured Person to regain maximum function. For the purposes of Missouri's Grievance register requirements, the EIR request will not be considered a Grievance unless the request is submitted in writing.

If the EIR request is related to a concurrent review Urgent Care Request, benefits for the service will continue until the Insured Person has been notified of the final determination.

The Insured Person or the Authorized Representative shall be notified orally of the EIR decision no more than seventy-two (72) hours after the Company's receipt of the EIR request. Written confirmation of the decision will be provided within three (3) working days of providing oral notification of the determination.

### **RIGHT TO EXTERNAL INDEPENDENT REVIEW**

An Insured Person or Authorized Representative may file a Grievance with the Consumer Affairs Division of the Missouri Department of Insurance when the Insured has received an Adverse Determination or Final Adverse Determination from the Company. The Insured Person or Authorized Representative may submit a request for an External Independent Review without exhausting all remedies available under the Company's Grievance process.

The Division can be contacted at the following address and telephone number:

Missouri Department of Commerce and Insurance  
Consumer Affairs Division  
301 W. High Street, Room 830  
Harry S. Truman State Office Building  
Jefferson City, MO 65101  
(800) 726 7390  
www.insurance.mo.gov  
consumeraffairs@insurance.mo.gov

### **Standard External Review Process**

1. After the Grievance is received, the Director shall attempt to resolve as a consumer complaint and resolve the issue with the Company. If the Director determines the issue cannot be resolved, the Director shall:
  - a. Refer the unresolved Grievance to an Independent Review Organization from the Director's approved list.
  - b. Provide the IRO, Insured Person or their Authorized Representative, or the Company with copies of all medical records or any other relevant documents which the Division has received from any party.
2. The Insured Person, Authorized Representative, or the Company may submit additional information to the Division, which the Division will forward to the IRO for consideration when conducting the review. If the Insured Person, Authorized Representative, or the Company has information which contradicts information already provided to IRO, then this information must be provided as additional information. All additional information should be received by the Division within 15 working days from the date the Division mailed that party copies of the information provided to the IRO.
3. If the IRO should request from the Division additional information needed; the Division shall gather the requested information from the Company, Insured Person or, if applicable, the Authorized Representative and provide it to the IRO. If the Division is unable to obtain the requested information, the IRO shall base its opinion on the information already provided.
4. Within 20 days after receipt of the request for external review, the IRO shall provide, to the Director, its opinion to uphold or reverse the Adverse Determination or Final Adverse Determination. Under exceptional circumstances, if the IRO requires additional time to complete its review, the IRO will request in writing from the Director an extension in the time to process the review, which will not exceed 5 calendar days.
5. After the Director receives the IRO's decision, the Director shall, within 25 calendar days of receiving the IRO's opinion, provide written notice of the Director's decision to uphold or reverse the Adverse Determination or Final Adverse Determination to the, the Company, the Insured Person and, if applicable, the Authorized Representative. In no event shall the time between the date the IRO receives the request for external review and the date the Insured and the Company are notified of the Director's decision be longer than 45 days.
6. The Director's decision shall be binding upon the Insured Person and the Company.
7. Upon receipt of a notice of decision reversing the Adverse Determination or Final Adverse Determination, the Company shall immediately approve the coverage that was the subject of the Adverse Determination or Final Adverse Determination.

### **Expedited External Review Process**

1. The Insured Person or an Authorized Representative may make a request for an Expedited External Review (EER) with the Director at the time the Insured Person receives:
  - a. An Adverse Determination involving a medical condition for which the timeframe for completing a standard external review would seriously jeopardize the life or health of the Insured Person or jeopardize the Insured Person's ability to regain maximum function; or
  - b. An Adverse Determination involving an admission, availability of care, continued stay or health care service for which the Insured Person received emergency services, but has not been discharged from a facility.

An EER may not be provided for retrospective Adverse Determinations or Final Adverse Determinations.

2. As expeditiously as possible after receipt of the request for an EER by the IRO, the IRO must issue its opinion as to whether the Adverse Determination should be upheld or reversed and submit its opinion to the Division.
3. As expeditiously as possible, but within no more than 72 hours after receipt of the qualifying EER request, the Division shall then issue a decision. If the notice is not in writing, the Division will provide the written decision within 48 hours after the date of the notice of determination.
4. Upon receipt of a notice of decision reversing the Adverse Determination or Final Adverse Determination, the Company shall immediately approve the coverage that was the subject of the Adverse Determination or Final Adverse Determination.

### **Experimental or Investigational Treatment External Review Process**

1. If a request for external review of an Adverse Determination involves a denial of coverage based on a determination that the health care service or treatment recommended or requested is experimental or investigational, the following additional requirements must be met.
2. The IRO will complete a preliminary review to determine that:
  - a. The recommended healthcare service or treatment subject to the Adverse Determination or Final Adverse Determination is a covered benefit under the Policy; and
  - b. The recommended healthcare service or treatment subject to the Adverse Determination or Final Adverse Determination is not explicitly listed as an excluded benefit under the Policy.
3. The request for external review of an Adverse Determination involving a denial of coverage based on the Company's determination that the health care service or treatment recommended or requested is experimental or investigational must include a certification from the Insured Person's Physician stating:
  - a. Standard health care services or treatments have not been effective in improving the condition of the Insured Person, or
  - b. Standard health care services or treatments are not medically appropriate for the Insured Person; or
  - c. There is no available standard health care service or treatment covered by the Company that is more beneficial than the recommended or requested health care service or treatment; and
  - d. The request for external review of an Adverse Determination involving the denial of coverage based on a determination that the requested treatment is experimental or investigational shall also include documentation that:
    - i. The Insured Person's treating Physician has recommended a health care service or treatment that the Physician certifies, in writing, is likely to be more beneficial to the Insured Person, in the Physician's opinion than any available standard health care services or treatments; or
    - ii. That the Insured Person's treating Physician, who is a licensed, board-certified, or board-eligible Physician qualified to practice in the area of medicine appropriate to treat the Insured's condition, has certified in writing that scientifically valid studies using acceptable protocols demonstrate that the health care service or treatment requested by the Insured Person is likely to be more beneficial to the Insured Person than any available standard health care service or treatment.
4. When conducting the external review of an Adverse Determination or Final Adverse Determination involving a denial of coverage based on a determination the health care service or treatment is experimental or investigational, the IRO shall select 1 or more clinical peers who must be Physicians or other health care professionals who meet minimum qualifications and through clinical experience in the past 3 years are experts in the treatment of the Insured's condition and knowledgeable about the recommended or requested health care service or treatment.
5. Each clinical reviewer shall provide written opinion to the IRO to uphold or reverse the Adverse Determination or Final Adverse Determination. The IRO shall provide the opinions to the Division who shall then issue the decision to either uphold or reverse the Adverse Determination or Final Adverse Determination with the same time frames for the standard and expedited external review procedures.
6. Upon receipt of the Director's notice of a decision reversing an Adverse Determination or Final Adverse Determination, the Company shall immediately approve the coverage of the recommended or requested health care service or treatment that was the subject of the Adverse Determination or Final Adverse Determination.

### **BINDING EXTERNAL REVIEW**

An External Review decision is binding on the Company except to the extent the Company has other remedies available under state law. An External Review decision is binding on the Insured Person to the extent the Insured Person has other remedies available under applicable federal or state law. An Insured Person or an Authorized Representative may not file a subsequent request for External Review involving the same Adverse Determination or Final Adverse Determination for which the Insured Person has already received an External Review decision.

### **Where to Send External Review Requests**

All types of External Review requests shall be submitted to the state insurance department at the following address:

Missouri Department of Commerce and Insurance  
 Consumer Affairs Division  
 301 W. High Street, Room 830  
 Harry S. Truman State Office Building  
 Jefferson City, MO 65101  
 (800) 726 7390  
[www.insurance.mo.gov](http://www.insurance.mo.gov)  
[consumeraffairs@insurance.mo.gov](mailto:consumeraffairs@insurance.mo.gov)

### **APPEAL RIGHTS DEFINITIONS**

For the purpose of this Notice of Appeal Rights, the following terms are defined as shown below:

**Adverse Determination** means:

1. A determination by the Company that, based upon the information provided, a request for benefits under the Policy does not meet the Company's requirements for Medical Necessity, appropriateness, health care setting, level of care, or effectiveness, or is determined to be experimental or investigational, and the requested benefit is denied, reduced, in whole or in part, or terminated;
2. A denial, reduction, in whole or in part, or termination based on the Company's determination that the individual was not eligible for coverage under the Policy as an Insured Person;
3. Any Prior Authorization Review or Retrospective Review determination that denies, reduces, in whole or in part, or terminates a request for benefits under the Policy; or
4. A rescission of coverage.

**Authorized Representative** means:

1. A person to whom an Insured Person has given express written consent to represent the Insured Person;
2. A person authorized by law to provide substituted consent for an Insured Person;
3. An Insured Person's family member or health care provider when the Insured Person is unable to provide consent; or
4. In the case of an urgent care request, a health care professional with knowledge of the Insured Person's medical condition.

**Clinical Review Criteria** means the written policies, written screening procedures, drug formularies or lists of covered drugs, determination rules, decision abstracts, clinical protocols, medical protocols, practice guidelines, and any other criteria or rationale used by the Company to determine the necessity and appropriateness of health care services.

**Concurrent Review** means Utilization Review conducted during a patient's Inpatient hospital stay or course of treatment.

**Final Adverse Determination** means an Adverse Determination involving a Covered Medical Expense that has been upheld by the Company, at the completion of the Company's internal appeal process or an Adverse Determination for which the internal appeals process has been deemed exhausted in accordance with this notice.

**Grievance** means a written complaint submitted by or on behalf of an Insured Person regarding the:

1. Availability, delivery or quality of health care services, including a complaint regarding an Adverse Determination made pursuant to Utilization Review
2. Claims payment, handling or reimbursement for health care services; or
3. Matters pertaining to the contractual relationship between an Insured Person and a health carrier.

**Prior Authorization** means a determination by the Company pursuant to a Prior Authorization Review prior to the provision of a healthcare service.

**Prior Authorization Review** means Utilization Review performed prior to an admission or course of treatment, including but not limited to pre-admission review, pre-treatment review, utilization review and case management.

**Retrospective Review** means Utilization Review of Medical Necessity conducted after services have been provided to a patient. Retrospective review does not include the review of a claim that is limited to an evaluation of reimbursement levels, the veracity of documentation, accuracy of coding, or adjudication for payment.

**Second Opinion** means an opportunity or requirement to obtain a clinical evaluation by a provider other than the one originally making a recommendation for a proposed health service to assess the clinical necessity and appropriateness of the initial proposed health service.

**Urgent Care Request** means a request for a health care service or course of treatment with respect to which the time periods for making a non-urgent care request determination:

1. Could seriously jeopardize the life or health of the Insured Person or the ability of the Insured Person to regain maximum function; or
2. In the opinion of a physician with knowledge of the Insured Person's medical condition, would subject the Insured Person to severe pain that cannot be adequately managed without the health care service or treatment that is the subject of the request.

**Utilization Review** means a set of formal techniques designed to monitor the use of or evaluate the clinical necessity, appropriateness, efficacy or efficiency of health care services, procedures, providers or facilities. Techniques may include ambulatory review, Prior Authorization Review, Second Opinion, certification, Concurrent Review, case management, discharge planning, or Retrospective Review. Utilization review does not include elective requests for clarification of coverage.

## Questions Regarding Appeal Rights

Contact Customer Service at 1-844-255-8361 with questions regarding the Insured Person's rights to an Internal Appeal and External Review.

## Section 15: Important Company Contact Information

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The Policy is Underwritten by:

### UNITEDHEALTHCARE INSURANCE COMPANY

Administrative Office:  
UnitedHealthcare **Student**Resources  
P.O. Box 809025  
Dallas, TX 75380-9025

Claims Status and all other Claim Inquires:  
Claims Administrator  
HealthSmart Benefit Solutions, Inc.  
3320 West Market Street, Suite 100  
Fairlawn, OH 44333-3306  
1-800-255-8361

## Section 16: Pediatric Dental Services Benefit

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Benefits are provided for Covered Dental Services, as described below, for Insured Persons under the age of 19. Benefits terminate on the earlier of: 1) last day of the month the Insured Person reaches the age of 19; or 2) the date the Insured Person's coverage under the Policy terminates.

