

Pasadena City College



F-1, J-1, & M-1 VISA HOLDERS

2023-2024

INTERNATIONAL STUDENT HEALTH PLAN

Policy Brochure

POLICYHOLDER: Pasadena City College

POLICY NUMBER: 05-5219-23

EFFECTIVE DATE: August 20, 2023

EXPIRATION DATE: August 19, 2024

This brochure has been designed to illustrate the highlights of this insurance coverage; it does not include all coverage details. Please see the Certificate for complete details. If there is any conflict between this brochure and the Certificate, the Certificate will prevail.

Term Dates

	Start Date	End Date
Annual	08/20/2023	08/19/2024
Fall	08/20/2023	12/31/2023
Spring/Summer	01/01/2024	08/19/2024
Summer	06/01/2024	08/19/2024

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Patient Protection and Affordable Care Act (“PPACA”) Disclosure Statement

These benefits are not subject to, and do not provide some of the benefits required by, the United States PPACA. In no event will We provide benefits in excess of those specified in the Policy, and these benefits are not subject to guaranteed issuance or renewal.

THIS IS LIMITED BENEFIT COVERAGE. READ IT CAREFULLY.

THE POLICY IS NOT RENEWABLE.

Eligible Persons

An Eligible Person is an individual who meets all of the requirements of the Covered Classes shown below:

- Class 1.** An international student, scholar, visiting faculty, cultural exchange student or other person with a valid F, J or M visa status, temporarily located outside His Home Country as a nonresident alien and:
- Is engaged in educational or cultural activities of the Participating Member; and
 - Has not obtained permanent residency status in the United States; and
 - Is not a U.S. Citizen.
- Class 2.** Individuals, temporarily located outside His Home Country as a non-resident alien, engaged in Optional Practical Training (OPT) or Compulsory Practical Training (CPT) if:
- The OPT/CPT training follows a course of study of the Participating Member; and
 - Is no longer than 12 months in duration; and
 - The individual maintains their valid F, J or M Visa status.
 - The individual is not a U.S. Citizen.
- Class 3.** Individuals, temporarily located outside His Home Country as a non-resident alien, engaged in a sponsored English Language Program or similar program of the Member and maintains a valid F, J, or M visa status, and:
- The individual has not obtained permanent residency status in the United States; and
 - The individual is not a U.S. Citizen.
- Class 4.** Eligible Dependents of any of the above classes.

Enrollment for Coverage

A Covered Person and their Eligible Dependent(s) will be eligible for coverage under the Policy subject to the particular types and amounts of benefits. If Eligible Dependent coverage is elected by a Covered Person, a Covered Person may also enroll Eligible Dependent(s) for coverage on the later of:

- The effective date of benefits; or
- Within 31 days from the date on which the Eligible Dependent(s) arrives in the Country of Assignment.

We retain the right to investigate eligibility status and attendance records to verify eligibility requirements are met. If We discover the eligibility requirements are not met, Our only obligation is to refund any premium paid for that person.

Payment and Refund of Premium

All premiums are payable in advance for each policy term in accordance with the Company's premium rates. The full premium must be paid even if the premium is received after the Policy Effective Date. There is no pro rata or reduced premium payment for late enrollees.

If a Covered Person goes on active duty service in the Armed Forces, National Guard, military, naval or air force of any country or international organization, We will refund any premium paid for this time upon Our receipt of proof of service.

Effective and Termination Date

Coverage for a Covered Person that will be covered by the Policy starts at 12:00 AM on the latest of the following: (1) the date the requirements of a Covered Person shown in the Schedule of Benefits are met; or (2) the date the premium is received by Us or the Participating Member. Thereafter, the benefits are effective 24 hours a day.

Coverage for Covered Person will automatically terminate on the earliest of the following dates:

1. The date the Policy terminates;
2. The date the Participating Member is no longer eligible to sponsor coverage under the Policy;
3. The date on which the Covered Person ceases to meet the requirements of an Eligible Person shown in the Schedule of Benefits;
4. The date the Covered Person permanently leaves the Country of Assignment for His Home Country;
5. The date the Covered Person requests cancellation of coverage (the request must be in writing);
6. The premium due date for which the required premium has not been paid, subject to the Grace Period provision; or
7. The end of any period of coverage.

Coverage will end at 11:59 PM on the last date of benefits. Termination does not affect a claim for a Covered Loss due to a covered Accident or Sickness that occurs before the termination date. However, in no instance will benefits extend beyond the earlier of: (1) the end of the Benefit Period; and (2) the date benefits equal to any applicable Benefit Limit, as shown in the Schedule of Benefits, have been paid.

Extension of Benefits

If the Accident or Sickness Medical Benefits under the Policy cease for You or Your Eligible Dependent due to cancellation of the Policy or any Certificate of Coverage issued thereunder (except if the Policy or Certificate of coverage is canceled for nonpayment of premiums) and You or Your Eligible Dependent is Confined in a Hospital on that date, Accident or Sickness Medical Benefits will be paid for Covered Expenses incurred in connection with that Hospital Confinement. However, no benefits will be paid after the earliest of:

1. The date You exceed the Maximum Benefit, if any, shown in the Schedule of Benefits;
2. The date You are covered for medical benefits under another Health Care Plan;
3. The date You or Your Dependent is no longer Hospital Confined; or
4. 30 days from the date the Policy or the Certificate of Coverage thereunder applicable to You is canceled.

The terms of this Accident or Sickness Medical Benefits Extension will not apply to a child born as a result of a Pregnancy which exists when Your Accident or Sickness Medical Benefits cease or Your Eligible Dependent's Accident or Sickness Medical Benefits cease.

Scope of Coverage

Other Health Care Plan Benefits

When another Health Care Plan provides benefits in the form of services rather than cash payments, We will consider the reasonable cash value of such service in determining whether any Deductible has been satisfied, or any amount by which any benefit provided by this Policy will be reduced.

