



## Student Health Insurance

### Preferred Provider Organization (PPO) Medical and Outpatient Prescription Drug Plan

### Certificate of Coverage

#### Prepared exclusively for:

<b>Policyholder:</b>	Michigan State University
<b>Policyholder number:</b>	246795
<b>Student policy effective date:</b>	08/16/24
<b>Plan effective date:</b>	08/16/24
<b>Plan issue date:</b>	09/17/24

#### Underwritten by Aetna Life Insurance Company

#### IMPORTANT NOTICES:

- **Notice of Non-Discrimination:**  
**Aetna Life Insurance Company** does not discriminate on the basis of race, color, national origin, disability, age, sex, gender identity, sexual orientation, or health status in the administration of the plan including enrollment and benefit determinations.
- **Sanctioned Countries:**  
If coverage provided under this **student policy** violates or will violate any economic or trade sanctions, the coverage will be invalid immediately. For example, we cannot pay for **eligible health services** if it violates a financial sanction regulation. This includes sanctions related to a person or a country under sanction by the United States, unless it is allowed under a written license from the Office of Foreign Asset Control (OFAC). Visit <https://www.treasury.gov/resource-center/sanctions/Pages/default.aspx> to find out more.
- **Genetic testing:**  
We do not require you to have any genetic test and we will not use any acquired genetic information to get or keep coverage under this plan and we will not ask if you have had genetic testing before. Your **premium** will not be adjusted based on genetic information. We will not examine or review any testing you have done or ask about your family history.

# Welcome

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Thank you for choosing **Aetna**<sup>®</sup>.

This is your certificate of coverage. It is one of three documents that together describe the benefits covered by your **Aetna** plan.

This certificate of coverage will tell you about your **covered benefits** – what they are and how you get them. It is your certificate of coverage under the **student policy**, and it replaces all certificates of coverage describing similar coverage that were previously sent to you. The second document is the schedule of benefits. It tells you how we share expenses for **eligible health services** and tells you about limits – like when your plan covers only a certain number of visits.

The third document is the **student policy** between **Aetna Life Insurance Company** (“**Aetna**”) and the **policyholder**. Ask the **policyholder** if you have any questions about the **student policy**.

Sometimes, we may send you documents that are amendments, endorsements, attachments, inserts or riders. They change or add to the documents that they’re part of. When you receive these, they are considered part of your **Aetna** plan for coverage.

Where to next? Take a look at the *Table of contents* section or try the *Let’s get started!* section right after it. The *Let’s get started!* section gives you a summary of how your plan works. The more you understand, the more you can get out of your plan.

Welcome to your **Aetna** plan.

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## Let's get started!

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Here are some basics. First things first – some notes on how we use words. Then we explain how your plan works so you can get the most out of your coverage. But for all the details – and this is very important – you need to read this entire certificate of coverage and the schedule of benefits. And if you need help or more information, we tell you how to reach us.

### Some notes on how we use words in the certificate of coverage and schedule of benefits

- When we say “you” and “your”, we mean the **covered student** and any **covered dependents**
- When we say “us”, “we”, and “our”, we mean **Aetna**
- Some words appear in **bold** type and we define them in the *Glossary* section

Sometimes we use technical medical language that is familiar to medical **providers**.

### What your plan does – providing covered benefits

Your plan provides **covered benefits**. These are **eligible health services** for which your plan has the obligation to pay.

This plan provides **covered benefits** for medical and **pharmacy** services.

### How your plan works – starting and stopping coverage

Your coverage under the plan has a start and an end. You start coverage after the eligibility and enrollment process is completed. To learn more see the *Who the plan covers* section.

Your coverage typically ends when you are no longer a student. Family members can lose coverage for many reasons. To learn more see the *When coverage ends* section.

Ending coverage under the plan doesn't necessarily mean you lose coverage with us. See the *Special coverage options after your plan coverage ends* section.

### Eligible health services

**Physician** and **hospital** services are the foundation for many other services. You'll probably find the preventive care, **emergency services** and **urgent condition** coverage especially important. But the plan won't always cover the services you want. Sometimes it doesn't cover health care services your **physician** will want you to have.

So what are **eligible health services**? They are health care services that meet these three requirements:

- They are listed in the *Eligible health services and exclusions* section.
- They are not carved out in the *What your plan doesn't cover – general exclusions* section.
- They are not beyond any limits in the schedule of benefits.

### Paying for eligible health services – the general requirements

There are several general requirements for the plan to pay any part of the expense for an **eligible health service**. They are:

- The **eligible health service** is **medically necessary**
- You get the **eligible health service** from a **MSU Student Health Services at Olin Health Center provider**, or **in-network provider** or **out-of-network provider**
- You or your **provider precertifies** the **eligible health service** when required

You will find details on **medical necessity** and **precertification** requirements in the *Medical necessity and precertification requirements* section.

## **Paying for eligible health services – sharing the expense**

Generally your plan and you will share the expense of your **eligible health services** when you meet the general requirements for paying.

But sometimes your plan will pay the entire expense and sometimes you will. For more information see the *What the plan pays and what you pay* section, and see the schedule of benefits.

## **Disagreements**

We know that people sometimes see things differently.

The plan tells you how we will work through our differences. And if we still disagree, an independent group of experts called an “external review organization” or ERO for short, will make the final decision for us.

For more information see the *When you disagree - claim decisions and appeals procedures* section.

## **How your plan works while you are covered for MSU Student Health Services at Olin Health Center and in-network coverage**

Your **MSU Student Health Services at Olin Health Center** and in-network coverage helps you:

- Get and pay for a lot of – but not all – health care services
- Pay less cost share when you use a **MSU Student Health Services at Olin Health Center provider** or **in-network provider**

Generally your **MSU Student Health Services at Olin Health Center** coverage will pay only when you get care from a **MSU Student Health Services at Olin Health Center provider**.

Generally your in-network coverage will pay only when you get care from an **in-network provider**.

## **School health services**

**School health services** can give you some of the care that you need. Contact them first before seeking care.

**School health services** will generally provide your routine care and send you to other **providers** when you need specialized care or services that **school health services** cannot provide.

You don't have to access care through **school health services**. You may go directly to **MSU Student Health Services at Olin Health Center** or **in-network providers** for **eligible health services**. Your plan often will pay a bigger share for **eligible health services** that you get through **school health services**.

For more information about **MSU Student Health Services at Olin Health Center** and **in-network providers** and the role of **school health services**, see the *Who provides the care* section.

## **MSU Student Health Services at Olin Health Center providers**

**MSU Student Health Services at Olin Health Center providers** are identified by the **policyholder** for your plan.

**School health services** is a **MSU Student Health Services at Olin Health Center provider** for your plan.

## **Aetna's network of providers**

**Aetna's** network of **physicians, hospitals** and other health care **providers** is there to give you the care that you need. You can find **in-network providers** and see important information about them most easily on our online **provider directory**. Just log in to your **Aetna** website at <https://www.aetnastudenthealth.com>.

If you can't find an **in-network provider** for a service or supply that you need, call Member Services at the toll-free number in the *How to contact us for help* section. We will help you find an **in-network provider**. If we can't find one, we may give you a pre-approval to get the service or supply from an **out-of-network provider**. When you get a pre-approval for an **out-of-network provider, covered benefits** are paid at the in-network coverage level of benefits.

## How your plan works while you are covered for out-of-network coverage

The section above told you how your plan works while you are covered for **MSU Student Health Services at Olin Health Center** and in-network coverage. You also have coverage when:

- You want to get your care from **providers** who are not **MSU Student Health Services at Olin Health Center providers** or part of the **Aetna** network

It's called out-of-network coverage. Your out-of-network coverage helps you get and pay for a lot of – but not all – health care services.

Your out-of-network coverage:

- Means you can get care from **providers** who are not part of the **Aetna** network or **MSU Student Health Services at Olin Health Center providers**
- Means you will have to pay for services at the time that they are provided. You will be required to pay the full charges and submit a claim for reimbursement to us. You are responsible for completing and submitting claim forms for reimbursement of **eligible health services** that you paid directly to a **provider**.
- Means that when you use out-of-network coverage, it is your responsibility to start the **precertification** process with **providers**.
- Means you may pay a higher cost share when you use an **out-of-network provider**.

You will find details on:

- **Precertification** requirements in the *Medical necessity and precertification requirements* section.
- **Out-of-network providers** and any exceptions in the *Who provides the care* section.
- Cost sharing in the *What the plan pays and what you pay* section, and your schedule of benefits.
- Claim information in the *When you disagree - claim decisions and appeals procedures* section.

## Surprise bill

There may be times when you unknowingly receive services or don't consent to receive services from an **out-of-network provider**, even when you try to stay in the network for your **eligible health services**. You may get a bill at the out-of-network rate that you didn't expect. This is called a surprise bill.

An **out-of-network provider** can't balance bill or attempt to collect costs from you that exceed your in-network cost-sharing requirements, such as **deductibles, copayments** and **coinsurance** for the following services:

- **Emergency services** provided by an **out-of-network provider** and ancillary services initiated from your **emergency service**
- Non-emergency services provided by an **out-of-network provider** at an in-network facility, except when the **out-of-network provider** has given you the following:
  - The out-of-network notice for your signature
  - The estimated charges for the items and services
  - Notice that the **provider** is an **out-of-network provider**
- Out-of-network air **ambulance** services

The **out-of-network provider** must get your consent to be treated and balance billed by them.

Ancillary services mean any professional services including:

- Anesthesiology
- Hospitalist services
- Items and services related to emergency medicine
- Laboratory services
- Neonatology
- Pathology
- Radiology
- Services provided by an **out-of-network provider** because there was no **in-network provider** available to perform the service

A facility in this instance means an institution providing health care related services, or a health care setting. This includes the following:

- **Hospitals** and other licensed inpatient centers
- Ambulatory surgical or treatment centers
- **Skilled nursing facilities**
- **Residential treatment facilities**
- Diagnostic, laboratory, and imaging centers
- Rehabilitation facilities
- Other therapeutic health settings

A surprise bill claim is paid based on the median contracted rate for all plans offered by us in the same insurance market for the same or similar item or service that is all of the following:

- Provided by a **provider** in the same or similar specialty or facility of the same or similar facility type
- Provided in the geographic region in which the item or service is furnished

The median contracted rate is subject to additional adjustments as specified in federal regulations.

Any cost share paid with respect to the items and services will apply toward your in-network **deductible** and **maximum out-of-pocket limit** if you have one.

It is not a surprise bill when you knowingly choose to go out-of-network and have signed a consent notice for these services. In this case, you are responsible for all charges.

You may request external review if you want to know if the federal surprise bill law applies to your situation by contacting the Michigan Department of Insurance and Financial Services at

<https://difs.state.mi.us/Complaints/ExternalReview.aspx>

If you receive a surprise bill or have any questions about what a surprise bill is, contact us.

## How to contact us for help

We are here to answer your questions. You can contact us by:

- Calling our Member Services at the toll-free number 800-859-8452
- Writing us at **Aetna Life Insurance Company**, 151 Farmington Ave, Hartford, CT 06156
- Visiting <https://www.aetnastudenthealth.com> to register and access your **Aetna** website

**Aetna's** online tools will make it easier for you to make informed decisions about your health care, view claims, research care and treatment options, and access information on health and wellness.

## Your ID card

We issued to you a digital ID card which you can view or print by going to the website at <https://www.aetnastudenthealth.com>. When visiting **physicians, hospitals, and other providers**, you don't need to show them an ID card. Just provide your name, date of birth and either your digital ID card or Student identification number. The **provider** office can use that information to verify your eligibility and benefits.

Remember, only you and your **covered dependents** can use your digital ID card. If you misuse your card by allowing someone else to use it, that is fraud and we may end your coverage. See the *Honest mistakes and intentional deception* section for details.

If you don't have internet access, call Member Services at the toll-free number in the *How to contact us for help* section. You can also access your ID card when you're on the go. To learn more, visit us at <https://www.aetnastudenthealth.com>.

## Who the plan covers

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The **policyholder** decides and tells us who is eligible for health care coverage.

You will find information in this section about:

- Who is eligible?
- When you can join the plan
- Who can be on your plan (who can be your dependent)
- Adding new dependents
- Special times you and your dependents can join the plan

### Who is eligible?

If you're taking one or more credits for the enrollment period and are in one of these student categories, you're eligible to participate in the plan. Eligible students include:

- Undergraduate students
- Graduate students enrolled in a degree program or completing certification
- College of Law students
- Registered international students
- Medical students
- Visiting scholars (including visiting research associates and adjunct professors)
- Fellowship students
- Lifelong Education students
- English Language Program students
- Students completing optional practical training

### Medicare eligibility

You are not eligible for health coverage under this **student policy** if you have **Medicare** at the time of enrollment in this student plan.

If you obtain **Medicare** after you enrolled in this student plan, your health coverage under this plan will not end.

As used here, "have **Medicare**" means that you are entitled to benefits under Part A (receiving free Part A) or enrolled in Part B or Premium Part A.

### When you can join the plan

As a student you can enroll yourself and your dependents:

- During the enrollment period
- At other special times during the year (see the *Special times you and your dependents can join the plan* section below)

If you do not enroll yourself and your dependents when you first qualify for medical benefits, you may have to wait until the next enrollment period to join.

## Who can be on your plan (who can be your dependent)

If your plan includes dependent coverage, you can enroll the following family members on your plan. They are referred to in this certificate of coverage as your “**covered dependents**” or “dependents”.)

- Your legal spouse that resides with you
- Your domestic partner who meets the rules set by the **policyholder** and requirements under state law
- Your dependent children – your own or those of your spouse or domestic partner
  - The children must be under 26 years of age, and they include:
    - Biological children
    - Stepchildren
    - Legally adopted children
    - A child legally placed with you for adoption (including a foster child)
    - Children you are responsible for under a qualified medical support order or court-order (whether or not the child resides with you)

A dependent does not include:

- An eligible student listed above in the *Who is eligible* section

You may continue coverage for a disabled child past the age limit shown above. See *Continuation of coverage for other reasons* in the *Special coverage options after your plan coverage ends* section for more information.

## Adding new dependents

You can add new dependents during the year. These include any dependents described in the *Who can be on your plan (who can be your dependent)* section above.

Coverage begins on the date of the event for new dependents that join your plan for the following reasons:

- Birth
- Adoption or placement for adoption
- Marriage
- Domestic partnership
- Legal guardianship
- Court or administrative order

We must receive your completed enrollment information not more than 60 days after the event date. A newborn child is covered from the moment of birth.

### Newborn child

- Your newborn child is covered on your health plan for the first 31 days from the moment of birth.
- To keep your newborn covered, you must notify us (or our agent) of the birth and pay any required **premium** contribution during that 31 day period.
- You must still enroll the child within 31 days of birth even when coverage does not require payment of an additional **premium** contribution for the newborn.
- If you miss this deadline, your newborn will not have health benefits after the first 31 days.
- If your coverage ends during this 31 day period, then your newborn’s coverage will end on the same date as your coverage. This applies even if the 31 day period has not ended.

### **Adopted child or a child legally placed with you for adoption**

A child that you, or you and your spouse, civil union partner or domestic partner adopt, or that is placed with you for adoption is covered on your plan for the first 31 days after the adoption or the placement is complete.

- To keep your child covered, we must receive your completed enrollment information within 31 days after the adoption or placement for adoption.
- You must still enroll the child within 31 days of the adoption or placement for adoption even when coverage does not require payment of an additional **premium** contribution for the child.
- If you miss this deadline, your adopted child or child placed with you for adoption will not have health benefits after the first 31 days.
- If your coverage ends during this 31 day period, then coverage for your adopted child or child placed with you for adoption will end on the same date as your coverage. This applies even if the 31 day period has not ended.

### **Dependent coverage due to a court order**

If you must provide coverage to a dependent because of a court order, your dependent is covered on your health plan for the first 31 days from the court order.

- To keep your dependent covered, we must receive your completed enrollment information within 31 days of the court order.
- You must still enroll the dependent within 31 days of the court order even when coverage does not require payment of an additional **premium** contribution for the dependent.
- If you miss this deadline, your dependent will not have health benefits after the first 31 days.
- If your coverage ends during this 31 day period, then your dependent's coverage will end on the same date as your coverage. This applies even if the 31 day period has not ended.

### **Notification of change in status**

It is important that you notify us and the **policyholder** of any changes in your benefit status. This will help us effectively deliver your benefits. Please notify us and the **policyholder** as soon as possible of status changes such as:

- Change of address or phone number
- Change in marital status
- Enrollment in **Medicare**
- Change of **covered dependent** status
- You or your **covered dependents** enroll in any other health plan

### **Special times you and your dependents can join the plan**

You can enroll in these situations:

- When you did not enroll in this plan before because:
  - You were covered by another health plan, and now that other coverage has ended.
  - You had COBRA, and now that coverage has ended.
  - You have added a dependent because of marriage, birth, adoption, placement for adoption, or foster care. See the *Adding new dependents* section for more information.
- You or your dependents become eligible for State premium assistance under Medicaid or an S-CHIP plan for the payment of your **premium** contribution for coverage under this plan.
- When a court orders that you cover a current spouse, civil union partner or domestic partner or a minor child on your health plan.
- When you are a victim of domestic abuse or spousal abandonment and you don't want to be enrolled in the perpetrator's health plan.

We must receive your completed enrollment information from you within 60 days of that date on which you no longer have the other coverage mentioned above.

## Effective date of coverage

### Enrollment

#### Student coverage

If you enrolled on or before the effective date of the **student policy** and you were eligible for health benefits at the time, your coverage will take effect as of the effective date of the **student policy**. Your coverage will take effect on this date if we received your completed enrollment application or you did not submit a waiver form to waive automatic enrollment in the student plan and you paid any required **premium** contribution.

If you enroll after the effective date of the **student policy** and you are eligible for health benefits at the time, your coverage will take effect as of that date as long as:

- We agree
- We receive your completed request for enrollment
- You pay any **premium** contribution.

#### Dependent coverage

Your dependent's coverage will take effect when we receive completed enrollment information and you pay any required **premium** contribution. See the *Adding new dependents* section for details.

#### Late enrollment

If we receive your enrollment application and **premium** contribution more than 60 days after the date you become eligible, coverage will only become effective if, and when:

- We agree to enroll you
- You enroll during the **policyholder's** late enrollment period, or
- You enroll because you lost coverage for any reason under another health plan with similar health coverage

This late enrollment provision does not apply to coverage under a continuation of coverage plan except for a dependent that must be enrolled due to a court order.

## Medical necessity and precertification requirements

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The starting point for **covered benefits** under your plan is whether the services and supplies are **eligible health services**. See the *Eligible health services and exclusions* and *General exclusions* sections plus the schedule of benefits.

Your plan pays for its share of the expense for **eligible health services** only if the general requirements are met. They are:

- The **eligible health service** is **medically necessary**
- You or your **provider precertifies** the **eligible health service** when required

This section addresses the **medical necessity** and **precertification** requirements.

### Medically necessary; medical necessity

As we said in the *Let's get started!* section, **medical necessity** is a requirement for you to receive a **covered benefit** under this plan.

The **medical necessity** requirements are stated in the *Glossary* section, where we define "**medically necessary, medical necessity**". That is where we also explain what our medical directors or their **physician** designees consider when determining if an **eligible health service** is **medically necessary**.

Our clinical policy bulletins explain our policy for specific services and supplies. We use these bulletins and other resources to help guide individualized coverage decisions under our plans. You can find the bulletins and other information at <https://www.aetna.com/health-care-professionals/clinical-policy-bulletins.html>.

### Precertification

You need **precertification** from us for some **eligible health services**.

#### Precertification for medical services and supplies

##### MSU Student Health Services at Olin Health Center and In-network care

Your **MSU Student Health Services at Olin Health Center provider** or in-network **physician** is responsible for obtaining any necessary **precertification** before you get the care. If your **MSU Student Health Services at Olin Health Center provider** or in-network **physician** doesn't get a required **precertification**, we won't pay the **provider** who gives you the care. You won't have to pay either if your **MSU Student Health Services at Olin Health Center** or in-network **physician** fails to ask us for **precertification**. If your **MSU Student Health Services at Olin Health Center provider** or in-network **physician** requests **precertification** and we refuse it, you can still get the care but the plan won't pay for it. You will find details on requirements in the *What the plan pays and what you pay - Important exceptions – when you pay all* section.

##### Out-of-network care

When you go to an **out-of-network provider**, it is your responsibility to obtain **precertification** from us for any services and supplies on the **precertification** list. If you do not **precertify**, your benefits may be reduced, or the plan may not pay any benefits. Refer to your schedule of benefits for this information. The list of services and supplies requiring **precertification** appears later in this section. Also, for any **precertification** benefit penalty that is applied, see the schedule of benefits *Precertification covered benefit penalty* section.

### Precertification call

**Precertification** should be secured within the timeframes specified below. To obtain **precertification**, call Member Services at the toll-free number in the *How to contact us for help* section. You, your **physician** or the facility must call us within these timelines:

Type of care	Timeframe
Non-emergency admission	Call at least 14 days before the date you are scheduled to be admitted
<b>Emergency admission</b>	Call within 48 hours or as soon as reasonably possible after you have been admitted
<b>Urgent admission</b>	Call before you are scheduled to be admitted
Outpatient non-emergency medical services	Call at least 14 days before the care is provided, or the treatment is scheduled

An **urgent admission** is a **hospital** admission by a **physician** due to the onset of or change in an **illness**, the diagnosis of an **illness**, or an **injury**.

### Written notification of precertification decisions

We will provide a written notification to you and your **physician** of the **precertification** decision, where required by state law and within the timeframe specified by state law. If your **precertified** services are approved, the approval is valid for 60 days as long as you remain enrolled in the plan.

### Inpatient and outpatient precertification

When you have an inpatient admission to a facility, we will notify you, your **physician** and the facility about your **precertified** length of **stay**. If your **physician** recommends that your **stay** be extended, additional days will need to be **precertified**. You, your **physician**, or the facility will need to call us at the number on your ID card as soon as reasonably possible, but no later than the final authorized day. We will review and process the request for an extended **stay**. You and your **physician** will receive a notification of an approval or denial.

When you have an outpatient service or supply that requires **precertification**, we will notify you, your **physician** and the facility about your **precertified** outpatient service or supply. If your **physician** recommends that your outpatient service or supply benefits be extended, the additional outpatient benefits will need to be **precertified**. You, your **physician**, or the facility will need to call us at the number on your ID card as soon as reasonably possible, but no later than the final day of the authorized outpatient service or supply. We will review and process the request for the extended outpatient benefits. You and your **physician** will receive a notification of an approval or denial.

If **precertification** determines that the **stay** or outpatient services and supplies are not **covered benefits**, the notification will explain why and how you can appeal our decision. You or your **provider** may request a review of the **precertification** decision. See the *When you disagree - claim decisions and appeals procedures* section.

### What if you don't obtain the required precertification?

If you don't obtain the required **precertification**:

- Your benefits may be reduced, or the plan may not pay any benefits. See the schedule of benefits *Precertification covered benefit penalty* section.
- You will be responsible for the unpaid balance of the bills.
- Any additional out-of-pocket expenses incurred will not count toward your out-of-network **policy year deductibles** or **maximum out-of-pocket limits**.

## What types of services and supplies require precertification?

**Precertification** is required for the following types of services and supplies:

### Inpatient –

- Gender affirming treatment
- Gene-based, cellular and other innovative therapies (GCIT)
- Obesity (bariatric) **surgery**
- **Stays** in a **hospice facility**
- **Stays** in a **hospital**
- **Stays** in a rehabilitation facility
- **Stays** in a **residential treatment facility** for treatment of **mental health disorders** and **substance related disorders**
- **Stays** in a **skilled nursing facility**

### Outpatient –

- Certain **prescription drugs** and devices
- Comprehensive **infertility** services
- Gender affirming treatment
- Gene-based, cellular and other innovative therapies (GCIT)
- Home health care
- **Hospice care**
- Injectables, (immunoglobulins, growth hormones, multiple sclerosis medications, osteoporosis medications, Botox, hepatitis C medications)
- Non-emergency transportation by airplane
- Obesity (bariatric) **surgery**

For a current listing of the **prescription drugs** and medical **injectable drugs** that require **precertification**, contact Member Services by calling the toll-free number in the *How to contact us for help* section or by logging in to the **Aetna** website at <https://www.aetnastudenthealth.com>.

Sometimes you or your **provider** may want us to review a service that doesn't require **precertification** before you get care. This is called a predetermination, and it is different from **precertification**. Predetermination means that you or your **provider** requests the pre-service clinical review of a service that does not require **precertification**.

### Precertification for prescription drugs and devices

Certain **prescription drugs** and devices are covered under the medical plan when they are given to you by your **provider** or health care facility. The following **precertification** information applies to these **prescription drugs** and devices.

For certain **prescription drugs** and devices, your **provider** needs to get approval from us before we will cover the **prescription drug** or device. The requirement for getting approval in advance guides appropriate use of certain **prescription drugs** and devices and makes sure they are **medically necessary**. For the most up-to-date information, call Member Services at the toll-free number in the *How to contact us for help* section or log in to your **Aetna** website at <https://www.aetnastudenthealth.com>.

If you do not **precertify** a **prescription drug** or device, a penalty will apply. See the schedule of benefits. Contact your **provider** if a **prescription drug** or device requires **precertification**.

## Step therapy

**Step therapy** is a type of **precertification** where you must try one or more prerequisite drugs before a **step therapy** drug is covered. A 'prerequisite' is something that is required before something else. Prerequisite drugs are FDA-approved, may cost less and treat the same condition. If you don't try the prerequisite drugs first, the **step therapy** drug may not be covered.

For the most up-to-date information about **step therapy prescription drugs**, call Member Services at the toll-free number in the *How to contact us for help* section or log in to your **Aetna** website at <https://www.aetnastudenthealth.com>. Your **provider** can find additional details about the **step therapy prescription drugs** in our clinical policy bulletins.

## Requesting a medical exception

Sometimes you or your **provider** may ask for a medical exception for **prescription drugs** that are not covered or for which coverage was denied. You, someone who represents you, or your **provider** can contact us. You will need to provide us with clinical documentation. Any exception granted is based upon an individual and is a case-by-case decision that will not apply to other **covered persons**. For directions on how you can submit a request for a review:

- Contact Member Services at the toll-free number 800-859-8452
- Log in to your **Aetna** website at <https://www.aetnastudenthealth.com>
- Submit the request in writing to CVS Health, ATTN: **Aetna** PA, 1300 E Campbell Road, Richardson, TX 75081

You, someone who represents you, or your **provider** may seek a quicker medical exception when the situation is urgent. It's an urgent situation when you have a health condition that may seriously affect your life, health, or ability to get back maximum function. It can also be when you are going through a current course of treatment using a non-covered drug.