### Section 1: Accessing Pediatric Dental Services

#### Network and Non-Network Benefits

**Network Benefits** - these benefits apply when the Insured Person chooses to obtain Covered Dental Services from a Network Dental Provider. Insured Persons generally are required to pay less to the Network Dental Provider than they would pay for services from a non-Network provider. Network Benefits are determined based on the contracted fee for each Covered Dental Service. In no event, will the Insured Person be required to pay a Network Dental Provider an amount for a Covered Dental Service that is greater than the contracted fee.

In order for Covered Dental Services to be paid as Network Benefits, the Insured Person must obtain all Covered Dental Services directly from or through a Network Dental Provider.

Insured Persons must always check the participation status of a provider prior to seeking services. From time to time, the participation status of a provider may change. The Insured Person can check the participation status by calling the Company and/or the provider. The Company can help in referring the Insured Person to Network Dental Providers.

The Company will make a Directory of Network Dental Providers available to the Insured Person. The Insured Person can also call Customer Service at 844-255-8361 to determine which providers participate in the Network. The telephone number for Customer Service is also on the Insured's ID card.

**Non-Network Benefits** - these benefits apply when the Insured Person decides to obtain Covered Dental Services from non-Network Dental Providers. Insured Persons generally are required to pay more to the provider than for Network Benefits. Non-Network Benefits are determined based on the Usual and Customary Fee for similarly situated Network Dental Providers for each Covered Dental Service. The actual charge made by a non-Network Dental Provider for a Covered Dental Service may exceed the Usual and Customary Fee. Insured Persons may be required to pay a non-Network Dental Provider an amount for a Covered Dental Service in excess of the Usual and Customary Fee. When the Insured Person obtains Covered Dental Services from non-Network Dental Providers, the Insured Person must file a claim with the Company to be reimbursed for Allowed Dental Amounts.

#### What Are Covered Dental Services?

The Insured Person is eligible for benefits for Covered Dental Services if such Dental Services are Necessary and are provided by or under the direction of a Network Dental Provider.



Benefits are available only for Necessary Dental Services. The fact that a Dental Provider has performed or prescribed a procedure or treatment, or the fact that it may be the only available treatment for a dental disease, does not mean that the procedure or treatment is a Covered Dental Service.

### **What Is a Pre-Treatment Estimate?**

If the charge for a Dental Service is expected to exceed \$500 or if a dental exam reveals the need for fixed bridgework, the Insured Person may notify the Company of such treatment before treatment begins and receive a pre-treatment estimate. To receive a pre-treatment estimate, the Insured Person or Dental Provider should send a notice to the Company, via claim form, within 20 calendar days of the exam. If requested, the Dental Provider must provide the Company with dental x-rays, study models or other information necessary to evaluate the treatment plan for purposes of benefit determination.

The Company will determine if the proposed treatment is a Covered Dental Service and will estimate the amount of payment. The estimate of benefits payable will be sent to the Dental Provider and will be subject to all terms, conditions and provisions of the Policy. Clinical situations that can be effectively treated by a less costly, clinically acceptable alternative procedure will be assigned a benefit based on the less costly procedure.

A pre-treatment estimate of benefits is not an agreement to pay for expenses. This procedure lets the Insured Person know in advance approximately what portion of the expenses will be considered for payment.

### **Does Pre-Authorization Apply?**

Pre-authorization is required for all orthodontic services. The Insured Person should speak to the Dental Provider about obtaining a pre-authorization before Dental Services are provided. If the Insured Person does not obtain a pre-authorization, the Company has a right to deny the claim for failure to comply with this requirement.

## **Section 2: Benefits for Pediatric Dental Services**

Benefits are provided for the Dental Services stated in this Section when such services are:

- A. Necessary.
- B. Provided by or under the direction of a Dental Provider.
- C. Clinical situations that can be effectively treated by a less costly, dental appropriate alternative procedure will be assigned a benefit based on the least costly procedure.
- D. Not excluded as described in Section 3: Pediatric Dental Exclusions.

Benefits for Covered Dental Services are subject to satisfaction of the Dental Services Deductible.

### **Network Benefits:**

Benefits for Allowed Dental Amounts are determined as a percentage of the negotiated contract fee between the Company and the provider rather than a percentage of the provider's billed charge. The Company's negotiated rate with the provider is ordinarily lower than the provider's billed charge.

A Network provider cannot charge the Insured Person or the Company for any service or supply that is not Necessary as determined by the Company. If the Insured Person agrees to receive a service or supply that is not Necessary the Network provider may charge the Insured Person. However, these charges will not be considered Covered Dental Services and benefits will not be payable.

## Non-Network Benefits:

Benefits for Allowed Dental Amounts from non-Network providers are determined as a percentage of the Usual and Customary Fees. The Insured Person must pay the amount by which the non-Network provider's billed charge exceeds the Allowed Dental Amounts.

## Dental Services Deductible

Benefits for pediatric Dental Services are not subject to the Policy Deductible stated in the Policy Schedule of Benefits. Instead, benefits for pediatric Dental Services are subject to a separate Dental Services Deductible.

For any combination of Network and Non-Network Benefits, the Dental Services Deductible per Policy Year is \$500 per Insured Person.

**Out-of-Pocket Maximum** - any amount the Insured Person pays in Coinsurance for pediatric Dental Services applies to the Out-of-Pocket Maximum stated in the Policy Schedule of Benefits.

## Benefits

Dental Services Deductibles are calculated on a Policy Year basis.

When benefit limits apply, the limit stated refers to any combination of Network Benefits and Non-Network Benefits unless otherwise specifically stated.

Benefit limits are calculated on a Policy Year basis unless otherwise specifically stated.

## Benefit Description

| <b>Amounts shown below in the Schedule of Benefits are based on Allowed Dental Amounts.</b>   |                         |                             |
|---|-------------------------|-----------------------------|
| <b>What Are the Procedure Codes, Benefit Description and Frequency Limitations?</b>   | <b>Network Benefits</b> | <b>Non-Network Benefits</b> |
| <b>Diagnostic Services - (Subject to payment of the Dental Services Deductible.)</b>  |                         |                             |
| <i>Evaluations (Checkup Exams)</i><br><br>Limited to 2 times per 12 months.<br><br>Covered as a separate benefit only if no other service was done during the visit other than X-rays.<br>D0120 - Periodic oral evaluation<br>D0140 - Limited oral evaluation - problem focused<br>D9995 - Teledentistry - synchronous - real time encounter<br>D9996 - Teledentistry - asynchronous - information stored and forwarded to dentist for subsequent review<br><br>D0150 - Comprehensive oral evaluation<br>D0180 - Comprehensive periodontal evaluation<br><br>The following service is not subject to a frequency limit.<br><br>D0160 - Detailed and extensive oral evaluation - problem focused | 50%                     | 50%                         |
| <i>Intraoral Radiographs (X-ray)</i>  | 50%                     | 50%                         |

| <b>Amounts shown below in the Schedule of Benefits are based on Allowed Dental Amounts.</b>   |                         |                             |
|---|-------------------------|-----------------------------|
| <b>What Are the Procedure Codes, Benefit Description and Frequency Limitations?</b>   | <b>Network Benefits</b> | <b>Non-Network Benefits</b> |
| Limited to 2 series of films per 12 months.<br><br>D0210 - Complete series (including bitewings)<br><br>D0709 - Intraoral - complete services of radiographic images - image capture only   |                         |                             |
| The following services are not subject to a frequency limit.<br><br>D0220 - Intraoral - periapical first film<br>D0230 - Intraoral - periapical - each additional film<br>D0240 - Intraoral - occlusal film<br>D0706 - Intraoral - occlusal radiographic image - image capture only<br>D0707 - Intraoral - periapical radiographic image - image capture only | 50%                     | 50%                         |
| Any combination of the following services is limited to 2 series of films per 12 months.<br><br>D0270 - Bitewings - single film<br>D0272 - Bitewings - two films<br>D0274 - Bitewings - four films<br>D0277 - Vertical bitewings<br>D0708 - Intraoral - bitewing radiographic image - image capture only  | 50%                     | 50%                         |
| Limited to 1 time per 36 months.<br><br>D0330 - Panoramic radiograph image<br>D0701 - Panoramic radiographic image - image capture only.<br>D0702 - 2-D Cephalometric radiographic image - image capture only<br>D0704 - 3-D Photographic image - image capture only  | 50%                     | 50%                         |
| The following services are limited to 2 images per 12 months.<br><br>D0705 - Extra-oral posterior dental radiographic image - image capture only  | 50%                     | 50%                         |
| The following services are not subject to a frequency limit.<br><br>D0340 - Cephalometric X-ray<br>D0350 - Oral/Facial photographic images<br>D0391 - Interpretation of diagnostic images   | 50%                     | 50%                         |

| <b>Amounts shown below in the Schedule of Benefits are based on Allowed Dental Amounts.</b>   |                         |                             |
|---|-------------------------|-----------------------------|
| <b>What Are the Procedure Codes, Benefit Description and Frequency Limitations?</b>   | <b>Network Benefits</b> | <b>Non-Network Benefits</b> |
| D0470 - Diagnostic casts<br>D0703 - 2-D Oral/facial photographic image obtained intra-orally or extra-orally - image capture only   |                         |                             |
| <b>Preventive Services - (Subject to payment of the Dental Services Deductible.)</b>  |                         |                             |
| <i>Dental Prophylaxis (Cleanings)</i><br><br>The following services are limited to 2 times every 12 months.<br><br>D1110 - Prophylaxis - adult<br>D1120 - Prophylaxis - child   | 50%                     | 50%                         |
| <i>Fluoride Treatments</i><br><br>The following services are limited to 2 times every 12 months.<br><br>D1206 and D1208 - Fluoride  | 50%                     | 50%                         |
| <i>Sealants (Protective Coating)</i><br><br>The following services are limited to once per first or second permanent molar every 36 months.<br><br>D1351 - Sealant - per tooth - unrestored permanent molar<br>D1352 - Preventive resin restorations in moderate to high caries risk patient - permanent tooth  | 50%                     | 50%                         |
| <i>Space Maintainers (Spacers)</i><br><br>The following services are not subject to a frequency limit.<br><br>D1510 - Space maintainer - fixed - unilateral - per quadrant<br>D1516 - Space maintainer - fixed - bilateral maxillary<br>D1517 - Space maintainer - fixed - bilateral mandibular<br>D1520 - Space maintainer - removable - unilateral - per quadrant<br>D1526 - Space maintainer - removable - bilateral maxillary<br>D1527 - Space maintainer - removable - bilateral mandibular<br>D1551 - Re-cement or re-bond bilateral space maintainer - maxillary<br>D1552 - Re-cement or re-bond bilateral space maintainer - mandibular<br>D1553 - Re-cement or re-bond unilateral space maintainer - per quadrant<br>D1556 - Removal of fixed unilateral space maintainer - per quadrant | 50%                     | 50%                         |

| <b>Amounts shown below in the Schedule of Benefits are based on Allowed Dental Amounts.</b>  |                         |                             |
|--|-------------------------|-----------------------------|
| <b>What Are the Procedure Codes, Benefit Description and Frequency Limitations?</b>  | <b>Network Benefits</b> | <b>Non-Network Benefits</b> |
| D1557 - Removal of fixed bilateral space maintainer - maxillary<br>D1558 - Removal of fixed bilateral space maintainer - mandibular<br>D1575 - Distal shoe space maintainer - fixed - unilateral per quadrant  |                         |                             |
| <b>Minor Restorative Services - (Subject to payment of the Dental Services Deductible.)</b>  |                         |                             |
| <i>Amalgam Restorations (Silver Fillings)</i><br><br>The following services are not subject to a frequency limit.<br><br>D2140 - Amalgams - one surface, primary or permanent<br>D2150 - Amalgams - two surfaces, primary or permanent<br>D2160 - Amalgams - three surfaces, primary or permanent<br>D2161 - Amalgams - four or more surfaces, primary or permanent  | 50%                     | 50%                         |
| <i>Composite Resin Restorations (Tooth Colored Fillings)</i><br><br>The following services are not subject to a frequency limit.<br><br>D2330 - Resin-based composite - one surface, anterior<br>D2331 - Resin-based composite - two surfaces, anterior<br>D2332 - Resin-based composite - three surfaces, anterior<br>D2335 - Resin-based composite - four or more surfaces or involving incised angle, anterior  | 50%                     | 50%                         |
| <b>Crowns/Inlays/Onlays - (Subject to payment of the Dental Services Deductible.)</b>  |                         |                             |
| The following services are subject to a limit of 1 time every 60 months.<br><br>D2542 - Onlay - metallic - two surfaces<br>D2543 - Onlay - metallic - three surfaces<br>D2544 - Onlay - metallic - four surfaces<br>D2740 - Crown - porcelain/ceramic substrate<br>D2750 - Crown - porcelain fused to high noble metal<br>D2751 - Crown - porcelain fused to predominately base metal<br>D2752 - Crown - porcelain fused to noble metal<br>D2753 - Crown - porcelain fused to titanium and titanium alloys | 50%                     | 50%                         |