Full Excess Medical Expense

We will pay Covered Expenses:

1. After the Covered Person satisfies any Deductible, Coinsurance, Copayments; Out-of-Pocket Maximums; and
2. Only when they are in excess of amounts payable by any other Health Care Plan whether or not claim has been made for benefits it provides.

We will pay benefits without regard to any Coordination of Benefits provision in such Health Care Plan.

Coverage for Sports Related Injuries

We will pay benefits provided by this Policy, subject to all applicable conditions and exclusions, when the Covered Person suffers a covered Injury resulting directly and independently of all other causes from a covered Accident that occurs while He is participating in one of the following Covered Activities relating to play, practice or travel to or from relating to an Intercollegiate, Intramural, Club, Interscholastic Athletic Sports:

1. Regularly-scheduled practice or training;
2. Regularly-scheduled competition or exhibition game;
3. A scheduled tryout, workout session or team meeting

Accident and Sickness Medical Expense Benefits

Any benefit limits and Benefit Percentages, Coinsurance, Copayments for Accident & Sickness Medical and Other Expense Benefits apply, unless otherwise specified, on a per Covered Person, per covered Accident or Sickness, per Policy Year basis. Any applicable Deductibles must be satisfied within the time periods specified before benefits are payable. Any Coinsurance, Copayments, Deductibles, Benefit Periods, Out-of-Pocket Maximums, Benefit Limits and Benefit Maximums apply on a per Covered Person, per covered Accident or Sickness, per Policy Year basis. We will pay the benefits shown in the Schedule of Benefits for Covered Expenses incurred by the Covered Person, subject to all applicable conditions and exclusions, for Medically Necessary treatment of a covered Sickness or Injury that resulted directly and independently of all other causes from a covered Accident or Sickness.

Benefits will be paid:

1. When Covered Expenses incurred exceed any applicable Coinsurance, Copayments, Out-of-Pocket Maximums and individual Deductible within the number of days from the date of the covered Accident or Sickness specified in the Schedule of Benefits; and
2. As long as the first Covered Expense has been incurred within the number of days specified in the Schedule of Benefits; and
3. Until any applicable Benefit Period shown in the Schedule of Benefits has expired; and
4. Until the total of Covered Expenses paid equals any applicable Benefit Limit or Maximum Benefit shown in the Schedule of Benefits; and
5. Until Benefits paid for all Covered Persons under the Policy equal the Total Maximum for Accident or Sickness Medical Expense Benefits shown in the Schedule of Benefits.

Preferred Provider Information

Payment of Covered Expenses for In-Network Providers is based on the Insurer's Negotiated Rate. In-Network Providers have agreed to accept the Negotiated Rate as payment in full.

All Physician Visit Copayments for an Injury or Sickness are waived if treatment is received at the Recognized Student Health Center.

If a Covered Person requires Emergency treatment of an Injury or Sickness and incurs Covered Expenses at an Out-of-Network Provider, Covered Expenses for the Emergency medical care rendered during the course of the Emergency will be treated as if they had been incurred at an In-Network Provider.

If a Covered Person incurs Covered Expenses for services or supplies that are not of the type provided by any In-Network Provider these Covered Expenses will be treated as if they had been incurred at an In-Network Provider.

Carry your insurance ID card with you at all times.
 The Provider Network for this plan is **UnitedHealthcare Options**.
 The prescription drug network is **Express Scripts**.

Schedule of Benefits

Negotiated Rate is referred to as NR and Usual & Customary Charges are referred to as U&C in this schedule. Covered Expenses for which benefits are payable are outlined below. **Copays listed are per visit unless otherwise specified.**

Accident & Sickness Medical Expense Benefits	In Network	Out of Network
Maximum Benefit	\$250,000 per Covered Person per Policy Year	
Deductible	\$0 per Covered Person per Policy Year	
Coinsurance	100% of Negotiated Rate (NR)	80% of Usual & Customary (U&C)
Out-of-Pocket Maximum	\$2,500 per Covered Person per Policy Year	
<i>All Physician Visit Copayments or Deductibles for an Injury or Sickness are waived if treatment is received at the Recognized Student Health Center.</i>		
Covered Expense	In Network	Out of Network
In-Patient Hospital Services		
Room & Board	100% of NR/ \$100 Copay	80% of U&C
Intensive Care or Coronary Care	100% of NR/ \$100 Copay	80% of U&C
Hospital Miscellaneous	100% of NR	80% of U&C
Emergency Room and Emergency Room Treatment <i>Copay Waived if Admitted</i>	100% of NR \$100 Copay per visit	80% of U&C
Out-Patient Hospital Miscellaneous	100% of NR/\$100 Copay	80% of U&C
Physician Services		
Surgery	100% of NR	80% of U&C
Assistant Surgeon	100% of NR	80% of U&C
Second Opinion or Consultation	100% of NR	80% of U&C
Anesthesia and its Administration	100% of NR	80% of U&C
In-Hospital Visits	100% of NR/ \$100 Copay	80% of U&C
Out-Patient Office Visits	100% of NR/ \$25 Copay	80% of U&C
Ground Ambulance Services	100% of NR	80% of U&C
Dental Services <i>For Injury to Natural Teeth only; \$500 maximum benefit per Policy Year; 6 month benefit period</i>	100% of NR	80% of U&C
Prescription Drugs <i>Based on a 30-day supply per prescription. Includes coverage for Contraceptive Drugs & Devices. The pharmacy benefits manager is Express Scripts.</i>	100% of Actual Charges after Copay per prescription*: \$20 generic drugs \$50 brand drugs	No Benefit
	50% of Actual Charges for specialty drugs	
Intramural Sports Conditions <i>All Copays apply</i>	100% of NR	80% of U&C
Intercollegiate, Club, Interscholastic Athletic, Sports Conditions <i>All Copays apply. \$10,000 maximum per Policy Year</i>	100% of NR	80% of U&C
Behavioral Health Services Benefit—Mental and Nervous Disorders		
In-Patient	100% of NR	80% of U&C
Out-Patient	100% of NR	80% of U&C
Behavioral Health Services Benefit—Alcohol and Drug Abuse		
In-Patient	100% of NR	80% of U&C
Out-Patient	100% of NR	80% of U&C