## Eligible health services and exclusions

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The information in this section is the first step to understanding your plan's **eligible health services**. These services are:

- Described in this section.
- Not listed as exclusions in this section or the *General exclusions* section.
- Not beyond any limitations in the schedule of benefits.
- Not prohibited by law. See *Services not permitted by law* in the *General exclusions* section for more information.

Your plan covers many kinds of health care services and supplies, such as **physician** care and **hospital stays**. But sometimes those services are not covered at all or are covered only up to a limit.

For example:

- **Physician** care generally is covered but **physician** care for **cosmetic surgery** is never covered. This is an exclusion.
- Skilled nursing is generally covered but may only be covered up to a set number of visits per year. This is a limitation.

We explain **eligible health services** and exclusions in this section. You can find out about general exclusions in the *General exclusions* section and about limitations in the schedule of benefits.

We've grouped the health care services below to make it easier for you to find what you're looking for.

### Important note:

Sex-specific **eligible health services** are covered when medically appropriate, regardless of identified gender.

## 1. Preventive care and wellness

This section describes the **eligible health services** and supplies available under your plan when you are well.

You will see references to the following recommendations and guidelines in this section:

- Advisory Committee on Immunization Practices of the Centers for Disease Control and Prevention
- United States Preventive Services Task Force
- Health Resources and Services Administration
- American Academy of Pediatrics/Bright Futures/Health Resources and Services Administration guidelines for children and adolescents

You can find the listing of current preventive care health services at:

<https://www.uspreventiveservicestaskforce.org>

These recommendations and guidelines may be updated periodically. When these are updated, they will be applied to this plan. The updates will be effective on the first day of the **calendar year**, one year after the updated recommendation or guideline is issued.

- Diagnostic testing for the treatment or diagnosis of a medical condition will not be covered under the preventive care and wellness benefit. For those types of tests and treatment, you will pay the cost sharing specific to **eligible health services** for diagnostic testing and treatment.
- Gender-specific preventive care and wellness benefits include **eligible health services** described below regardless of the sex you were assigned at birth, your gender identity, or your recorded gender.

- To learn what frequency and age limits apply to routine physical exams and routine cancer screenings, contact your **physician** or contact Member Services by logging in to your **Aetna** website at <https://www.aetnastudenthealth.com> or by calling the toll-free number in the *How to contact us for help* section. This information can also be found at the <https://www.healthcare.gov> website.

## Routine physical exams

**Eligible health services** include office visits to your **physician** or other **health professional** for routine physical exams. This includes routine vision and hearing screenings given as part of the exam. A routine exam is a medical exam given by a **physician** for a reason other than to diagnose or treat a suspected or identified **illness** or **injury**, and also includes:

- Evidence-based items that have in effect a rating of A or B in the current recommendations of the United States Preventive Services Task Force
- Services as recommended in the American Academy of Pediatrics/Bright Futures/Health Resources and Services Administration guidelines for children and adolescents
- Screenings and counseling services as provided for in the comprehensive guidelines recommended by the Health Resources and Services Administration. These services may include but are not limited to:
  - Screening and counseling services on topics such as:
    - Interpersonal and domestic violence
    - Sexually transmitted diseases
    - Human Immune Deficiency Virus (HIV) infections
  - Screening for gestational diabetes for women
  - High-risk Human Papillomavirus (HPV) DNA testing for women age 30 and older
- Radiological services, lab and other tests given in connection with the exam
- For covered newborns, an initial **hospital** checkup

## Preventive care immunizations

**Eligible health services** include immunizations provided by your **physician** or other **health professional** for infectious diseases recommended by the Advisory Committee on Immunization Practices of the Centers for Disease Control and Prevention.

The following is not covered under this benefit:

- Any immunization that is not considered to be preventive care or recommended as preventive care, such as those required due to employment

## Well woman preventive visits

**Eligible health services** include your routine:

- Well woman preventive exam office visit to your **physician**, obstetrician (OB), gynecologist (GYN) or OB/GYN. This includes Pap smears. Your plan covers the exams recommended by the Health Resources and Services Administration. A routine well woman preventive exam is a medical exam given for a reason other than to diagnose or treat a suspected or identified **illness** or **injury**.
- Preventive care breast cancer (BRCA) gene blood testing by a **physician** and lab.
- Preventive breast cancer genetic counseling provided by a genetic counselor to interpret the test results and evaluate treatment.
- Screening for diabetes after pregnancy for women with a history of diabetes during pregnancy.
- Screening for urinary incontinence.

## Preventive screening and counseling services

**Eligible health services** include screening and counseling by your **health professional** for some conditions. These are obesity, misuse of alcohol and/or drugs, use of tobacco products, sexually transmitted infection counseling and genetic risk counseling for breast and ovarian cancer. Your plan will cover the services you get in an individual or group setting.

Here is more detail about those benefits:

- **Obesity and/or healthy diet counseling**

**Eligible health services** include the following screening and counseling services to aid in weight reduction due to obesity:

- Preventive counseling visits and/or risk factor reduction intervention
- Nutritional counseling
- Healthy diet counseling visits provided in connection with Hyperlipidemia (high cholesterol) and other known risk factors for cardiovascular and diet-related chronic disease

- **Misuse of alcohol and/or drugs**

**Eligible health services** include the following screening and counseling services to help prevent or reduce the use of an alcohol agent or controlled substance:

- Preventive counseling visits
- Risk factor reduction intervention
- A structured assessment

- **Use of tobacco products**

**Eligible health services** include the following screening and counseling services to help you to stop the use of tobacco products:

- Preventive counseling visits
- Treatment visits
- Class visits

Tobacco product means a substance containing tobacco or nicotine such as:

- Cigarettes
- Cigars
- Smoking tobacco
- Snuff
- Smokeless tobacco
- Candy-like products that contain tobacco

- **Sexually transmitted infection counseling**

**Eligible health services** include the counseling services to help you prevent or reduce sexually transmitted infections.

- **Genetic risk counseling for breast and ovarian cancer**

**Eligible health services** include counseling and evaluation services to help you assess whether or not you are at increased risk for breast and ovarian cancer.

## Routine cancer screenings

**Eligible health services** include the following routine cancer screenings:

- Mammograms (includes baseline and screening mammograms)
- Prostate specific antigen (PSA) tests
- Digital rectal exams
- Fecal occult blood tests
- Sigmoidoscopies
- Double contrast barium enemas (DCBE)
- Colonoscopies (includes:
  - Bowel preparation medications
  - Anesthesia
  - Removal of polyps performed during a screening procedure
  - Pathology exam on any removed polyps)
- Lung cancer screenings

These benefits will be subject to any age, family history and frequency guidelines that are:

- Evidence-based items or services that have in effect a rating of A or B in the recommendations of the United States Preventive Services Task Force
- Evidence-informed items or services provided in the comprehensive guidelines supported by the Health Resources and Services Administration

## Prenatal care

**Eligible health services** include your routine prenatal physical exams as *Preventive Care and wellness*, which is the initial and subsequent history and physical exam such as:

- Maternal weight
- Blood pressure
- Fetal heart rate check
- Fundal height
- Preeclampsia screening

You can get this care at your **physician's**, OB's, GYN's, or OB/GYN's office.

### Important note:

You should review the benefit under *Eligible health services and exclusions – Maternity care and Well newborn nursery care* section of this certificate of coverage for more information on coverage for pregnancy expenses under this plan.

## Comprehensive lactation support and counseling services

**Eligible health services** include comprehensive lactation support (assistance and training in breast feeding) and counseling services during pregnancy or at any time following delivery for breast-feeding. Your plan will cover this when you get it in an individual or group setting. Your plan will cover this counseling only when you get it from a certified lactation support **provider**.

## Breast feeding durable medical equipment

**Eligible health services** include renting or buying **durable medical equipment** you need to pump and store breast milk as follows:

### Breast pump

**Eligible health services** include:

- Renting a **hospital** grade electric pump while your newborn child is confined in a **hospital**
- The buying of:
  - An electric breast pump (non-**hospital** grade, cost is covered by your plan once every 12 months) or
  - A manual breast pump (cost is covered by your plan once per pregnancy)

If an electric breast pump was purchased within the previous 12 month period, the purchase of another electric breast pump will not be covered until a 12 month period has elapsed since the last purchase.

### Breast pump supplies and accessories

**Eligible health services** include breast pump supplies and accessories. These are limited to only one purchase per pregnancy in any year where a covered female would not qualify for the purchase of a new pump.

Coverage for the purchase of breast pump equipment is limited to one item of equipment, for the same or similar purpose. Including the accessories and supplies needed to operate the item. You are responsible for the entire cost of any additional pieces of the same or similar equipment you purchase or rent for personal convenience or mobility.

## Family planning services – female contraceptives

**Eligible health services** include family planning services such as:

### Counseling services

**Eligible health services** include counseling services provided by a **provider** on contraceptive methods. These will be covered when you get them in either a group or individual setting.

### Contraceptives

**Eligible health services** include contraceptive **prescription drugs** and devices (including any related services or supplies) when they are provided by, administered, or removed by a **provider**.

### Voluntary sterilization

**Eligible health services** include charges billed separately by the **provider** for female voluntary sterilization procedures and related services and supplies. This also could include tubal ligation and sterilization implants.

Important note:

See the following sections for more information:

- Maternity care
- Well newborn nursery care
- Infertility services
- Outpatient prescription drugs

The following are not covered under this benefit:

- Services provided as a result of complications resulting from a female voluntary sterilization procedure and related follow-up care
- Any contraceptive methods that are only "reviewed" by the FDA and not "approved" by the FDA
- Male contraceptive methods, sterilization procedures or devices, except for male condoms prescribed by a **provider**

## 2. Physicians and other health professionals

### Physician and specialist services (non-surgical and non-preventive)

**Eligible health services** include services provided by your **physician** to treat an **illness** or **injury** such as radiological supplies, services and tests. You can get those services:

- At the **physician's** or **specialist's** office
- In your home
- From any other inpatient or outpatient facility
- By way of **telemedicine**

#### **Important note:**

Your **student policy** covers **telemedicine**. All in-person **physician** or **specialist** office visits that are **covered benefits** are also covered if you use **telemedicine** instead.

**Telemedicine** provided by a **physician** or **specialist** may have different cost sharing than other outpatient services. See the schedule of benefits for more information.

### Allergy testing and treatment

**Eligible health services** include the services and supplies that your **physician** or **specialist** may provide for:

- Allergy testing
- Allergy injections treatment
- Allergy sera and extracts administered via injection

### Physician and specialist – inpatient surgical services

**Eligible health services** include the services of:

- The surgeon who performs your **surgery** while you are confined in a **hospital** or birthing center
- Your surgeon who you visit before and after the **surgery**

When your **surgery** requires two or more **surgical procedures**:

- Using the same approach and at the same time or
- Right after each other

we will pay for the one that costs the most.

Coverage includes **eligible health services** provided by a licensed mid-wife.

#### **Anesthetist**

**Covered benefits** for your **surgery** include the services of an anesthetist who is not employed or retained by the **hospital** where the **surgery** is performed.

#### **Surgical assistant**

**Covered benefits** for your **surgery** include the services of a surgical assistant. A “surgical assistant” is a **health professional** trained to assist in **surgery** and during the periods before and after **surgery**. A surgical assistant is under the supervision of a **physician**.

The following are not covered under this benefit:

- A **stay** in a **hospital** (**Hospital stays** are covered in the *Eligible health services and exclusions – Hospital and other facility care* section)
- Services of another **physician** for the administration of a local anesthetic

## Physician and specialist – outpatient surgical services

**Eligible health services** include the services of:

- The surgeon who performs your **surgery** in the outpatient department of a **hospital** or **surgery center**
- Your surgeon who you visit before and after the **surgery**

**Covered benefits** include **hospital** or **surgery center** services provided within 24 hours of the **surgical procedure**.

### Anesthetist

**Covered benefits** for your **surgery** include the services of an anesthetist who is not employed or retained by the **hospital** or **surgery center** where the **surgery** is performed.

### Surgical assistant

**Covered benefits** for your **surgery** include the services of a surgical assistant. A “surgical assistant” is a **health professional** trained to assist in **surgery** and during the periods before and after **surgery**. A surgical assistant is under the supervision of a **physician**.

The following are not covered under this benefit:

- A **stay** in a **hospital** (**Hospital stays** are covered in the *Eligible health services and exclusions – Hospital and other facility care* section)
- A separate facility charge for **surgery** performed in a **physician’s** office
- Services of another **physician** for the administration of a local anesthetic

## In-hospital non-surgical physician services

During your **stay** in a **hospital** for **surgery**, **eligible health services** include the services of **physician** employed by the **hospital** to treat you. The **physician** does not have to be the one who performed the **surgery**.

## Consultant services (non-surgical and non-preventive)

**Eligible health services** include the services of a consultant to confirm a diagnosis made by your **physician** or to determine a diagnosis. Your **physician** or **specialist** must make the request for the consultant services.

**Covered benefits** include treatment by the consultant.

The consultation by a **physician** or **specialist** may happen by way of **telemedicine**.

### Important note:

Your **student policy** covers **telemedicine**. All in-person consultant office visits provided by a **physician** or **specialist** that are **covered benefits** are also covered if you use **telemedicine** instead.

**Telemedicine** provided by a **physician** or **specialist** may have different cost sharing than other outpatient services. See the schedule of benefits for more information.

## **Second surgical opinion**

**Eligible health services** include a second surgical opinion by a **specialist** to confirm your need for a **surgery**. The **specialist** must be board-certified in the medical field for the **surgery** that is being proposed by your **physician**.

**Covered benefits** include diagnostic lab work and radiological services ordered by the **specialist**.

We must receive a written report from a **specialist** on the second surgical opinion.

## **Alternatives to physician and specialist office visits**

### **Walk-in clinic (non-emergency visit)**

**Eligible health services** include, but are not limited to, health care services provided at **walk-in clinics** for:

- Scheduled and unscheduled visits for **illnesses** and **injuries** that are not **emergency medical conditions**
- Preventive care immunizations administered within the scope of the clinic's license

### 3. Hospital and other facility care

#### Hospital care (facility charges)

**Eligible health services** include inpatient and outpatient **hospital** care.

The types of **hospital** care services that are eligible for coverage include:

- **Room and board** charges up to the **hospital's semi-private room rate**. Your plan will cover the extra expense of a private room when appropriate because of your medical condition.
- Services of **health professionals** employed by the **hospital**
- Operating and recovery rooms
- **Intensive care units** of a **hospital**
- Administration of blood and blood derivatives
- Radiation therapy
- Inhalation therapy
- Cognitive rehabilitation
- Speech therapy, physical therapy and occupational therapy
- Oxygen and oxygen therapy
- Radiological services, laboratory testing and diagnostic services
- Medications
- Intravenous (IV) preparations
- Discharge planning
- Services and supplies provided by the inpatient and outpatient department of a **hospital**

#### Preadmission testing

**Eligible health services** include pre-admission testing on an outpatient basis before a scheduled **surgery**.

For your preadmission testing to be eligible for coverage, the following conditions must be met:

- The testing is related to the scheduled **surgery**
- The testing is done within the 7 days before the scheduled **surgery** and
- The testing is not repeated in, or by, the **hospital** or **surgery center** where the **surgery** is done

#### Alternatives to hospital stays

##### Outpatient surgery (facility charges)

**Eligible health services** include facility services provided and supplies used in connection with outpatient **surgery** performed in a **surgery center** or a **hospital's** outpatient department.

##### Important note:

Some **surgeries** can be done safely in a **physician's** office. For those **surgeries**, your plan will pay only for **physician** services and not a separate facility fee.

The following are not covered under this benefit:

- A **stay** in a **hospital** (See the *Hospital care – facility charges* benefit in this section)
- A separate facility charge for **surgery** performed in a **physician's** office
- Services of another **physician** for the administration of a local anesthetic

## Home health care

**Eligible health services** include home health care services and supplies provided by a **home health care agency** in the home, but only when all of the following criteria are met:

- You are **homebound**
- Your **physician** orders them
- The services take the place of your needing to **stay** in a **hospital** or a **skilled nursing facility**, or needing to receive the same services outside your home
- The services are part of a **home health care plan**
- The services are **skilled nursing services, home health aide** services or medical social services, or are short-term speech, physical or occupational therapy
- **Home health aide** services are provided under the supervision of a registered nurse
- Medical social services are provided by or supervised by a **physician** or social worker

Short-term physical, speech and occupational therapy provided in the home are subject to the conditions and limitations imposed on therapy provided outside the home. See the *Short-term rehabilitation services and Habilitation therapy services* sections and the schedule of benefits.

Home health care services do not include **custodial care**.

The following are not covered under this benefit:

- Nursing and **home health aide** services or therapeutic support services provided outside of the home (such as in conjunction with school, vacation, work or recreational activities)
- Transportation
- Homemaker or housekeeper services
- Food or home delivered services
- Maintenance therapy

## Hospice care

**Eligible health services** include inpatient and outpatient **hospice care** when given as part of a **hospice care program** because your **physician** diagnoses you with a **terminal illness**.

The types of **hospice care** services that are eligible for coverage include:

- **Room and board**
- Services and supplies furnished to you on an inpatient or outpatient basis
- Services by a **hospice care agency** or **hospice care** provided in a **hospital**
- Part-time or intermittent nursing care by a **R.N.** or **L.P.N.** for up to eight hours a day
- Part-time or intermittent **home health aide** services to care for you up to eight hours a day
- Medical social services under the direction of a **physician** such as:
  - Assessment of your social, emotional and medical needs, and your home and family situation
  - Identification of available community resources
  - Assistance provided to you to obtain resources to meet your assessed needs
- **Respite care** in a facility or home setting

**Hospice care** services provided by the **providers** below may be covered, even if the **providers** are not an employee of the **hospice care agency** responsible for your care:

- A **physician** for consultation or case management
- A physical or occupational therapist
- A **home health care agency** for:
  - Physical and occupational therapy
  - Medical supplies
  - Outpatient **prescription drugs**
  - Psychological counseling
  - Dietary counseling

The following are not covered under this benefit:

- Funeral arrangements
- Pastoral counseling
- Bereavement counseling
- Financial or legal counseling which includes estate planning and the drafting of a will
- Homemaker or caretaker services that are services which are not solely related to your care and may include:
  - Sitter or companion services for either you or other family members
  - Transportation
  - Maintenance of the house

## **Skilled nursing facility**

**Eligible health services** include inpatient **skilled nursing facility** care.

The types of **skilled nursing facility** care services that are eligible for coverage include:

- **Room and board**, up to the **semi-private room rate**
- Services and supplies that are provided during your **stay** in a **skilled nursing facility**

For your **stay** in a **skilled nursing facility** to be eligible for coverage, the following conditions must be met:

- The **skilled nursing facility** admission will take the place of:
  - An admission to a **hospital** or sub-acute facility or
  - A continued **stay** in a **hospital** or sub-acute facility.
- There is a reasonable expectation that your condition will improve enough to go home within a reasonable amount of time
- The **illness** or **injury** is severe enough to require constant or frequent skilled nursing care on a 24-hour basis

## 4. Emergency services and urgent care

**Eligible health services** include services and supplies for the treatment of an **emergency medical condition** or an **urgent condition**, including **mental health** and **substance related disorder treatment**.

### Emergency services

**Emergency services** coverage for an **emergency medical condition** includes your use of:

- An **ambulance**
- The emergency room facilities
- The emergency room staff **physician** services
- The **hospital** nursing staff services
- The staff radiologist and pathologist services

As always, you can get **emergency services** from **MSU Student Health Services at Olin Health Center providers** or **in-network providers**. However, you can also get **emergency services** from **out-of-network providers**.

Your coverage for **emergency services** will continue until the following conditions are met:

- You are evaluated and your condition is stabilized
- Your attending **physician** determines that you are medically able to travel or be transported, by non-medical or non-emergency transportation, to another **provider** if you need more care

For follow-up care, you are covered when:

- Your **MSU Student Health Services at Olin Health Center provider** or in-network **physician** provides the care.
- You use an **out-of-network provider** to provide the care. If you use an **out-of-network provider** to receive follow up care, you may be subject to a higher out-of-pocket expense.

### In case of a medical emergency

When you experience an **emergency medical condition**, you should go to the nearest emergency room. You can also dial 911 or your local emergency response service for medical and **ambulance** assistance. If possible, call your **physician** but only if a delay will not harm your health.

### Non-emergency condition

If you go to an emergency room for what is not an **emergency medical condition**, the plan will not cover your expenses. See the schedule of benefits for specific plan details.

The following are not covered under this benefit:

- Non-emergency services in a **hospital** emergency room facility

## **Urgent care**

### **In case of an urgent condition**

#### **Urgent condition**

If you need care for an **urgent condition**, you should first seek care through your **physician** or **school health services**. If your **physician** or **school health services** is not reasonably available to provide services, you may access urgent care from an **urgent care facility**.

#### **Non-urgent care**

If you go to an **urgent care facility** for what is not an **urgent condition**, the plan will not cover your expenses. See the schedule of benefits for specific plan details.

Examples of non-urgent care are:

- Routine or preventive care (this includes immunizations)
- Follow-up care
- Physical therapy
- Elective treatment
- Any diagnostic lab work and radiological services which are not related to the treatment of the **urgent condition**

The following is not covered under this benefit:

- Non-urgent care in an **urgent care facility** (at a non-hospital freestanding facility)

## 5. Pediatric dental care

**Eligible health services** include dental services and supplies provided by a **dental provider** as found in the *Pediatric dental care* section of the schedule of benefits.

### Dental emergencies

**Eligible health services** also include dental services provided for a **dental emergency**. Services and supplies provided for a **dental emergency** will be covered even if services and supplies are provided by an **out-of-network provider**.

If you have a **dental emergency**, you should consider calling your **MSU Student Health Services at Olin Health Center** or **in-network dental provider** who may be more familiar with your dental needs. If you cannot reach your **MSU Student Health Services at Olin Health Center** or **in-network dental provider**, you may get treatment from any **dentist**. The care received from an **out-of-network provider** must be for the temporary relief of the **dental emergency** until you can be seen by your **MSU Student Health Services at Olin Health Center** or **in-network dental provider**. Services given for other than the temporary relief of the **dental emergency** by an **out-of-network provider** can cost you more. To get the maximum level of benefits, services should be provided by your **MSU Student Health Services at Olin Health Center** or **in-network dental provider**.

If you get treatment from an **out-of-network provider** for a **dental emergency**, the plan pays a benefit at the **MSU Student Health Services at Olin Health Center**, in-network cost-sharing level of coverage.

Follow-up care will be paid at the cost-sharing level that applies to the type of **provider** that gives you the care.

### Orthodontic treatment

Orthodontic treatment is covered for a severe, dysfunctional, disabling condition, such as:

- Cleft lip and palate, cleft palate, or cleft lip with alveolar process involvement
- The following craniofacial anomalies:
  - Hemifacial microsomia
  - Craniosynostosis syndromes
  - Cleidocranial dental dysplasia
  - Arthrogyrosis
  - Marfan syndrome
- Anomalies of facial bones and/or oral structures
- Facial trauma resulting in functional difficulties

If you suffer from one of these conditions, the orthodontic services that are eligible for coverage include:

- Pre-orthodontic treatment visit
- Comprehensive orthodontic treatment
- Orthodontic retention (removal of appliances, construction and placement of retainers)

### Replacements

The plan's "replacement rule" applies to:

- Crowns
- Inlays
- Onlays
- Veneers
- Complete dentures
- Removable partial dentures
- Fixed partial dentures (bridges)
- Other prosthetic services

The “replacement rule” means that replacements of, or additions to, these dental services are covered only when:

- You had a tooth (or teeth) extracted after the existing denture or bridge was installed. As a result, you need to replace or add teeth to your denture or bridge.
- The present crown, inlay, onlay and veneer, complete denture, removable partial denture, fixed partial denture (bridge), or other prosthetic service was installed at least 5 years before its replacement and cannot be fixed.
- You had a tooth (or teeth) extracted. Your present denture is an immediate temporary one that replaces that tooth (or teeth). A permanent denture is needed, and the temporary denture cannot be used as a permanent denture. Replacement must occur within 12 months from the date that the temporary denture was installed.

### **Missing teeth that are not replaced**

The plan covers installation of complete dentures, removable partial dentures, fixed partial dentures (bridges), and other prosthetic services if:

- The dentures, bridges or other prosthetic items are needed to replace one or more natural teeth. (The extraction of a third molar tooth does not qualify.)
- The tooth that was removed was not an abutment to a removable or fixed partial denture installed during the prior 5 years.

Any such appliance or fixed bridge must include the replacement of an extracted tooth or teeth.

### **Getting an advance claim review**

This only applies to out-of-network coverage. The purpose of the advance claim review is to determine, in advance, what we will pay for proposed services. Knowing ahead of time which services are covered and the benefit amount payable, helps you and your **dental provider** make informed decisions about the care you are considering.

#### **Important note:**

The advance claim review is not a guarantee of coverage and payment, but rather an estimate of the amount or scope of benefits to be paid.

### **When to get an advance claim review**

An advance claim review is recommended whenever a course of dental treatment is likely to cost more than \$350. Here are the steps to get an advance claim review:

1. Ask your **dental provider** to write down a full description of the treatment you need, using either an **Aetna** claim form or an American Dental Association (ADA) approved claim form
2. Before treating you, your **dental provider** should send the form to us
3. We may request supporting images and other diagnostic record.
4. Once all of the information has been gathered, we will review the proposed treatment plan and provide you and your **dental provider** with a statement outlining the benefits payable
5. You and your **dental provider** can then decide how to proceed

The advance claim review is voluntary. It is not necessary for emergency treatment or routine care such as cleaning teeth or check-ups.

In determining the amount of benefits payable, we will take into account alternate procedures, services, or courses of dental treatment for the dental condition in question in order to accomplish the anticipated result. See the *When does your plan cover other treatment?* section below.