| <b>Amounts shown below in the Schedule of Benefits are based on Allowed Dental Amounts.</b>  |                         |                             |
|--|-------------------------|-----------------------------|
| <b>What Are the Procedure Codes, Benefit Description and Frequency Limitations?</b>  | <b>Network Benefits</b> | <b>Non-Network Benefits</b> |
| D2780 - Crown - 3/4 cast high noble metal<br>D2781 - Crown - 3/4 cast predominately base metal<br>D2783 - Crown - 3/4 porcelain/ceramic<br>D2790 - Crown - full cast high noble metal<br>D2791 - Crown - full cast predominately base metal<br>D2792 - Crown - full cast noble metal<br>D2794 - Crown - titanium and titanium alloys<br>D2930 - Prefabricated stainless steel crown - primary tooth<br>D2931 - Prefabricated stainless steel crown - permanent tooth<br><br>The following services are not subject to a frequency limit.<br><br>D2510 - Inlay - metallic - one surface<br>D2520 - Inlay - metallic - two surfaces<br>D2530 - Inlay - metallic - three surfaces<br>D2910 - Re-cement inlay<br>D2920 - Re-cement crown |                         |                             |
| The following service is not subject to a frequency limit.<br><br>D2940 - Protective restoration   | 50%                     | 50%                         |
| The following services are limited to 1 time per tooth every 60 months.<br><br>D2929 - Prefabricated porcelain crown - primary<br>D2950 - Core buildup, including any pins   | 50%                     | 50%                         |
| The following service is not subject to a frequency limit.<br><br>D2951 - Pin retention - per tooth, in addition to crown  | 50%                     | 50%                         |
| The following service is not subject to a frequency limit.<br><br>D2954 - Prefabricated post and core in addition to crown   | 50%                     | 50%                         |
| The following services are not subject to a frequency limit.<br><br>D2980 - Crown repair necessitated by restorative material failure<br>D2981 - Inlay repair<br>D2982 - Onlay repair<br>D2983 - Veneer repair   | 50%                     | 50%                         |

| <b>Amounts shown below in the Schedule of Benefits are based on Allowed Dental Amounts.</b>  |                         |                             |
|--|-------------------------|-----------------------------|
| <b>What Are the Procedure Codes, Benefit Description and Frequency Limitations?</b>  | <b>Network Benefits</b> | <b>Non-Network Benefits</b> |
| D2990 - Resin infiltration/smooth surface  |                         |                             |
| <b>Endodontics - (Subject to payment of the Dental Services Deductible.)</b>   |                         |                             |
| The following service is not subject to a frequency limit.<br><br>D3220 - Therapeutic pulpotomy (excluding final restoration)  | 50%                     | 50%                         |
| The following service is not subject to a frequency limit.<br><br>D3222 - Partial pulpotomy for apexogenesis - permanent tooth with incomplete root development  | 50%                     | 50%                         |
| The following services are not subject to a frequency limit.<br><br>D3230 - Pulpal therapy (resorbable filling) - anterior - primary tooth (excluding final restoration)<br>D3240 - Pulpal therapy (resorbable filling) - posterior, primary tooth (excluding final restoration)   | 50%                     | 50%                         |
| The following services are not subject to a frequency limit.<br><br>D3310 - Anterior root canal (excluding final restoration)<br>D3320 - Bicuspid root canal (excluding final restoration)<br>D3330 - Molar root canal (excluding final restoration)<br>D3346 - Retreatment of previous root canal therapy - anterior<br>D3347 - Retreatment of previous root canal therapy - bicuspid<br>D3348 - Retreatment of previous root canal therapy - molar | 50%                     | 50%                         |
| The following services are not subject to a frequency limit.<br><br>D3351 - Apexification/recalcification - initial visit<br>D3352 - Apexification/recalcification - interim medication replacement<br>D3353 - Apexification/recalcification - final visit   | 50%                     | 50%                         |
| The following service is not subject to a frequency limit.<br><br>D3354 - Pulpal regeneration  | 50%                     | 50%                         |
| The following services are not subject to a frequency limit.<br><br>D3410 - Apicoectomy/periradicular - anterior   | 50%                     | 50%                         |

| <b>Amounts shown below in the Schedule of Benefits are based on Allowed Dental Amounts.</b>   |                         |                             |
|---|-------------------------|-----------------------------|
| <b>What Are the Procedure Codes, Benefit Description and Frequency Limitations?</b>   | <b>Network Benefits</b> | <b>Non-Network Benefits</b> |
| D3421 - Apicoectomy/periradicular - bicuspid<br>D3425 - Apicoectomy/periradicular - molar<br>D3426 - Apicoectomy/periradicular - each additional root<br>D3471 - Surgical repair of root resorption - anterior<br>D3472 - Surgical repair of root resorption - premolar<br>D3473 - Surgical repair of root resorption - molar<br>D3501 - Surgical exposure of root surface without apicoectomy or repair of root resorption - anterior<br>D3502 - Surgical exposure of root surface without apicoectomy or repair of root resorption - premolar<br>D3503 - Surgical exposure of root surface without apicoectomy or repair of root resorption - molar |                         |                             |
| The following service is not subject to a frequency limit.<br><br>D3450 - Root amputation - per root  | 50%                     | 50%                         |
| The following service is not subject to a frequency limit.<br><br>D3920 - Hemisection (including any root removal), not including root canal therapy  | 50%                     | 50%                         |
| <b>Periodontics - (Subject to payment of the Dental Services Deductible.)</b>   |                         |                             |
| The following services are limited to a frequency of 1 every 36 months.<br><br>D4210 - Gingivectomy or gingivoplasty - four or more teeth<br>D4211 - Gingivectomy or gingivoplasty - one to three teeth<br>D4212 - Gingivectomy or gingivoplasty - with restorative procedures - per tooth  | 50%                     | 50%                         |
| The following services are limited to 1 every 36 months.<br><br>D4240 - Gingival flap procedure, four or more teeth<br>D4241 - Gingival flap procedure, including root planing, one to three contiguous teeth or tooth bounded spaces per quadrant  | 50%                     | 50%                         |
| The following service is not subject to a frequency limit.  | 50%                     | 50%                         |



| <b>Amounts shown below in the Schedule of Benefits are based on Allowed Dental Amounts.</b>   |                         |                             |
|---|-------------------------|-----------------------------|
| <b>What Are the Procedure Codes, Benefit Description and Frequency Limitations?</b>   | <b>Network Benefits</b> | <b>Non-Network Benefits</b> |
| D4249 - Clinical crown lengthening - hard tissue  |                         |                             |
| The following services are limited to 1 every 36 months.<br><br>D4260 - Osseous surgery<br>D4261 - Osseous surgery (including flap entry and closure), one to three contiguous teeth or bounded teeth spaces per quadrant<br>D4263 - Bone replacement graft - first site in quadrant  | 50%                     | 50%                         |
| The following services are not subject to a frequency limit.<br><br>D4270 - Pedicle soft tissue graft procedure<br>D4271 - Free soft tissue graft procedure   | 50%                     | 50%                         |
| The following services are not subject to a frequency limit.<br><br>D4273 - Subepithelial connective tissue graft procedures, per tooth<br>D4275 - Soft tissue allograft<br>D4277 - Free soft tissue graft - first tooth<br>D4278 - Free soft tissue graft - additional teeth   | 50%                     | 50%                         |
| The following services are limited to 1 time per quadrant every 24 months.<br><br>D4341 - Periodontal scaling and root planing - four or more teeth per quadrant<br>D4342 - Periodontal scaling and root planing - one to three teeth per quadrant<br>D4346 - Scaling in presence of generalized moderate or severe gingival inflammation - full mouth, after oral evaluation | 50%                     | 50%                         |
| The following service is limited to a frequency to 1 per lifetime.<br><br>D4355 - Full mouth debridement to enable comprehensive evaluation and diagnosis   | 50%                     | 50%                         |
| The following service is limited to 4 times every 12 months in combination with prophylaxis.<br><br>D4910 - Periodontal maintenance   | 50%                     | 50%                         |
| <b>Removable Dentures - (Subject to payment of the Dental Services Deductible.)</b>   |                         |                             |
| The following services are limited to a frequency of 1 every 60 months.   | 50%                     | 50%                         |

**Amounts shown below in the Schedule of Benefits are based on Allowed Dental Amounts.**

| <b>What Are the Procedure Codes, Benefit Description and Frequency Limitations?</b>   | <b>Network Benefits</b> | <b>Non-Network Benefits</b> |
|---|-------------------------|-----------------------------|
| <p>D5110 - Complete denture - maxillary<br/> D5120 - Complete denture - mandibular<br/> D5130 - Immediate denture - maxillary<br/> D5140 - Immediate denture - mandibular<br/> D5211 - Mandibular partial denture - resin base (including retentive/clasping materials, rests, and teeth)<br/> D5212 - Maxillary partial denture - resin base (including retentive/clasping materials, rests, and teeth)<br/> D5213 - Maxillary partial denture - cast metal framework with resin denture bases (including retentive/clasping materials, rests and teeth)<br/> D5214 - Mandibular partial denture - cast metal framework with resin denture bases (including retentive/clasping materials, rests and teeth)<br/> D5221 - Immediate maxillary partial denture - resin base (including retentive/clasping materials, rests and teeth)<br/> D5222 - Immediate mandibular partial denture - resin base (including retentive/clasping materials, rests and teeth)<br/> D5223 - Immediate maxillary partial denture - cast metal framework with resin denture bases (including retentive/clasping materials, rests and teeth)<br/> D5224 - Immediate mandibular partial denture - cast metal framework with resin denture bases (including retentive/clasping materials, rests and teeth)<br/> D5282 - Removable unilateral partial denture - one piece cast metal (including retentive/clasping materials, rests, and teeth), maxillary<br/> D5283 - Removable unilateral partial denture - one piece cast metal (including retentive/clasping materials, rests, and teeth), mandibular<br/> D5284 - Removable unilateral partial denture - one piece flexible base (including retentive/clasping materials, rests, and teeth) - per quadrant<br/> D5286 - Removable unilateral partial denture - one piece resin (including</p> |                         |                             |

| <b>Amounts shown below in the Schedule of Benefits are based on Allowed Dental Amounts.</b>  |                         |                             |
|--|-------------------------|-----------------------------|
| <b>What Are the Procedure Codes, Benefit Description and Frequency Limitations?</b>  | <b>Network Benefits</b> | <b>Non-Network Benefits</b> |
| retentive/clasping materials, rests, and teeth) - per quadrant   |                         |                             |
| <p>The following services are not subject to a frequency limit.</p> <p>D5410 - Adjust complete denture - maxillary<br/> D5411 - Adjust complete denture - mandibular<br/> D5421 - Adjust partial denture - maxillary<br/> D5422 - Adjust partial denture - mandibular<br/> D5510 - Repair broken complete denture base<br/> D5511 - Repair broken complete denture base - mandibular<br/> D5512 - Repair broken complete denture base - maxillary<br/> D5520 - Replace missing or broken teeth - complete denture<br/> D5610 - Repair resin denture base<br/> D5611 - Repair resin partial denture base - mandibular<br/> D5612 - Repair resin partial denture base - maxillary<br/> D5620 - Repair cast framework<br/> D5621 - Repair cast partial framework - mandibular<br/> D5622 - Repair cast partial framework - maxillary<br/> D5630 - Repair or replace broken retentive/clasping materials - per tooth<br/> D5640 - Replace broken teeth - per tooth<br/> D5650 - Add tooth to existing partial denture<br/> D5660 - Add clasp to existing partial denture</p> | 50%                     | 50%                         |
| <p>The following services are limited to rebasing performed more than 6 months after the initial insertion with a frequency limitation of 1 time per 12 months.</p> <p>D5710 - Rebase complete maxillary denture<br/> D5720 - Rebase maxillary partial denture<br/> D5721 - Rebase mandibular partial denture<br/> D5730 - Reline complete maxillary denture (direct)<br/> D5731 - Reline complete mandibular denture (direct)<br/> D5740 - Reline maxillary partial denture (direct)</p>  | 50%                     | 50%                         |