Schedule of Benefits (continued)

Covered Expense	In Network	Out of Network
Wellness Expense Benefit	100% of NR	80% of U&C
Pregnancy, Complications of Pregnancy, and Maternity <i>Conception must occur while continuously covered under Participating Member's plan.</i>	100% of NR	80% of U&C
Routine Nursery Care	100% of NR	80% of U&C
Newborn Infants	100% of NR	80% of U&C
Treatment of Specified Therapies, including Acupuncture & Physiotherapy	100% of NR Out-Patient treatment limited to 20 visits per Policy Year	80% of U&C Out-Patient treatment limited to 20 visits per Policy Year
Out-Patient back and spine treatment (including modalities) <i>Maximum of 20 visits per Policy Year</i>	100% of NR	80% of U&C
Diabetic Supplies/Education	100% of NR	80% of U&C
Child Preventive and Primary Care Services	100% of NR	80% of U&C
Breast Reconstruction due to Mastectomy	100% of NR	80% of U&C
Hearing Services	100% of NR up to \$1,000 per individual hearing aid per ear every 3 years for covered Children	80% of U&C up to \$1,000 per individual hearing aid per ear every 3 years for covered Children
Scalp Prosthesis	100% of NR up to \$500 per Policy Year	80% of U&C up to \$500 per Policy Year
Lead Screening	100% of NR	80% of U&C
Cancer Clinical Trials	100% of NR	80% of U&C
Hormone Replacement Therapy	100% of NR	80% of U&C
Jawbone Surgery	100% of NR	80% of U&C
Oral Anti-Cancer Prescription Drugs	100% of NR	80% of U&C
Osteoporosis	100% of NR	80% of U&C
Phenylketonuria	100% of NR	80% of U&C
Post Laryngectomy Prosthetic Devices	100% of NR	80% of U&C
Skilled Nursing Facility	100% of NR	80% of U&C
Telehealth	100% of NR	80% of U&C
Post Laryngectomy Prosthetic Devices	100% of NR	80% of U&C
Transgender Services	100% of NR	80% of U&C
Transgender Travel Expense	100% of NR	80% of U&C
Urgent Care Facility	100% of NR	80% of U&C
Home Health Care	100% of NR	80% of U&C
Reconstructive Surgery	100% of NR	80% of U&C
Prosthetic Devices	100% of NR	80% of U&C
Rehabilitative Braces and Appliances	100% of NR	80% of U&C
Low Protein Foods	100% of NR	80% of U&C
Other Expense Benefit	In Network	Out of Network
Home Country Expense Benefit	100% of Actual Charges up to \$1,000	80% of Actual Charges up to \$1,000

Description of Medical Expense Benefits

This is a partial listing. Please see Certificate for full details of coverage.

Dental Services

We will pay Covered Expenses incurred for dental treatment, including X-rays, for Injury to a natural tooth:

1. With no fillings or cavities or only fillings or cavities that do not undermine the tooth cusps.
2. For which pulpal tissues are healthy and intact.
3. For which periodontal tissue shows little or no signs of active or chronic inflammation. For benefit review purposes, each tooth unit is evaluated under these criteria rather than a blanket rating of the whole mouth.
4. For repair to sound, natural teeth.

Covered Expenses include examinations, X-rays, restorative treatment, endodontics, oral surgery, initial braces required for treatment of a covered Injury and treatment of gingivitis resulting from trauma.

Hospital Miscellaneous Expenses In-Patient

We will pay the miscellaneous expenses charged by a Hospital. Miscellaneous expenses include, but are not limited to operating room, X-rays, laboratory tests, anesthesia, drugs (excluding take-home drugs) or medicines, supplies, and all necessary charges other than room and board, for services received during a Hospital Stay. In computing the number of days payable under this benefit, the date of admission will be counted, but not the date of discharge.

Hospital Miscellaneous Expenses Out-Patient

We will pay the miscellaneous expenses charged by a Hospital. Miscellaneous expenses include, but are not limited to operating room, drugs or medicines, supplies and all necessary charges other than room and board, for services received during Out-Patient medical or surgical treatment.

Physical Therapy In-Patient

We will pay Covered Expenses incurred for In-Patient Physical Therapy. Physical Therapy includes: (1) physical or mechanical therapy; (2) diathermy, (3) ultra-sonic therapy; (4) heat treatment in any form; (5) chiropractic adjustment; (6) manipulation or massage; (7) occupational therapy when prescribed by a Physician or (8) speech therapy.

Physical Therapy Out-Patient

We will pay Covered Expenses incurred for Out-Patient Physical Therapy. Physical Therapy includes: (1) physical or mechanical therapy; (2) diathermy, (3) ultra-sonic therapy; (4) heat treatment in any form; (5) chiropractic adjustment; (6) manipulation or massage; (7) occupational therapy when prescribed by a Physician or (8) speech therapy.

Physician Services—Surgery

1. Covered Expenses charged for performing a Surgical Procedure. If two or more surgical procedures are performed through the same incision or in the immediate succession at the same operative session, the maximum amount paid will not exceed the benefit for the one of such procedures for which the largest benefit is payable. However, We will pay for the most expensive procedure and up to 50% of the benefit for a Surgical Procedure when more than one Surgical Procedure through different operating fields is performed during the same surgical session.
2. Covered Expenses charged by an assistant surgeon assisting a Physician performing a Surgical Procedure.
3. Surgeon fees for performing the surgery.

Tests and Procedures (Out-Patient)

We will pay Covered Expenses incurred as shown in the Schedule of Benefits, that are Medically Necessary, for: (1) diagnostic services and medical procedures; and (2) performed by a Physician. Covered Expenses under this benefit exclude Physician's Visits, Physical Therapy or Physiotherapy, X-rays and Laboratory Procedures.