## What is a course of dental treatment?

A course of dental treatment is a planned program of one or more services or supplies. The services or supplies are provided by one or more **dentists** to treat a dental condition that was diagnosed by the attending **dentist** during an oral examination. A course of treatment starts on the date your **dentist** first renders a service to correct or treat the diagnosed dental condition.

## Pediatric dental care exclusions

The following are not covered under this benefit:

- Any instruction for diet, plaque control and oral hygiene
- **Cosmetic** services and supplies including:
  - Plastic **surgery**, reconstructive **surgery**, **cosmetic surgery**, personalization or characterization of dentures or other services and supplies which improve, alter or enhance appearance
  - Augmentation and vestibuloplasty, and other substances to protect, clean, whiten, bleach or alter the appearance of teeth, whether or not for psychological or emotional reasons, except to the extent coverage is specifically provided in the *Eligible health services and exclusions* section
  - Facings on molar crowns and pontics will always be considered **cosmetic**
- Crown, inlays, onlays, and veneers unless:
  - It is treatment for decay or traumatic **injury** and teeth cannot be restored with a filling material
  - The tooth is an abutment to a covered partial denture or fixed bridge
- Dental implants and braces (that are determined not to be **medically necessary**), mouth guards, and other devices to protect, replace or reposition teeth
- Dentures, crowns, inlays, onlays, bridges, or other appliances or services used:
  - For splinting
  - To alter vertical dimension
  - To restore occlusion
  - For correcting attrition, abrasion, abfraction or erosion
- Treatment of any **jaw joint disorder** and treatments to alter bite or the alignment or operation of the jaw, including **temporomandibular joint dysfunction** disorder (**TMJ**) and **craniomandibular joint dysfunction** disorder (**CMJ**) treatment, orthognathic **surgery**, and treatment of malocclusion or devices to alter bite or alignment, except as covered in the *Eligible health services and exclusions – Specific conditions* section
- General anesthesia and intravenous sedation, unless specifically covered and only when done in connection with another **eligible health service**
- Orthodontic treatment except as covered above and in the *Pediatric dental care* section of the schedule of benefits
- Pontics, crowns, cast or processed restorations made with high noble metals (gold)
- Prescribed drugs, pre-medication or analgesia (nitrous oxide)
- Replacement of a device or appliance that is lost, missing or stolen, and for the replacement of appliances that have been damaged due to abuse, misuse or neglect and for an extra set of dentures
- Replacement of teeth beyond the normal complement of 32
- Routine dental exams and other preventive services and supplies, except as specifically provided in the *Pediatric dental care* section of the schedule of benefits

- Services and supplies:
  - Done where there is no evidence of pathology, dysfunction, or disease other than covered preventive services
  - Provided for your personal comfort or convenience or the convenience of another person, including a **provider**
  - Provided in connection with treatment or care that is not covered under your policy
- Surgical removal of impacted wisdom teeth only for orthodontic reasons
- Treatment by other than a **dental provider** that is legally qualified to furnish dental services and supplies

## 6. Specific conditions

### Birth center (facility charges)

**Eligible health services** include prenatal (non-preventive care) and postpartum care and obstetrical services from a birthing center.

A birthing center is a facility specifically licensed as a freestanding birthing center by applicable state and federal laws to provide prenatal care, delivery and immediate postpartum care.

Refer to the *Eligible health services and exclusions – Maternity care* and *Well newborn nursery care* sections for more information.

### Diabetic services and supplies (including equipment and training)

**Eligible health services** include:

- Services and supplies
  - Foot care to minimize the risk of infection
  - Insulin preparations
  - Hypodermic needles and syringes used for the treatment of diabetes
  - Injection aids for the blind
  - Diabetic test agents
  - Lancets/lancing devices
  - Prescribed oral medications whose primary purpose is to influence blood sugar
  - Alcohol swabs
  - Injectable glucagons
  - Glucagon emergency kits
- Equipment
  - External insulin pumps
  - Blood glucose meters without special features, unless required due to blindness
- Training
  - Self-management training provided by a health care **provider** certified in diabetes self-management training

“Self-management training” is a day care program of educational services and self-care designed to instruct you in the self-management of diabetes (including medical nutritional therapy). The program must be under the supervision of a **health professional** whose scope of practice includes diabetic education or management.

This coverage includes the treatment of insulin dependent (type I) and non-insulin dependent (type II) diabetes and the treatment of elevated blood glucose levels during pregnancy.

### Temporomandibular joint dysfunction treatment (TMJ) and Craniomandibular joint dysfunction treatment (CMJ)

**Eligible health services** include:

- Diagnostic or therapeutic services including treatment of associated myofascial pain
- Medical and dental surgical treatment
- Medical and dental non-surgical treatment including prosthesis placed directly on the teeth

for **TMJ** and **CMJ** by a **provider**.

The following are not covered under this benefit:

- Dental implants

## Accidental injury to sound natural teeth

**Eligible health services** include the services and supplies of a **dental provider** to treat an **injury to sound natural teeth**.

The following are not covered under this benefit:

- The care, filling, removal or replacement of teeth and treatment of diseases of the teeth
- Dental services related to the gums
- Apicoectomy (dental root resection)
- Orthodontics
- Root canal treatment
- Soft tissue impactions
- Bony impacted teeth
- Alveolectomy
- Augmentation and vestibuloplasty treatment of periodontal disease
- False teeth
- Prosthetic restoration of dental implants
- Dental implants

## Breast cancer treatment and rehabilitation

**Eligible health services** include breast cancer rehabilitative services and breast cancer outpatient treatment services, each as defined under Michigan law.

## Dermatological treatment

**Eligible health services** include the diagnosis and treatment of skin disorders by a **physician or specialist**.

The following are not covered under this benefit:

- **Cosmetic** treatment and procedures

## Maternity care

**Eligible health services** include prenatal (non-preventive care), delivery, postpartum care, and other obstetrical services, including genetic testing for pregnant women, and postnatal visits. Coverage includes **eligible health services** provided by a licensed mid-wife.

After your child is born, **eligible health services** include:

- 48 hours of inpatient care in a **hospital** or birthing center after a vaginal delivery
- 96 hours of inpatient care in a **hospital** or birthing center after a cesarean delivery
- A shorter **stay** if the attending **physician**, with the consent of the mother, discharges the mother or newborn earlier
- The mother could be discharged earlier. If so, the plan will pay for 2 post-delivery home visits by a health care **provider**

The following are not covered under this benefit:

- Any services and supplies related to births that take place in the home or in any other place not licensed to perform deliveries

## Well newborn nursery care

**Eligible health services** include routine care of your well newborn child in a **hospital** or birthing center such as:

- Well newborn nursery care during the mother's **stay** but for not more than 48 hours for a vaginal delivery or 96 hours for a cesarean delivery
- **Hospital** or birthing center visits and consultations for the well newborn by a **physician** but for not more than 1 visit per day

## Gender affirming treatment

**Eligible health services** include certain services and supplies for gender affirming treatment.

### Important note:

Visit <https://www.aetna.com/health-care-professionals/clinical-policy-bulletins.html> for detailed information about this benefit, including eligibility and **medical necessity** requirements. You can also call *Member Services* at the toll-free number in the *How to contact us for help* section.

## Autism spectrum disorder

Autism Spectrum Disorder is defined in the most recent edition of the *Diagnostic and Statistical Manual of Mental Disorders* (DSM) of the American Psychiatric Association.

**Eligible health services** include the services and supplies provided by a **physician** or **behavioral health provider** for the diagnosis, testing and treatment of autism spectrum disorders. We will only cover this treatment if a **physician** or **behavioral health provider** orders it as part of a treatment plan.

Services and supplies for diagnosis include the autism diagnostic observation schedule or any other standardized diagnostic measure for autism spectrum disorders approved by the Michigan Insurance Commissioner.

Treatment includes:

- Behavioral therapy
- **Pharmacy** care
- Therapeutic care
- Psychiatric care
- Psychological care
- Physical, occupational and speech therapy
- Applied behavioral analysis

We will cover certain early intensive behavioral interventions such as applied behavior analysis. Applied behavior analysis is an educational service that is the process of applying interventions:

- That systematically change behavior
- That are responsible for observable improvements in behavior

## Behavioral health

### Mental health treatment

**Eligible health services** include the treatment of **mental health disorders** provided by a general medical **hospital, psychiatric hospital, residential treatment facility, physician, or behavioral health provider** as follows:

- **Inpatient room and board** at the **semi-private room rate**. Your plan will cover the extra expense of a private room when appropriate because of your medical condition.
- Other services and supplies related to your condition that are provided during your **stay** in a general medical **hospital, psychiatric hospital, or residential treatment facility**.
- Outpatient treatment received while not confined as an inpatient in a general medical **hospital, psychiatric hospital, or residential treatment facility**, including:
  - Office visits to a **physician or behavioral health provider** such as a psychiatrist, psychologist, social worker, or licensed professional counselor (includes **telemedicine** consultations)
  - Individual, group and family therapies for the treatment of mental health
  - Other outpatient mental health treatment such as:
    - Partial hospitalization treatment provided in a facility or program for mental health treatment provided under the direction of a **physician**
    - Intensive outpatient program provided in a facility or program for mental health treatment provided under the direction of a **physician**
    - Skilled behavioral health services provided in the home, but only when all of the following criteria are met:
      - You are **homebound**
      - Your **physician** orders them
      - The services take the place of a **stay** in a **hospital** or a **residential treatment facility**, or you are unable to receive the same services outside your home
      - The skilled behavioral health care is appropriate for the active treatment of a condition, **illness** or disease
    - Electro-convulsive therapy (ECT)
    - Transcranial magnetic stimulation (TMS)
    - Psychological testing
    - Neuropsychological testing
    - Observation
    - Peer counseling support by a peer support specialist (including **telemedicine** consultation)
      - A peer support specialist serves as a role model, mentor, coach, and advocate. Peer support must be supervised by a **behavioral health provider**.

### Substance related disorders treatment

**Eligible health services** include the treatment of **substance related disorders** provided by a general medical **hospital, psychiatric hospital, residential treatment facility, physician, or behavioral health provider** as follows:

- **Inpatient room and board** at the **semi-private room rate**. Your plan will cover the extra expense of a private room when appropriate because of your medical condition.
- Other services and supplies that are provided during your **stay** in a general medical **hospital, psychiatric hospital or residential treatment facility**.
- Outpatient treatment received while not confined as an inpatient in a general medical **hospital, psychiatric hospital or residential treatment facility**, including:
  - Office visits to a **physician or behavioral health provider** such as a psychiatrist, psychologist, social worker, or licensed professional counselor (includes **telemedicine** consultations)
  - Individual, group and family therapies for the treatment of **substance related disorders**

- Other outpatient **substance related disorders** treatment such as:
  - o Outpatient **detoxification**
  - o Partial hospitalization treatment provided in a facility or program for treatment of **substance related disorders** provided under the direction of a **physician**
  - o Intensive outpatient program provided in a facility or program for treatment of **substance related disorders** provided under the direction of a **physician**
  - o Skilled behavioral health services provided in the home, but only when all of the following criteria are met:
    - You are **homebound**
    - Your **physician** orders them
    - The services take the place of a **stay** in a **hospital** or a **residential treatment facility**, or you are unable to receive the same services outside your home
    - The skilled behavioral health care is appropriate for the active treatment of a condition, **illness**, or disease
  - o Ambulatory **detoxification** which includes outpatient services that monitor withdrawal from alcohol or other substances, including administration of medications
  - o Observation
  - o Peer counseling support by a peer support specialist (including **telemedicine** consultation)
    - A peer support specialist serves as a role model, mentor, coach, and advocate. Peer support must be supervised by a **behavioral health provider**.

**Important note:**

Your **student policy** covers **telemedicine** for **mental health disorders** and **substance related disorders**. All in-person **physician** or **behavioral health provider** office visits that are **covered benefits** are also covered if you use **telemedicine** provided by a **physician** or **behavioral health provider** instead.

**Telemedicine** provided by a **physician** or **behavioral health provider** may have different cost sharing than other outpatient services. See the schedule of benefits for more information.

## **Obesity (bariatric) surgery and services**

**Eligible health services** include obesity **surgery**, which is also known as “weight loss **surgery**.” Obesity **surgery** is a type of procedure performed on people who are **morbidly obese**, for the purpose of losing weight.

Obesity is typically diagnosed based on your **body mass index** (BMI). To determine whether you qualify for obesity **surgery**, your **physician** will consider your BMI and any other condition or conditions you may have. In general, obesity **surgery** will not be approved for any **covered person** with a BMI less than 35.

Your **physician** will request approval from us in advance of your obesity **surgery**. We will cover charges made for the following outpatient weight management services:

- An initial medical history and physical exam
- Diagnostic tests given or ordered during the first exam
- Outpatient **prescription drug** benefits included under the *Outpatient prescription drugs* section
- Other related outpatient services

The following are not covered under this benefit:

- Weight management treatment or drugs intended to decrease or increase body weight, control weight or treat obesity, including **morbid obesity** except as described above and in the *Eligible health services and exclusions – Preventive care and wellness* section, including preventive services for obesity screening and weight management interventions. This is regardless of the existence of other medical conditions. Examples of these are:
  - Drugs, stimulants, preparations, foods or diet supplements, dietary regimens and supplements, food supplements, appetite suppressants and other medications
  - Hypnosis or other forms of therapy
  - Exercise programs, exercise equipment, membership to health or fitness clubs, recreational therapy or other forms of activity or activity enhancement

## Orthognathic surgery

**Eligible health services** include services required under applicable law or regulation.

## Reconstructive surgery and supplies

**Eligible health services** include all stages of reconstructive **surgery** by your **provider** and related supplies provided in an inpatient or outpatient setting only in the following circumstances:

- Your **surgery** reconstructs the breast where a necessary mastectomy was performed. Services and supplies include:
  - An implant
  - Areolar and nipple reconstruction
  - Areolar and nipple re-pigmentation
  - **Surgery** on a healthy breast to make it symmetrical with the reconstructed breast
  - Treatment of physical complications of all stages of the mastectomy, including lymphedema and prosthetic devices
- Your **surgery** is to implant or attach a covered prosthetic device.
- Your **surgery** corrects a gross anatomical defect present at birth. The **surgery** will be covered if:
  - The defect results in severe facial disfigurement or major functional impairment of a body part
  - The purpose of the **surgery** is to improve function
- Your **surgery** is needed because treatment of your **illness** resulted in severe facial disfigurement or major functional impairment of a body part, and your **surgery** will improve function.

## Transplant services

**Eligible health services** include transplant services provided by a **physician** and **hospital**.

This includes the following transplant types:

- Solid organ
- Hematopoietic stem cell
- Bone marrow
- CAR-T and T Cell receptor therapy for FDA-approved treatments
- Thymus tissue for FDA-approved treatments

## Network of transplant facilities

We designate facilities to provide specific services or procedures. They are listed as **Institutes of Excellence™ (IOE) facilities** in your **provider directory**.

The amount you will pay for covered transplant services depends on where you get the care. Your cost share will be lower when you get transplant services from the **IOE facility** we designate to perform the transplant you need. Transplant services received from an **IOE facility** are subject to the in-network **copayment, coinsurance, policy year deductible**, maximum out-of-pocket and limits, unless stated differently in this certificate and the schedule of benefits. You may also get transplant services at a non-IOE facility, but your cost share will be higher. Transplant services received from a non-IOE facility are subject to the out-of-network **copayment, coinsurance, policy year deductible**, maximum out-of-pocket and limits, unless stated differently in this certificate and the schedule of benefits.

**Important note:**

If there are no **IOE facilities** assigned to perform your transplant type in your network, it's important that you contact us so we can help you determine if there are other facilities that may meet your needs. If you don't get your transplant services at the facility we designate.

Many pre and post-transplant medical services, even routine ones, are related to and may affect the success of your transplant. If your transplant care is being coordinated by the National Medical Excellence Program® (NME), all medical services must be managed through the NME so that you receive the highest level of benefits at the appropriate facility. This is true even if the **eligible health service** is not directly related to your transplant.

The following are not covered under this benefit:

- Services and supplies furnished to a donor when the recipient is not a **covered person**
- Harvesting and storage of organs, without intending to use them for immediate transplantation for your existing **illness**
- Harvesting and/or storage of bone marrow, hematopoietic stem cells, or other blood cells without intending to use them for transplantation within 12 months from harvesting, for an existing **illness**

## **Infertility services**

### **Basic infertility**

**Eligible health services** include seeing a **provider**:

- To diagnose and evaluate the underlying medical cause of **infertility**.
- To do **surgery** to treat the underlying medical cause of **infertility**. Examples are endometriosis **surgery** or, for men, varicocele **surgery**.

### **Comprehensive infertility services**

**Eligible health services** include the following **infertility** services provided by an **infertility specialist**:

- Ovulation induction cycle(s) using medication to stimulate the ovaries. This may include the use of ultrasound and lab tests.
- Artificial insemination, which includes intrauterine (IUI)/intracervical (ICI) insemination.
- Oral and injectable **prescription drugs** used:
  - To stimulate the ovaries
  - Primarily for treating the underlying cause of **infertility**.

**Infertility eligible health services** may include either dollar or cycle limits. Your schedule of benefits will tell you which limits apply to your plan. For plans with cycle limits, a "cycle" is defined as:

- An attempt at ovulation induction while on medication to stimulate the ovaries with or without artificial insemination
- An artificial insemination cycle with or without medication to stimulate the ovaries

You are eligible for these **eligible health services** if:

- You or your partner have been diagnosed with **infertility**
- You have met the requirement for the number of months trying to conceive through egg and sperm contact
- Your unmedicated day 3 Follicle Stimulating Hormone (FSH) level and testing of ovarian responsiveness meet the criteria outlined in **Aetna's infertility** clinical policy

### **Aetna's National Infertility Unit**

Our National Infertility Unit (NIU) is here to help you. It is staffed by a dedicated team of registered nurses and **infertility** coordinators. They can help you with determining eligibility for benefits and **precertification**. You can call the NIU at 1-800-575-5999.

Your **MSU Student Health Services at Olin Health Center** or **in-network provider** will request approval from us in advance for your **infertility** services. If your **provider** is not a **MSU Student Health Services at Olin Health Center** or **in-network provider**, you are responsible to request approval from us in advance.

### **Infertility services exclusions**

The following are not covered under the **infertility** services benefit:

- All **infertility** services associated with or in support of an Advanced Reproductive Technology (ART) cycle. These include, but are not limited to:
  - Imaging, laboratory services, and professional services
  - In vitro fertilization (IVF)
  - Zygote intrafallopian transfer (ZIFT)
  - Gamete intrafallopian transfer (GIFT)
  - Cryopreserved embryo transfers
  - Gestational carrier cycles
  - Any related services, products or procedures (such as intracytoplasmic sperm injection (ICSI) or ovum microsurgery).
- Cryopreservation (freezing) and storage of eggs, embryos, sperm, or reproductive tissue.
- Thawing of cryopreserved (frozen) eggs, sperm, or reproductive tissue.
- All charges associated with or in support of surrogacy arrangements for you or the surrogate. A surrogate is a female carrying her own genetically related child with the intention of the child being raised by someone else, including the biological father.
- Home ovulation prediction kits or home pregnancy tests.
- The purchase of donor embryos, donor eggs or donor sperm.
- Obtaining sperm from a person not covered under this plan.
- **Infertility** treatment when a successful pregnancy could have been obtained through less costly treatment.
- **Infertility** treatment when either partner has had voluntary sterilization **surgery**, with or without surgical reversal, regardless of post reversal results. This includes tubal ligation, hysterectomy and vasectomy only if obtained as a form of voluntary sterilization.
- **Infertility** treatment when **infertility** is due to a natural physiologic process such as age related ovarian insufficiency (e.g., perimenopause, menopause) as measured by an unmedicated FSH level at or above 19 on cycle day two or three of your menstrual period or other abnormal testing results as outlined in Aetna's **infertility** clinical policy.
- Treatment for dependent children, except for fertility preservation as described above.

## 7. Specific therapies and tests

### Outpatient diagnostic testing

#### Diagnostic complex imaging services

**Eligible health services** include complex imaging services by a **provider**, including:

- Computed tomography (CT) scans
- Magnetic resonance imaging (MRI) including Magnetic resonance spectroscopy (MRS), Magnetic resonance venography (MRV) and Magnetic resonance angiogram (MRA)
- Nuclear medicine imaging including positron emission tomography (PET) scans

#### Diagnostic lab work and radiological services

**Eligible health services** include diagnostic radiological services (other than diagnostic complex imaging), lab services, and pathology and other tests.

### Chemotherapy

**Eligible health services** for chemotherapy depend on where treatment is received. In most cases, chemotherapy is covered as outpatient care. However, your **hospital** benefit covers the initial dose of chemotherapy after a cancer diagnosis during a **hospital stay**. **Covered benefits** for chemotherapy include anti-nausea **prescription drugs**.

### Gene-based, cellular and other innovative therapies (GCIT)

**Eligible health services** include GCIT provided by a **physician, hospital** or other **provider**.

#### Key Terms

Here are some key terms we use in this section. These will help you better understand GCIT.

#### Gene

A gene is a unit of heredity which is transferred from a parent to child and is thought to determine some feature of the child.

#### Molecular

Molecular means relating to or consisting of molecules. A molecule is a group of atoms bonded together, making the smallest vital unit of a chemical compound that can take part in a chemical reaction.

#### Therapeutic

Therapeutic means a treatment, therapy, or drug meant to have a good effect on the body or mind; adding to a sense of well-being.

GCIT are defined as any services that are:

- Gene-based
- Cellular and innovative therapeutics

The services have a basis in genetic/molecular medicine and are not covered under the Institutes of Excellence™ (IOE) programs. We call these “GCIT services.”

**Eligible health services** for GCIT include:

- Cellular immunotherapies.
- Genetically modified viral therapy.
- Other types of cells and tissues from and for use by the same person (autologous) and cells and tissues from one person for use by another person (allogenic) for treatment of certain conditions.
- All human gene therapy that seeks to change the usual function of a gene or alter the biologic properties of living cells for therapeutic use. Examples include therapies using:
  - Luxturna® (Voretigene neparvovec)
  - Zolgensma® (Onasemnogene abeparvovec-xioi)
  - Spinraza® (Nusinersen)
- Products derived from gene editing technologies, including CRISPR-Cas9.
- Oligonucleotide-based therapies. Examples include:
  - Antisense. An example is Spinraza® (Nusinersen).
  - siRNA.
  - mRNA.
  - microRNA therapies.

### **Facilities/providers for gene-based, cellular and other innovative therapies**

We designate facilities to provide GCIT services or procedures. GCIT **physicians, hospitals** and other **providers** are GCIT-designated facilities/**providers** for **Aetna** and CVS Health.

#### **Important note:**

You must get GCIT **eligible health services** from a GCIT-designated facility/**provider**. If there are no GCIT-designated facilities/**providers** assigned in your network, it's important that you contact us so we can help you determine if there are other facilities that may meet your needs. If you don't get your GCIT services at the facility/**provider** we designate, they will not be **eligible health services**.

### **Outpatient infusion therapy**

**Eligible health services** include infusion therapy you receive in an outpatient setting including but not limited to:

- A free-standing outpatient facility
- The outpatient department of a **hospital**
- A **physician** in their office
- A home care **provider** in your home

You can access the list of preferred infusion locations by contacting Member Services at the toll-free number in the *How to contact us for help* section or by logging in to your **Aetna** website at <https://www.aetnastudenthealth.com>.

Infusion therapy is the parenteral (e.g. intravenous) administration of prescribed medications or solutions.

Certain infused medications may be covered under the outpatient **prescription drug** coverage. You can access the list of **specialty prescription drugs** by contacting Member Services at the toll-free number in the *How to contact us for help* section or by logging in to your **Aetna** website at <https://www.aetnastudenthealth.com> to determine if coverage is under the outpatient **prescription drug** benefit of this certificate of coverage.

When Infusion therapy services and supplies are provided in your home, they will not count toward any applicable home health care maximums.

The following are not covered under this benefit:

- Drugs that are included on the list of **specialty prescription drugs** as covered under your outpatient **prescription drug** plan
- Enteral nutrition
- Blood transfusions and blood products
- Dialysis

## Outpatient radiation therapy

**Eligible health services** include the following radiology services provided by a **health professional**:

- Radiological services
- Gamma ray
- Accelerated particles
- Mesons
- Neutrons
- Radium
- Radioactive isotopes

## Specialty prescription drugs

**Eligible health services** include **specialty prescription drugs** when they are:

- Purchased by your **provider**
- Injected or infused by your **provider** in an outpatient setting such as:
  - A free-standing outpatient facility
  - The outpatient department of a **hospital**
  - A **physician** in the office
  - A home care **provider** in your home
- Listed on our **specialty prescription drug** list as covered under this certificate of coverage

You can access the list of **specialty prescription drugs** by contacting Member Services at the toll-free number in the *How to contact us for help* section or by logging in to your **Aetna** website at <https://www.aetnastudenthealth.com> to determine if coverage is under the outpatient **prescription drug** benefit of this certificate of coverage.

Certain infused medications may be covered under the outpatient **prescription drug** coverage. You can access the list of **specialty prescription drugs** by contacting Member Services at the toll-free number in the *How to contact us for help* section or by logging in to your **Aetna** website at <https://www.aetnastudenthealth.com> to determine if coverage is under this **specialty prescription drug** or the outpatient **prescription drug** benefit.

When infused services and supplies are provided in your home, they will not count toward any applicable home health care maximums.

## Outpatient respiratory therapy

**Eligible health services** include outpatient respiratory therapy services you receive at a **hospital, skilled nursing facility** or **physician's** office but only if those services are part of a treatment plan determined by your risk level and ordered by your **physician**.

## Transfusion or kidney dialysis of blood

**Eligible health services** include services and supplies for the transfusion or kidney dialysis of blood. **Covered benefits** include:

- Whole blood
- Blood components
- The administration of whole blood and blood components

## Short-term cardiac and pulmonary rehabilitation services

**Eligible health services** include the cardiac and pulmonary rehabilitation services listed below.

### Cardiac rehabilitation

**Eligible health services** include cardiac rehabilitation services you receive at a **hospital, skilled nursing facility or physician's office**, but only if those services are part of a treatment plan determined by your risk level and ordered by your **physician**.

### Pulmonary rehabilitation

**Eligible health services** include pulmonary rehabilitation services as part of your inpatient **hospital stay** if it is part of a treatment plan ordered by your **physician**.