| <b>Amounts shown below in the Schedule of Benefits are based on Allowed Dental Amounts.</b>   |                         |                             |
|---|-------------------------|-----------------------------|
| <b>What Are the Procedure Codes, Benefit Description and Frequency Limitations?</b>   | <b>Network Benefits</b> | <b>Non-Network Benefits</b> |
| D5741 - Reline mandibular partial denture (direct)<br>D5750 - Reline complete maxillary denture (indirect)<br>D5751 - Reline complete mandibular denture (indirect)<br>D5760 - Reline maxillary partial denture (indirect)<br>D5761 - Reline mandibular partial denture (indirect)<br>D5876 - Add metal substructure to acrylic full denture (per arch)   |                         |                             |
| The following services are not subject to a frequency limit.<br><br>D5850 - Tissue conditioning (maxillary)<br>D5851 - Tissue conditioning (mandibular)   | 50%                     | 50%                         |
| <b>Bridges (Fixed partial dentures) - (Subject to payment of the Dental Services Deductible.)</b>   |                         |                             |
| The following services are not subject to a frequency limit.<br><br>D6210 - Pontic - cast high noble metal<br>D6211 - Pontic - cast predominately base metal<br>D6212 - Pontic - cast noble metal<br>D6214 - Pontic - titanium and titanium alloys<br>D6240 - Pontic - porcelain fused to high noble metal<br>D6241 - Pontic - porcelain fused to predominately base metal<br>D6242 - Pontic - porcelain fused to noble metal<br>D6243 - Pontic - porcelain fused to titanium and titanium alloys<br>D6245 - Pontic - porcelain/ceramic | 50%                     | 50%                         |
| The following services are not subject to a frequency limit.<br><br>D6545 - Retainer - cast metal for resin bonded fixed prosthesis<br>D6548 - Retainer - porcelain/ceramic for resin bonded fixed prosthesis   | 50%                     | 50%                         |
| The following services are not subject to a frequency limit.<br><br>D6519 - Inlay/onlay - porcelain/ceramic<br>D6520 - Inlay - metallic - two surfaces<br>D6530 - Inlay - metallic - three or more surfaces<br>D6543 - Onlay - metallic - three surfaces<br>D6544 - Onlay - metallic - four or more surfaces  | 50%                     | 50%                         |

| <b>Amounts shown below in the Schedule of Benefits are based on Allowed Dental Amounts.</b>   |                         |                             |
|---|-------------------------|-----------------------------|
| <b>What Are the Procedure Codes, Benefit Description and Frequency Limitations?</b>   | <b>Network Benefits</b> | <b>Non-Network Benefits</b> |
| <p>The following services are limited to 1 time every 60 months.</p> <p>D6740 - Retainer crown - porcelain/ceramic<br/> D6750 - Retainer crown - porcelain fused to high noble metal<br/> D6751 - Retainer crown - porcelain fused to predominately base metal<br/> D6752 - Retainer crown - porcelain fused to noble metal<br/> D6753 - Retainer crown - porcelain fused to titanium and titanium alloys<br/> D6780 - Retainer crown - 3/4 cast high noble metal<br/> D6781 - Retainer crown - 3/4 cast predominately base metal<br/> D6782 - Retainer crown - 3/4 cast noble metal<br/> D6783 - Retainer crown - 3/4 porcelain/ceramic<br/> D6784 - Retainer crown - 3/4 titanium and titanium alloys<br/> D6790 - Retainer crown - full cast high noble metal<br/> D6791 - Retainer crown - full cast predominately base metal<br/> D6792 - Retainer crown - full cast noble metal</p> | 50%                     | 50%                         |
| <p>The following service is not subject to a frequency limit.</p> <p>D6930 - Re-cement or re-bond fixed partial denture</p>   | 50%                     | 50%                         |
| <p>The following services are not subject to a frequency limit.</p> <p>D6973 - Core build up for retainer, including any pins<br/> D6980 - Fixed partial denture repair necessitated by restorative material failure</p>  | 50%                     | 50%                         |
| <b>Oral Surgery - (Subject to payment of the Dental Services Deductible.)</b>   |                         |                             |
| <p>The following service is not subject to a frequency limit.</p> <p>D7140 - Extraction, erupted tooth or exposed root</p>  | 50%                     | 50%                         |
| <p>The following services are not subject to a frequency limit.</p> <p>D7210 - Surgical removal of erupted tooth requiring elevation of mucoperiosteal flap and removal of bone and/or section of tooth<br/> D7220 - Removal of impacted tooth - soft tissue</p>  | 50%                     | 50%                         |

| <b>Amounts shown below in the Schedule of Benefits are based on Allowed Dental Amounts.</b>   |                         |                             |
|---|-------------------------|-----------------------------|
| <b>What Are the Procedure Codes, Benefit Description and Frequency Limitations?</b>   | <b>Network Benefits</b> | <b>Non-Network Benefits</b> |
| D7230 - Removal of impacted tooth - partially bony<br>D7240 - Removal of impacted tooth - completely bony<br>D7241 - Removal of impacted tooth - completely bony with unusual surgical complications<br>D7250 - Surgical removal or residual tooth roots<br>D7251 - Coronectomy - intentional partial tooth removal   |                         |                             |
| The following service is not subject to a frequency limit.<br><br>D7270 - Tooth reimplantation and/or stabilization of accidentally evulsed or displaced tooth  | 50%                     | 50%                         |
| The following service is not subject to a frequency limit.<br><br>D7280 - Surgical access of an unerupted tooth   | 50%                     | 50%                         |
| The following services are not subject to a frequency limit.<br><br>D7310 - Alveoloplasty in conjunction with extractions - per quadrant<br>D7311 - Alveoloplasty in conjunction with extraction - one to three teeth or tooth space - per quadrant<br>D7320 - Alveoloplasty not in conjunction with extractions - per quadrant<br>D7321 - Alveoloplasty not in conjunction with extractions - one to three teeth or tooth space - per quadrant | 50%                     | 50%                         |
| The following service is not subject to a frequency limit.<br><br>D7471 - Removal of lateral exostosis (maxilla or mandible)  | 50%                     | 50%                         |
| The following services are not subject to a frequency limit.<br><br>D7510 - Incision and drainage of abscess<br>D7910 - Suture of recent small wounds up to 5 cm<br>D7921 - Collect - apply autologous product<br>D7953 - Bone replacement graft for ridge preservation - per site<br>D7961 - Buccal/labial frenectomy (frenulectomy)<br>D7962 - Lingual frenectomy (frenulectomy)  | 50%                     | 50%                         |

| <b>Amounts shown below in the Schedule of Benefits are based on Allowed Dental Amounts.</b>  |                         |                             |
|--|-------------------------|-----------------------------|
| <b>What Are the Procedure Codes, Benefit Description and Frequency Limitations?</b>  | <b>Network Benefits</b> | <b>Non-Network Benefits</b> |
| D7971 - Excision of pericoronal gingiva  |                         |                             |
| <b>Adjunctive Services - (Subject to payment of the Dental Services Deductible.)</b>   |                         |                             |
| The following service is not subject to a frequency limit; however, it is covered as a separate benefit only if no other services (other than the exam and radiographs) were done on the same tooth during the visit.<br><br>D9110 - Palliative (Emergency) treatment of dental pain - minor procedure   | 50%                     | 50%                         |
| Covered only when clinically Necessary.<br><br>D9220 - Deep sedation/general anesthesia first 30 minutes<br>D9221 - Dental sedation/general anesthesia each additional 15 minutes<br>D9222 - Deep sedation/general anesthesia - first 15 minutes<br>D9239 - Intravenous moderate (conscious) sedation/anesthesia - first 15 minutes<br>D9241 - Intravenous conscious sedation/analgesia - first 30 minutes<br>D9242 - Intravenous conscious sedation/analgesia - each additional 15 minutes<br>D9610 - Therapeutic drug injection, by report | 50%                     | 50%                         |
| Covered only when clinically Necessary<br><br>D9310 - Consultation (diagnostic service provided by a dentist or Physician other than the practitioner providing treatment)   | 50%                     | 50%                         |
| The following is limited to 1 guard every 12 months.<br><br>D9944 - Occlusal guard - hard appliance, full arch<br>D9945 - Occlusal guard - soft appliance, full arch<br>D9946 - Occlusal guard - hard appliance, partial arch  | 50%                     | 50%                         |
| <b>Implant Procedures - (Subject to payment of the Dental Services Deductible.)</b>  |                         |                             |
| The following services are limited to 1 time every 60 months.<br><br>D6010 - Endosteal implant<br>D6012 - Surgical placement of interim implant body   | 50%                     | 50%                         |

**Amounts shown below in the Schedule of Benefits are based on Allowed Dental Amounts.**

| <b>What Are the Procedure Codes, Benefit Description and Frequency Limitations?</b>  | <b>Network Benefits</b> | <b>Non-Network Benefits</b> |
|--|-------------------------|-----------------------------|
| <p>D6040 - Eposteal implant<br/> D6050 - Transosteal implant, including hardware<br/> D6053 - Implant supported complete denture<br/> D6054 - Implant supported partial denture<br/> D6055 - Connecting bar implant or abutment supported<br/> D6056 - Prefabricated abutment<br/> D6057 - Custom abutment<br/> D6058 - Abutment supported porcelain ceramic crown<br/> D6059 - Abutment supported porcelain fused to high noble metal<br/> D6060 - Abutment supported porcelain fused to predominately base metal crown<br/> D6061 - Abutment supported porcelain fused to noble metal crown<br/> D6062 - Abutment supported cast high noble metal crown<br/> D6063 - Abutment supported cast predominately base metal crown<br/> D6064 - Abutment supported porcelain/ceramic crown<br/> D6065 - Implant supported porcelain/ceramic crown<br/> D6066 - Implant supported crown - porcelain fused to high noble alloys<br/> D6067 - Implant supported crown - high noble alloys<br/> D6068 - Abutment supported retainer for porcelain/ceramic fixed partial denture<br/> D6069 - Abutment supported retainer for porcelain fused to high noble metal fixed partial denture<br/> D6070 - Abutment supported retainer for porcelain fused to predominately base metal fixed partial denture<br/> D6071 - Abutment supported retainer for porcelain fused to noble metal fixed partial denture<br/> D6072 - Abutment supported retainer for cast high noble metal fixed partial denture<br/> D6073 - Abutment supported retainer for predominately base metal fixed partial denture<br/> D6074 - Abutment supported retainer for cast metal fixed partial denture<br/> D6075 - Implant supported retainer for ceramic fixed partial denture<br/> D6076 - Implant supported retainer for FPD - porcelain fused to high noble alloys</p> |                         |                             |