Accidental Death and Dismemberment (AD&D) Benefits

We will pay the benefit for any one of the Covered Losses listed in the Schedule of Benefits, subject to all applicable conditions and exclusions, if the Covered Person suffers a Covered Loss resulting directly and independently of all other causes from a covered Accident within the applicable time period specified in the Schedule of Benefits.

If the Covered Person sustains more than one Covered Loss as a result of the same covered Accident, the total of Benefits We will pay will not exceed the Principal Sum.

If a covered Accident causes the Covered Person's death, the total of all Benefits We will pay for Accidental Death and any other Covered Losses will not exceed the Principal Sum.

Exclusions that apply to this benefit are in the Exclusions section. There is no coverage for loss of life or dismemberment due to Sickness, disease or infection or for or arising from an Accident or Sickness in the Covered Person's Home Country.

Schedule of Covered Losses	
Principal Sum	Student: \$10,000 Spouse: \$5,000 Child: \$1,000
<i>Loss must occur within 365 days of the Accident.</i>	
Covered Loss	Benefit (% of Principal Sum)
Life	100%
Both Hands or Both Feet	100%
Sight of Both Eyes	100%
One Hand and One Foot	100%
One Hand	50%
One Foot	50%
One Hand and Sight of One Eye	100%
Entire Sight of One Eye	50%
One Foot and Sight of One Eye	100%
Speech and Hearing (in both ears)	100%
Speech or Hearing (in both ears)	50%
One Foot and Sight of One Eye	100%
Thumb and Index Finger of the Same Hand	25%

AD&D Definitions

Loss of a Hand or Foot means complete Severance through or above the wrist or ankle joint.

Loss of Sight means the total, permanent Loss of Sight of one or both eyes. The Loss of Sight must be irrecoverable by natural, surgical or artificial means.

Loss of Speech means total and permanent loss of audible communication which is irrecoverable by natural, surgical or artificial means.

Loss of Hearing means total and permanent loss of ability to hear any sound in both ears which is irrecoverable by natural, surgical or artificial means.

Loss of a Thumb and Index Finger of the Same Hand means complete Severance through or above the metacarpophalangeal joints of the same hand (the joints between the fingers and the hand).

Severance means complete separation and dismemberment of the part from the body.

Exclusions that apply to this benefit are in the Exclusions section.

There is no coverage for loss of life or dismemberment due to Sickness, disease or infection or for or arising from an Accident in the Covered Person's Home Country.

General Exclusions

In addition to any benefit-specific exclusion, benefits will not be paid for any covered Injury or Sickness, Covered Loss, Covered Expense which directly or indirectly, in whole or in part, is caused by or results from any of the following unless coverage is specifically provided for by name in the Policy:

1. Intentionally self-inflicted Injury, suicide or any attempt thereof, including drug overdose, self-destruction, attempted self-destruction, while sane or insane.
2. Commission or attempt to commit a felony or an assault or other illegal activity.
3. Commission of or active Participation in a Riot, Civil Commotion or insurrection.
4. Injury sustained while taking part in sail gliding, Mountaineering, hang gliding, Parachuting, parasailing, bungee jumping, scuba diving involving underwater breathing apparatus (unless SSI, PADI or NAUI certified, solo diving and any sport or athletic activity which is undertaken for thrill seeking and exposes You to abnormal or extreme risk of injury.
5. Declared or undeclared War or acts of War.
6. Flight in; boarding; or alighting from an aircraft or any craft designed to fly above the earth's surface, except as:
7. An Accident if the Covered Person is the operator of a motor vehicle and does not possess a valid motor vehicle operator's license, unless: (a) the Covered Person holds a valid learner's permit and (b) the Covered Person is receiving instruction from a Driver's Education Instructor.
8. The Covered Person being legally Intoxicated as determined according to the laws of the jurisdiction in which the covered Accident or Sickness occurred.
9. Voluntary ingestion of any narcotic, drug, poison, gas or fumes, unless prescribed or taken under the direction of a Physician and taken in accordance with the prescribed dosage.
10. Injuries paid under Workers' Compensation, Employer's liability laws or similar occupational benefits or while engaging in an occupation for monetary gain from sources other than the Participating Member.
11. A covered Accident or Sickness that occurs while on active duty service in the Armed Forces, military, naval or air force of any country or international organization.
12. Play or practice in any professional or semi-professional sports contest or competition, including travel to and from the activity and practice.
13. Operating any type of vehicle while under the influence of alcohol or any drug, narcotic or other intoxicant including any prescribed drug for which the Covered Person has been provided a written warning against operating a vehicle while taking it. Under the influence of alcohol, for purposes of this exclusion, means Intoxicated, as defined by the law of the state in which the covered Accident or Sickness occurred. If such jurisdiction does not have a law to define Intoxication, then under this Policy it will mean a blood alcohol content of .08 or greater.
14. Services or treatment rendered by any person who is: (a) employed or retained by the Participating Member; (b) living in the Covered Person's household; (c) an Immediate Family Member of either the Covered Person or the Covered Person's spouse; or (d) the Covered Person.
15. Any service, treatment or supply that is not considered Medically Necessary as defined in this Policy.
16. Services or treatment provided by persons who do not normally charge for their services, unless there is a legal obligation to pay.
17. Unless specifically provided for elsewhere in this Policy, the cost of treatment or services that are provided normally without charge by the Covered Person's Recognized Student Health Center, covered or provided by the student health fee, rendered by a person employed by the Participating Member, including team doctors and trainers or any other service performed at no cost.
18. Organ transplants; medical treatment related to organ transplants, whether as donor or recipient; this includes expenses incurred for the evaluation process, the transplant surgery, post-operative treatment, and expenses incurred in obtaining, storing or transporting a donor organ. In relation to a bone marrow or stem cell transplant this exclusion would include harvesting & mobilization charges;
19. Treatment to the teeth, gums, jaw or structures directly supporting the teeth, including surgical extractions of teeth, temporomandibular joint dysfunction (TMJ) or skeletal irregularities of one or both jaws including orthognathia and mandibular retrognathia, unless otherwise noted.
20. Deviated nasal septum, including submucous resection and/or surgical correction, unless treatment is due to or arises from an Injury.