A course of outpatient pulmonary rehabilitation may also be eligible for coverage if it is performed at a **hospital, skilled nursing facility, or physician's office**, is used to treat reversible pulmonary disease states, and is part of a treatment plan ordered by your **physician**.

## Short-term rehabilitation and habilitation therapy services

### Short-term rehabilitation therapy services

Short-term rehabilitation therapy services are services needed to restore or develop your skills and functioning for daily living.

**Eligible health services** include short-term rehabilitation therapy services your **physician** prescribes. The services have to be performed by:

- A licensed or certified physical, occupational or speech therapist
- A **hospital, skilled nursing facility, or hospice facility**
- A **home health care agency**
- A **physician**

Short-term rehabilitation therapy services have to follow a specific treatment plan, ordered by your **physician**.

### Outpatient cognitive rehabilitation, physical, occupational, and speech therapy

**Eligible health services** include:

- Physical therapy, but only if it is expected to significantly improve or restore physical functions lost as a result of an acute **illness, injury or surgical procedure**
- Occupational therapy (except for vocational rehabilitation or employment counseling), but only if it is expected to:
  - Significantly improve, develop or restore physical functions you lost as a result of an acute **illness, injury or surgical procedure** or
  - Relearn skills so you can significantly improve your ability to perform the activities of daily living on your own

- Speech therapy, but only if it is expected to:
  - Significantly improve or restore the speech function or correct a speech impairment as a result of an acute **illness, injury or surgical procedure** or
  - Improve delays in speech function development caused by a gross anatomical defect present at birth

Speech function is the ability to express thoughts, speak words and form sentences. Speech impairment is difficulty with expressing one's thoughts with spoken words.

- Cognitive rehabilitation therapy associated with physical rehabilitation, but only when:
  - Your cognitive deficits are caused by neurologic impairment due to trauma, stroke, or encephalopathy
  - The therapy is coordinated with us as part of a treatment plan intended to restore previous cognitive function.

### **Short-term habilitation therapy services**

Short-term habilitation therapy services are services needed to keep, learn, or improve your skills and functioning for daily living (e.g. therapy for a child who isn't walking or talking at the expected age).

**Eligible health services** include short-term habilitation therapy services your **physician** prescribes. The services have to be performed by:

- A licensed or certified physical, occupational or speech therapist
- A **hospital, skilled nursing facility, or hospice facility**
- A **home health care agency**
- A **physician**

Short-term habilitation therapy services have to follow a specific treatment plan, ordered by your **physician**.

### **Outpatient physical, occupational, and speech habilitation therapy**

**Eligible health services** include:

- Physical therapy (except for services provided in an educational or training setting), if it is expected to develop any impaired function.
- Occupational therapy (except for vocational rehabilitation or employment counseling or services provided in an educational or training setting), if it is expected to develop any impaired function.
- Speech therapy (except for services provided in an educational or training setting or to teach sign language) is covered provided the therapy is expected to develop speech function as a result of delayed development. Speech function is the ability to express thoughts, speak words and form sentences.

### **Chiropractic services**

**Eligible health services** include chiropractic services to correct a muscular or skeletal problem.

Your **provider** must establish or approve a treatment plan that details the treatment, and specifies frequency and duration.

### **Diagnostic testing for learning disabilities**

**Eligible health services** include diagnostic testing for:

- Attention deficit disorder
- Attention deficit hyperactive disorder
- Dyslexia

Once you are diagnosed with one of these conditions, the treatment is covered under the Mental health treatment section.

## 8. Other services

### Ambulance service

Eligible health services include transport by professional **ambulance** services.

For **emergency services**:

- To the first **hospital** to provide **emergency services**
- From one **hospital** to another **hospital** if the first **hospital** cannot provide the **emergency services** you need

For non-emergency services:

- From a **hospital** to your home or to another facility if an **ambulance** is the only safe way to transport you.
- From your home to a **hospital** if an **ambulance** is the only safe way to transport you. Transport is limited to 200 miles.

Your plan also covers transportation to a **hospital** by professional air or water **ambulance** when:

- Professional ground **ambulance** transportation is not available
- Your condition is unstable, and requires medical supervision and rapid transport
- You are traveling from one **hospital** to another and
  - The first **hospital** cannot provide the **emergency services** you need
  - The two conditions above are met

The following are not covered under this benefit:

- **Ambulance** services for routine transportation to receive outpatient or inpatient care

### Clinical trial therapies (experimental or investigational)

Eligible health services include **experimental or investigational** drugs, devices, treatments or procedures from a **provider** under an "approved clinical trial" only when you have cancer or **terminal illnesses** and all of the following conditions are met:

- Standard therapies have not been effective or are not appropriate
- We determine based on published, peer-reviewed scientific evidence that you may benefit from the treatment

An "approved clinical trial" is a clinical trial that meets all of these criteria:

- The FDA has approved the drug, device, treatment, or procedure to be investigated or has granted it investigational new drug (IND) or group c/treatment IND status. This requirement does not apply to procedures and treatments that do not require FDA approval.
- The clinical trial has been approved by an Institutional Review Board that will oversee the investigation.
- The clinical trial is sponsored by the National Cancer Institute (NCI) or similar federal organization.
- The trial conforms to standards of the NCI or other, applicable federal organization.
- The clinical trial takes place at an NCI-designated cancer center or takes place at more than one institution.
- You are treated in accordance with the protocols of that study.

## Clinical trials (routine patient costs)

**Eligible health services** include “routine patient costs” incurred by you from a **provider** in connection with participation in an “approved clinical trial” as a “qualified individual” for cancer or other life-threatening **illness** or condition, as those terms are defined in the federal Public Health Service Act, Section 2709.

Coverage is limited to routine patient services from **MSU Student Health Services at Olin Health Center** or **in-network providers**.

The following are not covered under this benefit:

- Services and supplies related to data collection and record-keeping that is solely needed due to the clinical trial (i.e. protocol-induced costs)
- Services and supplies provided by the trial sponsor without charge to you
- The experimental intervention itself (except **medically necessary** Category B investigational devices and promising **experimental** or **investigational** interventions for **terminal illnesses** in certain clinical trials in accordance with **Aetna’s** claim policies)

## Durable medical equipment (DME)

**Eligible health services** include the expense of renting or buying **DME** and accessories you need to operate the item from a **DME** supplier. Your plan will cover either buying or renting the item, depending on which we think is more cost efficient. If you purchase **DME**, that purchase is only eligible for coverage if you need it for long-term use.

Coverage includes:

- One item of **DME** for the same or similar purpose.
- Repairing **DME** due to normal wear and tear. It does not cover repairs needed because of misuse or abuse.
- A new **DME** item you need because your physical condition has changed. It also covers buying a new **DME** item to replace one that was damaged due to normal wear and tear, if it would be cheaper than repairing it or renting a similar item.
- The fitting and adjustment of such **DME** items.

We:

- Assume no responsibility
- Make no express or implied warranties

concerning the outcome of any covered **DME** items.

We reserve the right to limit the payment of charges up to the most cost-efficient and least restrictive level of service or item that can be safely and effectively provided. It is our decision whether to rent or purchase the **DME** item.

Coverage is limited to one item of equipment, for the same or similar purpose and the accessories needed to operate the item. You are responsible for the entire cost of any additional pieces of the same or similar equipment that you purchase or rent for personal convenience or mobility.

Your plan only covers the same type of **DME** that **Medicare** covers. But there are some **DME** items **Medicare** covers that your plan does not.

The following are not covered under this benefit:

- Whirlpools
- Portable whirlpool pumps
- Sauna baths
- Massage devices
- Over bed tables
- Elevators
- Communication aids
- Vision aids
- Telephone alert systems
- Personal hygiene and convenience items such as air conditioners, humidifiers, hot tubs, or physical exercise equipment even if they are prescribed by a **physician**

### **Educational services for chronic disease**

**Eligible health services** include education provided by a **provider** about managing chronic diseases, such as diabetes or asthma.

### **Nutritional support - parenteral and enteral**

**Eligible health services** include formula and low protein modified food products ordered by a **physician** for the treatment of phenylketonuria or an inherited disease of amino and organic acids.

For purposes of this benefit, “low protein modified food product” 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.

The following are not covered under this benefit:

- Any food item, including infant formulas, nutritional supplements, vitamins, plus **prescription** vitamins, medical foods and other nutritional items, even if it is the sole source of nutrition, except as described above

### **Orthotic devices**

**Eligible health services** include mechanical supportive devices ordered by your **physician** for the treatment of weak or muscle deficient feet.

### **Prosthetic devices**

**Eligible health services** include the initial provision and subsequent replacement of a prosthetic device that your **physician** orders and administers.

Prosthetic device means:

- A device that temporarily or permanently replaces all or part of an external body part lost or impaired as a result of **illness** or **injury** or congenital defects. This includes a breast prosthetic device if you have undergone a mastectomy.

Coverage includes:

- The prosthetic device
- Repairing or replacing the original device you outgrow or that is no longer appropriate because your physical condition changed
- Replacements required by ordinary wear and tear or damage
- The fitting, instruction and other services (such as attachment or insertion) so you can properly use the device

The following are not covered under this benefit:

- Services covered under any other benefit
- Orthopedic shoes, therapeutic shoes, foot orthotics, or other devices to support the feet, unless required for the treatment of or to prevent complications of diabetes, or if the orthopedic shoe is an integral part of a covered leg brace
- Trusses, corsets, and other support items
- Repair and replacement due to loss, misuse, abuse or theft
- Communication aids
- Cochlear implants

## Pain management

**Eligible health services** include the evaluation and treatment of chronic and or acute pain as specified in our clinical policy bulletins. Our clinical policy bulletins explain our policy for specific services and supplies. You can find the bulletins at <https://www.aetna.com/health-care-professionals/clinical-policy-bulletins.html>

## Podiatric (foot care) treatment

**Eligible health services** include non-routine foot care for the treatment of **illness** or **injury** of the feet by **physicians** and **health professionals**.

Non-routine treatment means:

- It would be hazardous for you if someone other than a **physician** or **health professional** provided the care
- You have an **illness** that makes the non-routine treatment essential
- The treatment is routine foot care but it's part of an **eligible health service** (e.g., debriding of a nail to expose a subungual ulcer, or treatment of warts)
- The treatment you need might cause you to have a change in your ability to walk.

The following are not covered under this benefit:

- Services and supplies for:
  - The treatment of calluses, bunions, toenails, flat feet, hammertoes, fallen arches
  - The treatment of weak feet, chronic foot pain or conditions caused by routine activities, such as walking, running, working or wearing shoes
  - Supplies (including orthopedic shoes), arch supports, shoe inserts, ankle braces, guards, protectors, creams, ointments and other equipment, devices and supplies
  - Routine pedicure services, such as cutting of nails, corns and calluses when there is no **illness** or **injury** of the feet

## Telemedicine

**Eligible health services** include **telemedicine** consultations when provided by a **physician, specialist, behavioral health provider telemedicine provider** acting within the scope of their license.

## **Vision care**

### **Pediatric vision care**

#### **Routine vision exams**

**Eligible health services** include a routine vision exam provided by an ophthalmologist or optometrist. The exam will include refraction and glaucoma testing.

### **Vision care services and supplies**

**Eligible health services** include:

- Office visits to an ophthalmologist, optometrist or optician related to the fitting of **prescription** contact lenses
- Eyeglass frames, **prescription** lenses or **prescription** contact lenses that are identified as preferred by a vision **provider**
- Eyeglass frames, **prescription** lenses or **prescription** contact lenses that are identified as non-preferred by a vision **provider**
- Non-conventional **prescription** contact lenses that are required to correct visual acuity to 20/40 or better in the better eye and that correction cannot be obtained with conventional lenses
- Aphakic **prescription** lenses prescribed after cataract **surgery** has been performed
- Low vision services including comprehensive low vision evaluations and prescribed optical devices, such as high-power spectacles, magnifiers, and telescopes

In any one **policy year**, this benefit will cover either **prescription** lenses for eyeglass frames or **prescription** contact lenses, but not both.

The following are not covered under this benefit:

- Eyeglass frames, non-prescription lenses and non-prescription contact lenses that are for **cosmetic** purposes

## 9. Outpatient prescription drugs

### Prescription drugs

Read this section carefully. This plan does not cover all **prescription drugs** and some coverage may be limited. This doesn't mean you can't get **prescription drugs** that aren't covered; you can, but you have to pay for them yourself. For more information about **prescription drug** benefits, including limits, see the schedule of benefits.

#### Important note:

A **pharmacy** may refuse to fill or refill a **prescription** when, in the professional judgement of the pharmacist, it should not be filled or refilled.

Your plan provides standard safety checks to encourage safe and appropriate use of medications. These checks are intended to avoid adverse events and align with the medication's U.S. Food and Drug Administration (FDA) approved prescribing information and current published clinical guidelines and treatment standards. These checks are routinely updated as new medications come to market and as guidelines and standards are updated.

**Eligible health services** are based on the drugs in the **drug guide**. Your cost may be higher if you're prescribed a **prescription drug** that is not listed in the **drug guide**. You can find out if a **prescription drug** is covered; see the *How to contact us for help* section.

**Eligible health services** are based on the drugs in the **drug guide**. We exclude **prescription drugs** listed on the formulary exclusions list unless we approve a medical exception. The formulary exclusions list is a list of **prescription drugs** not covered under the plan. This list is subject to change. If it is **medically necessary** for you to use a **prescription drug** that is not on this **drug guide**, you or your **provider** must request a medical exception. See the *Requesting a medical exception* section or just contact us.

Your **provider** can give you a **prescription** in different ways including:

- A written **prescription** that you take to a **MSU Student Health Services at Olin Health Center** or **in-network pharmacy**
- Calling or e-mailing a **prescription** to a **MSU Student Health Services at Olin Health Center** or **in-network pharmacy**
- Submitting the **prescription** to a **MSU Student Health Services at Olin Health Center** or **in-network pharmacy** electronically

The **pharmacy** may substitute a **generic prescription drug** for a **brand-name prescription drug**. Your cost share may be less if you use a generic drug when it is available.

Any **prescription drug** made to work beyond one month shall require the **copayment** amount that equals the expected duration of the medication.

### Prescription drug synchronization

If you are prescribed multiple maintenance medications and would like to have them each dispensed on the same fill date for your convenience, your **in-network pharmacy** may be able to coordinate that for you. This is called synchronization. We will apply a prorated daily cost share rate to a partial fill of a maintenance drug, if needed, to synchronize your **prescription drugs**.

### How to access MSU Student Health Services at Olin Health Center and in-network pharmacies

A **MSU Student Health Services at Olin Health Center pharmacy** or **in-network pharmacy** will submit your claim. You will pay your cost share to the **pharmacy**. Your **policyholder** will tell you how to find a **MSU Student Health Services at Olin Health Center pharmacy**. You can find an **in-network pharmacy** either online or by phone. See the *How to contact us for help* section. You may go to any of our **in-network pharmacies**.

## Pharmacy types

### Retail pharmacy

A **retail pharmacy** may be used for up to a 30 day supply of a **prescription drug**.

### Mail order pharmacy

The drugs available through mail order are maintenance drugs that you take on a regular basis for a chronic or long-term medical condition. A **mail order pharmacy** may be used for up to a 90 day supply of a **prescription drug**.

**Prescriptions** can be filled at a **MSU Student Health Services at Olin Health Center** or in-network **mail order pharmacy**.

### Specialty pharmacy

A **specialty pharmacy** may be used for up to a 30 day supply of a **specialty prescription drug**. You can view the list of **specialty prescription drugs**. See the *How to contact us for help* section.

**Prescription drugs** covered by this plan are subject to misuse, waste, or abuse utilization review by us, your **provider**, and/or your **MSU Student Health Services at Olin Health Center pharmacy** or **in-network pharmacy**. The outcome of this review may include:

- Limiting coverage of a drug to one prescribing **provider** or one **MSU Student Health Services at Olin Health Center pharmacy** or **in-network pharmacy**
- Quantity, dosage or day supply limits
- Requiring a partial fill or denial of coverage

## How to access out-of-network pharmacies

You can directly access an **out-of-network pharmacy** to get covered outpatient **prescription drugs**.

When you use an **out-of-network pharmacy**, you pay your in-network **copayment** or **coinsurance** then you pay any remaining **deductible** and then you pay your out-of-network **coinsurance**. If you use an **out-of-network pharmacy** to obtain outpatient **prescription drugs**, you are subject to a higher out-of-pocket expense and are responsible for:

- Paying your in-network outpatient **prescription drug** cost share
- Paying any applicable out-of-network outpatient **prescription drug deductible**
- Your out-of-network **copayment**
- Your out-of-network **coinsurance**
- Any charges over the **recognized charge**
- Submitting your own claims

## Other covered services

### Anti-cancer drugs taken by mouth

**Eligible health services** include any drug prescribed for cancer treatment, including chemotherapy drugs. The drug must be recognized for treating cancer in standard reference materials or medical literature even if it isn't approved by the FDA for this treatment.

### Contraceptives (birth control)

For females who are able to become pregnant, **eligible health services** include certain drugs and devices that the FDA has approved to prevent pregnancy. You will need a **prescription** from your **provider** and must fill it at a **MSU Student Health Services at Olin Health Center** or **in-network pharmacy**. At least one form of each FDA-approved contraception method is an **eligible health service**. You can access a list of covered drugs and devices. See the *How to contact us for help* section.

We also cover over-the-counter (OTC) and **generic prescription drugs** and devices for each method of birth control approved by the FDA at no cost to you. If a generic drug or device is not available for a certain method, we will cover the **brand-name prescription drug** or device at no cost share.

**Preventive contraceptives important note:**

You may qualify for a medical exception if your **provider** determines that the contraceptives covered as preventive **eligible health services** under the plan are not medically appropriate for you. Your **provider** may request a medical exception and submit it to us for review. If the exception is approved, the **brand-name prescription drug** contraceptive will be covered at 100%.

**Diabetic supplies**

**Eligible health services** include but are not limited to the following:

- Alcohol swabs
- Blood glucose calibration liquid
- Diabetic syringes, needles and pens
- Continuous glucose monitors
- Insulin infusion disposable pumps
- Lancet devices and kits
- Test strips for blood glucose, ketones, urine

See the *Diabetic services and supplies (including equipment and training)* provision for medical **eligible health services**.

**Growth hormones**

**Eligible health services** include drugs or growth hormones used to stimulate growth and treat idiopathic short stature when there is evidence that the **covered person** meets one or more clinical criteria detailed in our **precertification** and clinical policies. You can find our clinical policies at <https://www.aetna.com/health-care-professionals/clinical-policy-bulletins.html>

**Immunizations**

**Eligible health services** include preventive immunizations as required by the ACA when given by a **MSU Student Health Services at Olin Health Center** or **in-network pharmacy**. You should contact your **school health services** for **MSU Student Health Services at Olin Health Center pharmacies**. You can find a participating **in-network pharmacy** by contacting us. Check with the **pharmacy** before you go to make sure the vaccine you need is in stock. Not all **pharmacies** carry all vaccines.

**Infertility drugs**

**Eligible health services** include oral and injectable ovulation induction **prescription drugs** used to treat the underlying medical cause of **infertility**.

**Antineoplastic therapy prescription drugs**

**Eligible health services** include **prescription drugs** used in antineoplastic therapy and its administration.

**Eligible health services** also include any FDA-approved **prescription drugs** regardless of whether the neoplasm the **prescription drug** is treating is the same neoplasm the FDA approved the **prescription drug** for, if all of the following conditions are met:

- Your **physician** orders the **prescription drug** for the treatment of a specific type of neoplasm
- The FDA approves the **prescription drug** for use in antineoplastic therapy
- The **prescription drug** is used as part of an antineoplastic drug regimen

- Current medical literature substantiates its efficacy and recognized oncology organizations generally accept the treatment
- You give your **physician** consent for the treatment regimen, which includes FDA-approved **prescription drugs** for off-label indications

### **Preventive care drugs and supplements**

**Eligible health services** include preventive care drugs and supplements, including OTC ones, as required by the ACA.

### **Risk reducing breast cancer prescription drugs**

**Eligible health services** include **prescription drugs** used to treat people who are at:

- Increased risk for breast cancer
- Low risk for medication side effects

### **Tobacco cessation prescription and OTC drugs**

**Eligible health services** include FDA approved **prescription** and OTC drugs to help stop the use of tobacco products. You must receive a **prescription** from your **provider** and submit the **prescription** to the **pharmacy** for processing.

### **Outpatient prescription drug exclusions**

The following are not **eligible health services**:

- Abortion drugs used for elective termination of pregnancy except when the pregnancy is the result of rape or incest or if it places the woman's life in serious danger
- Any services related to providing, injecting or application of a drug
- Compounded **prescriptions** containing bulk chemicals not approved by the FDA including compounded bioidentical hormones
- **Cosmetic** drugs including medication and preparations used for **cosmetic** purposes
- Devices, products and appliances unless listed as an **eligible health service**
- Dietary supplements including medical foods
- Drugs or medications:
  - Administered or entirely consumed at the time and place they are prescribed or provided
  - Which do not require a **prescription** by law, even if a **prescription** is written, unless we have approved a medical exception
  - That are therapeutically the same or an alternative to a covered **prescription drug**, unless we approve a medical exception
  - Not approved by the FDA or not proven safe or effective
  - Provided under your medical plan while inpatient at a healthcare facility
  - Recently approved by the FDA but not reviewed by our Pharmacy and Therapeutics Committee, unless we have approved a medical exception
  - That include vitamins and minerals unless recommended by the United States Preventive Services Task Force (USPSTF)
  - That are used to treat sexual dysfunction, enhance sexual performance or increase sexual desire, including drugs, implants, devices or preparations to correct or enhance erectile function, enhance sensitivity or alter the shape or appearance of a sex organ unless listed as an **eligible health service**
  - That are used for the purpose of weight gain or loss including but not limited to stimulants, preparations, foods or diet supplements, dietary regimens and supplements, food or food supplements, appetite suppressants or other medications
- Duplicative drug therapy; for example, two antihistamines for the same condition

- Genetic care including:
  - Any treatment, device, drug, service or supply to alter the body's genes, genetic makeup or the expression of the body's genes unless listed as an **eligible health service**
- Immunizations related to work
- Immunization or immunological agents except as specifically stated in the schedule of benefits or the certificate
- Implantable drugs and associated devices except as specifically stated in the schedule of benefits or the certificate
- **Infertility:**
  - **Prescription drugs** used primarily for the treatment of **infertility**
- Injectables including:
  - Any charges for the administration or injection of **prescription drugs**
  - Needles and syringes except for those used for insulin administration
  - Any drug which, due to its characteristics as determined by us, must typically be administered or supervised by a qualified **provider** or licensed certified **health professional** in an outpatient setting with the exception of Depo Provera and other **injectable drugs** for contraception
- Off-label drug use except for indications recognized through peer-reviewed medical literature
- **Prescription drugs:**
  - That are ordered by a **dentist** or prescribed by an oral surgeon in relation to the removal of teeth or **prescription drugs** for the treatment of a dental condition
  - That are considered oral dental preparations and fluoride rinses except pediatric fluoride tablets or drops as specified on the plan's **drug guide**
  - That are used for the purpose of improving visual acuity or field of vision
  - That are being used or abused in a manner that is determined to be furthering an addiction to a habit-forming substance, or drugs obtained for use by anyone other than the person identified on the ID card
- Replacement of lost or stolen **prescriptions**
- Test agents except diabetic test agents
- Tobacco cessation drugs, unless recommended by the USPSTF
- We reserve the right to exclude:
  - A manufacturer's product when the same or similar drug (one with the same active ingredient or same therapeutic effect), supply or equipment is on the plan's **drug guide**
  - Any dosage or form of a drug when the same drug is available in a different dosage or form on the plan's **drug guide**

### Where your schedule of benefits fits in

You are responsible for paying your part of the cost sharing. The schedule of benefits shows any benefit limitations and any out-of-pocket costs you are responsible for. Keep in mind that you are responsible for costs not covered under this plan.

Your outpatient **prescription drug** costs are based on:

- The type of **prescription drug** you are prescribed
- Where you fill your **prescription**

### How your copayment works

Your **copayment** is the amount you pay for each **prescription** fill or refill. Your schedule of benefits shows you which **copayments** you need to pay for specific **prescription** fills or refills. You will pay any cost sharing directly to the **MSU Student Health Services at Olin Health Center pharmacy** or **in-network pharmacy**.

## What your plan doesn't cover – general exclusions

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We already told you about the many health care services and supplies that are eligible for coverage under your plan in the *Eligible health services and exclusions* section. In that section we also told you that some health care services and supplies have exceptions and some are not covered at all (exclusions).

In this section we tell you about the general exclusions that apply to your plan. And just a reminder, you'll find coverage limitations in the schedule of benefits.

### General exclusions

The following are not **eligible health services** under your plan except as described in:

- The *Eligible health services and exclusions* section of this certificate of coverage or
- A rider or amendment issued to you for use with this certificate of coverage

### Abortion

- Services and supplies provided for an abortion except when the pregnancy is the result of rape or incest or if it places the woman's life in serious danger

### Abortion drugs

- Drugs used for elective termination of pregnancy except when the pregnancy is the result of rape or incest or if it places the woman's life in serious danger

### Acupuncture

- Acupuncture
- Acupressure

### Air or space travel

- Traveling in, on or descending from any aircraft, including a hang glider, while the aircraft is in flight. This includes descending by a parachute, wingsuit or any other similar device.

This exclusion does not apply if:

- You are traveling solely as a fare-paying passenger
- You are traveling on a licensed, commercial, regularly scheduled non-military aircraft
- You are traveling solely in a civil aircraft with a current valid "Standard Federal Aviation Agency Airworthiness Certificate" and:
  - The civil aircraft is piloted by a person with a current valid pilot's certificate with proper ratings for the type of flight and aircraft involved
  - You are as a passenger with no duties at all on an aircraft used only to carry passengers or you are a pilot or a part of the flight crew on an aircraft owned or leased by the **policyholder** performing duties for the **policyholder**
- You are enrolled in the **policyholder's** "Bachelor of Science in Aviation" program

### Alternative health care

- Services and supplies given by a **provider** for alternative health care. This includes but is not limited to aromatherapy, naturopathic medicine, herbal remedies, homeopathy, energy medicine, Christian faith-healing medicine, Ayurvedic medicine, yoga, hypnotherapy, and traditional Chinese medicine.