**Amounts shown below in the Schedule of Benefits are based on Allowed Dental Amounts.**

| <b>What Are the Procedure Codes, Benefit Description and Frequency Limitations?</b>   | <b>Network Benefits</b> | <b>Non-Network Benefits</b> |
|---|-------------------------|-----------------------------|
| <p>D6077 - Implant supported retainer for metal FPD - high noble alloys<br/> D6078 - Implant/abutment supported fixed partial denture for completely edentulous arch<br/> D6079 - Implant/abutment supported fixed partial denture for partially edentulous arch<br/> D6080 - Implant maintenance procedure<br/> D6081 - Scaling and debridement in the presence of inflammation or mucositis of a single implant, including cleaning of the implant surfaces, without flap entry and closure<br/> D6082 - Implant supported crown - porcelain fused to predominantly base alloys<br/> D6083 - Implant supported crown - porcelain fused to noble alloys<br/> D6084 - Implant supported crown - porcelain fused to titanium and titanium alloys<br/> D6086 - Implant supported crown - predominantly base alloys<br/> D6087 - Implant supported crown - noble alloys<br/> D6088 - Implant supported crown - titanium and titanium alloys<br/> D6090 - Repair implant prosthesis<br/> D6091 - Replacement of replaceable part of semi-precision or precision attachment<br/> D6095 - Repair implant abutment<br/> D6096 - Remove broken implant retaining screw<br/> D6097 - Abutment supported crown - porcelain fused to titanium and titanium alloys<br/> D6098 - Implant supported retainer - porcelain fused to predominantly base alloys<br/> D6099 - Implant supported retainer for FPD - porcelain fused to noble alloys<br/> D6100 - Implant removal<br/> D6101 - Debridement peri-implant defect<br/> D6102 - Debridement and osseous peri-implant defect<br/> D6103 - Bone graft peri-implant defect<br/> D6104 - Bone graft implant replacement<br/> D6118 - Implant/abutment supported interim fixed denture for edentulous arch - mandibular</p> |                         |                             |

| <b>Amounts shown below in the Schedule of Benefits are based on Allowed Dental Amounts.</b>   |                         |                             |
|---|-------------------------|-----------------------------|
| <b>What Are the Procedure Codes, Benefit Description and Frequency Limitations?</b>   | <b>Network Benefits</b> | <b>Non-Network Benefits</b> |
| D6119 - Implant/abutment supported interim fixed denture for edentulous arch - maxillary<br>D6120 - Implant supported retainer - porcelain fused to titanium and titanium alloys<br>D6121 - Implant supported retainer for metal FPD - predominantly base alloys<br>D6122 - Implant supported retainer for metal FPD - noble alloys<br>D6123 - Implant supported retainer for metal FPD - titanium and titanium alloys<br>D6190 - Implant index<br>D6191 - Semi-precision abutment - placement<br>D6192 - Semi-precision attachment – placement<br>D6195 - Abutment supported retainer - porcelain fused to titanium and titanium alloys  |                         |                             |
| <b>Medically Necessary Orthodontics - (Subject to payment of the Dental Services Deductible.)</b>   |                         |                             |
| <p>Benefits for comprehensive orthodontic treatment are approved by the Company, only in those instances that are related to an identifiable syndrome such as cleft lip and or palate, Crouzon's Syndrome, Treacher-Collins Syndrome, Pierre-Robin Syndrome, hemi-facial atrophy, hemi-facial hypertrophy; or other severe craniofacial deformities which result in a physically handicapping malocclusion as determined by the Company's dental consultants. Benefits are not available for comprehensive orthodontic treatment for crowded dentitions (crooked teeth), excessive spacing between teeth, temporomandibular joint (TMJ) conditions and/or having horizontal/vertical (overjet/overbite) discrepancies.</p> <p>All orthodontic treatment must be prior authorized.</p> <p>Services or supplies furnished by a Dental Provider in order to diagnose or correct misalignment of the teeth or the bite. Benefits are available only when the service or supply is determined to be medically Necessary.</p> |                         |                             |
| <p>The following services are not subject to a frequency limitation as long as benefits have been prior authorized.</p> <p>D8010 - Limited orthodontic treatment of the primary dentition<br/>           D8020 - Limited orthodontic treatment of the transitional dentition<br/>           D8030 - Limited orthodontic treatment of the adolescent dentition<br/>           D8050 - Interceptive orthodontic treatment of the primary dentition<br/>           D8060 - Interceptive orthodontic treatment of the transitional dentition<br/>           D8070 - Comprehensive orthodontic treatment of the transitional dentition<br/>           D8080 - Comprehensive orthodontic treatment of the adolescent dentition<br/>           D8210 - Removable appliance therapy<br/>           D8220 - Fixed appliance therapy<br/>           D8660 - Pre-orthodontic treatment visit</p>   | 50%                     | 50%                         |

| <b>Amounts shown below in the Schedule of Benefits are based on Allowed Dental Amounts.</b>  |                         |                             |
|--|-------------------------|-----------------------------|
| <b>What Are the Procedure Codes, Benefit Description and Frequency Limitations?</b>  | <b>Network Benefits</b> | <b>Non-Network Benefits</b> |
| D8670 - Periodic orthodontic treatment visit<br>D8680 - Orthodontic retention<br>D8695 - Removal of fixed orthodontic appliances for reasons other than completion of treatment<br>D8696 - Repair of orthodontic appliance - maxillary<br>D8697 - Repair of orthodontic appliance - mandibular<br>D8698 - Re-cement or re-bond fixed retainer - maxillary<br>D8699 - Re-cement or re-bond fixed retainer - mandibular<br>D8701 - Repair of fixed retainer, includes reattachment - maxillary<br>D8702 - Repair of fixed retainer, includes reattachment - mandibular |                         |                             |

**Section 3: Pediatric Dental Exclusions**

Except as may be specifically provided under Section 2: Benefits for Covered Dental Services, benefits are not provided for the following:

1. Any Dental Service or Procedure not listed as a Covered Dental Service in Section 2: Benefits for Covered Dental Services.
2. Dental Services that are not Necessary.
3. Hospitalization or other facility charges.
4. Any Dental Procedure performed solely for cosmetic/aesthetic reasons. (Cosmetic procedures are those procedures that improve physical appearance.)
5. Reconstructive surgery, regardless of whether or not the surgery is incidental to a dental disease, Injury, or Congenital Condition, when the primary purpose is to improve physiological functioning of the involved part of the body.
6. Any Dental Procedure not directly associated with dental disease.
7. Any Dental Procedure not performed in a dental setting.
8. Procedures that are considered to be Experimental or Investigational or Unproven Services. This includes pharmacological regimens not accepted by the American Dental Association (ADA) Council on Dental Therapeutics. The fact that an Experimental, or Investigational or Unproven Service, treatment, device or pharmacological regimen is the only available treatment for a particular condition will not result in benefits if the procedure is considered to be Experimental or Investigational or Unproven Service in the treatment of that particular condition.
9. Drugs/medications, received with or without a prescription, unless they are dispensed and utilized in the dental office during the patient visit.
10. Setting of facial bony fractures and any treatment associated with the dislocation of facial skeletal hard tissue.
11. Treatment of benign neoplasms, cysts, or other pathology involving benign lesions, except excisional removal. Treatment of malignant neoplasms or Congenital Conditions of hard or soft tissue, including excision.
12. Replacement of complete dentures, fixed and removable partial dentures or crowns and implants, implant crowns and prosthesis if damage or breakage was directly related to provider error. This type of replacement is the responsibility of the Dental Provider. If replacement is Necessary because of patient non-compliance, the patient is liable for the cost of replacement.
13. Services related to the temporomandibular joint (TMJ), either bilateral or unilateral. Upper and lower jaw bone surgery (including surgery related to the temporomandibular joint). Orthognathic surgery, jaw alignment, and treatment for the temporomandibular joint.
14. Charges for not keeping a scheduled appointment without giving the dental office 24 hours notice.
15. Expenses for Dental Procedures begun prior to the Insured Person becoming enrolled for coverage provided through the Policy.
16. Dental Services otherwise covered under the Policy, but rendered after the date individual coverage under the Policy terminates, including Dental Services for dental conditions arising prior to the date individual coverage under the Policy terminates.

17. Services rendered by a provider with the same legal residence as the Insured Person or who is a member of the Insured Person's family, including spouse, brother, sister, parent or child.
18. Foreign Services are not covered unless required for a Dental Emergency.
19. Fixed or removable prosthodontic restoration procedures for complete oral rehabilitation or reconstruction.
20. Procedures related to the reconstruction of a patient's correct vertical dimension of occlusion (VDO).
21. Billing for incision and drainage if the involved abscessed tooth is removed on the same date of service.
22. Placement of fixed partial dentures solely for the purpose of achieving periodontal stability.
23. Acupuncture; acupressure and other forms of alternative treatment, whether or not used as anesthesia.
24. Orthodontic coverage does not include the installation of a space maintainer, any treatment related to treatment of the temporomandibular joint, any surgical procedure to correct a malocclusion, replacement of lost or broken retainers and/or habit appliances, and any fixed or removable interceptive orthodontic appliances previously submitted for payment under the Policy.

## Section 4: Claims for Pediatric Dental Services

When obtaining Dental Services from a non-Network Dental Provider, the Insured Person will be required to pay all billed charges directly to the Dental Provider. The Insured Person may then seek reimbursement from the Company. The Insured Person must provide the Company with all of the information identified below.

### Reimbursement for Dental Services

The Insured Person is responsible for sending a request for reimbursement to the Company, on a form provided by or satisfactory to the Company.

**Claim Forms.** It is not necessary to include a claim form with the proof of loss. However, the proof must include all of the following information:

- Insured Person's name and address.
- Insured Person's identification number.
- The name and address of the provider of the service(s).
- A diagnosis from the Dental Provider including a complete dental chart showing extractions, fillings or other dental services rendered before the charge was incurred for the claim.
- Radiographs, lab or hospital reports.
- Casts, molds or study models.
- Itemized bill which includes the CPT or ADA codes or description of each charge.
- The date the dental disease began.
- A statement indicating that the Insured Person is or is not enrolled for coverage under any other health or dental insurance plan or program. If enrolled for other coverage, The Insured Person must include the name of the other carrier(s).

To file a claim, submit the above information to the Company at the following address:

HealthSmart Benefit Solutions, Inc.  
 3320 West Market Street, Suite 100  
 Fairlawn, OH 44333-3306  
 Phone: 1-844-255-8361

If the Insured Person would like to use a claim form, call Customer Service at 844-255-8361. This number is also listed on the Insured's Dental ID Card. If the Insured Person does not receive the claim form within 15 calendar days of the request, the proof of loss may be submitted with the information stated above.

## Section 5: Defined Terms for Pediatric Dental Services

The following definitions are in addition to those listed in the Definitions section of the Certificate of Coverage:

**Allowed Dental Amounts** - Allowed Dental Amounts for Covered Dental Services, incurred while the Policy is in effect, are determined as stated below:

- For Network Benefits, when Covered Dental Services are received from Network Dental Providers, Allowed Dental Amounts are the Company's contracted fee(s) for Covered Dental Services with that provider.
- For Non-Network Benefits, when Covered Dental Services are received from Non-Network Dental Providers, Allowed Dental Amounts are the Usual and Customary Fees, as defined below.

**Covered Dental Service** - a Dental Service or Dental Procedure for which benefits are provided under this provision.

**Dental Emergency** - a dental condition or symptom resulting from dental disease which arises suddenly and, in the judgment of a reasonable person, requires immediate care and treatment, and such treatment is sought or received within 24 hours of onset.

**Dental Provider** - any dentist or dental practitioner who is duly licensed and qualified under the law of jurisdiction in which treatment is received to render Dental Services, perform dental surgery or administer anesthetics for dental surgery.

**Dental Service or Dental Procedures** - dental care or treatment provided by a Dental Provider to the Insured Person while the Policy is in effect, provided such care or treatment is recognized by the Company as a generally accepted form of care or treatment according to prevailing standards of dental practice.

**Dental Services Deductible** - the amount the Insured Person must pay for Covered Dental Services in a Policy Year before the Company will begin paying for Network or Non-Network Benefits in that Policy Year.

**Experimental, Investigational, or Unproven Service** - medical, dental, surgical, diagnostic, or other health care services, technologies, supplies, treatments, procedures, drug therapies or devices that, at the time the Company makes a determination regarding coverage in a particular case, is 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; or
- Subject to review and approval by any institutional review board for the proposed use; or
- 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; or
- Not determined through prevailing peer-reviewed professional literature to be safe and effective for treating or diagnosing the condition or Sickness for which its use is proposed.

**Foreign Services** - services provided outside the U.S. and U.S. Territories.

**Necessary** - Dental Services and supplies which are determined by the Company through case-by-case assessments of care based on accepted dental practices to be appropriate and are all of the following:

- Necessary to meet the basic dental needs of the Insured Person.
- Rendered in the most cost-efficient manner and type of setting appropriate for the delivery of the Dental Service.
- Consistent in type, frequency and duration of treatment with scientifically based guidelines of national clinical, research, or health care coverage organizations or governmental agencies that are accepted by the Company.
- Consistent with the diagnosis of the condition.
- Required for reasons other than the convenience of the Insured Person or his or her Dental Provider.
- Demonstrated through prevailing peer-reviewed dental 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 dental disease or condition.
    - Provided in a clinically controlled research setting.
    - 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 dental diseases or sicknesses or conditions, which are more likely than not to cause death within one year of the date of the request for treatment.)