General Exclusions *(continued)*

21. For diagnostic investigation or medical treatment for reproductive services, infertility, fertility, or for male or female voluntary sterilization procedures, or the reversal male or female voluntary sterilization procedures.
22. Diagnosis and treatment of learning disabilities of developmental delays.
23. Treatment of acne.
24. Routine physical exams, annual eye exams, and medical services or wellness visits except as specifically provided for in this Policy.
25. Expenses incurred for travel taken for the purpose of seeking medical care.
26. Experimental or Investigational treatment or procedures.
27. Benefits for enrolling solely for the purpose of obtaining medical treatment, while on a waiting list for a specific treatment, or while traveling against the advice of a Physician.
28. Foot care including flat foot conditions; corns; calluses; weak feet; chronic foot strain.
29. Preventive medicines or vaccines; except where required for treatment of a covered Injury or as specifically provided in this Policy.
30. Cosmetic procedures, except Cosmetic Surgery required to correct an Injury for which benefits are otherwise payable under this Policy.
31. Congenital conditions, except as specifically provided for newborn or adopted infants.

General Definitions

Please note that certain words used in the Policy have specific meanings, and are capitalized wherever they appear in the Policy. Below is a partial listing of many of the key terms used in the Policy. Please refer to the policy certificate for complete definitions and details of coverage.

Accident means a sudden, unforeseeable event that results, directly and independently of all other causes, in a covered Injury or Covered Loss and meets all of the following conditions:

1. Occurs while the Covered Person is insured under the Policy;
2. Is not contributed to by disease, Sickness, or mental or bodily infirmity;
3. Is not otherwise excluded under the terms of the Policy.

Benefit Percentage means the percentage of Covered Expenses We pay that are incurred by the Covered Person after He satisfies any applicable Deductible. Benefit Percentages are shown in the Schedule of Benefits.

Benefit Period means the period of time from the date of the Sickness or Injury for which benefits are payable, as shown in the Schedule of Benefits, and the date after which no further benefits will be paid.

Child(ren) means an Eligible Person who has not reached the Age of 26 years of Age or older. Children includes a legally adopted child, foster child or stepchild that must be placed with the Covered Person while covered under this Policy.

Coinsurance means the ratio by which the Covered Person and the Company share in the payment of Covered Expenses for Medically Necessary treatment after the Deductible, if any, has been met. The percentage the Company pays is stated in the Schedule of Benefits.

Complications of Pregnancy means conditions, requiring hospital Confinement, whose diagnoses are distinct from the Pregnancy, but are adversely affected by the Pregnancy, including, but not limited to, acute nephritis, nephrosis, cardiac decompression, missed abortion, pre-eclampsia, intrauterine fetal growth retardation, and similar medical and surgical conditions of comparable severity. Complications of Pregnancy also include termination of ectopic pregnancy, and spontaneous termination of Pregnancy, occurring during a period of gestation in which a viable birth is not possible. Complications of Pregnancy do not include elective abortion, elective cesarean section, false labor, occasional spotting, morning sickness, Physician prescribed rest during the period of Pregnancy, hyperemesis gravidarum, and similar conditions associated with the management of a difficult Pregnancy not constituting a distinct complication of Pregnancy. A cesarean section will be considered non-elective if the fetus or mother is determined to be in distress and is in immediate danger of death, Sickness or Injury if a cesarean section is not performed. A cesarean section beyond one performed in any previous Pregnancy will also be considered non-elective if vaginal delivery is medically inappropriate, or a vaginal delivery is attempted but discontinued due to immediate danger of death, Sickness or Injury to the Child or mother.

Confinement or **Confined** means the continuous period a Covered Person spends as an In-Patient in a Hospital due to the same or related cause.

Copayment or **Copay** means a specified charge that the Covered Person is required to pay when a medical service is rendered.

Cosmetic Surgery means surgery or therapy performed to improve or alter appearance or self-esteem or to treat psychological symptomatology or psychosocial complaints related to one's appearance.

Covered Expenses means the Usual and Customary Charges or the Negotiated Rate for In-Network Providers for services or supplies listed in the Schedule of Benefits, and described in the Accident or Sickness Medical Benefits section, that the Covered Person incurs during the Benefit Period for Medically Necessary treatment of a covered Injury or Sickness. A Physician must recommend and approve these services or supplies.

Covered Loss means a loss:

1. Which is the result of a covered Injury or Sickness to a Covered Person;
2. For which benefits are payable under the Policy; and
3. Which is not otherwise excluded under the terms of the Policy.

Covered Person or **Insured** means an Eligible Person, as defined in the Schedule of Benefits, for whom required premium has been paid when due, and for whom coverage under the Policy remains in force.

Covered Pregnancy means a Pregnancy which began after the effective date of the Policy or the Certificate of Coverage applicable to the Covered Person. Pregnancy which is conceived prior to the Covered Person's effective date under the Policy will be covered if the Covered Person was continuously covered under the Participating Member's plan.

Deductible means the dollar amount of Covered Expenses which must be incurred, as applicable, and paid by the Covered Person before benefits are payable under the Policy. The Deductible may apply to each Covered Person, for each Policy Term or per Accident or Sickness, as shown in the Schedule of Benefits.

General Definitions *(continued)*

Eligible Dependent means the Covered Person's lawful spouse/partner and/or His unmarried Children under Age 25 who are chiefly dependent upon the Covered Person for support and maintenance. The term "Child/Children" includes a natural Child, a legally adopted Child, a foster Child, a stepchild, and a Child who is dependent on the Covered Person during any waiting period prior to finalization of the Child's adoption and a Child who is dependent on the Covered Person or other care provider(s) for lifetime care and supervision, and incapable of self-sustaining employment by reason of mental or physical handicap that occurred before the Age of 25 (proof will be required). The Eligible Dependent is one who:

1. Has a similar visa or passport, accompanies the Covered Person while that person is engaged in international educational activities; and
2. Is temporarily located outside the Covered Person's Home Country as a non-resident alien; and
3. Has not obtained permanent residency status.