### **Armed forces**

- Services and supplies received from a **provider** as a result of an **injury** sustained, or **illness** contracted, while in the service of the armed forces of any country. When you enter the armed forces of any country, we will refund any unearned pro-rata **premium**

### **Behavioral health treatment**

- Services for the following based on categories, conditions, diagnoses or equivalent terms as listed in the most recent version of the *Diagnostic and Statistical Manual of Mental Disorders* (DSM) of the American Psychiatric Association:
  - **Stay** in a facility for treatment for dementias and amnesia without a behavioral disturbance that necessitates mental health treatment
  - School and/or education service including special education, remedial education, wilderness treatment programs, or any such related or similar programs
  - Services provided in conjunction with school, vocation, work or recreational activities
  - Transportation
  - Sexual deviations and disorders except as described in the *Eligible health services and exclusions* section
  - Tobacco use disorders except as described in the *Eligible health services and exclusions – Preventive care and wellness* section

### **Beyond legal authority**

- Services and supplies provided by a **health professional** or other **provider** that is acting beyond the scope of its legal authority

### **Blood, blood plasma, synthetic blood, blood derivatives or substitutes**

Examples of these are:

- The provision of donated blood to the **hospital**, other than blood derived clotting factors
- Any related services for donated blood including processing, storage or replacement expenses
- The service of blood donors, including yourself, apheresis or plasmapheresis
- The blood you donate for your own use, excluding administration and processing expenses and except where described in the *Eligible health services and exclusions – Transplant services* section

### **Clinical trial therapies (experimental or investigational)**

- Your plan does not cover clinical trial therapies (**experimental or investigational**), except as described in the *Eligible health services and exclusions - Clinical trial therapies (experimental or investigational)* section

### **Cornea or cartilage transplants**

- Cornea (corneal graft with amniotic membrane)
- Cartilage (autologous chondrocyte implant or osteochondral allograft or autograft) transplants

### **Cosmetic services and plastic surgery**

- Any treatment, **surgery** (**cosmetic** or plastic), service or supply to alter, improve or enhance the shape or appearance of the body.

This exclusion does not apply to:

- **Surgery** after an **accidental injury** when performed as soon as medically feasible. (**Injuries** that occur during medical treatments are not considered **accidental injuries** even if unplanned or unexpected.)
- **Medically necessary plastic surgery** for:
  - Blepharoplasty of upper lids
  - Breast reduction
  - Surgical treatment of male gynecomastia
  - Panniculectomy
  - Rhinoplasty or septorhinoplasty for sleep apnea
- Coverage that may be provided under the *Eligible health services and exclusions - Gender affirming treatment* section.

### **Court-ordered testing**

- Court-ordered testing or care unless **medically necessary**

### **Custodial care**

Services and supplies meant to help you with activities of daily living or other personal needs.

Examples of these are:

- Routine patient care such as changing dressings, periodic turning and positioning in bed
- Administering oral medications
- Care of a stable tracheostomy (including intermittent suctioning)
- Care of a stable colostomy/ileostomy
- Care of stable gastrostomy/jejunostomy/nasogastric tube (intermittent or continuous) feedings
- Care of a bladder catheter (including emptying/changing containers and clamping tubing)
- Watching or protecting you
- **Respite care** except in connection with **hospice care**, adult (or child) day care, or convalescent care
- Institutional care. This includes **room and board** for rest cures, adult day care and convalescent care
- Help with walking, grooming, bathing, dressing, getting in or out of bed, toileting, eating or preparing foods
- Any other services that a person without medical or paramedical training could be trained to perform
- Any service that can be performed by a person without any medical or paramedical training
- For behavioral health (mental health treatment and **substance related disorders** treatment):
  - Services provided when you have reached the greatest level of function expected with the current level of care, for a specific diagnosis
  - Services given mainly to:
    - Maintain, not improve, a level of function
    - Provide a place free from conditions that could make your physical or mental state worse

### **Dental care for adults**

- Dental services for adults including services related to:
  - The care, filling, removal or replacement of teeth and treatment of **injuries** to or diseases of the teeth
  - Dental services related to the gums
  - Apicoectomy (dental root resection)
  - Orthodontics
  - Root canal treatment
  - Soft tissue impactions
  - Alveolectomy

- Augmentation and vestibuloplasty treatment of periodontal disease
- False teeth
- Prosthetic restoration of dental implants
- Dental implants

This exception does not include removal of bony impacted teeth, bone fractures, removal of tumors, and odontogenic cysts.

### **Educational services**

Examples of these services are:

- Any service or supply for education, training or retraining services or testing, except where described in the *Eligible health services and exclusions – Diabetic services and supplies (including equipment and training)* and *Educational services for chronic disease* section. This includes:
  - Special education
  - Remedial education
  - Wilderness treatment programs (whether or not the program is part of a **residential treatment facility** or otherwise licensed institution)
  - Job training
  - Job hardening programs
- Educational services, schooling or any such related or similar program, including therapeutic programs within a school setting.

### **Examinations**

Any health or dental examinations needed:

- Because a third party requires the exam. Examples are, examinations to get or keep a job, or examinations required under a labor agreement or other contract
- Because a law requires it
- To buy insurance or to get or keep a license
- To travel
- To go to a school, camp, or sporting event, or to join in a sport or other recreational activity

### **Experimental or investigational**

- **Experimental or investigational** drugs, devices, treatments or procedures unless otherwise covered under clinical trial therapies (**experimental or investigational**) or covered under clinical trials (routine patient costs). See the *Eligible health services and exclusions – Other services* section.

### **Facility charges**

For care, services or supplies provided in:

- Rest homes
- Assisted living facilities
- Similar institutions serving as a persons' main residence or providing mainly custodial or rest care
- Health resorts
- Spas or sanitariums
- Infirmaries at schools, colleges, or camps

### **Felony**

- Services and supplies that you receive as a result of an **injury** due to your commission of a felony

## Gene-based, cellular and other innovative therapies (GCIT)

The following are not **eligible health services** unless you receive prior written approval from us:

- GCIT services received at a facility or with a **provider** that is not a GCIT-designated facility/**provider**.
- All associated services when GCIT services are not covered. Examples include infusion, laboratory, radiology, anesthesia, and nursing services.

Please refer to the *Medical necessity, referral and precertification requirements* section.

## Genetic care

- Any treatment, device, drug, service or supply to alter the body's genes, genetic make-up, or the expression of the body's genes except for the correction of congenital birth defects

## Growth/Height care

- A treatment, device, service or supply to increase or decrease height or alter the rate of growth
- **Surgical procedures**, devices and growth hormones to stimulate growth

## Hearing aids

Any tests, appliances and devices to:

- Improve your hearing
- Enhance other forms of communication to make up for hearing loss or devices that simulate speech

## Hearing exams

- Hearing exams performed for the evaluation and treatment of **illness, injury** or hearing loss.

## Illegal occupation or criminal activity

Services and supplies you receive in which the contributing cause was your:

- Commission of or attempt to commit a felony
- Engagement in an **illegal occupation** or other willful **criminal activity**.

A "willful **criminal activity**" includes, but is not limited to, either of the following:

- Operating a vehicle while intoxicated
- Operating a methamphetamine laboratory.

"Willful **criminal activity**" does not include a civil infraction or other activity that does not rise to the level of a misdemeanor or **felony**.

## Incidental surgeries

- Charges made by a **physician** for incidental **surgeries**. These are non-medically necessary **surgeries** performed during the same procedure as a **medically necessary surgery**.

## Jaw joint disorder

- Surgical treatment of **jaw joint disorders**
- Non-surgical treatment of **jaw joint disorders**
- **Jaw joint disorder** treatment performed by prosthesis placed directly on the teeth, surgical and non-surgical medical and dental services, and diagnostic or therapeutics services related to **jaw joint disorders** including associated myofascial pain

This exclusion does not apply to **covered benefits** for treatment of **TMJ** and **CMJ** as described in the *Eligible health services and exclusions –Temporomandibular joint dysfunction (TMJ) and Craniomandibular joint dysfunction (CMJ) treatment* section.

### **Judgment or settlement**

- Services and supplies for the treatment of an **injury** or **illness** to the extent that payment is made as a judgment or settlement by any person deemed responsible for the **injury** or **illness** (or their insurers)

### **Mandatory no-fault laws**

- Treatment for an **injury** to the extent benefits are payable under any state no-fault automobile coverage.

### **Maintenance care**

- Care made up of services and supplies that maintain, rather than improve, a level of physical or mental function, except for habilitation therapy services. See the *Eligible health services and exclusions – Habilitation therapy services* section.

### **Medical supplies – outpatient disposable**

- Any outpatient disposable supply or device. Examples of these are:
  - Sheaths
  - Bags
  - Elastic garments
  - Support hose
  - Bandages
  - Bedpans
  - Syringes
  - Blood or urine testing supplies
  - Other home test kits
  - Splints
  - Neck braces
  - Compresses
  - Other devices not intended for reuse by another patient

### **Medicare**

- Services and supplies available under **Medicare**, if you are entitled to premium-free **Medicare** Part A or enrolled in **Medicare** Part B, or if you are not entitled to premium-free **Medicare** Part A or enrolled in **Medicare** Part B because you refused it, dropped it, or did not make a proper request for it

### **Non-U.S. citizen**

- Services and supplies received by a **covered person** (who is not a United States citizen) within the **covered person's** home country but only if the home country has a socialized medicine program

### **Other primary payer**

- Payment for a portion of the charge that **Medicare** or another party is responsible for as the primary payer
- Health services for which other coverage is required by federal, state or local law to be bought or provided through other arrangements
- Health services arising from injuries sustained as a result of a motor vehicle accident, to the extent the services are payable under an automobile insurance policy, medical payment, personal injury protection or no-fault coverage

### **Personal care, comfort or convenience items**

- Any service or supply primarily for your convenience and personal comfort or that of a third party

### **Private duty nursing**

### **Routine exams**

- Routine physical exams, routine eye exams, routine dental exams, routine hearing exams and other preventive services and supplies, except as specifically provided in the *Eligible health services and exclusions* section

### **Services not permitted by law**

- Some laws restrict the range of health care services a **provider** may perform under certain circumstances or in a particular state. When this happens, the services are not covered by the plan.

### **Services provided by a family member**

- Services provided by a spouse, domestic partner, civil union partner, parent, child, step-child, brother, sister, in-law or any household member

### **Sexual dysfunction and enhancement**

- Any treatment, **prescription drug**, service, or supply to treat sexual dysfunction, enhance sexual performance or increase sexual desire, including:
  - **Surgery, prescription drugs**, implants, devices or preparations to correct or enhance erectile function, enhance sensitivity, or alter the shape or appearance of a sex organ
  - Sex therapy, sex counseling, marriage counseling, or other counseling or advisory services
- Not eligible for coverage are **prescription drugs** in 60 day supplies

### **Sinus surgery**

- Any services or supplies given by **providers** for sinus **surgery** except for acute purulent sinusitis

### **Specialty prescription drugs**

- Drugs that are included on the list of **specialty prescription drugs** as covered under your outpatient **prescription drug** benefit

### **Sports**

- Any services or supplies given by **providers** as a result from play or practice of collegiate or intercollegiate sports, not including intercollegiate club sports and intramurals

### **Strength and performance**

- Services, devices and supplies such as drugs or preparations designed primarily for enhancing your:
  - Strength
  - Physical condition
  - Endurance
  - Physical performance

### **Students in mental health field**

- Any services and supplies provided to a **covered student** who is specializing in the mental health care field and who receives treatment from a **provider** as part of their training in that field

## Telemedicine

- Services including:
  - **Telemedicine** kiosks
  - Electronic vital signs monitoring or exchanges, (e.g. Tele-ICU, Tele-stroke)

## Therapies and tests

- Full body CT scans
- Hair analysis
- Hypnosis and hypnotherapy
- Massage therapy, except when used as a physical therapy modality
- Sensory or auditory integration therapy

## Tobacco cessation

- Any treatment, drug, service or supply to stop or reduce smoking or the use of other tobacco products or to treat or reduce nicotine addiction, dependence or cravings, including, medications, nicotine patches and gum unless recommended by the United States Preventive Services Task Force (USPSTF). This also includes:
  - Counseling, except as specifically provided in the *Eligible health services and exclusions – Preventive care and wellness* section
  - Hypnosis and other therapies
  - Medications, except as specifically provided in the *Eligible health services and exclusions – Outpatient prescription drugs* section
  - Nicotine patches
  - Gum

## Treatment in a federal, state, or governmental entity

- Any care in a **hospital** or other facility owned or operated by any federal, state or other governmental entity, except to the extent coverage is required by applicable laws

## Vision care for adults

- Routine vision exam provided by an ophthalmologist or optometrist, including refraction and glaucoma testing
- Vision care services and supplies

## Voluntary sterilization

- Reversal of voluntary sterilization procedures, including related follow-up care

## Wilderness treatment programs

See *Educational services* within this section

## Work related illness or injuries

- Coverage available to you under worker's compensation or under a similar program under local, state or federal law for any **illness** or **injury** related to employment or self-employment.
- A source of coverage or reimbursement will be considered available to you even if you waived your right to payment from that source. You may also be covered under a workers' compensation law or similar law. If you submit proof that you are not covered for a particular **illness** or **injury** under such law, then that **illness** or **injury** will be considered "non-occupational" regardless of cause.

## Who provides the care

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Just as the starting point for coverage under your plan is whether the services and supplies are **eligible health services**, the foundation for getting covered care is through **MSU Student Health Services at Olin Health Center providers** and our network of **providers**. This section tells you about **MSU Student Health Services at Olin Health Center providers** and in-network and **out-of-network providers**. This section also tells you about the role of **school health services**.

### School health services

**School health services** can give you some of the care that you need. Contact them first before seeking care from other **providers**.

### MSU Student Health Services at Olin Health Center providers

The **policyholder** will tell you about the **MSU Student Health Services at Olin Health Center providers** who will provide **eligible health services** to you.

For you to receive the **MSU Student Health Services at Olin Health Center** coverage level of benefits you must use **MSU Student Health Services at Olin Health Center providers** for **eligible health services**. There are some exceptions:

- **Emergency services** – refer to the description of **emergency services** and urgent care in the *Eligible health services and exclusions* section
- Urgent care – refer to the description of **emergency services** and urgent care in the *Eligible health services and exclusions* section
- A **MSU Student Health Services at Olin Health Center provider** is not available to provide the service or supply that you need

You will not have to submit claims for treatment received from **MSU Student Health Services at Olin Health Center providers**. Your **MSU Student Health Services at Olin Health Center provider** will take care of that for you. And we will directly pay the **MSU Student Health Services at Olin Health Center provider** for what the plan owes.

### In-network providers

We have contracted with **providers** to provide **eligible health services** to you. These **providers** make up the network for your plan. For you to receive the in-network level of benefits you must use **in-network providers** for **eligible health services**. There are some exceptions:

- **Emergency services** – refer to the description of **emergency services** and urgent care in the *Eligible health services and exclusions* section
- Urgent care – refer to the description of **emergency services** and urgent care in the *Eligible health services and exclusions* section
- Transplants – see the description of transplant services in the *Eligible health services and exclusions – Specific conditions* section

You may select an **in-network provider** from the **directory** through your **Aetna** website at <https://www.aetnastudenthealth.com>. You can search our online **directory** for names and locations of **providers** or contact Member Services at the toll-free number in the *How to contact us for help* section.

You will not have to submit claims for treatment received from **in-network providers**. Your **in-network provider** will take care of that for you. And we will directly pay the **in-network provider** for what the plan owes.

## Out-of-network providers

You also have access to **out-of-network providers**. This means you can receive **eligible health services** from an **out-of-network provider**. If you use an **out-of-network provider** to receive **eligible health services**, you are subject to a higher out-of-pocket expense and are responsible for:

- Paying your out-of-network **policy year deductible**
- Your out-of-network **coinsurance**
- Any charges over our **recognized charge**
- Submitting your own claims and getting **precertification**

## Keeping a provider you go to now (continuity of care)

You may have to find a new **provider** when:

- You join the plan and the **provider** you have now is not in the network
- You are already covered under another **Aetna** plan and your **provider** stops being in our network

But in some cases, you may be able to keep going to your current **provider** to complete a treatment or to have treatment that was already scheduled. This is called continuity of care.

If this situation applies to you, contact us for details. If you are undergoing treatment for an acute or chronic condition and your **provider** didn't leave the network based on fraud or lack of quality standards, you'll be able to receive transitional care from your **provider** for a period up to 90 days from when we notified you of their network status or the end of your treatment, whichever is sooner.

If you are pregnant and have entered your second trimester, transitional care will be through the time required for postpartum care directly related to the delivery.

You will not be responsible for an amount that exceeds the cost share that would have applied had your **provider** remained in the network.

## What the plan pays and what you pay

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Who pays for your **eligible health services** – this plan, both of us, or just you? That depends. This section gives the general rule and explains these key terms:

- Your **policy year deductible**
- Your **copayments**
- Your **coinsurance**
- Your **maximum out-of-pocket limit**

We also remind you that sometimes you will be responsible for paying the entire bill – for example, if you get care that is not an **eligible health service**.

### The general rule

When you get **eligible health services**:

- You pay for the entire expense up to any **policy year deductible** limit

And then

- The plan and you share the expense up to any **maximum out-of-pocket limit**. The schedule of benefits lists how much your plan pays and how much you pay for each type of health care service.

And then

- The plan pays the entire expense after you reach your **maximum out-of-pocket limit**

When we say “expense” in this general rule, we mean the **negotiated charge** for a **MSU Student Health Services at Olin Health Center provider** and an **in-network provider**, and **recognized charge** for an **out-of-network provider**. See the *Glossary* section for what these terms mean.

See the schedule of benefits for any exceptions to this general rule.

### Important exception – when your plan pays all

Under the **MSU Student Health Services at Olin Health Center** and in-network level of coverage, your plan pays the entire expense for all **eligible health services** under the *Preventive care and wellness* benefit.

### Important exceptions – when you pay all

You pay the entire expense for an **eligible health service**:

- When you get a health care service or supply that is not **medically necessary**. See the *Medical necessity and precertification requirements* section.
- When your plan requires **precertification**, your **physician** requested it, we refused it, and you get an **eligible health service** without **precertification**. See the *Medical necessity and precertification requirements* section.

In all these cases, the **provider** may require you to pay the entire charge. Any amount you pay will not count towards your **policy year deductible** or towards your **maximum out-of-pocket limit**.

## One more important exception – when you go to the emergency room

When you have to visit an emergency room for **emergency services**, the general rule described earlier doesn't apply.

Instead:

- You pay your initial share, a **copayment**, for each visit. The **copayment** amount is shown in the schedule of benefits.

And then

- If you haven't satisfied your **policy year deductible**, you pay any remaining expense for the visit, up to the amount of your **policy year deductible**.

And then

- Once the **policy year deductible** has been satisfied, the plan and you share the remaining expense up to any **maximum out-of-pocket limit**. The schedule of benefits lists what percentage of this remaining amount your plan pays. Your share is called **coinsurance**.

And then

- The plan pays any remaining expense after you reach your **maximum out-of-pocket limit**.

As with the general rule, when we say "expense" we mean the **negotiated charge** for a **MSU Student Health Services at Olin Health Center provider** and an **in-network provider**, and **recognized charge** for an **out-of-network provider**.

## Special financial responsibility

You are responsible for the entire expense of:

- Cancelled or missed appointments

Neither you nor we are responsible for:

- Charges for which you have no legal obligation to pay
- Charges that would not be made if you did not have coverage
- Charges, expenses, or costs in excess of the **negotiated charge** for **MSU Student Health Services at Olin Health Center** and in-network **covered benefits**
- Standby charges made by a **physician**

## Where your schedule of benefits fits in

### How your policy year deductible works

Your **policy year deductible** is the amount you need to pay for **eligible health services** per **policy year** before your plan begins to pay for **eligible health services**. Your schedule of benefits shows the **policy year deductible** amounts for your plan.

### How your copayment works

Your **copayment** is the amount you pay for **eligible health services** after you have paid your **policy year deductible**. Your schedule of benefits shows you which **copayments** you need to pay for specific **eligible health services**.

### How your maximum out-of-pocket limit works

You will pay your **policy year deductible**, **copayments**, and **coinsurance** up to the **maximum out-of-pocket limit** for your plan. Your schedule of benefits shows the **maximum out-of-pocket limits** that apply to your plan. Once you reach your **maximum out-of-pocket limit**, your plan will pay for **covered benefits** for the remainder of that **policy year**.

#### **Important note:**

See the schedule of benefits for any **policy year deductibles**, **copayments**, **coinsurance**, **maximum out-of-pocket limit** and maximum age, visits, days, hours, admissions that may apply.

## When you disagree - claim decisions and appeals procedures

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In the previous section, we explained how you and we share responsibility for paying for your **eligible health services**.

When a claim comes in, we decide and tell you how you and we will split the expense. We also explain what you can do if you think we got it wrong.

### Claim procedures

These procedures apply to claims involving **out-of-network providers**.

#### Submit a claim

- You should notify and request a claim form within 20 days from the **policyholder**
- If requested, we will send the claim form to you within 15 days
- The claim form will provide instructions on how to complete and where to send the form
- If you are unable to complete a claim form, you may send us:
  - A description of services
  - A bill of charges
  - Any medical documentation you received from your **provider**

#### Proof of loss (claim)

- Proof of loss is a completed claim form and any additional information required by us
- You or your **provider** must send us notice and proof within 90 days of the date you received services, unless you are legally unable to notify us. You or your **provider** must send us notice of proof no later than 12 months after the 90 day deadline.

#### Benefit payment

- Written proof must be provided for all benefits
- If we challenge any portion of a claim, the unchallenged portion of the claim will be paid promptly after the receipt of proof of loss
- Benefits will be paid as soon as the necessary proof to support the claim is received

We may pay up to \$500-\$2,000 of any benefit to any of your relatives who believe that they are fairly entitled to it. This can be done:

- If the benefit is payable to you and you are a minor
- Not able to give a valid release, or
- The benefit is payable to your estate

### Types of claims and communicating our claim decisions

You or your **provider** is required to send us a claim in writing. You can request a claim form from us. We will review that claim for payment to the **provider** or to you as appropriate.

There are different types of claims. The amount of time that we have to tell you about our decision on a claim depends on the type of claim. The section below will tell you about the different types of claims.

### **Urgent care claim**

An urgent claim is one for which the **physician** treating you decides that a delay in getting medical care, could put your life or health at risk. Or a delay might put your ability to regain maximum function at risk. It could also be a situation in which you need care to avoid severe pain.

If you are pregnant, an urgent claim also includes a situation that can cause serious risk to the health of your unborn baby.

### **Pre-service claim**

A pre-service claim is a claim that involves services you have not yet received and which we will pay for only if we **precertify** them.

### **Post-service claim**

A post service claim is a claim that involves health care services you have already received.

### **Concurrent care claim extension**

A concurrent care claim extension occurs when you ask us to approve more services than we already have approved. Examples are extending a **hospital stay** or adding a number of visits to a **provider**.

### **Concurrent care claim reduction or termination**

A concurrent care claim reduction or termination occurs when we decide to reduce or stop payment for an already approved course of treatment. We will notify you of such a determination. You will have enough time to file an appeal. Your coverage for the service or supply will continue until you receive a final appeal decision from us or an external review organization if the situation is eligible for external review.

During this continuation period, you are still responsible for your share of the costs, such as **copayments**, **coinsurance** and **deductibles** that apply to the service or supply. If we uphold our decision at the final internal appeal, you will be responsible for all of the expenses for the service or supply received during the continuation period.

We may need to tell your **physician** about our decision on some types of claims, such as a concurrent care claim, or a claim when you are already receiving the health care services or are in the **hospital**.

### **Adverse benefit determinations**

We pay many claims at the full rate **negotiated charge** with a **MSU Student Health Services at Olin Health Center provider** and **in-network provider** and the **recognized charge** with an **out-of-network provider**, except for your share of the costs. But sometimes we pay only some of the claim. And sometimes we deny payment entirely. Any time we deny even part of the claim that is an “adverse benefit determination” or “adverse decision”. It is also an “adverse benefit determination” if we rescind your coverage entirely.

You may receive an adverse benefit determination if:

- We determine you or your dependent is not eligible for coverage under this plan
- A utilization review decision is made that care does not satisfy criteria such as:
  - Appropriateness of a **covered benefit**
  - Health care setting
  - Level of care
- A service, supply, or treatment is **experimental or investigational**
- The care is not **medically necessary** or appropriate

- We rescind your coverage
- A utilization review decision is made that denies, reduces or terminates coverage for a service or benefit
- You do not respond in a timely manner to a request for a determination

If we make an adverse benefit determination, we will notify you in writing explaining our decision.

## The difference between a complaint and an appeal

### A Complaint

You may not be happy about a **provider** or an operational issue, and you may want to complain. You can call Member Services at the toll-free number in the *How to contact us for help* section or write Member Services. Your complaint should include a description of the issue. You should include copies of any records or documents that you think are important. We will review the information and provide you with a written response within 30 calendar days of receiving the complaint. We will let you know if we need more information to make a decision.

### An Appeal

You can ask us to re-review an adverse benefit determination. This is called an appeal. You can appeal to us by calling Member Services at the toll-free number in the *How to contact us for help* section.

## Appeals of adverse benefit determinations

You can appeal our adverse benefit determination. We will assign your appeal to someone who was not involved in making the original decision. You must file an appeal within 180 calendar days from the time you receive the notice of an adverse benefit determination.

You can appeal by sending a written appeal to the address on the notice of adverse benefit determination or by calling Member Services at the toll-free number in the *How to contact us for help* section. For a written appeal, you need to include:

- Your name
- The **policyholder's** name
- A copy of the adverse benefit determination
- Your reasons for making the appeal
- Any other information you would like us to consider

Another person may submit an appeal for you, including a **provider**. That person is called an authorized representative. You need to tell us if you choose to have someone else appeal for you (even if it is your **provider**). You should fill out an authorized representative form telling us that you are allowing someone to appeal for you. You can get this form on our website or by calling Member Services at the toll-free number in the *How to contact us for help* section. The form will tell you where to send it to us. You can use an authorized representative at any level of appeal.

You or your authorized representative may appear before the review committee to present your grievance. This may be in-person or via telephone.