The fact that a Dental Provider has performed or prescribed a procedure or treatment or the fact that it may be the only treatment for a particular dental disease does not mean that it is a Necessary Covered Dental Service as defined. The definition of Necessary relates only to benefits under this provision and differs from the way in which a Dental Provider engaged in the practice of dentistry may define necessary.

**Network** - a group of Dental Providers who are subject to a participation agreement in effect with the Company, directly or through another entity, to provide Dental Services to Insured Persons. The participation status of providers will change from time to time.

**Network Benefits** - benefits available for Covered Dental Services when provided by a Dental Provider who is a Network Dentist.

**Non-Network Benefits** - benefits available for Covered Dental Services obtained from Non-Network Dentists.

**Usual and Customary Fee** - Usual and Customary Fees are calculated by the Company based on available data resources of competitive fees in that geographic area.

Usual and Customary Fees must not exceed the fees that the provider would charge any similarly situated payor for the same services.

Usual and Customary Fees are determined solely in accordance with the Company's reimbursement policy guidelines. The Company's reimbursement policy guidelines are developed by the Company, in its discretion, following evaluation and validation of all provider billings in accordance with one or more of the following methodologies:

- As indicated in the most recent edition of the Current Procedural Terminology (publication of the American Dental Association).
- As reported by generally recognized professionals or publications.
- As utilized for Medicare.
- As determined by medical or dental staff and outside medical or dental consultants.
- Pursuant to other appropriate source or determination that the Company accepts.

## **Section 17: Pediatric Vision Services Benefit**

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Benefits are provided for Vision Care Services, as described below, for Insured Persons under the age of 19. Benefits terminate on the earlier of: 1) last day of the month the Insured Person reaches the age of 19; or 2) the date the Insured Person's coverage under the Policy terminates.

### **Section 1: Benefits for Pediatric Vision Care Services**

Benefits are available for pediatric Vision Care Services from a UnitedHealthcare Vision Network or non-Network Vision Care Provider. To find a UnitedHealthcare Vision Network Vision Care Provider, the Insured Person may call the provider locator service at 1-844-255-8361. The Insured Person may also access a listing of UnitedHealthcare Vision Network Vision Care Providers on the Internet at [www.myuhcvision.com](http://www.myuhcvision.com).

When Vision Care Services are obtained from a non-Network Vision Care Provider, the Insured Person will be required to pay all billed charges at the time of service. The Insured Person may then seek reimbursement from the Company as described under Section 3: Claims for Vision Care Services. Reimbursement will be limited to the amounts stated below.

When obtaining these Vision Care Services from a UnitedHealthcare Vision Network Vision Care Provider, the Insured Person will be required to pay any Copayments at the time of service.

#### **Network Benefits:**

Benefits for Vision Care Services are determined based on the negotiated contract fee between the Company and the Vision Care Provider. The Company's negotiated rate with the Vision Care Provider is ordinarily lower than the Vision Care Provider's billed charge.

#### **Non-Network Benefits:**

Benefits for Vision Care Services from non-Network providers are determined as a percentage of the provider's billed charge.

**Out-of-Pocket Maximum** - any amount the Insured Person pays in Coinsurance for Vision Care Services applies to the Out-of-Pocket Maximum stated in the Policy Schedule of Benefits. Any amount the Insured Person pays in Copayments for Vision Care Services applies to the Out-of-Pocket Maximum stated in the Policy Schedule of Benefits.

#### **Policy Deductible**

Benefits for pediatric Vision Care Services are not subject to any Policy Deductible stated in the Policy Schedule of Benefits. Any amount the Insured Person pays in Copayments for Vision Care Services does not apply to the Policy Deductible stated in the Policy Schedule of Benefits.

## **What Are the Benefit Descriptions?**

### **Benefits**

When benefit limits apply, the limit stated refers to any combination of Network Benefits and non-Network Benefits unless otherwise specifically stated.

Benefit limits are calculated on a Policy Year basis unless otherwise specifically stated.

## **Frequency of Service Limits**

Benefits are provided for the Vision Care Services described below, subject to Frequency of Service limits and Copayments and Coinsurance stated under each Vision Care Service in the Schedule of Benefits below.

## **Routine Vision Examination**

A routine vision examination of the eyes and according to the standards of care in the area where the Insured Person resides, including:

- A patient history that includes reasons for exam, patient medical/eye history, and current medications.
- Visual acuity with each eye and both eyes, far and near, with and without glasses or contact lenses (for example, 20/20 and 20/40).
- Cover test at 20 feet and 16 inches (checks how the eyes work together as a team).
- Ocular motility (how the eyes move) near point convergence (how well eyes move together for near vision tasks, such as reading), and depth perception (3D vision).
- Pupil reaction to light and focusing.
- Exam of the eye lids, lashes, and outside of the eye.
- Retinoscopy (when needed) – helps to determine the starting point of the refraction which determines the lens power of the glasses.
- Phorometry/Binocular testing – far and near: how well eyes work as a team.
- Tests of accommodation – how well the Insured Person sees up close (for example, reading).
- Tonometry, when indicated: test pressure in eye (glaucoma check).
- Ophthalmoscopic examination of the inside of the eye.
- Visual field testing.
- Color vision testing.
- Diagnosis/prognosis.
- Specific recommendations.

Post exam procedures will be performed only when materials are required.

Or, in lieu of a complete exam, Retinoscopy (when applicable) - objective refraction to determine lens power of corrective lenses and subjective refraction to determine lens power of corrective lenses.

## **Eyeglass Lenses**

Lenses that are placed in eyeglass frames and worn on the face to correct visual acuity limitations.

The Insured Person is eligible to choose only one of either eyeglasses (Eyeglass Lenses and/or Eyeglass Frames) or Contact Lenses. If the Insured Person selects more than one of these Vision Care Services, the Company will pay benefits for only one Vision Care Service.

If the Insured Person purchases Eyeglass Lenses and Eyeglass Frames at the same time from the same UnitedHealthcare Vision Network Vision Care Provider, only one Copayment will apply to those Eyeglass Lenses and Eyeglass Frames together.

## **Eyeglass Frames**

A structure that contains eyeglass lenses, holding the lenses in front of the eyes and supported by the bridge of the nose.

The Insured Person is eligible to choose only one of either eyeglasses (Eyeglass Lenses and/or Eyeglass Frames) or Contact Lenses. If the Insured Person selects more than one of these Vision Care Services, the Company will pay benefits for only one Vision Care Service.

If the Insured Person purchases Eyeglass Lenses and Eyeglass Frames at the same time from the same UnitedHealthcare Vision Network Vision Care Provider, only one Copayment will apply to those Eyeglass Lenses and Eyeglass Frames together.

## Contact Lenses

Lenses worn on the surface of the eye to correct visual acuity limitations.

Benefits include the fitting/evaluation fees, contact lenses, and follow-up care.

The Insured Person is eligible to choose only one of either eyeglasses (Eyeglass Lenses and/or Eyeglass Frames) or Contact Lenses. If the Insured Person selects more than one of these Vision Care Services, the Company will pay benefits for only one Vision Care Service.

## Necessary Contact Lenses

Benefits are available when a Vision Care Provider has determined a need for and has prescribed the contact lens. Such determination will be made by the Vision Care Provider and not by the Company.

Contact lenses are necessary if the Insured Person has any of the following:

- Keratoconus.
- Anisometropia.
- Irregular corneal/astigmatism.
- Aphakia.
- Facial deformity.
- Corneal deformity.
- Pathological myopia.
- Aniseikonia.
- Aniridia.
- Post-traumatic disorders.
- High ametropia exceeding -12D or +9D in spherical equivalent.

## Schedule of Benefits

| Vision Care Service  | Frequency of Service | Network Benefit                 | Non-Network Benefit                     |
|--|----------------------|---------------------------------|---|
| <b>Routine Vision Examination or Refraction only in lieu of a complete exam.</b> | Once per year.       | 100% after a Copayment of \$20. | 50% of the billed charge.               |
| <b>Eyeglass Lenses</b>   | Once per year.       |                                 |   |
| • Single Vision  |                      | 100% after a Copayment of \$40. | 50% of the billed charge.               |
| • Bifocal  |                      | 100% after a Copayment of \$40. | 50% of the billed charge.               |
| • Trifocal   |                      | 100% after a Copayment of \$40. | 50% of the billed charge.               |
| • Lenticular   |                      | 100% after a Copayment of \$40. | 50% of the billed charge.               |
| <b>Lens Extras</b>   | Once per year.       |                                 |   |
| • Polycarbonate lenses   |                      | 100%                            | 100% of the billed charge.              |
| • Standard scratch-resistant coating   |                      | 100%                            | 100% of the billed charge.              |
| • Tint ( <i>Including ultraviolet protective coating and photochromic lens</i> ) |                      | 20%                             | Non-Network Benefits are not available. |
| • Oversized lenses   |                      | 20%                             | Non-Network Benefits are not available. |

| Vision Care Service    | Frequency of Service | Network Benefit | Non-Network Benefit |
|------------------------|----------------------|-----------------|---------------------|
| <b>Eyeglass Frames</b> | Once per year.       |                 |                     |



|  |  |                                 |                           |
|--|--|---------------------------------|---------------------------|
| • Eyeglass frames with a retail cost up to \$130.      |  | 100%                            | 50% of the billed charge. |
| • Eyeglass frames with a retail cost of \$130 - \$160. |  | 100% after a Copayment of \$15. | 50% of the billed charge. |
| • Eyeglass frames with a retail cost of \$160 - \$200. |  | 100% after a Copayment of \$30. | 50% of the billed charge. |

| Vision Care Service                                      | Frequency of Service | Network Benefit                 | Non-Network Benefit       |
|--|----------------------|---------------------------------|---------------------------|
| • Eyeglass frames with a retail cost of \$200 - \$250.   |                      | 100% after a Copayment of \$50. | 50% of the billed charge. |
| • Eyeglass frames with a retail cost greater than \$250. |                      | 60%                             | 50% of the billed charge. |

| Vision Care Service                            | Frequency of Service          | Network Benefit                 | Non-Network Benefit       |
|--|-------------------------------|---------------------------------|---------------------------|
| <b>Contact Lenses Fitting &amp; Evaluation</b> | Once per year.                | 100%.                           | 100%                      |
| <b>Contact Lenses</b>                          |                               |                                 |                           |
| • Covered Contact Lens Selection               | Limited to a 12 month supply. | 100% after a Copayment of \$40. | 50% of the billed charge. |
| • Necessary Contact Lenses                     | Limited to a 12 month supply. | 100% after a Copayment of \$40. | 50% of the billed charge. |

## Section 2: Pediatric Vision Exclusions

Except as may be specifically provided under Section 1: Benefits for Pediatric Vision Care Services, benefits are not provided for the following:

1. Medical or surgical treatment for eye disease which requires the services of a Physician and for which benefits are available as stated in the policy.
2. Non-prescription items (e.g. Plano lenses).
3. Replacement or repair of lenses and/or frames that have been lost or broken.
4. Optional Lens Extras not listed in Section 1: Benefits for Vision Care Services.
5. Missed appointment charges.
6. Applicable sales tax charged on Vision Care Services.

## Section 3: Claims for Pediatric Vision Care Services

When obtaining Vision Care Services from a non-Network Vision Care Provider, the Insured Person will be required to pay all billed charges directly to the Vision Care Provider. The Insured Person may then seek reimbursement from the Company. Information about claim timelines and responsibilities in the General Provisions section in the Certificate of Coverage applies to Vision Care Services, except that when the Insured Person submits a Vision Services claim, the Insured Person must provide the Company with all of the information identified below.

### Reimbursement for Vision Care Services

To file a claim for reimbursement for Vision Care Services rendered by a non-Network Vision Care Provider, or for Vision Care Services covered as reimbursements (whether or not rendered by a UnitedHealthcare Vision Network Vision Care Provider or a non-Network Vision Care Provider), the Insured Person must provide all of the following information at the address specified below:

- Insured Person's itemized receipts.
- Insured Person's name.
- Insured Person's identification number from the ID card.
- Insured Person's date of birth.