Emergency means hospitalization or medical care that is provided for an Injury or a Sickness condition manifesting itself by acute symptoms of sufficient severity including without limitation sudden and unexpected severe pain for which the absence of immediate medical attention could reasonably result in:

1. Permanently placing the Covered Person's health (or, with respect to a pregnant woman, the health of the woman or her unborn child) in jeopardy, or
2. Causing other serious medical consequences; or
3. Causing serious impairment to bodily functions; or
4. Causing serious and permanent dysfunction of any bodily organ or part.

Previously diagnosed chronic conditions in which subacute symptoms have existed over a period of time shall not be included in this definition of a medical Emergency, unless symptoms suddenly become so severe that immediate medical aid is required.

Emergency Room means a specified area within a Hospital that is designated for Emergency healthcare. This area must:

1. Be staffed and equipped to handle trauma;
2. Be under the direct supervision of a Physician;
3. Provide treatment by a Physician and/or medical professionals; and
4. Provided care 24 hours per day, 7 days per week.

This definition does not include an Urgent Care Facility.

Experimental or Investigational means treatment, a device or prescription medication which is recommended by a Physician, but is not considered by the medical community as a whole to be safe and effective for the condition for which the treatment, device or prescription medication is being used, including any treatment, procedure, facility, equipment, drugs, drug usage, devices, or supplies not recognized as accepted medical practice; and any of those items requiring federal or other governmental agency approval not received at the time services are rendered. We will make the final determination as to what is Experimental or Investigative.

Home Country means the country where a Covered Person has His true, fixed and permanent home and principal establishment and holds a current and valid passport. However, the Home Country of an Eligible Dependent who is a Child is the same as that of the Covered Person.

Hospital means an institution that meets all of the following:

1. It is licensed as a Hospital pursuant to applicable law;
2. It is primarily and continuously engaged in providing medical care and treatment to sick and injured persons;
3. It is managed under the supervision of a staff of medical doctors;
4. It provides 24-hour nursing services by or under the supervision of a graduate Registered Nurse (R.N.);
5. It has medical, diagnostic and treatment facilities, with major surgical facilities on its premises, or available on a prearranged basis;
6. It charges for its services.

The term Hospital does not include a clinic, facility, or unit of a Hospital for:

1. Rehabilitation, convalescent, custodial, educational, long-term acute care or nursing care;
2. The aged, drug addicts or alcoholics;
3. A Veteran's Administration Hospital or Federal Government Hospitals unless the Covered Person incurs an expense and there is a legal obligation to pay.

General Definitions *(continued)*

Hospital Stay means a Confinement in a Hospital, ordered by a Physician, over one or more nights when room and board and general nursing care are provided at a per diem charge made by the Hospital. The Hospital Stay must result directly and independently of all other causes from a covered Accident or Sickness.

Immediate Family Member means a person who is related to the Covered Person in any of the following ways: spouse or domestic partner, brother, brother-in-law, sister, sister-in-law, son, son-in-law, daughter, daughter-in-law, mother, mother-in-law, father, father-in-law, including stepparent, including stepbrother or stepsister, grandparent or grandchild(ren), aunts, uncles, Children, including legally adopted child or stepchild.

Injury or Injuries means any bodily harm that results, directly and independently of all other causes, from a covered Accident. To be covered, the Injury must first be treated while the Covered Person is insured under this Policy. A Sickness is not an Injury. A bacterial infection that occurs through an Accidental wound or from a medical or surgical treatment of a Sickness is an Injury.

In-Network Provider means a Physician, Hospital and other healthcare providers who have contracted to provide specific medical care at a Negotiated Rate. The availability of specific providers is subject to change without notice. You should always confirm that an In-Network Provider is participating at the time services are provided by asking the provider when You make an appointment for services.

In-Patient means a Covered Person who is Confined for at least one full day's Hospital room and board. The requirement that a person be charged for room and board does not apply to Confinement in a Veteran's Administration Hospital or Federal Government Hospital and in such case, the term "in-patient" shall mean a Covered Person who is required to be Confined for a period of at least a full day as determined by the Hospital.

Maximum Benefit means the total amount of Covered Expenses that the Company will pay for the Covered Person as shown in the Schedule of Benefits.

Medically Necessary services or supplies are those that We determine to be all of the following:

1. Appropriate and necessary for the symptoms, diagnosis or treatment of the medical condition.
2. Provided for the diagnosis or direct care and treatment of the medical condition.
3. Within standards of good medical practice within the organized community.
4. Not primarily for the patient's, the Physician's, or another provider's convenience.
5. The most appropriate supply or level of service that can safely be provided. For Hospital Stays, this means acute care as an In-Patient is necessary due to the kind of services the Covered Person is receiving or the severity of the Covered Person's condition and that safe and adequate care cannot be received as an Out-Patient or in a less intensified medical setting.
6. Not Experimental or Investigational unless approved in writing by Us.

The fact that a Physician may prescribe, authorize, or direct a service does not of itself make it Medically Necessary or covered by the Policy.

Negotiated Rate means the compensation for medical services provided by an In-Network Provider which the In-Network Provider has agreed to accept as full compensation for medical services covered under the Policy.

Out-of-Network Provider means a Physician, Hospital and other healthcare providers who have not agreed to a Negotiated Rate. A Covered Person may incur Out-of-Pocket expenses with these providers. Charges in excess of the Company's payment are the Covered Person's responsibility.

Out-Patient means a Covered Person who receives Medically Necessary treatment on an Out-Patient basis in a Hospital or another institution, including; Ambulatory Surgical Center; convalescent/Skilled Nursing Facility; or Physician's office, for an Injury or Sickness, but who is not Confined and is not charged for room and board.