You can appeal two times under this plan. If you appeal a second time you must present your appeal within 60 calendar days from the date you receive the notice of the first appeal decision.

**Urgent care or pre-service claim appeals**

If your claim is an urgent claim or a pre-service claim, your **provider** may appeal for you without having to fill out a form.

We will provide you with any new or additional information that we used or that was developed by us to review your claim. We will provide this information at no cost to you before we give you a decision at your last available level of appeal. This decision is called the final adverse benefit determination. You can respond to this information before we tell you what our final decision is.

**Recordkeeping**

We will keep the records of all complaints and appeals for at least 10 years.

**Fees and expenses**

We do not pay any fees or expenses incurred by you in pursuing a complaint or appeal.

## Coordination of benefits (COB)

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Some people have health coverage under more than one health plan. If you do, we will work together with your other plan(s) to decide how much each plan pays. This is called coordination of benefits (COB).

### Key terms

Here are some key terms we use in this section. These terms will help you understand this COB section.

Allowable expense means:

- A health care expense that any of your health plans cover to any degree. If the health care service is not covered by any of the plans, it is not an allowable expense.

In this section when we talk about “other plans” through which you may have other coverage for health care expenses, we mean:

- Group or non-group, blanket, or franchise health insurance policies issued by insurers, HMOs, or health care service contractors
- Labor-management trustee plans, labor organization plans, employer organization plans, or employee benefit organization plans
- An automobile insurance policy or any medical payment, personal injury protection or No-Fault coverage under any automobile policy available to you, to the extent permitted under applicable state law
- Governmental benefits
- Any contract that you can obtain or maintain only because of membership in or connection with a particular organization or group
- Any plan or program which is required by law

Different rules apply if you have **Medicare**. See the *How COB works with Medicare* section below for those rules.

### Here’s how COB works

- When this is your primary plan, we pay your medical claims first as if there is no other coverage
- When this is your secondary plan:
  - We calculate payment as if the primary plan does not exist. Then we reduce our payment based on any amount the primary plan paid.
  - We will never pay an amount that, together with payments from your other coverage, add up to more than 100% of the allowable submitted expenses.
  - Each family member has a separate benefit reserve for each **policy year**. The benefit reserve balance is:
    - The amount that the secondary plan saved due to COB
    - Used to cover any unpaid allowable expenses
    - Erased at the end of the year

## Determining who pays

Reading from top to bottom the first rule that applies will determine which plan is primary and which is secondary. A plan that does not contain a COB provision is always the primary plan.

COB rule	Primary plan	Secondary plan
Covered under this plan as a student or dependent	Plan covering you as a student	Plan covering you as a dependent
Child – parents married or living together	Plan of parent whose birthday (month and day) is earlier in the <b>calendar year</b> (Birthday rule)	Plan of parent whose birthday is later in the <b>calendar year</b>
Child – parents separated, divorced, or not living together	<ul style="list-style-type: none"> <li>Plan of parent responsible for health coverage in court order</li> <li>Birthday rule applies if both parents are responsible or have joint custody in court order</li> <li>Custodial parent’s plan if there is no court order</li> </ul>	<ul style="list-style-type: none"> <li>Plan of other parent</li> <li>Birthday rule applies (later in the year)</li> <li>Non-custodial parent’s plan</li> </ul>
Child – covered by individuals who are not parents (i.e., stepparent or grandparent)	Same rule as parent	Same rule as parent
Longer or shorter length of coverage	Plan that has covered you longer	Plan that has covered you for a shorter period of time
Other rules do not apply	Plans share expenses equally	Plans share expenses equally

## How COB works with automobile insurance coverage

This plan always pays secondary to:

- Any uncoordinated medial payment, PIP or No-Fault coverage under any automobile policy available to you
- Any plan or program which is required by law

## How COB works with Medicare

This section explains how the benefits under this plan interact with benefits available under **Medicare**. Keep in mind, if you have **Medicare** you are not eligible to enroll in this plan. But you might get **Medicare** after you are already enrolled in this plan, so these rules will apply.

You have **Medicare** when you are entitled to premium-free **Medicare** Part A or enrolled in **Medicare** Part B or Premium Part A, or both, by reason of:

- Age
- Disability
- ALS / Lou Gehrig’s disease or
- End stage renal disease (ESRD)

When you have **Medicare**, the plan coordinates the benefits it pays with the benefits that **Medicare** pays. In the case of someone who is eligible but not covered, the plan may pay as if you are covered by **Medicare** and coordinates benefits with the benefits **Medicare** would have paid had you enrolled in **Medicare**. Sometimes, this plan is the primary plan, which means that the plan pays benefits before **Medicare** pays benefits. Sometimes, this plan is the secondary plan, and pays benefits after **Medicare** or after an amount that **Medicare** would have paid had you been covered.

## Who pays first?

- **Medicare** pays first when you have **Medicare** because of:
  - Age
  - Disability
  - ALS / Lou Gehrig's disease
- When you have **Medicare** because of ESRD:
  - We pay first for the first 3 months unless you take a self-dialysis course.
  - If you take a self-dialysis course, there is no **Medicare** waiting period and **Medicare** becomes primary payer on the first of the month of dialysis.
  - If a transplant takes place within the 3-month waiting period, **Medicare** becomes primary payer on the first of the month in which the transplant takes place.

### ESRD important note:

If you have **Medicare** due to age and then later have it due to ESRD, **Medicare** will remain your primary plan and this plan will be secondary.

This plan is secondary to **Medicare** in all other circumstances.

## How are benefits paid?

Plan status	How we pay
We are primary	We pay your claims as if there is no <b>Medicare</b> coverage.
<b>Medicare</b> is primary	We calculate our benefit as if there were no <b>Medicare</b> coverage. We reduce our benefit so that when combined with the <b>Medicare</b> payment, the total payment is no more than 100% of the allowable expense.

## Other health coverage updates – contact information

You should contact us if you have any changes to your other coverage. We want to be sure our records are accurate so your claims are processed correctly:

- **Online:** Log in to your **Aetna** member website at <https://www.aetnastudenthealth.com>. Select Find a Form, then select Your Other Health Plans.
- **By phone:** Call Member Services at the toll-free number in the *How to contact us for help* section.

## Right to receive and release needed information

We have the right to release or obtain any information we need for COB purposes. That includes information we need to recover any payments from your other health plans.

## Right to pay another carrier

Sometimes another plan pays something we would have paid under your plan. When that happens, we will pay your plan benefit to the other plan.

## Right of recovery

If we pay more than we should have under the COB rules, we may recover the excess from:

- Any person we paid or for whom we paid or
- Any other plan that is responsible under these COB rules

## When coverage ends

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Coverage can end for a number of reasons. This section tells you how and why coverage ends and when you may still be able to continue coverage.

### When will your coverage end?

Your coverage under this plan will end on the date of the first event to occur:

- This plan is discontinued
- The **student policy** ends
- You are no longer eligible for coverage
- The last day for which any required **premium** contribution has been paid
- The date you are no longer in an eligible class
- We end your coverage
- You become covered under another medical plan offered by the **policyholder**
- The date you withdraw from the school because of entering the armed forces of any country

### Withdrawal from classes – leave of absence

If you withdraw from classes under a school-approved leave of absence, your coverage will remain in force through the end of the period for which **premium** payment has been received. No **premium** will be refunded.

### Withdrawal from classes – other than leave of absence

- If you withdraw from classes within 31 days after the policy effective date, you will be considered ineligible for coverage. Your coverage will be terminated retroactively, and any **premium** paid will be refunded.
- If you withdraw from classes more than 31 days after the policy effective date, your coverage will remain in force through the end of the period for which **premium** payment has been received. No **premium** will be refunded.
- If you withdraw from classes to enter the armed forces of any country, your coverage will end as of the date of such entry. We will refund your **premium**, on a pro-rata basis, if you submit a written request within 90 days from the date you withdraw.

### When will coverage end for any dependents?

Coverage for your dependent will end if:

- For a dependent child, on the first **premium** due date following the child's 26<sup>th</sup> birthday.
- Your dependent is no longer eligible for coverage.
- The date dependents are no longer an eligible class.
- You do not make the required **premium** contribution toward the cost of dependents' coverage.
- Your coverage ends for any of the reasons listed above.
- For your spouse, the date the marriage ends in divorce or annulment.
- They are covered under a continuation of coverage plan and it ends. Coverage for dependents ends on the date the continuation of coverage plan ends.

In addition, coverage for your domestic partner or civil union partner will end on the earlier of:

- The date this plan no longer allows coverage for domestic partners or civil unions.
- The date the domestic partnership or civil union ends. For domestic partnerships, you should provide the **policyholder** a completed and signed Declaration of Termination of Domestic Partnership.

## What happens to your dependent coverage if you die?

Coverage for dependents may continue for some time after your death. See the *Special coverage options after your plan coverage ends* section for more information.

## Why would we suspend paying claims or end your coverage?

We will give you 30 days advance written notice if we suspend paying your claims because:

- You or your dependent do not cooperate or give facts that we need to administer the COB provisions.

We may immediately end your and your dependents coverage if:

- You commit fraud or intentionally misrepresent yourself when you applied for or obtained coverage. However, if we rescind your coverage because of fraud or intentional misrepresentation, we will give you 30 days advanced notice. You can refer to the *General provisions – other things you should know-Honest mistakes and intentional deception* section for more information on rescissions.

On the date your coverage ends, we will refund to the **policyholder** any prepayments for periods after the date your coverage ended.

## Special coverage options after your plan coverage ends

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This section explains options you may have after your coverage ends under this plan. Your individual situation will determine what options you will have.

### Continuation of coverage for other reasons

You can request an extension of coverage as we explain below, by calling Member Services at the toll-free number in the *How to contact us for help* section.

### How can you extend coverage when getting inpatient care when coverage ends?

Your coverage may be extended if you or your dependents are getting inpatient care in a **hospital** or **skilled nursing facility** when coverage ends.

Benefits are extended for the condition that caused the **hospital** or **skilled nursing facility stay** or for complications from the condition. Benefits aren't extended for other medical conditions.

You can continue to get care for this condition until the first to occur of:

- When you are discharged. Coverage will not end if you are transferred to another **hospital** or a **skilled nursing facility**.
- When you no longer need inpatient care.
- When you become covered by another health benefits plan.
- 12 months of coverage.

## General provisions – other things you should know

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### Entire student policy

The **student policy** consists of several documents taken together. These documents are:

- The **policyholder's** application
- Your enrollment form, if the **policyholder** requires one
- The **student policy**
- The certificate(s) of coverage
- The schedule of benefits
- Any riders, endorsement, inserts, attachments, and amendments to the **student policy**, the certificate of coverage, and the schedule of benefits

### Administrative provisions

#### How you and we will interpret this certificate of coverage

We prepared this certificate of coverage according to federal laws and state laws that apply. You and we will interpret it according to these laws.

#### How we administer this plan

We apply policies and procedures we've develop to administer this plan.

#### Who's responsible to you

We are responsible to you for what our employees and other agents do.

We are not responsible for what is done by your **providers**. Even **MSU Student Health Services at Olin Health Center providers** and **in-network providers** are not our employees or agents.

### Coverage and services

#### Your coverage can change

Your coverage is defined by the **student policy**. This document may have amendments or riders too. Under certain circumstances, we or the **policyholder** or the law may change your plan according to requirements of the **student policy**. When an emergency or epidemic is declared, we may modify or waive **precertification**, **prescription** quantity limits or your cost share if you are affected. Only **Aetna** may waive a requirement of your plan. No other person – including the **policyholder** or **provider** – can do this. An insurance producer does not have the authority to change the **student policy** or waive any of its provisions.

If your student status changes the amount of your coverage or benefit levels, the change will take effect on the date of the status change and the amount of coverage or benefit level will be changed to the new amount.

A retroactive change in your student status will not cause a retroactive change in your coverage.

If your dependent status changes the amount of your dependent coverage or benefit levels, the change will take effect on the date of the status change and the amount of coverage or benefit level will be changed to the new amount.

#### Legal action

You must complete the appeal process before you take any legal action against us for any expense or bill. See the *When you disagree - claim decisions and appeals procedures* section. You cannot take any action until 60 days after we receive written submission of claim.

No legal action can be brought to recover payment under any benefit after 3 years from the deadline for filing claims.

### **Physical examinations and evaluations**

At our expense, we have the right to have a **physician** of our choice examine you. This will be done at all reasonable times while certification or a claim for benefits is pending or under review.

### **Records of expenses**

You should keep complete records of your expenses. They may be needed for a claim.

Things that would be important to keep are:

- Names of **physicians, dental providers** and others who furnish services
- Dates expenses are incurred
- Copies of all bills and receipts

### **Honest mistakes and intentional deception**

#### **Honest mistakes**

You or the **policyholder** may make an honest mistake when you share facts with us. When we learn of the mistake, we may make a fair change in **premium** contribution or in your coverage. If we do, we will tell you what the mistake was. We won't make a change if the mistake happened more than 2 years before we learned of it.

#### **Intentional deception**

If we learn that you defrauded us or you intentionally misrepresented material facts, we can take actions that can have serious consequences for your coverage. These serious consequences include, but are not limited to:

- Loss of coverage, starting at some time in the past. This is called rescission.
- Loss of coverage going forward.
- Denial of benefits.
- Recovery of amounts we already paid.

We also may report fraud to criminal authorities.

Rescission means you lose coverage going backward. If we paid claims for your past coverage, we will want the money back.

You have special rights if we rescind your coverage as follows:

- We will give you 30 days advanced written notice of any rescission of coverage including the reason for the rescission
- You have the right to an **Aetna** appeal
- You have the right to a third-party review conducted by an independent external review organization

### **Some other money issues**

#### **Assignment of benefits**

When you see a **MSU Student Health Services at Olin Health Center provider** or **in-network provider** they will usually bill us directly. When you see an **out-of-network provider**, we may choose to pay you or to pay the **provider** directly. Unless we have agreed to do so in writing and to the extent allowed by law, we will not accept an assignment to an **out-of-network provider** under this **student policy**. This may include:

- The benefits due
- The right to receive payments or
- Any claim you make for damages resulting from a breach, or alleged breach, of the terms of this **student policy**

To request assignment you must complete an assignment form. The assignment form is available from the **policyholder**. The completed form must be sent to us for consent.

### **Grace period**

You will be allowed a grace period of 31 days after the due date for the payment of each contribution due after the first contribution payment. If contributions are not paid by the end of the grace period, your coverage will automatically terminate at the end of the grace period.

### **Payment of premiums**

The first **premium** payment for this policy is due on or before your **effective date of coverage**. Your next **premium** payment will be due the 1<sup>st</sup> of each month (“**premium due date**”). Each **premium** payment is to be paid to us on or before the **premium due date**.

### **Recovery of overpayments**

We sometimes pay too much for **eligible health services** or pay for something that this plan doesn’t cover. If we do, we can require the person we paid – you or your **provider** – to return what we paid. If we don’t do that, we have the right to reduce any future benefit payments by the amount we paid by mistake.

### **When you are injured**

If someone else caused you to need care – say, a careless driver who injured you in a car crash – you may have a right to get money. We are entitled to that money, up to the amount we pay for your care. We have that right no matter who the money comes from – for example, the other driver, the **policyholder** or another insurance company.

To help us get paid back, you are doing four things now:

- You are agreeing to repay us from money you receive because of your **injury**.
- You are giving us a right to seek money in your name, from any person who causes you **injury** and from your own insurance. We can seek money only up to the amount we paid for your care.
- You are agreeing to cooperate with us so we can get paid back in full. For example, you’ll tell us within 30 days of when you seek money for your **injury** or **illness**. You’ll hold any money you receive until we are paid in full. And you’ll give us the right to money you get, ahead of everyone else.
- You are agreeing to provide us notice of any money you will be receiving before pay out, or within 5 days of when you receive the money.

We don’t have to reduce the amount we’re due for any reason, even to help pay your lawyer or pay other costs you incurred to get a recovery.

### **Your health information**

We will protect your health information. We will only use or share it with others as needed for your care and treatment. We will also use and share it to help us process your **providers’** claims and manage your plan.

You can get a free copy of our Notice of Privacy Practices. Just call Member Services at the toll-free number in the *How to contact us for help* section.

When you accept coverage under this plan, you agree to let your **providers** share information with us. We need information about your physical and mental condition and care.

## **Effect of benefits under other plans**

### **Effect of a Health Maintenance Organization plan (an HMO Plan) or a Preferred Provider Organization plan (PPO plan) on coverage**

If you have coverage under another group medical plan (such as an HMO or PPO plan) and that other plan denies coverage of benefits because you received the services or supplies outside of the plan's network geographic area, this student plan will cover those denied benefits as long as they are **covered benefits** under this plan. **Covered benefits** will be paid at the applicable level of benefits under the student plan.

### **Effect of prior coverage - transferred business**

Prior coverage means:

- Any plan of student coverage that has been replaced by coverage under part or all of this plan.
- The plan must have been sponsored by the **policyholder** (e.g., transferred business).
- If you are eligible, the replacement can be complete, or in part for your eligible class. Any such plan is prior coverage if provided by another student contract or any benefit section of this plan.

If your coverage under any part of this plan replaces any prior coverage, any benefits provided under such prior coverage may reduce benefits payable under this plan. See the *General coverage provisions* section of the schedule of benefits.

## Glossary A-M

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### Accident or accidental

An **injury** to you that is not planned or anticipated. An **illness** does not cause or contribute to an **accident**.

### Aetna®

**Aetna Life Insurance Company**, an affiliate, or a third-party vendor under contract with **Aetna**.

### Ambulance

A vehicle staffed by medical personnel and equipped to transport an **ill** or **injured** person.

### Behavioral health provider

An individual professional that is licensed or certified to provide diagnostic and/or therapeutic services for **mental health disorders** and **substance related disorders** under the laws of the jurisdiction where the individual practices.

### Body mass index

This is a degree of obesity and is calculated by dividing your weight in kilograms by your height in meters squared.

### Brand-name prescription drug

An FDA-approved **prescription drug** marketed with a specific name or trademark name by the company that manufactures it, usually by the company which develops and patents it.

### Calendar year

A period of 12 months beginning January 1<sup>st</sup> and ending on December 31<sup>st</sup>.

### Clinical related injury

As used within the *Blood and body fluid exposure covered benefit*, this is any **incident** which exposes you, acting as a student in a clinical capacity, to an **illness** that requires testing and treatment. Incident means unintended:

- Needlestick pricks
- Exposure to blood and body fluid
- Exposure to highly contagious pathogens

### Coinsurance

**Coinsurance** is both the percentage of **eligible health services** that the plan pays and what you pay. The specific percentage that we have to pay for **eligible health services** is listed in the schedule of benefits.

### Copayments

The specific dollar amount or percentage you have to pay for a health care service listed in the schedule of benefits.

### Cosmetic

Services, drugs or supplies that are primarily intended to alter, improve or enhance your appearance.

## Covered benefits

**Eligible health services** that meet the requirements for coverage under the terms of this plan, including:

- They are **medically necessary**
- You received **precertification** if required

## Covered dependent

A person who is insured under the **student policy** as a dependent of a **covered student**.

## Covered person

A **covered student** or a **covered dependent** of a **covered student** for whom all of the following applies:

- The person is eligible for coverage as defined in the certificate of coverage
- The person has enrolled for coverage and paid any required **premium** contribution
- The person's coverage has not ended

## Covered student

A student who is insured under the **student policy**.

## Craniomandibular joint dysfunction (CMJ)

This is a disorder of the jaw joint.

## Custodial care

Services and supplies mainly intended to help meet your activities of daily living or other personal needs. Care may be **custodial care** even if it prescribed by a **physician** or given by trained medical personnel.

## Dental emergency

Any dental condition that:

- Occurs unexpectedly
- Requires immediate diagnosis and treatment in order to stabilize the condition, and
- Is characterized by symptoms such as severe pain and bleeding

## Dental emergency services

Services and supplies given by a **dental provider** to treat a **dental emergency**.

## Dental provider

Any individual legally qualified to provide dental services or supplies. This may be any of the following:

- Any **dentist**
- Group
- Organization
- Dental facility
- Other institution or person

## Dentist

A legally qualified **dentist** licensed to do the dental work he or she performs.

## Detoxification

The process of getting alcohol or other drugs out of an addicted person's system and getting them physically stable.

## Directory

The list of **in-network providers** for your plan. The most up-to-date **directory** for your plan appears at <https://www.aetnastudenthealth.com>. When searching from our online **provider directory**, you need to make sure that you are searching for **providers** that participate in your specific plan. **In-network providers** may only be considered for certain **Aetna** plans. When searching for **in-network dental providers**, you need to make sure you are searching under Pediatric Dental plan.

## Drug guide

A list of **prescription** and over-the-counter (OTC) drugs and devices established by **Aetna** or an affiliate. It does not include all **prescription** and OTC drugs and devices. This list can be reviewed and changed by **Aetna** or an affiliate. A copy of the **drug guide** is available at your request. You can also find it on the **Aetna** website at <https://www.aetnastudenthealth.com>.

## Durable medical equipment (DME)

Equipment and the accessories needed to operate it, that is:

- Made to withstand prolonged use
- Mainly used in the treatment of an **illness or injury**
- Suited for use in the home
- Not normally used by people who do not have an **illness or injury**
- Not for altering air quality or temperature
- Not for exercise or training

## Effective date of coverage

The date your and your dependent's coverage begins under this certificate of coverage as noted in **Aetna's** records.

## Eligible health services

The health care services and supplies and outpatient **prescription drugs** listed in the *Eligible health services and exclusions* section and not carved out or limited in the *General exclusions* section of this certificate of coverage or in the schedule of benefits.

## Emergency admission

An admission to a **hospital** or treatment facility ordered by a **physician** within 24 hours after you receive **emergency services**.

## Emergency medical condition

An acute, severe medical condition that would lead a prudent layperson to reasonably believe that the condition, **illness**, or **injury** is of a severe nature. And that if you don't get immediate medical care it could result in:

- Placing your health in serious danger
- Serious loss to bodily function
- Serious loss of function to a body part or organ
- Serious danger to the health of a fetus
- In the case of a pregnant woman:
  - Serious jeopardy to the health of the fetus
  - One who is having contractions and there is inadequate time to effect a safe transfer to another **hospital** before delivery or
  - A transfer may pose a threat to the health or safety of the woman or unborn child

## Emergency services

Treatment given in an **ambulance** and a **hospital's** emergency room or an independent freestanding emergency department. This includes evaluation of and treatment to stabilize the **emergency medical condition**. An "independent freestanding emergency department" means a health care facility that is geographically separate, distinct and licensed separately from a **hospital** and provides **emergency services**.

## Experimental or investigational

A drug, device, procedure, or treatment that we find is **experimental or investigational** because:

- There is not enough outcome data available from controlled clinical trials published in the peer-reviewed literature to validate its safety and effectiveness for the **illness** or **injury** involved.
- The needed approval by the FDA has not been given for marketing.
- A national medical or dental society or regulatory agency has stated in writing that it is **experimental or investigational** or suitable mainly for research purposes.
- It is the subject of a Phase I, Phase II or the experimental or research arm of a Phase III clinical trial. These terms have the meanings given by regulations and other official actions and publications of the FDA and Department of Health and Human Services.
- Written protocols or a written consent form used by a facility **provider** state that it is **experimental or investigational**.

## Generic prescription drug

An FDA-approved drug with the same intended use as the brand-name product. It is considered to be as effective as the brand-name product and offers the same:

- Dosage
- Safety
- Strength
- Quality
- Performance

## Health professional

A person who is licensed, certified or otherwise authorized by law to provide health care services to the public. For example, **physicians**, nurses, **dental providers**, vision care **providers**, and physical therapists.

## Home health aide

A **health professional** that provides services through a **home health care agency**. The services that they provide are not required to be performed by an **R.N.**, **L.P.N.**, or **L.V.N.** A **home health aide** primarily aids you in performing the normal activities of daily living while you recover from an **injury** or **illness**.

## Home health care agency

An agency licensed, certified or otherwise authorized by applicable state and federal laws to provide home health care services, such as skilled nursing and other therapeutic services.

## Home health care plan

A plan of services prescribed by a **physician** (or other **health professional**) to be provided in the home setting. These services are usually provided after your discharge from a **hospital** or if you are **homebound**.

## Homebound

This means that you are confined to your home because:

- Your **physician** has ordered that you stay at home because of an **illness** or **injury**
- The act of transport would be a serious risk to your life or health

You are not **homebound** if:

- You do not often travel from home because you are feeble or insecure about leaving your home
- You are confined to a wheelchair but you can be transported by a vehicle that can safely transport you in a wheelchair

## Hospice benefit period

A period that begins on the date your **physician** certifies that you have a **terminal illness**. It ends after 6 months (or later for which your treatment is certified) or on your death; if sooner.

## Hospice care

Care designed to give supportive care to people in the final phase of a **terminal illness** and focus on comfort and quality of life, rather than cure.

## Hospice care agency

An agency or organization licensed, certified or otherwise authorized by applicable state and federal laws to provide **hospice care**. These services may be available in your home or inpatient setting.

## Hospice care program

A program prescribed by a **physician** or other **health professional** to provide **hospice care** and supportive care to their families.

## Hospice facility

An institution specifically licensed, certified or otherwise authorized by applicable state and federal laws to provide **hospice care**.

## Hospital

An institution licensed as a **hospital** by applicable law and accredited by The Joint Commission (TJC). This is a place that offers medical care. Patients can stay overnight for care. Or than can be treated and leave the same day. All **hospitals** must meet set standards of care. They can offer general or acute care. They can also offer service in one area, like rehabilitation.

## Hospital stay

This is your **stay** of 18 or more hours in a row as a resident bed patient in a **hospital**.

## Illness or illnesses

Poor health resulting from disease of the body or mind.

## In-network dental provider

A **dental provider** listed in the **directory** for your plan.

## In-network pharmacy

A **retail pharmacy**, **mail order pharmacy** or **specialty pharmacy** that has contracted with **Aetna**, an affiliate, or a third-party vendor, to provide outpatient **prescription drugs** to you.

## **In-network provider**

A **provider** listed in the **directory** for your plan. However, a NAP **provider** listed in the NAP directory is not an **in-network provider**.