Submit the above information to the Company:

HealthSmart Benefit Solutions, Inc.  
3320 West Market Street, Suite 100  
Fairlawn, OH 44333-3306  
Phone: 1-844-255-8361

## **Section 4: Defined Terms for Pediatric Vision Care Services**

The following definitions are in addition to those listed in Definitions section of the Certificate of Coverage:

**Covered Contact Lens Selection** - a selection of available contact lenses that may be obtained from a UnitedHealthcare Vision Network Vision Care Provider on a covered-in-full basis, subject to payment of any applicable Copayment.

**UnitedHealthcare Vision Network** - any optometrist, ophthalmologist, optician or other person designated by the Company who provides Vision Care Services for which benefits are available under the Policy.

**Vision Care Provider** - any optometrist, ophthalmologist, optician or other person who may lawfully provide Vision Care Services.

**Vision Care Service** - any service or item listed in Section 1: Benefits for Pediatric Vision Care Services.

## Schedule of Benefits

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Missouri State University

2022-202864-4

METALLIC LEVEL - GOLD WITH ACTUARIAL VALUE OF 79.960%

Injury and Sickness Benefits

### No Overall Maximum Dollar Limit (Per Insured Person, Per Policy Year)

|   |  |
|---|--|
| Deductible Preferred Provider                 | \$250 (Per Insured Person, Per Policy Year)              |
| Deductible Out-of-Network Provider            | \$500 (Per Insured Person, Per Policy Year)              |
| Coinsurance Preferred Provider                | 70%  |
| Coinsurance Out-of-Network Provider           | 50%  |
| Out-of-Pocket Maximum Preferred Provider      | \$8,550 (Per Insured Person, Per Policy Year)            |
| Out-of-Pocket Maximum Preferred Provider      | \$17,100 (For all Insureds in a Family, Per Policy Year) |
| Out-of-Pocket Maximum Out-of-Network Provider | \$17,100 (Per Insured Person, Per Policy Year)           |

The Policy provides benefits for the Covered Medical Expenses incurred by an Insured Person for loss due to a covered Injury or Sickness.

The **Preferred Provider** for this plan is UnitedHealthcare Options PPO.

**Preferred Provider Benefits** apply to Covered Medical Expenses that are provided by a Preferred Provider.

**Out-of-Network Provider Benefits** apply to Covered Medical Expenses that are provided by an Out-of-Network Provider. Refer to the *Preferred Provider and Out-of-Network Provider Information* section of the Certificate for information on reimbursement for Emergency Services provided by an Out-of-Network Provider, Covered Medical Expenses provided at certain Preferred Provider facilities by an Out-of-Network Physician, and Air Ambulance transport provided by an Out-of-Network Provider.

**Out-of-Pocket Maximum:** After the Out-of-Pocket Maximum has been satisfied, Covered Medical Expenses will be paid at 100% for the remainder of the Policy Year subject to any benefit maximums or limits that may apply. Separate Out-of-Pocket Maximums apply to Preferred Provider and Out-of-Network Provider Benefits. Any applicable Coinsurance, Copays, or Deductibles will be applied to the Out-of-Pocket Maximum. Services that are not Covered Medical Expenses and the amount benefits are reduced for failing to comply with Policy provisions or requirements do not count toward meeting the Out-of-Pocket Maximum.

### Student Health Center Benefits:

- 1) The Deductible and Copay will be waived and benefits will be paid at 100% for Covered Medical Expenses incurred when treatment is rendered at the *Bill and Lucille Magers Family Health and Wellness Center* for the following services: Physician's Visits.
- 2) The Deductible will be waived and benefits will be paid at 100% for Covered Medical Expenses incurred when treatment is rendered at the *Bill and Lucille Magers Family Health and Wellness Center* for the following services:
  - a) Prescription drugs at the *Bill and Lucille Magers Health and Wellness Pharmacy* - \$15 Copay for generic (\$0 Copay for generic Contraception); \$30 Copay for brand name when generic is not available; \$50 Copay for brand name when a generic is available up to a 31-day supply per prescription.
  - b) T-spot tuberculosis testing.
  - c) All other services listed in the Schedule of Benefits.

Benefits are calculated on a Policy Year basis unless otherwise specifically stated. When benefit limits apply, benefits will be paid up to the maximum benefit for each service as scheduled below. All benefit maximums are combined Preferred Provider and Out-of-Network Provider unless otherwise specifically stated. Please refer to the Medical Expense Benefits section of the Certificate of Coverage for a description of the Covered Medical Expenses for which benefits are available. Covered Medical Expenses include:

| <b>Inpatient</b>   | <b>Preferred Provider Benefits</b> | <b>Out-of-Network Provider Benefits</b> |
|--|------------------------------------|---|
| <b>Room and Board Expense</b>  | Allowed Amount after Deductible    | Allowed Amount after Deductible         |
| <b>Intensive Care</b>  | Allowed Amount after Deductible    | Allowed Amount after Deductible         |
| <b>Hospital Miscellaneous Expenses</b>   | Allowed Amount after Deductible    | Allowed Amount after Deductible         |
| <b>Routine Newborn Care</b><br>See Benefits for Maternity Expenses   | Paid as any other Sickness         | Paid as any other Sickness              |
| <b>Surgery</b><br>If two or more procedures are performed through the same incision or in immediate succession at the same operative session, the maximum amount paid will not exceed 50% of the second procedure and 50% of all subsequent procedures.                | Allowed Amount after Deductible    | Allowed Amount after Deductible         |
| <b>Assistant Surgeon Fees</b><br>If two or more procedures are performed through the same incision or in immediate succession at the same operative session, the maximum amount paid will not exceed 50% of the second procedure and 50% of all subsequent procedures. | Allowed Amount after Deductible    | Allowed Amount after Deductible         |
| <b>Anesthetist Services</b>  | Allowed Amount after Deductible    | Allowed Amount after Deductible         |
| <b>Registered Nurse's Services</b>   | Allowed Amount after Deductible    | Allowed Amount after Deductible         |
| <b>Physician's Visits</b>  | Allowed Amount after Deductible    | Allowed Amount after Deductible         |
| <b>Pre-admission Testing</b><br>Payable within 7 working days prior to admission.  | Allowed Amount after Deductible    | Allowed Amount after Deductible         |

| <b>Outpatient</b>  | <b>Preferred Provider Benefits</b> | <b>Out-of-Network Provider Benefits</b> |
|--|------------------------------------|---|
| <b>Surgery</b><br>If two or more procedures are performed through the same incision or in immediate succession at the same operative session, the maximum amount paid will not exceed 50% of the second procedure and 50% of all subsequent procedures.                | Allowed Amount after Deductible    | Allowed Amount after Deductible         |
| <b>Day Surgery Miscellaneous</b>   | Allowed Amount after Deductible    | Allowed Amount after Deductible         |
| <b>Assistant Surgeon Fees</b><br>If two or more procedures are performed through the same incision or in immediate succession at the same operative session, the maximum amount paid will not exceed 50% of the second procedure and 50% of all subsequent procedures. | Allowed Amount after Deductible    | Allowed Amount after Deductible         |

| <b>Outpatient</b>   | <b>Preferred Provider Benefits</b>   | <b>Out-of-Network Provider Benefits</b>  |
|---|--|--|
| <b>Anesthetist Services</b>   | Allowed Amount<br>after Deductible   | Allowed Amount<br>after Deductible   |
| <b>Physician's Visits</b>   | \$10 Copay per visit<br>Allowed Amount<br>not subject to Deductible  | \$10 Copay per visit<br>Allowed Amount<br>not subject to Deductible  |
| <b>Physiotherapy</b><br>Review of Medical Necessity will be performed after 12 visits per Injury or Sickness, except as provided under Chiropractic Care. | \$10 Copay per visit<br>Allowed Amount<br>not subject to Deductible  | \$10 Copay per visit<br>Allowed Amount<br>not subject to Deductible  |
| <b>Medical Emergency Expenses</b><br>The Copay will be waived if admitted to the Hospital.  | \$100 Copay per visit<br>Allowed Amount<br>not subject to Deductible   | \$100 Copay per visit<br>70% of Allowed Amount<br>not subject to Deductible  |
| <b>Diagnostic X-ray Services</b>  | Allowed Amount<br>after Deductible   | Allowed Amount<br>after Deductible   |
| <b>Radiation Therapy</b>  | Allowed Amount<br>after Deductible   | Allowed Amount<br>after Deductible   |
| <b>Laboratory Procedures</b>  | Allowed Amount<br>after Deductible   | Allowed Amount<br>after Deductible   |
| <b>Tests &amp; Procedures</b>   | Allowed Amount<br>after Deductible   | Allowed Amount<br>after Deductible   |
| <b>Injections</b>   | Allowed Amount<br>after Deductible   | Allowed Amount<br>after Deductible   |
| <b>Chemotherapy</b>   | Allowed Amount<br>after Deductible   | Allowed Amount<br>after Deductible   |
| <b>Prescription Drugs</b>   | <b>HealthSmart Rx Pharmacies</b><br>50% Coinsurance per prescription generic drug<br>50% Coinsurance per prescription preferred brand drug<br>50% Coinsurance per prescription non-preferred brand drug<br>up to a 31-day supply per prescription<br>not subject to Deductible<br><br>HealthSmart Mail order Network Pharmacy at 2.5 times the retail Copay up to a 90-day supply. | <b>Out-of-Network Pharmacies</b><br>50% Coinsurance per prescription generic drug<br>50% Coinsurance per prescription brand-name drug<br>up to a 31-day supply per prescription<br>not subject to Deductible |

| <b>Other</b>   | <b>Preferred Provider Benefits</b>                                  | <b>Out-of-Network Provider Benefits</b>                             |
|--|---|---|
| <b>Ambulance Services</b>  | Allowed Amount<br>after Deductible                                  | 70% of Allowed Amount<br>after Deductible                           |
| <b>Durable Medical Equipment</b>   | Allowed Amount<br>after Deductible                                  | 70% of Allowed Amount<br>after Deductible                           |
| <b>Consultant Physician Fees</b>   | \$10 Copay per visit<br>Allowed Amount<br>not subject to Deductible | \$10 Copay per visit<br>Allowed Amount<br>not subject to Deductible |
| <b>Dental Treatment</b><br>Benefits paid on Injury to Sound, Natural Teeth only. | Allowed Amount<br>after Deductible                                  | 70% of Allowed Amount<br>after Deductible                           |

| Other   | Preferred Provider Benefits  | Out-of-Network Provider Benefits   |
|---|--|--|
| <b>Mental Illness Treatment</b><br>See Benefits for Chemical Dependency and Mental Illness  | <b>Inpatient:</b><br>Allowed Amount after Deductible<br><br><b>Outpatient office visits:</b><br>\$10 Copay per visit<br>Allowed Amount not subject to Deductible<br><br><b>All other outpatient services, except Medical Emergency Expenses and Prescription Drugs:</b><br>Allowed Amount after Deductible | <b>Inpatient:</b><br>Allowed Amount after Deductible<br><br><b>Outpatient office visits:</b><br>\$10 Copay per visit<br>Allowed Amount not subject to Deductible<br><br><b>All other outpatient services, except Medical Emergency Expenses and Prescription Drugs:</b><br>Allowed Amount after Deductible |
| <b>Substance Use Disorder Treatment</b><br>See Benefits for Chemical Dependency and Mental Illness  | <b>Inpatient:</b><br>Allowed Amount after Deductible<br><br><b>Outpatient office visits:</b><br>\$10 Copay per visit<br>Allowed Amount not subject to Deductible<br><br><b>All other outpatient services, except Medical Emergency Expenses and Prescription Drugs:</b><br>Allowed Amount after Deductible | <b>Inpatient:</b><br>Allowed Amount after Deductible<br><br><b>Outpatient office visits:</b><br>\$10 Copay per visit<br>Allowed Amount not subject to Deductible<br><br><b>All other outpatient services, except Medical Emergency Expenses and Prescription Drugs:</b><br>Allowed Amount after Deductible |
| <b>Maternity</b><br>See Benefits for Maternity Expenses   | Paid as any other Sickness   | Paid as any other Sickness   |
| <b>Complications of Pregnancy</b>   | Paid as any other Sickness   | Paid as any other Sickness   |
| <b>Preventive Care Services</b><br>No Deductible, Copays, or Coinsurance will be applied when the services are received from a Preferred Provider.<br><br>Please visit <a href="https://www.healthcare.gov/preventive-care-benefits/">https://www.healthcare.gov/preventive-care-benefits/</a> for a complete list of services provided for specific age and risk groups. | 100% of Allowed Amount   | Allowed Amount after Deductible  |
| <b>Reconstructive Breast Surgery Following Mastectomy</b><br>See Benefits for Prosthetic Device and Reconstructive Breast Surgery   | Paid as any other Sickness   | Paid as any other Sickness   |
| <b>Diabetes Services</b>  | Paid as any other Sickness   | Paid as any other Sickness   |
| <b>Home Health Care</b>   | Allowed Amount after Deductible  | Allowed Amount after Deductible  |
| <b>Hospice Care</b>   | Allowed Amount after Deductible  | Allowed Amount after Deductible  |
| <b>Inpatient Rehabilitation Facility</b>  | Allowed Amount after Deductible  | Allowed Amount after Deductible  |
| <b>Skilled Nursing Facility</b>   | Allowed Amount after Deductible  | Allowed Amount after Deductible  |
| <b>Urgent Care Center</b>   | Allowed Amount after Deductible  | Allowed Amount after Deductible  |
| <b>Hospital Outpatient Facility or Clinic</b>   | Allowed Amount after Deductible  | Allowed Amount after Deductible  |