Out-of-Pocket Maximum means the maximum dollar amount the Covered Person is responsible to pay during this Policy Term. After the Covered Person has reached the Out-of-Pocket Maximum, this Policy pays 100% of the Usual & Customary charge of Covered Expenses up to the maximums shown in the Schedule of Benefits for the remainder of this Policy. The Out-of-Pocket Maximum is not met by accumulated Deductible and Copayments. Penalties and amounts above the Usual and Customary Charge do not count toward the Out-of-Pocket Maximum. The Out-of-Pocket Maximum is shown on the Schedule of Benefits.

Physician means a person who is a qualified practitioner of medicine. As such, He must be acting within the scope of his license under the laws in the state in which he practices and providing only those medical services which are within the scope of his license or certificate. It does not include a Covered Person, an Immediate Family Member of either the Covered Person or the Covered Person's spouse.

General Definitions *(continued)*

Physical Therapy or Physiotherapy In-Patient means any form of the following administered by a Physician: (1) physical or mechanical therapy; (2) diathermy, (3) ultra-sonic therapy; (4) heat treatment in any form; (5) chiropractic adjustment; (6) manipulation or massage; (7) occupational therapy when prescribed by a Physician or (8) speech therapy.

Physical Therapy or Physiotherapy Out-Patient means any form of the following administered by a Physician: (1) physical or mechanical therapy; (2) diathermy, (3) ultra-sonic therapy; (4) heat treatment in any form; (5) chiropractic adjustment; (6) manipulation or massage; (7) occupational therapy when prescribed by a Physician or (8) speech therapy.

Policy Term or Policy Year means the period of a year or less, and any subsequent period of a year or less, that an Eligible Person is covered under the Policy, in accordance with a Certificate of Coverage, provided the premium is paid according to the agreed terms.

Pre-Existing Condition means an Injury, Sickness, disease, or other condition during the 6 month period immediately prior to the date the Covered Person's coverage is effective for which the Covered Person:

1. Received or received a recommendation for a test, examination, or medical treatment for a condition which first manifested itself, worsened or became acute or had symptoms which would have prompted a reasonable person to seek diagnosis, care or treatment; or
2. Took or received a prescription for drugs or medicine.

Pregnancy which is conceived prior to the Insured's effective date under this Policy will not be covered.

Pregnancy means the physical condition of being pregnant, including Complications of Pregnancy.

Sickness or Sicknesses means an illness, disorder, pathology, abnormality, ailment, disease or any other medical physical or health condition of a Covered Person, which requires treatment by a Physician while covered by the Policy. All related conditions and recurrent symptoms of the same or a similar condition will be considered the same Sickness.

Substance Abuse means the psychological or physical dependence on alcohol or other mind-altering drugs that requires diagnosis, care, and treatment. In determining Covered Expenses, charges made for the treatment of any physiological conditions related to rehabilitation services for Alcohol & Drug Abuse or addiction will not be considered charges made for treatment of Substance Abuse.

Surgical Procedure means:

1. A cutting procedure;
2. Suturing a wound;
3. Treatment of a fracture;
4. Reduction of a dislocation;
5. Electrocauterization;
6. Diagnostic and therapeutic endoscopic procedures; and
7. An operation by means of laser beam.

Usual and Customary Charge (U&C) means the normal charge, in the absence of insurance, made by the provider of any Medically Necessary treatment, but not more than the prevailing charge in the area:

1. For a like service by a provider with similar training or experience; or
2. For a supply that is identical or substantially equivalent.

We, Our, Us means The Pan-American International Insurance Corporation, (A Stock Company) underwriting these benefits.

You, Your means the Covered Person who meets the eligibility requirements of the Policy and whose benefits under the Policy are in force.

General Policy Provisions

Physical Examination and Autopsy

We, at Our own expense, have the right and opportunity to examine the Covered Person when and as often as We may reasonably require while a claim is pending and to make an autopsy in case of death where it is not forbidden by law.

Legal Actions

No action at law or in equity will be brought to recover benefits under the Policy less than 60 days after satisfactory proof of loss has been furnished as required by the Policy. No such action will be brought more than three years after the time such written proof of loss must be furnished.

Recovery of Overpayment

If benefits are overpaid, We have the right to recover the amount overpaid by either of the following methods: (1) a request for lump sum payment of the overpaid amount; (2) a reduction of any amounts payable under the Policy. If there is an overpayment due when the Covered Person dies, We may recover the overpayment from the Covered Person's estate.

Right of Recovery of Overpayment or Error: Whenever the Company has made payments with respect to benefits payable under the Policy in excess of the amount necessary, We shall have the right to recover such payments. The Company shall notify the Covered Person or health care provider of such overpayment and request reimbursement from the Covered Person or health care provider. However, should the Covered Person or health care provider not provide such reimbursement, the Company has the right to offset such overpayment against any other benefits payable to the Covered Person or health care provider under the Policy to the extent of the overpayment. If there is an overpayment due when the Covered Person dies, We may recover the overpayment from the Covered Person's estate.

Subrogation

We have the right to recover all payments including future payments, which We have made, or will be obligated to pay in the future, to the Covered Person from anyone liable for the Covered Loss. If the Covered Person recovers from anyone liable for the Covered Loss, We will be reimbursed first from such recovery to the extent of Our payments to the Covered Person. The Covered Person agrees to assist Us in preserving Our rights against those responsible for such loss, including but not limited to, signing subrogation forms supplied by Us.

Proof of Loss

Written or authorized electronic proof of loss satisfactory to Us must be given to Us at Our office, within 90 days of the loss for which claim is made. If: (a) benefits are payable as periodic payments; and (b) each payment is contingent upon continuing loss, then proof of loss must be submitted within 90 days after the termination of each period for which We are liable. If written or authorized electronic notice is not given within that time, no claim will be invalidated or reduced if it is shown that such notice was given as soon as reasonably possible. In any case, written or authorized electronic proof must be given not more than 12 months after the time it is otherwise required, except if proof is not given solely due to the lack of legal capacity.