## **Infertility**

A disease defined by the failure to become pregnant:

- For a female with a male partner, after:
  - 1 year of frequent, unprotected heterosexual sexual intercourse if under the age of 35
  - 6 months of frequent, unprotected heterosexual sexual intercourse if age 35 or older
- For a female without a male partner, after:
  - At least 12 cycles of donor insemination if under the age of 35
  - 6 cycles of donor insemination if age 35 or older
- For a male without a female partner, after:
  - At least 2 abnormal semen analyses obtained at least 2 weeks apart
- For an individual or their partner who has been clinically diagnosed with gender dysphoria

## **Injectable drug(s)**

These are **prescription drugs** when an oral alternative drug is not available.

## **Injury or injuries**

Physical damage done to a person or part of their body.

## **Institutes of Excellence™ (IOE) facility**

A facility designated by **Aetna** in the **provider directory** as Institutes of Excellence **in-network provider** for specific services or procedures.

## **Intensive care unit**

A ward, unit, or area in a **hospital** which is set aside to provide continuous specialized or intensive care services to your because your **illness** or **injury** is severe enough to require such care.

## **Jaw joint disorder**

This is:

- A disorder of the jaw joint
- A Myofascial pain dysfunction (MPD) of the jaw
- Any similar disorder in the relationship between the jaw joint and the related muscles and nerves

## **L.P.N.**

A licensed practical nurse or a licensed vocational nurse.

## **Mail order pharmacy**

A **pharmacy** where **prescription drugs** are legally dispensed by mail or other carrier.

## **Maximum out-of-pocket limit**

The maximum out-of-pocket amount for payment of **copayments** and **coinsurance** including any **policy year deductible**, to be paid by you or any **covered dependents** per **policy year** for **eligible health services**.

## Medically necessary/Medical necessity

Health care services or supplies that prevent, evaluate, diagnose or treat an **illness, injury**, disease or its symptoms, and that are all of the following:

- In accordance with “generally accepted standards of medical practice”
- Clinically appropriate, in terms of type, frequency, extent, site, place of service, duration, and considered effective for your **illness, injury** or disease
- Not primarily for your convenience, the convenience of your **physician**, or other health care **provider**
- Not more costly than an alternative service or sequence of services at least as likely to produce equivalent therapeutic or diagnostic results as to the diagnosis or treatment of your **illness, injury** or disease

Generally accepted standards of medical practice means:

- Standards that are based on credible scientific evidence published in peer-reviewed medical literature generally recognized by the relevant medical community and
- Following the standards set forth in our clinical policies and applying clinical judgment

### Important note:

We develop and maintain clinical policy bulletins that describe the generally accepted standards of medical practice, credible scientific evidence, and prevailing clinical guidelines that support our decisions regarding specific services. We use these bulletins and other resources to help guide individualized coverage decisions under our plans and to determine whether an intervention is **experimental or investigational**. They are subject to change. You can find these bulletins and other information at <https://www.aetna.com/health-care-professionals/clinical-policy-bulletins.html>. You can also contact us. See the *How to contact us for help* section.

## Medicare

As used in this plan, **Medicare** means the health insurance provided by Title XVIII of the Social Security Act, as amended. It includes Health Maintenance Organization (HMO) or similar coverage that is an authorized alternative to Parts A and B of **Medicare**.

## Mental health disorder

A **mental health disorder** is, in general, a set of symptoms or behavior associated with distress and interference with personal function. A complete definition of **mental health disorder** is in the most recent edition of the *Diagnostic and Statistical Manual of Mental Disorders* (DSM) of the American Psychiatric Association.

## Morbid obesity/Morbidly obese

This means the **body mass index** is well above the normal range and severe medical conditions may also be present, such as:

- High blood pressure
- A heart or lung condition
- Sleep apnea or
- Diabetes

## MSU Student Health Services at Olin Health Center

Eligible health services provided by a **MSU Student Health Services at Olin Health Center provider**.

### **MSU Student Health Services at Olin Health Center dental provider**

A **dental provider** that is affiliated with, or has an agreement or arrangement with, or is otherwise designated by, the **policyholder's school health services** to provide services and supplies to **covered students**.

### **MSU Student Health Services at Olin Health Center pharmacy**

A **retail pharmacy, mail order pharmacy** or **specialty pharmacy** that is affiliated with, or has an agreement or arrangement with, or is otherwise designated by, the **policyholder's school health services** to provide services and supplies to **covered students**.

### **MSU Student Health Services at Olin Health Center provider**

A **provider** identified by the **policyholder** as a **MSU Student Health Services at Olin Health Center provider** for your plan. **School health services** may be a **MSU Student Health Services at Olin Health Center care provider** for your plan. **MSU Student Health Services at Olin Health Center providers** are not credentialed by **Aetna**.

## Glossary N-Z

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### Negotiated charge

#### *Health coverage*

This is either:

- The amount a **MSU Student Health Services at Olin Health Center provider** and an **in-network provider** has agreed to accept
- The amount we agree to pay directly to a **MSU Student Health Services at Olin Health Center provider** and **in-network provider** or third-party vendor (including any administrative fee in the amount paid)

for providing services, **prescription drugs** or supplies to **covered persons** in the plan. This does not include **prescription drug** services from a **MSU Student Health Services at Olin Health Center** or **in-network pharmacy**.

For surprise billing, calculations will be made based on the median contracted rate.

We may enter into arrangements with **in-network providers** or others related to:

- The coordination of care for **covered persons**
- Improving clinical outcomes and efficiencies

Some of these arrangements are called:

- Value-based contracting
- Risk sharing

These arrangements will not change the **negotiated charge** under this plan.

#### ***Prescription drug coverage from a MSU Student Health Services at Olin Health Center or in-network pharmacy*** **MSU Student Health Services at Olin Health Center pharmacy**

Reach out to **school health services** for information.

#### **In-network pharmacy**

The amount we established for each **prescription drug** obtained from an **in-network pharmacy** under this plan. This **negotiated charge** may reflect amounts we agreed to pay directly to the **in-network pharmacy** or to a third-party vendor for the **prescription drug**, and may include a rebate, an additional service or risk charge set by us.

We may receive or pay additional amounts from or to third parties under price guarantees. These amounts may change the **negotiated charge** under this plan.

#### **Non-preferred drug**

A **prescription drug** or device that may have a higher out-of-pocket cost than a **preferred drug**.

#### **Out-of-network dental provider**

A **dental provider** who is not a **MSU Student Health Services at Olin Health Center dental provider** or an **in-network dental provider** and does not appear in the **directory** for your plan.

#### **Out-of-network pharmacy**

A **pharmacy** that is not a **MSU Student Health Services at Olin Health Center pharmacy** or an **in-network pharmacy** or National Advantage Program (NAP) **provider** and does not appear in the **directory** for your plan.

## **Out-of-network provider**

A **provider** who is not a **MSU Student Health Services at Olin Health Center provider** or an **in-network provider** or National Advantage Program (NAP) **provider** and does not appear in the **directory** for your plan.

## **Pharmacy**

An establishment where **prescription drugs** are legally dispensed. This includes a **MSU Student Health Services at Olin Health Center pharmacy**, in-network **retail pharmacy**, **mail order pharmacy** and **specialty pharmacy**. It also includes an out-of-network **retail pharmacy** and **mail order pharmacy**.

## **Physician**

A skilled **health professional** trained and licensed to practice medicine under the laws of the state where they practice; specifically, doctors of medicine, osteopathy or a midwife.

## **Policy year**

This is the period of time from anniversary date to anniversary date of the **student policy** except in the first year when it is the period of time from the effective date to the first anniversary date.

## **Policy year deductible**

The amount you pay for **eligible health services** per **policy year** before your plan starts to pay as listed in the schedule of benefits.

## **Policyholder**

The school named on the front page of the **student policy** and your certificate of coverage and schedule of benefits for the purpose of coverage under the **student policy**.

## **Precertification, precertify**

A requirement that you or your **physician** contact **Aetna** before you receive coverage for certain services. This may include a determination by us as to whether the service is **medically necessary** and eligible for coverage.

## **Preferred drug**

A **prescription drug** or device that may have a lower out-of-pocket cost than a **non-preferred drug**.

## **Preferred in-network pharmacy**

A network **retail pharmacy** that **Aetna** has identified as a **preferred in-network pharmacy**.

## **Premium**

The amount you or the **policyholder** are required to pay to **Aetna**.

## **Prescription**

*As to hearing care:*

A written order for the dispensing of **prescription** electronic hearing aids by otolaryngologist, otologist or audiologist.

*As to prescription drugs:*

A written order for the dispensing of a **prescription drug** or device by a **provider**. If it is a verbal order, it must promptly be put in writing by the **in-network pharmacy**.

*As to vision care:*

A written order for the dispensing of **prescription** lenses or **prescription** contact lenses by an ophthalmologist or optometrist.

## Prescription drug

An FDA approved drug or biological which can only be dispensed by **prescription**. If prescribed by a **physician**, a **prescription drug** also includes a non-experimental medication for controlling blood sugar and medications used in the treatment of foot ailments, infections, and other medical conditions of the foot, ankle, or nails related to diabetes.

## Provider(s)

A **physician**, other **health professional**, **hospital**, **skilled nursing facility**, **home health care agency**, **pharmacy**, or other entity or person licensed or certified under applicable state and federal law to provide health care services to you. If state law does not specifically provide for licensure or certification, the entity must meet all **Medicare** accreditation standards (even if it does not participate in **Medicare**).

## Psychiatric hospital

An institution licensed or certified as a **psychiatric hospital** by applicable laws to provide a program for the diagnosis, evaluation, and treatment of alcoholism, drug abuse or **mental health disorders** (including **substance related disorders**).

## Recognized charge

The amount of an **out-of-network provider's** charge that is eligible for coverage. You are responsible for all amounts above what is eligible for coverage.

The **recognized charge** depends on the geographic area where you receive the service or supply. The table below shows the method for calculating the **recognized charge** for specific services or supplies:

<b>Service or supply</b>	<b>Recognized charge is based on:</b>
Professional services and other services or supplies not mentioned below	105% of the <b>Medicare</b> allowed rate
Services of <b>hospitals</b> and other facilities	140% of the <b>Medicare</b> allowed rate
<b>Prescription drugs</b>	100% of the average wholesale price (AWP)
Dental expenses	80% of the prevailing charge rate

**Important note:**  
If the **provider** bills less than the amount calculated using the method above, the **recognized charge** is what the **provider** bills.

If your ID card displays the National Advantage Program (NAP) logo your cost may be lower when you get care from a NAP **provider**. NAP **providers** are **out-of-network providers** and third-party vendors that have contracts with us but are not **MSU Student Health Services at Olin Health Center** or **in-network providers**.

## Special terms used

- Average wholesale price (AWP) is the current average wholesale price of a **prescription drug** listed in the Facts and Comparisons, Medi-span weekly price updates (or any other similar publication chosen by **Aetna**).
- Geographic area is normally based on the first three digits of the U.S. Postal Service zip codes. If we determine we need more data for a particular service or supply, we may base rates on a wider geographic area such as an entire state.
- **Medicare** allowed rates are the rates CMS establishes for services and supplies provided to **Medicare** enrollees. We update our systems with these revised rates within 180 days of receiving them from CMS. If **Medicare** does not have a rate, we use one or more of the items below to determine the rate:
  - The method CMS uses to set **Medicare** rates
  - What other **providers** charge or accept as payment
  - How much work it takes to perform a service
  - Other things as needed to decide what rate is reasonable for a particular service or supply

When the **recognized charge** is based on a percentage of the **Medicare** allowed rate, it is not affected by adjustments or incentives given to **providers** under **Medicare** programs.

- Prevailing charge rate is the percentile value reported in a database prepared by FAIR Health, a nonprofit company. FAIR Health changes these rates periodically. We update our systems with these changes within 180 days after receiving them from FAIR Health. If the FAIR Health database becomes unavailable, we have the right to substitute a different database that we believe is comparable.

## Our reimbursement policies

We reserve the right to apply our reimbursement policies to all out-of-network services including involuntary services. Our reimbursement policies may affect the **recognized charge**. These policies consider:

- The duration and complexity of a service
- When multiple procedures are billed at the same time, whether additional overhead is required
- Whether an assistant surgeon is necessary for the service
- If follow-up care is included
- Whether other characteristics modify or make a particular service unique
- When a charge includes more than one claim line, whether any services described by a claim line are part of or related to the primary service provided
- The educational level, licensure or length of training of the **provider**

Our reimbursement policies are based on our review of:

- The Centers for **Medicare** and Medicaid Services' (CMS) National Correct Coding Initiative (NCCI) and other external materials that say what billing and coding practices are and are not appropriate
- Generally accepted standards of medical and dental practice
- The views of **physicians** and **dentists** practicing in the relevant clinical areas

We use commercial software to administer some of these policies. The policies may be different for professional services and facility services.

### Get the most value out of your benefits

We have online tools to help you decide whether to get care and if so, where. Log in to your **Aetna** website at <https://www.aetnastudenthealth.com>. The website contains additional information that can help you determine the cost of a service or supply.

## **R.N.**

A registered nurse.

## **Residential treatment facility**

An institution specifically licensed by applicable laws to provide residential treatment programs for **mental health disorders, substance related disorders**, or both. It is credentialed by us or is accredited by one of the following agencies, commissions or committees for the services being provided:

- The Joint Commission (TJC)
- The Committee on Accreditation of Rehabilitation Facilities (CARF)
- The American Osteopathic Association's Healthcare Facilities Accreditation Program (HFAP)
- The Council on Accreditation (COA)

In addition to the above requirements, an institution must meet the following:

For residential treatment programs treating **mental health disorders**:

- A **behavioral health provider** must be actively on duty 24 hours/day for 7 days/week
- The patient must be treated by a psychiatrist at least once per week
- The medical director must be a psychiatrist
- It is not a wilderness treatment program (whether or not the program is part of a licensed **residential treatment facility** or otherwise licensed institution)

For residential treatment programs treating **substance related disorders**:

- A **behavioral health provider** or an appropriately state certified professional (CADC, CAC, etc.) must be actively on duty during the day and evening therapeutic programming
- The medical director must be a **physician**
- It is not a wilderness treatment program (whether or not the program is part of a licensed **residential treatment facility** or otherwise licensed institution)

For **detoxification** programs within a residential setting:

- An **R.N.** must be onsite 24 hours/day for 7 days/week within a residential setting
- Residential care must be provided under the direct supervision of a **physician**

## **Respite care**

This is care provided to you when you have a **terminal illness** for the sole purpose of providing temporary relief to your family (or other care givers) from the daily demands of caring for you.

## **Retail pharmacy**

A community **pharmacy** that dispenses outpatient **prescription drugs**.

## **Room and board**

A facility's charge for your overnight **stay** and other services and supplies expressed as a daily or weekly rate.

## **School health services**

The **policyholder's** school's student health center or a **provider** or organization that is identified as a **school health services provider**.

## **Semi-private room rate**

An institution's **room and board** charge for most beds in rooms with 2 or more beds. If there are no such rooms, **Aetna** will calculate the rate based on the rate most commonly charged by similar institutions in the same geographic area.

## Skilled nursing facility

A facility specifically licensed as a **skilled nursing facility** by applicable state and federal laws to provide skilled nursing care.

**Skilled nursing facilities** also include rehabilitation **hospitals**, and portions of a rehabilitation **hospital** and a **hospital** designated for skilled or rehabilitation therapy services.

**Skilled nursing facility** does not include institutions that provide only:

- Minimal care
- **Custodial care** services
- Ambulatory care
- Part-time care services

It does not include institutions that primarily provide for the care and treatment of **mental health disorders** or **substance related disorders**.

## Skilled nursing services

Services provided by an **R.N.** or **L.P.N.** within the scope of his or her license.

## Sound natural teeth

These are natural teeth. If there is a filling in a tooth, the major portion of the tooth must be present. A tooth cannot be decayed, abscessed, or defective. **Sound natural teeth** are not capped teeth, implants, crowns, bridges, or dentures.

## Specialist

A **physician** who practices in any generally accepted medical or surgical sub-specialty and is board-certified.

## Specialty pharmacy

A **pharmacy** that fills **prescriptions** for specialty drugs.

## Specialty prescription drug

An FDA-approved **prescription drug** that typically has a higher cost and requires special handling, special storage or monitoring. These drugs may be administered:

- Orally (mouth)
- Topically (skin)
- By inhalation (mouth or nose)
- By injection (needle)

## Stay

A full-time inpatient confinement for which a **room and board** charge is made.

## Step therapy

A form of **precertification** where you must try one or more required drug(s) before a **step therapy** drug is covered. The required drugs have FDA approval, may cost less and treat the same condition. If you don't try the appropriate required drug first, you may need to pay full cost for the **step therapy** drug.

## Student policy

The **student policy** consists of several documents taken together. The list of documents can be found in the *Entire student policy* section of this certificate of coverage.

## Substance related disorder

The use of drugs, as defined in the most recent edition of the *Diagnostic and Statistical Manual of Mental Disorders* (DSM) published by the American Psychiatric Association, that directly affect the brain's reward system in an amount or frequency that causes problems with normal activities.

## Surgery center

A facility specifically licensed as a freestanding ambulatory surgical facility by applicable state and federal laws to provide outpatient **surgery** services. If state law does not specifically provide for licensure as an ambulatory surgical facility, the facility must meet all **Medicare** accreditation standards (even if it does not participate in **Medicare**).

## Surgery, surgeries or surgical procedures

The diagnosis and treatment of **injury**, deformity and disease by manual and instrumental means, such as:

- Cutting
- Abrading
- Suturing
- Destruction
- Ablation
- Removal
- Lasering
- Introduction of a catheter (e.g., heart or bladder catheterization) or scope (e.g., colonoscopy or other types of endoscopy)
- Correction of fracture
- Reduction of dislocation
- Application of plaster casts
- Injection into a joint
- Injection of sclerosing solution or
- Otherwise physically changing body tissues and organs

## Telemedicine

A consultation between you and a **physician, specialist, behavioral health provider, or telemedicine provider** who is performing a clinical medical or behavioral health service by means of electronic communication.

## Temporomandibular joint dysfunction (TMJ)

This is a disorder of the jaw joint.

## Terminal illness

A medical prognosis that you are not likely to live more than 12 months.

## Urgent admission

This is an admission to the **hospital** due to an **illness** or **injury** that is severe enough to require a **stay** in a **hospital** within 2 weeks from the date the need for the **stay** becomes apparent.

## Urgent care facility

A facility licensed as a freestanding medical facility by applicable state and federal laws to treat an **urgent condition**.

## **Urgent condition**

An **illness** or **injury** that requires prompt medical attention but is not an **emergency medical condition**.

## **Walk-in clinic**

A health care facility that provides limited medical care on a scheduled and unscheduled basis. A **walk-in clinic** may be located in, near, or within a:

- Drug store
- **Pharmacy**
- Retail store
- Supermarket

The following are not considered a **walk-in clinic**:

- Ambulatory surgical center
- Emergency room
- **Hospital**
- Outpatient department of a **hospital**
- **Physician's office**
- **Urgent care facility**

## Discount programs

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### Discount arrangements

We can offer you discounts on health care related goods or services. Sometimes, other companies provide these discounted goods and services. These companies are called “third-party service providers”. These third-party service **providers** may pay us so that they can offer you their services.

Third-party service **providers** are independent contractors. The third-party service **provider** is responsible for the goods or services they deliver. We have the right to change or end the arrangements at any time.

These discount arrangements are not insurance. We don’t pay the third-party service **providers** for the services they offer. You are responsible for paying for the discounted goods or services.

### Wellness and other incentives

We may encourage you to access certain medical services, use tools (online and others) that enhance your coverage and services, and to continue your participation in the **Aetna** plan through incentives. You and your **physician** can talk about these medical services and tools and decide if they are right for you. In connection with a wellness or health improvement program, including but not limited to financial wellness programs, we may provide incentives based on your participation.

Incentives may include but are not limited to:

- Modifications to **copayment, coinsurance, or policy year deductible** amounts
- **Premium** discounts or rebates
- Fitness center membership reimbursement
- Merchandise
- Coupons
- Gift cards
- Debit cards or
- Any combination of the above.

The award of any such incentive shall not depend upon the result of a wellness or health improvement activity or upon your health status.

# Aetna Life Insurance Company

## Student Health Insurance Policy

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The student health insurance policy (“**student policy**”) is by and between

**Aetna Life Insurance Company**  
(Aetna®, we, us, or our)

and

Michigan State University  
(**Policyholder**, you, or your)

**Student policy number:** 246795  
**Date of issue:** 09/17/24  
**Effective date:** 08/16/24  
**Policyholder situs:** State of Michigan

**Type of insurance:** Medical and outpatient prescription drug

This **student policy** takes effect on the **effective date** if we have received your signed application and the initial **premium**.

**Term of the student policy:** The initial term shall be 12 consecutive months beginning on the **effective date**. Subsequent terms shall be 12 consecutive months beginning with the **renewal date**.

**Premium due dates:** Premium is due on the **premium due date** immediately following the date we invoice you.

Signed at Aetna’s® Home Office, 151 Farmington Avenue Hartford, Connecticut 06156.

This **student policy** is non-participating.

This **student policy** is governed by applicable federal law and the laws of the State of Michigan.

**Important note:** We do not require you to have any genetic test and we will not use any acquired genetic information to get or keep coverage under this plan and we will not ask if you have had genetic testing before. Your **premium** will not be adjusted based on genetic information. We will not examine or review any testing you have done or ask about your family history.

## **Guaranteed renewable**

You can renew this **student policy** each year (“guaranteed renewable”). We decide the **premium** rates. However, we may decide not to renew the **student policy** under certain conditions, which are explained in this **student policy**, or when required by law. See the *Termination by us* and *Renewal of policy* sections of this **student policy** for more information.

You may keep this **student policy** in force by meeting the **student policy** requirements and by paying the **premium** on time.

A handwritten signature in blue ink that reads "Katerina Guerraz". The signature is written in a cursive style and is positioned above the printed name and title.

Katerina Guerraz  
Executive Vice President, Chief Operating Officer  
Aetna Life Insurance Company  
(A Stock Company)

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## The student policy

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The **student policy** consists of several documents taken together. These documents are:

- Your application
- Enrollment forms, if the **policyholder** requires that **covered persons** complete them
- This **student policy**
- The certificate(s) of coverage as stated below
- The schedule of benefits as stated below
- Any riders, endorsement, inserts, attachments, and amendments to the **student policy**, the certificate of coverage, and the schedule of benefits as stated below

A certificate of coverage consists of a certificate of coverage and any schedule of benefits, amendment or rider form which may be issued to support or amend the certificate of coverage. The certificate of coverage forms included in this **student policy** are as follows:

Identification	Issue date	Effective date	Eligible student group and/or type of coverage
Certificate of coverage	09/17/24	08/16/24	Students and their dependents
Schedule of benefits: 1A	09/17/24	08/16/24	Students and their dependents

All policy attachments and certificate of coverage documents that are part of the complete **student policy** are on file with the **policyholder** and us.

## If you want to discuss the coverage

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If you have questions about the coverage under the **student policy**, you may contact us at:

### **Aetna**

151 Farmington Avenue  
Hartford, Connecticut 06156  
800-859-8452

Please have your **student policy** number available when you contact us. It is on the front page of this **student policy**.

## Glossary

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You will see some words in bold type in the **student policy**. The bold type means that we have defined those words. The definitions are in this section and in the *Glossary* section of the certificate of coverage.

### Covered person

A student or a dependent of a student for whom all of the following applies:

- The person is eligible for coverage as defined in the certificate of coverage.
- The person has enrolled for coverage and paid any required **premium** contribution.
- The person's coverage has not ended.

### Covered student

A student of yours who is eligible for coverage under the plan and is insured under the **student policy**. The eligibility requirements can be found in the *Who the plan covers* section of the certificate of coverage.

### Dates:

#### Effective date

Date your coverage begins under the **student policy**. This date applies to persons who enroll in the student plan on or before the **effective date** stated on the first page of the **student policy**.

#### Final rates and fees effective date

Effective date stated on the *Final rates and fees*.

#### Premium due date

Premium is due on the **premium due date** immediately following the date we invoice you.

#### Renewal date

Date that is 12 months after the **effective date** and each 12 month date after that.

#### Termination date

The date coverage ends according to the *Termination* section.

### Policy year

The period of time from anniversary date to anniversary date. This does not apply to the first year when it is the period of time from the **effective date** to the first anniversary date.

### Policyholder

The school named on the front page of this **student policy** for the purpose of coverage under this **student policy**.

### Premium

The amount a **covered person** or the **policyholder** is required to pay to us.

### Student policy

This student health insurance policy. The **student policy** consists of several documents taken together. See *The student policy* provision above for the list of documents.

# Premium

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## Premium – rates and amount due

The **premium** rates are stated in the *Final rates and fees*. We will provide you with a new *Final rates and fees* if and when the **premium** rates change. Any new schedule will state its effective date.

We charge **premium** based on the **premium** rates in effect on the **premium due date**.

The **premium** due on any **premium due date** is the sum of the **premium** charges for the coverage we provide. When we calculate **premium** due, we will use our records to determine who is a **covered person**.

You owe **premium** for a **covered person** starting with the first **premium due date** on or after the day the person's coverage starts. You stop paying **premium** for a **covered person** as of the first **premium due date** on or after the day the person's coverage ends.

## Premium – changes in rates

We may change the **premium** rates on an annual basis or as allowed by federal or state law or regulation but only if:

- There is a change in factors that materially affects the risk we assumed with this coverage. We identify these factors in our rate quote to you.
- There is a change in law or regulation, or there is a judicial decision, that materially affects the cost of providing coverage.

We may change the **premium** rates on each anniversary date of the **student policy** when the terms of the **student policy** has changed.

We will provide 60 days prior written notice to you of any change in **premium** rates.

## Premium – when due

**Premium** is due on the **premium due date**.

You have a payment grace period of 31 days immediately following the **premium due date**. The **student policy** will remain in force during the grace period. If we have not received all **premiums** due by the end of the grace period, this **student policy** will be terminated by us according to the *Termination by us* section.

You shall pay the **premium** for the period that the **student policy** continues in force.

## Premium – how billed and paid

You must pay **premiums** in advance unless a different timeframe has been agreed upon in writing by you and us. We may bill you electronically. You shall pay **premium** due by electronic fund transfer or check. Payment occurs when we receive good funds.

We may accept a partial payment but this does not waive our right to collect the entire amount due.

We may choose not to accept **premium** that is paid for you by someone else unless we are required to do so by law.