| Other   | Preferred Provider Benefits                       | Out-of-Network Provider Benefits                  |
|---|---|---|
| <b>Approved Clinical Trials</b><br>See also Benefits for Clinical Trials for Cancer Treatment   | Paid as any other Sickness                        | Paid as any other Sickness                        |
| <b>Transplantation Services</b>   | Paid as any other Sickness                        | Paid as any other Sickness                        |
| <b>Pediatric Dental and Vision Services</b>   | See Pediatric Dental and Vision Services benefits | See Pediatric Dental and Vision Services benefits |
| <b>Medical Supplies</b><br>Benefits are limited to a 31-day supply per purchase.  | Allowed Amount after Deductible                   | Allowed Amount after Deductible                   |
| <b>Ostomy Supplies</b>  | Allowed Amount after Deductible                   | Allowed Amount after Deductible                   |
| <b>Wigs</b>   | Allowed Amount after Deductible                   | Allowed Amount after Deductible                   |
| <b>Non-Prescription Enteral Formulas</b><br>Benefits are payable when a Physician issues a written order for treatment of malabsorption caused by a Sickness. | Paid as any other Sickness                        | Paid as any other Sickness                        |

# UNITEDHEALTHCARE INSURANCE COMPANY

## POLICY ENDORSEMENT

This endorsement takes effect and expires concurrently with the Policy to which it is attached and is subject to all the terms and conditions of the Policy not inconsistent therewith.



**President**

In consideration of the premium charged, it is hereby understood and agreed that the Policy to which this endorsement is attached is amended as follows:

### **Benefits for the Treatment of Speech and Hearing Disorders**

Benefits will be paid the same as any other Sickness for the necessary care and treatment of Loss or Impairment of Speech or Hearing.

"Loss or impairment of speech or hearing" means those communicative disorders generally treated by a speech pathologist, audiologist or speech/language pathologist licensed by the state board of healing arts or certified by the American Speech-Language and Hearing Association (ASHA), or both, and which fall within the scope of his or her license or certification.

Benefits shall be subject to all Deductible, Copayment, Coinsurance, limitations or any other provisions of the Policy.



# UNITEDHEALTHCARE INSURANCE COMPANY

## POLICY ENDORSEMENT

This endorsement takes effect and expires concurrently with the Policy to which it is attached and is subject to all the terms and conditions of the Policy not inconsistent therewith.



**President**

In consideration of the premium charged, it is hereby understood and agreed that the Policy to which this endorsement is attached is amended as follows:

### **Benefits for Child Health Supervision Services**

Benefits will be paid the same as any other Sickness for Child Health Supervision Services. Such services will be paid from the moment of birth through the age of twelve years at approximately the following age intervals: birth, two months, four months, six months, nine months, twelve months, eighteen months, two years, three years, four years, five years, six years, eight years, ten years, and twelve years.

Benefits for Child Health Supervision Services which are rendered during a periodic review will be limited to Covered Medical Expenses provided by or under the supervision of a single Physician during the course of one visit.

"Child health supervision services" means the periodic review of a child's physical and emotional status by a Physician or pursuant to a Physician's supervision. A review shall include a history, complete physical examination, developmental assessment, anticipatory guidance, appropriate immunizations and laboratory tests in keeping with prevailing medical standards.

Benefits shall be subject to all Deductible, Copayment, Coinsurance, limitations or any other provisions of the Policy.

# UNITEDHEALTHCARE INSURANCE COMPANY

## POLICY ENDORSEMENT

This endorsement takes effect and expires concurrently with the Policy to which it is attached and is subject to all the terms and conditions of the Policy not inconsistent therewith.



**President**

In consideration of the premium charged, it is hereby understood and agreed that the Policy to which this endorsement is attached is amended as follows:

### **Benefits for Breast Cancer Treatment**

Benefits will be paid the same as any other Sickness for the treatment of breast cancer by dose-intensive chemotherapy/autologous bone marrow transplants or stem cell transplants when performed pursuant to nationally accepted peer review protocols utilized by breast cancer treatment centers experienced in dose-intensive chemotherapy/autologous bone marrow transplants or stem cell transplants.

Benefits are subject to all Deductible, Copayment, Coinsurance, limitations or any other provisions of the Policy.

## NON-DISCRIMINATION NOTICE

UnitedHealthcare **Student**Resources does not treat members differently because of sex, age, race, color, disability or national origin.

If you think you were treated unfairly because of your sex, age, race, color, disability or national origin, you can send a complaint to:

Civil Rights Coordinator  
United HealthCare Civil Rights Grievance  
P.O. Box 30608  
Salt Lake City, UTAH 84130  
[UHC\\_Civil\\_Rights@uhc.com](mailto:UHC_Civil_Rights@uhc.com)

You must send the written complaint within 60 days of when you found out about it. A decision will be sent to you within 30 days. If you disagree with the decision, you have 15 days to ask us to look at it again.

If you need help with your complaint, please call the toll-free member phone number listed on your health plan ID card, Monday through Friday, 8 a.m. to 8 p.m. ET.

You can also file a complaint with the U.S. Dept. of Health and Human Services.

**Online** <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

**Phone:** Toll-free **1-800-368-1019, 800-537-7697** (TDD)

**Mail:** U.S. Dept. of Health and Human Services, 200 Independence Avenue, SW Room 509F, HHH Building Washington, D.C. 20201

We also provide free services to help you communicate with us. Such as, letters in other languages or large print. Or, you can ask for free language services such as speaking with an interpreter. To ask for help, please call the toll-free member phone number listed on your health plan ID card, Monday through Friday, 8 a.m. to 8 p.m. ET.



**Marathi**

भाषेच्या मदतीची सुविधा आपल्याला विनामूल्य उपलब्ध आहे.  
त्यासाठी 1-866-260-2723 या क्रमांकावर संपर्क करा.

**Marshallese**

Kwomaron ßök jerbal in jipañ in kajin ilo ejjelok wöñään. Jouj  
im kallok 1-866-260-2723.

**Micronesia- Pohnpeian**

Mie sawas en mahsen ong komwi, soh isepe. Melau eker  
1-866-260-2723.

**Navajo**

Saad bee aka'e'eyeed bee aka'nida'wo'igii t'áá jii'k'eh bee nich'i'  
bee ná'ahoot'i'. T'áá shoqdi kohji' 1-866-260-2723 hodii'linih.

**Nepali**

भाषा सहायता सेवाहरु निःशुल्क उपलब्ध छन्। कृपया  
1-866-260-2723 मा कल गर्नुहोस्।

**Nilotic-Dinka**

Kák ë kuny ajuser ë thok atö tinë yin abac të cïn wëu yeke  
thiëëc. Yin col 1-866-260-2723.

**Norwegian**

Du kan få gratis språkhjelp. Ring 1-866-260-2723.

**Pennsylvania Dutch**

Schprooch iwwesetze Hilf kannscht du frei hawwe. Ruf  
1-866-260-2723.

**Persian-Farsi**

خدمات امداد زبانی به طور رایگان در اختیار شما می باشد. لطفاً با شماره  
1-866-260-2723 تماس بگیرید.

**Polish**

Możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń  
pod numer 1-866-260-2723.

**Portuguese**

Oferecemos serviço gratuito de assistência de idioma. Ligue  
para 1-866-260-2723.

**Punjabi**

ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹਨ। ਕਿਰਪਾ ਕਰਕੇ  
1-866-260-2723 'ਤੇ ਕਾਲ ਕਰੋ।

**Romanian**

Vi se pun la dispozitie, în mod gratuit, servicii de traducere. Vă  
rugăm să sunați la 1-866-260-2723.

**Russian**

Языковые услуги предоставляются вам бесплатно. Звоните  
по телефону 1-866-260-2723.

**Samoan- Fa'asamoa**

O loo maua fesoasoani mo gagana mo oe ma e lē totogia.  
Faamolemole telefoni le 1-866-260-2723.

**Serbo- Croatian**

Možete besplatno koristiti usluge prevodioca. Molimo nazovite  
1-866-260-2723.

**Somali**

Adeegyada taageerada luqadda oo bilaash ah ayaa la heli karaa.  
Fadlan wac 1-866-260-2723.

**Spanish**

Hay servicios de asistencia de idiomas, sin cargo, a su  
disposición. Llame al 1-866-260-2723.

**Sudanic- Fulfulde**

E woodi walliinde dow wolde caahu ngam maada. Noodu  
1-866-260-2723.

**Swahili**

Huduma za msaada wa lugha zinapatikana kwa ajili yako bure.  
Tafadhali piga simu 1-866-260-2723.

**Syriac- Assyrian**

ܚܘܕܡܐ ܕܥܝܢܐ ܕܥܝܢܐ ܕܥܝܢܐ ܕܥܝܢܐ ܕܥܝܢܐ ܕܥܝܢܐ ܕܥܝܢܐ ܕܥܝܢܐ ܕܥܝܢܐ ܕܥܝܢܐ  
1-866-260-2723

**Tagalog**

Ang mga serbisyo ng tulong sa wika ay available para sa iyo ng  
walang bayad. Mangyaring tumawag sa 1-866-260-2723.

**Telugu**

లాంగ్వేజ్ అసిస్టెంట్ సర్వీస్‌స్ మీకు ఉచితంగా అందుబాటులో ఉన్నాయి.  
దయ చేసి 1-866-260-2723 కి కాల్ చేయండి.

**Thai**

บริการความช่วยเหลือด้านภาษาให้โดยที่คุณไม่ต้องเสียค่าใช้จ่าย  
แต่อย่างใด โปรดโทรศัพท์ถึงหมายเลข  
1-866-260-2733

**Tongan- Fakatonga**

'Oku 'i ai pē 'a e sēvesi ki he lea' ke tokoni kiate koe pea 'oku  
'atā ia ma'au 'o 'ikai ha totongi. Kātaki 'o tā ki he  
1-866-260-2723.

**Trukese (Chuukese)**

En mei tongeni angei aninisin emon chon chiakku, ese kamo.  
Kose mochen kopwe kokkori 1-866-260-2723.

**Turkish**

Dil yardım hizmetleri size ücretsiz olarak sunulmaktadır. Lütfen  
1-866-260-2723 numarayı arayınız.

**Ukrainian**

Послуги перекладу надаються вам безкоштовно. Дзвоніть за  
номером 1-866-260-2723.

**Urdu**

زبان کے حوالے سے معاونتی خدمات آپ کے لیے بلا معاوضہ دستیاب ہیں۔  
براہ مہربانی 1-866-260-2723 پر کال کریں۔

**Vietnamese**

Dịch vụ hỗ trợ ngôn ngữ, miễn phí, dành cho quý vị. Xin vui  
lòng gọi 1-866-260-2723.

**Yiddish**

שפראך הילף סערוויסעס זענען אוועילעבל פאר אייך פריי פון אפצאל. ביטע  
רופ 1-866-260-2723.

**Yoruba**

Isé iranlọwọ èdè tí ó jẹ òfẹ́, wà fún ọ. Pe 1-866-260-2723.