Notice of Claim

Written or authorized electronic/telephonic notice must be given to Us or Our authorized agent within 30 days after a covered Accident occurs or the loss begins or as soon as reasonably possible, but in no case any longer than 12 months after the date of loss. If written or authorized electronic/telephonic notice is not given in that time, the claim will not be invalidated or reduced if it is shown that written or authorized electronic/telephonic notice was given as soon as was reasonably possible. Notice can be given to Us, such other place as We may designate for the purpose, or to Our authorized agent. Notice should include the Participating Member's name and Member Plan Number and the Covered Person's name and address.

Claimant Cooperation Provision

Failure of a claimant to cooperate with Us in the administration of the claim may result in termination of the claim. Such cooperation includes, but is not limited to, providing any information or documents needed to determine whether benefits are payable or the actual benefit amount due.

How to File a Claim

1. Whenever possible, use an In-Network provider. They are typically able to start the claim for you automatically and you will pay less money out-of-pocket for treatment. You can find In-Network providers at this website: <https://www.whyuhc.com/us1> (click "Search the network for your healthcare provider: Options PPO," then follow the prompts to find a provider near you.)
2. After treatment, you will receive an Explanation of Benefits (EOB) that outlines what the insurance company paid and what is your responsibility to pay, if applicable.
3. The claims administrator will contact you if they need other information; otherwise, they will pay the claim as indicated on the EOB. *Do not ignore calls or letters from the claims administrator, as this may delay payment of your claim.*
4. The provider will bill you for any amounts over what is covered by your insurance.
5. If you receive a bill from your provider that doesn't indicate they've billed the insurance, contact the provider to confirm they have your ID card on file, and ask them to submit the claim to UnitedHealthcare on your behalf.

If you use an Out-of-Network provider or the provider does not file a claim directly with the insurance company on your behalf, you will need to submit a claim for reimbursement for the portion of the charges the company is responsible for paying by completing these steps:

1. Download a claim form from <https://www.acitpa.com/memberresources> and fill it out completely.
2. Attach bills for X-rays, lab charges, etc.
3. Before mailing, please make sure to include your name, address, and phone number, include a photocopy or scan of your insurance ID Card, and make copies of all statements and receipts for your records.
4. Send your claim form and all bills pertaining to this claim to Administrative Concepts, Inc. at the address below. Try to have all itemized bills attached to the same claim form.
Administrative Concepts, Inc.
PO Box 4000
Collegeville, PA 19426
Fax: (610) 293-9299
5. Keep copies of all the documents you submit. If you have questions about claims, contact Administrative Concepts, Inc. at **(888) 585-9033** or **claims@acitpa.com**.
6. To review your claims online, visit the Claims Member Portal at <https://secure.visit-aci.com/ClaimStatus/>

Privacy Practices

Important Information You Should Know

Respecting your privacy is a priority for Pan-American International Insurance Corporation (PAIIC). We take pride in keeping your personal information regarding insurance products and services you have with us private and confidential to assure we meet your financial needs.

To meet these objectives, we will collect, use and disclose your personal information only for purposes that include: underwriting, administration, claims adjudication, protecting against fraud, errors or misrepresentations, meeting legal, regulatory or contractual requirements. The only people who have access to your personal information are our employees, business partners such as insurance agents and third-party service providers, along with our reinsurers. We will also provide access to anyone else you authorize.

This Notice has been provided to you in connection with a Certificate of Coverage which describes the benefits available to you under a student medical expense policy issued to the SMIC Trust. We will consider your utilization of coverage under the policy as evidence of your consent to Our processing of your sensitive information for the limited purpose of administering the coverage.

This notice serves as a summary of our privacy practices, and serves to briefly notify you of the information we collect about you, how we use it, how we protect it, and your rights.

For more information on our privacy practices, please visit www.palig.com/privacy-policy.

Information Collection, Protection, and Sharing

- We collect personal information in connection with the services offered. This may include information we receive on applications and other forms, contact information, medical and financial information, and information we receive from third-parties, including consumer reporting services.
- We process your personal information when necessary to provide the services set out in a contract, when it is in our or a third-party's legitimate interests, or when it is required or allowed by applicable law. When we process your sensitive personal data, it will be in line with applicable law, as necessary to provide you with our services, or with your permission.
- We share your information as necessary within our Group, with relevant policyholders, and with our business partners who help us provide services to you. We will only share your information as allowed under applicable law.
- We may disclose certain information to your insurance agent for the purpose of servicing your policy. However, you can limit or withdraw consent to these types of disclosures at any time.
- Pan-American Life is a global company, and where necessary we may allow your information to be shared with our affiliates or third-party service providers based in the United States and other countries. We will take steps to make sure that appropriate protection is in place to protect your information when it is transferred internationally.
- We keep your personal information in line with appropriate retention periods. The length of these periods is determined by relevant regulations, the information collected, and our obligations to you as a customer.
- Protecting your information is of the utmost importance to us. We use technical and physical safeguards to protect the security of your personal information from unauthorized disclosure. We also take every step to ensure that only authorized employees and third-parties with legitimate business purposes have access to your personal information.

Your Rights

- You have the right to access your information and request corrections to your data.
- You also have the right to object to our use of your information, to request the transfer of information you have provided, to withdraw permission for our use of your information, and to ask us not to use automated decision-making which will affect you.
- Rights are not absolute and may be subject to review.
- If you have any questions or concerns about this notice or Pan-American Life's privacy practices, you can contact us via email at privacy@palig.com or by telephone at 1-877-939- 4550.
- In addition, the Office of the Ombudsman provides oversight on data protection matters: Office of the Ombudsman, Anderson Square, 64 Shedden Road, PO 2252, Grand Cayman KY1-1107, Cayman Islands. T +1-345-946-6283, F +1-345-946-6222, info@ombudsman.ky