### **Premium – overdue amounts**

You shall pay us interest on the total **premium** amount that is overdue. Overdue **premium** includes amounts due but not yet paid after the end of the grace period. The interest rate will be up to 1 1/2% per month for each month or partial month an amount due remains unpaid.

We may also recover from you the costs of collecting any unpaid **premium**, including reasonable attorney fees and court costs.

### **Premium – eligibility corrections**

**Premium** will always be determined based upon the effective date and termination dates of a **covered person**.

## Some of our other responsibilities

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We will prepare the certificate of coverage and schedule of benefits that are part of the **student policy**, as required by applicable laws. We will provide them to you in electronic form. We will also provide them to you in paper form if you request it.

We will provide the coverage stated in the certificate of coverage and schedule of benefits that are part of the **student policy**. We will administer the coverage as required by the **student policy** and applicable laws.

We will protect the personal health information of **covered persons** as required by laws. We will use it and share it with others as needed for their care and treatment. We will also use and share it to help us process **providers'** claims and otherwise help us administer the **student policy**. For a copy of our Notice of Privacy Practices:

- Call Member Services at the toll-free number 800-859-8452
- Log in to <https://www.aetnastudenthealth.com>

Our duties in this section survive termination of the **student policy**.

## Some of your other requirements and responsibilities

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### **Distribution – certain Patient Protection and Affordable Care Act (ACA) requirements**

We shall distribute two documents required by the federal ACA:

- Summary of benefits and coverage (SBC)
- Notices of material modifications

We shall distribute them to your **covered students** and their dependents, in accordance with the federal delivery, timing, and trigger requirements.

Your duties and our rights in the ACA requirements provision survive termination of the **student policy**.

### **Distribution – certificate of coverage, schedule of benefits, and other materials**

We will distribute the certificate of coverage, schedule of benefits, and other materials relating to enrollment and coverage features, as required by applicable laws.

### **Information – access**

You shall make records directly related to a person's coverage under this **student policy** available to us for inspection. This will occur:

- Upon our reasonable advance request
- At our expense
- At your office
- During regular business hours

Your duties and our rights in the Information – access provision survive termination of the **student policy**.

### **Information – enrollment**

You shall send us enrollment information that we request to administer the **student policy**. You will send us the information in the method that we require and in the format that we currently use or have approved if the format is different.

The enrollment information includes but is not limited to data needed to:

- Enroll your students and their dependents
- Process terminations
- Make changes in family status

By sending the information to us, you represent that it is correct. You acknowledge that we can and will rely on the information.

You will send to us prior to the plan effective date or no later than 30 days after the plan effective date, for each **covered person's** insurance:

- The name of the **covered person**
- The effective date and termination date of the **covered person's** insurance
- The **premium** paid for the **covered person**

You shall:

- Maintain a reasonably complete record of the information you send us for at least seven years, and until the final rights and duties under the **student policy** have been resolved.
- Send us information you sent us before, upon request.

We will not start covering a person under the **student policy** until you send us the information to enroll that person. Subject to applicable laws and the student policy, we will not stop covering a person until you send us the information to terminate coverage.

You shall notify us within 31 business days of the date in which a **covered student** or a dependent loses eligibility under the **student policy** including a student's withdrawal from the school.

You must notify us when a request for retroactive termination is a result of a **covered person**:

- Performing an act or omission that constitutes fraud
- Making an intentional misrepresentation of material fact

to get coverage or to get a benefit under the **student policy**.

Your duties and our rights in this Information – eligibility provision survive termination of the **student policy**.

See the *Late enrollment* section below for more information.

### **Late enrollment**

You can late enroll a person in the student plan after the enrollment deadline date or the waiver of coverage deadline date when the late enrollment is due to:

- An administrative error caused by you or
- A life-changing event for the person

To enroll the person, you must:

- Submit to us a completed enrollment form for the person and
- Pay any required **premium** contribution

You agree to provide us or our agent within 31 days after the person's late enrollment application:

- The name of the person
- The person's effective date of insurance

See the *Life-changing events for a person* section below for more information.

### **Life-changing events for a person**

Life-changing events for a person are explained in the *Special times you and your dependents can join the plan* section in the certificate of coverage.

If we receive the items above within 31 days of a person's life-changing event, then the person's insurance will take effect on the date of the person's life-changing event.

If we receive the items more than 31 days after the date of the person's life-changing event, then the person will not be eligible to enroll until the next open enrollment date.

## **Notices – termination of coverage**

You shall notify **covered persons** in writing, of their rights when coverage stops.

In particular, you shall notify all eligible **covered persons** of their right to continue coverage pursuant to the *Special coverage options after your plan coverage ends* section in the certificate of coverage and applicable laws.

Your notification will include:

- A description of plans available
- **Premium** rates
- Application forms

You will give the notification within 31 calendar days to a person becoming eligible for continuation of coverage, if any.

Your duties and our rights in the *Notices – termination of coverage* provision survive termination of the **student policy**.

## **Not in lieu of workers' compensation coverage**

The **student policy** is not a workers' compensation policy. It does not provide workers' compensation benefits.

## Termination

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### Automatic termination

The **student policy** and all coverage end as of the last day of the grace period if you have not paid us all **premiums** as of the beginning of the grace period.

The grace period is described in the *Premium* section.

### Termination by you

You may end coverage under this **student policy** if you give us 90 days advance written notice. The notice must include the **termination date**. The **termination date** shall not be earlier than 90 days after the date of the notice unless you and we agree. Your termination notice may apply to all classes or any class of your students covered under the **student policy**. You can send us a termination notice during a period for which you have paid **premium**, but your **termination date** must be after that period.

### Termination by us

We may end the **student policy** and all or any coverage it provides:

- Immediately upon written notice to you if you perform any act or practice that constitutes fraud or if you make any intentional misrepresentation of a material fact relevant to the coverage.
- At any time after the end of the grace period if you have not paid the **premium**. We will give you written notice of the **termination date**.
- Upon 31 days written notice to you:
  - If you breach a provision of the **student policy** and you do not cure the breach within the notice period.
  - If you cease to be an eligible student health insurance **policyholder** as defined under applicable law.
  - If you do not certify your compliance with our policies and procedures upon request.
  - If you change your eligibility or participation requirements without our consent.
- Upon 90 days written notice to you if we cease to offer the products to which this **student policy** belongs, in accordance with the requirements of applicable laws.
- Upon 180 days written notice to you if we stop offering health insurance coverage in the market, in accordance with the requirements of applicable laws.
- As of your **renewal date** if we uniformly modify the coverage under this product, in accordance with the requirements of applicable laws.

We may rescind the **student policy** and all coverage it provides for fraud or intentional misrepresentation of material fact upon 30 days advance written notice. The notice will state the effective date of rescission.

You shall pay to us any unpaid **premium** if:

- The **student policy** terminates as to any of your students and
- **Premiums** have not been paid to us for the period the **student policy** was in force for those terminated students

### Renewal of policy

You can renew the **student policy** for the next **policy year** by paying the renewal **premium** at the **premium** rate in effect at that time. You shall pay the renewal **premium** within the grace period.

We have the right to not renew the **student policy** for the reasons stated in the *Termination by us* section above.

## **Failure to respond to our renewal inquiry**

We may request that you tell us whether you intend to renew the **student policy**. You must reply:

- Within two weeks of your receipt of the request or
- Within 15 days prior to the **renewal date**

whichever is later.

Your reply must be in writing unless we authorize an oral reply. If you do not reply, we have the right to either not renew the policy or continue coverage past the **renewal date** and:

- You will owe us any **premium** still due or
- We will owe you a refund if you overpaid **premium**

## **Effective time of termination**

The **student policy** and its coverage end at 11:59 p.m. on the day of termination.

## **Effect of termination**

You, **covered persons**, and we continue to be responsible following termination for the duties we each incur prior to the termination of the **student policy**. One of your duties includes payment of **premium** due for coverage through any grace period up to the day of termination. You, **covered persons**, and we also continue to be responsible for your, their, and our duties that the **student policy** states are to occur following termination.

You, **covered persons**, and we have the rights and duties following termination of the **student policy**, as stated specifically in the **student policy**.

You shall notify **covered persons** of the termination of the **student policy**. Your notice will comply with applicable laws. We have the right to notify **covered students** of termination of the **student policy**.

## **Reinstatement**

You may request that we reinstate the **student policy** and coverage after we end it. You must make the request within 31 days of the **termination date**. We will reinstate the **student policy** and coverage as of the **termination date** when we accept payment of all amounts due and you give us reasonable assurances that you can and will fulfill all of your obligations under the **student policy**.

## Intentional deception

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If we learn that you or a **covered person** defrauded us or that a **covered person** intentionally misrepresented material facts, we can and may take actions that can have serious consequences for coverage. These serious consequences include, but are not limited to:

- Loss of coverage, starting at some time in the past. This is called rescission.
- Loss of coverage going forward.
- Denial or termination of benefits.
- Recovery of amounts we already paid.

We also may report fraud to law enforcement.

Rescission means you or a **covered person** loses coverage both going forward and going backward. If we paid claims for past coverage, we are entitled to receive the money back.

A **covered person** has special rights if we rescind coverage just for that individual:

- We will give the **covered person** 30 days advance written notice of any rescission of coverage.
- The **covered person** has the right to an **Aetna** appeal.
- The **covered person** has the right to a third-party review conducted by an independent external review organization.

## Responsibility for conduct

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### Our employees and agents

We are responsible to you for what our employees and other agents do.

We are not responsible to you for what is done by others, such as **providers**. They are not our employees or agents. **Providers** in our **network** are what the law calls our independent contractors. That simply means we have a business relationship with them and they are not our employees or agents.

### Indemnification – in general

We agree to indemnify and hold you harmless against that portion of your liability to third parties as determined by a court of final jurisdiction or by arbitration caused directly by our willful misconduct, criminal conduct or material breach of this **student policy**.

You agree to indemnify and hold us harmless against that portion of our liability to third parties as determined by a court of final jurisdiction or by arbitration caused directly by your negligence, breach of the **student policy**, breach of applicable laws, willful misconduct, criminal conduct, or fraud.

These indemnification obligations end with the **student policy**, except as to any matter concerning a claim that has been made in writing within 365 days after termination.

### Indemnification – federal law requirements

We shall indemnify you and hold you harmless for our liability that is directly caused by our:

- Negligence
- Breach of the **student policy**
- Breach of applicable laws
- Willful misconduct

and our act or failure to act was related to or arose out of our obligation to deliver the SBC and notices of material modification.

Your and our rights and duties in this *Responsibility for conduct* section survive termination of the **student policy**.

## General provisions

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### Applicable law

Applicable law means all federal and state laws that apply to the matters covered by the **student policy**. Federal and state laws mean statutes, regulations, official agency direction and guidance, and judicial decisions and orders, as they may be passed or issued, or as they may be amended, from time to time.

### Compliance with law

You and we shall interpret the **student policy** so it complies with applicable federal and state laws.

If the **student policy** omits or misstates any right or duty under applicable federal and state laws, you and we shall implement the **student policy** as though the right or duty is stated correctly in the **student policy**.

If any provision of the **student policy** is invalid or illegal, you and we shall implement the **student policy** as though the provision is not in the **student policy**.

### Changes to the student policy

The **student policy** may be amended by mutual consent and in writing.

We may change or end some or all coverage under this **student policy** by notice, if we act as required by applicable federal and state laws for uniform modification of coverage and uniform termination of coverage.

We may amend the **student policy** by notice. We will give you 60 days advance written notice in accordance with applicable laws. Our amendment:

- Will not reduce benefits or coverage
- Will not eliminate benefits or coverage
- Will not increase benefits or coverage with a concurrent increase in **premium** during the current **student policy** term, other than increased benefits or coverage required by law

Payment of the applicable **premium** on the effective date of any amendment is your consent to any amendment requiring your consent.

Changes to the **student policy** do not require the consent of any student or of any other person. All agreements made by us are signed by an authorized executive officer of **Aetna**. Only an authorized officer of **Aetna** may change or waive any of the policy terms or make any agreement binding us.

The **student policy** shall be deemed to be automatically amended to conform to the provisions of applicable laws and regulations. You will not have to give written agreement of a change in the **student policy** if:

- You asked for the change and we have agreed to it
- The change is needed to correct an error in the **student policy**, including any certificate of coverage issued to anyone
- The change is needed so that the **student policy** will conform to any law, regulation or ruling of a jurisdiction that affects a person covered under this **student policy** or the federal government
- We initiated the change and it is not resulting in either a reduction or elimination in benefits or coverage or an increase in **premium**

You will have to give written agreement of a change in the **student policy**:

- That reduces or eliminates benefits or coverage
- That increases benefits or coverage with a concurrent increase in **premium** during the **student policy** term, except if the increased benefits or coverage is required by law

Payment of the applicable **premium** after notice of the proposed changes will be deemed to constitute your written agreement of those changes on behalf of all persons covered under this **student policy**.

## Entire student policy

The entire student policy includes all of the documents listed in *The student policy* section.

The **student policy** replaces and supersedes:

- All other prior student policies of health coverage between us
- Any other prior written or oral understandings, negotiations, discussions or arrangements between us related to this student health coverage

## Waiver

Only an officer of **Aetna** may waive a requirement of the **student policy**.

We may fail to implement or fail to insist upon compliance with a provision of the **student policy** at any given time or times. Our failure to implement or to insist on compliance is not a waiver of our right to implement or insist upon compliance with that provision at any other time or times.

## Aetna name, symbols, trademarks and service marks

We control the use of our name and of our symbols, trademarks and service marks presently existing or subsequently established. You shall not use any of them in advertising or promotional materials or in any other way without our prior written consent. You shall stop any and all use immediately upon our direction or upon termination of the **student policy**.

## Assignment and delegation

You shall not assign any right or delegate any duty under the **student policy** unless we approve it in writing in advance.

We may assign or delegate functions under the **student policy** to third parties. We may also change or end these delegations. For example, management or administration of prescription drug benefits will be performed by CaremarkPCS Health L.L.C. and/or its affiliates (CVS Caremark®), each of which is an affiliated, licensed pharmacy benefit manager. We do not need to give you advance notice to enter into, change or end these arrangements, and we do not need your consent.

## Claim determinations

We have complete authority to review all denied claims for benefits under this **student policy**:

- To determine whether and to what extent **covered persons** are entitled to benefits.
- To construe any disputed or doubtful terms under the **student policy**. We shall be deemed to have properly exercised our authority unless we abuse our reasonable authority by acting arbitrarily and capriciously.

Our review of claims for benefits may include the use of software and other tools to take into account factors such as:

- An individual's claim history
- A **provider's** billing patterns
- Complexity of the service or treatment
- Amount of time and degree of skill needed
- The manner of billing

### **Correcting our administrative errors**

A clerical error in keeping records or a delay in making an entry will not alone determine whether there is coverage. We will determine the facts and decide if coverage is in force and its amount. We will make a fair adjustment in **premium** if correction of the error or delay changes coverage.

We may correct, withdraw, or replace the **student policy**, any certificate of coverage, any schedule of benefits and any other document issued with an error or issued in error.

### **Correcting your honest mistakes**

If you or any **covered person** makes an honest mistake of fact, we may make a fair change in **premium**. If the misstatement affects the existence or amount of coverage, we will use the true facts to determine whether coverage is or remains in effect and its amount.

### **Discrimination prohibited**

You shall not encourage or discourage enrollment in the coverage provided by the **student policy** based on health status or health risk.

You shall act so as not to discriminate unfairly between persons in like situations at the time of the action.

### **Financial sanctions exclusion**

If coverage provided by this student policy violates or will violate any economic or trade sanctions, the coverage is immediately considered invalid. For example, we cannot make payments for health care or other claims or services if it violates a financial sanction regulation. This includes sanctions related to a blocked person or a country under sanction by the United States, unless permitted under a valid written Office of Foreign Assets Control (OFAC) license. Visit <https://www.treasury.gov/resource-center/sanctions/Pages/default.aspx> for more information. All statements will be considered representations, not warranties.

### **Incontestability**

We will not use a statement you make to void this student policy after it has been in force for 2 years from its **effective date**. All statements will be considered representations, not warranties.

We will use only a statement in writing that you or a **covered person** makes, to do any of the following:

- To void coverage of the **covered person**
- To deny coverage of the **covered person**
- To deny a claim for benefits by the **covered person**

We will not use a statement by a **covered person** to deny a claim for benefit more than 2 years after the statement was made.

## Notices

The **student policy** requires or permits you and us to send notices to each other. These notices shall be in writing.

Notice may be delivered:

- In person, and is effective upon delivery
- By United States mail, sent first class, postage prepaid, and is effective three U.S. Postal Service delivery days following the date of mailing
- By commercial carriers UPS and FedEx, effective upon delivery
- By e-mail, facsimile or other electronic means, effective upon sending

**Notice sent to us by mail and commercial carrier shall be sent to:**

**Aetna**

151 Farmington Avenue  
Hartford, Connecticut 06156  
1-800-872-3862

**Notice sent to you by mail and commercial carrier shall be sent to:**

The address that we have on file for you or your agent.

You and we must designate specific e-mail addresses, facsimile numbers or other electronic means in writing for purpose of notices.

## Policies and procedures

We have the right to adopt reasonable policies, procedures, rules, and interpretations of the **student policy** in order to promote orderly and efficient administration.

## Third party rights

This **student policy** does not give any rights or impose any duties on third parties except as specifically stated.

## Final rates and fees

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The current **premium** rates and effective date for all of the coverages provided under the **student policy** are on record with the **policyholder** and us.



**Student Health Insurance**

**Preferred Provider Organization (PPO)  
Medical and Outpatient Prescription Drug Plan**

**Schedule of benefits**

**Prepared exclusively for:**

<b>Policyholder:</b>	Michigan State University
<b>Policyholder number:</b>	246795
<b>Student policy effective date:</b>	08/16/2024
<b>Plan effective date:</b>	08/16/2024
<b>Plan issue date:</b>	09/17/2024
<b>Actuarial value and metallic level:</b>	94.57%-Platinum

**Underwritten by Aetna Life Insurance Company in the  
State of Michigan**

**Important notices:**

1. Benefits will be payable in accordance with the coverage provisions shown below.

## Schedule of benefits

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This schedule of benefits lists the **policy year deductibles, copayments** and **coinsurance** that apply to the services you receive under this plan. You should review this schedule of benefits to become familiar with your **policy year deductibles, copayments** and **coinsurance** and any limits that apply to the services and supplies.

### How to read your schedule of benefits

- When we say:
  - “**Select care coverage**,” we mean you get care from **MSU Student Health Services at Olin Health Center**.
  - “**In-network coverage**,” we mean you get care from our **in-network providers**.
  - “**Out-of-network coverage**,” we mean you can get care from **out-of-network providers**.
- The **policy year deductibles, copayments** and **coinsurance** listed in the schedule of benefits below reflect the **policy year deductibles, copayments** and **coinsurance** amounts under your plan.
- The **coinsurance** listed in the schedule of benefits reflects the plan **coinsurance** percentage. This is the **coinsurance** amount that the plan pays. You are responsible for paying any remaining **coinsurance**.
- You are responsible for paying any **policy year deductibles, copayments** and your **coinsurance**.
- You are responsible for full payment of any health care services you received that are not **covered benefits**.
- This plan has maximums for specific **covered benefits**. For example, these could be visit, day or dollar maximums. They are combined maximums for **select care, in-network providers** and **out-of-network providers** unless we state otherwise.
- At the end of this schedule of benefits you will find detailed explanations about your:
  - Policy year deductibles
  - Copayments
  - Maximums
  - Coinsurance
  - Maximum out-of-pocket limits

#### Important note:

All **covered benefits** are subject to the **policy year deductible, copayment** and **coinsurance** unless otherwise noted in the schedule of benefits below. The *Surprise bill* section in the certificate of coverage explains your protections from a surprise bill.

### How to contact us for help

We are here to answer your questions.

- Log in to your **Aetna**® website at <https://www.aetnastudenthealth.com>
- Call Member Services at the toll-free number on your ID card

The coverage described in this schedule of benefits will be provided under **Aetna’s student policy**. This schedule of benefits replaces any schedule of benefits previously in effect under the **student policy** for medical and **pharmacy** coverage. Keep this schedule of benefits with your certificate of coverage.

## Important note about your cost sharing

The way the cost sharing works under this plan, you pay the **policy year deductible** first. Then you pay your **copayment** and then you pay your **coinsurance**. Your **copayment** does not apply towards any **policy year deductible**.

You are required to pay the **policy year deductible** before **eligible health services** are **covered benefits** under the plan, and then you pay your **copayment** and **coinsurance**.

Here's an example of how cost sharing works:

- You pay your **policy year deductible** of \$1,000
- Your **physician** charges \$120
- Your **physician** collects the **copayment** from you – \$20
- The plan pays 80% **coinsurance** – \$80
- You pay 20% **coinsurance** – \$20

## Plan features

### Policy year deductibles

You have to meet your **policy year deductible** before this plan pays for benefits.

Deductible type	MSU Student Health Services at Olin Health Center	In-network coverage	Out-of-network coverage
Student	None	\$150 per <b>policy year</b>	\$300 per <b>policy year</b>
Spouse	None	\$150 per <b>policy year</b>	\$300 per <b>policy year</b>
Each child	None	\$150 per <b>policy year</b>	\$300 per <b>policy year</b>
Family	None	\$300 per <b>policy year</b>	\$600 per <b>policy year</b>

### Policy year deductible waiver

The **policy year deductible** is waived for all of the following **eligible health services**:

- In-network care for Preventive care and wellness,
- In-network care for Pediatric Dental Type A services,
- In-network and out-of-network care for Pediatric Vision Care Services,
- In-network and out-of-network care for emergency ambulance services,
- In-network and out-of-network care for Hospital Emergency room,
- In-network and out-of-network care for outpatient prescription drugs,
- In-network and out-of-network care for Well Newborn Nursery.

## Maximum out-of-pocket limits

### Maximum out-of-pocket limit per policy year

Maximum out-of-pocket type	MSU Student Health Services at Olin Health Center	In-network coverage	Out-of-network coverage
Student	\$2,100 per <b>policy year</b> (combined)		\$4,200 per <b>policy year</b>
Spouse	\$2,100 per <b>policy year</b> (combined)		\$4,200 per <b>policy year</b>
Each child	\$2,100 per <b>policy year</b> (combined)		\$4,200 per <b>policy year</b>
Family	\$4,200 per <b>policy year</b> (combined)		\$8,400 per <b>policy year</b>

### Precertification covered benefit

This only applies to out-of-network coverage. The certificate of coverage contains a complete description of the **precertification** program. You will find details on **precertification** requirements in the *Medical necessity and precertification requirements* section.

## Eligible health services

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### Coinsurance listed in the schedule of benefits

The **coinsurance** listed in the schedule of benefits below reflects the plan **coinsurance** percentage. This is the **coinsurance** amount that the plan pays. You are responsible for paying any remaining **coinsurance**.

### 1. Preventive care and wellness

#### Routine physical exams

Performed at a **physician's** office

Description	MSU Student Health Services at Olin Health Center	In-network coverage	Out-of-network coverage
Routine physical exam	100% (of the <b>negotiated charge</b> ) per visit  No <b>copayment</b> or <b>policy year deductible</b> applies	100% (of the <b>negotiated charge</b> ) per visit  No <b>copayment</b> or <b>policy year deductible</b> applies	70% (of the <b>recognized charge</b> ) per visit
Routine physical exam limits for <b>covered persons</b> through age 21: maximum age and visit limits per <b>policy year</b>	Subject to any age and visit limits provided for in the comprehensive guidelines supported by the American Academy of Pediatrics/Bright Futures//Health Resources and Services Administration guidelines for children and adolescents.  For details, contact your <b>physician</b> or Member Services by logging in to your <b>Aetna</b> website at <a href="https://www.aetnastudenthealth.com">https://www.aetnastudenthealth.com</a> or calling the toll-free number in the <i>How to contact us for help</i> section.		
Routine physical exam limits for <b>covered persons</b> age 22 and over: maximum visits per <b>policy year</b>	1 visit		

### Preventive care immunizations

Performed in a facility or at a **physician's** office

Description	MSU Student Health Services at Olin Health Center	In-network coverage	Out-of-network coverage
Preventive care immunizations	100% (of the <b>negotiated charge</b> ) per visit  No <b>copayment</b> or <b>policy year deductible</b> applies	100% (of the <b>negotiated charge</b> ) per visit  No <b>copayment</b> or <b>policy year deductible</b> applies	70% (of the <b>recognized charge</b> ) per visit
Preventive care immunization maximums	Subject to any age limits provided for in the comprehensive guidelines supported by Advisory Committee on Immunization Practices of the Centers for Disease Control and Prevention.  For details, contact your <b>physician</b> or Member Services by logging in to your <b>Aetna</b> website at <a href="https://www.aetnastudenthealth.com">https://www.aetnastudenthealth.com</a> or calling the toll-free number in the <i>How to contact us for help</i> section.		

### Well woman preventive visits

Routine gynecological exams (including Pap smears)

Description	MSU Student Health Services at Olin Health Center	In-network coverage	Out-of-network coverage
Performed at a <b>physician</b> , obstetrician (OB), gynecologist (GYN) or OB/GYN office	100% (of the <b>negotiated charge</b> ) per visit  No <b>copayment</b> or <b>policy year deductible</b> applies	100% (of the <b>negotiated charge</b> ) per visit  No <b>copayment</b> or <b>policy year deductible</b> applies	70% (of the <b>recognized charge</b> ) per visit
Well woman routine gynecological exam maximums	Subject to any age limits provided for in the comprehensive guidelines supported by the Health Resources and Services Administration.		
Maximum visits per <b>policy year</b>	1 visit		

## Preventive screening and counseling services

In figuring the maximum visits, each session of up to 30 minutes is equal to one visit

Description	MSU Student Health Services at Olin Health Center	In-network coverage	Out-of-network coverage
Obesity and/or healthy diet counseling office visits	100% (of the <b>negotiated charge</b> ) per visit  No <b>copayment</b> or <b>policy year deductible</b> applies	100% (of the <b>negotiated charge</b> ) per visit  No <b>copayment</b> or <b>policy year deductible</b> applies	70% (of the <b>recognized charge</b> ) per visit
Obesity and/or healthy diet counseling maximum visits	Age 0-22: unlimited visits. Age 22 and older: 26 visits per 12 months, of which up to 10 visits may be used for healthy diet counseling.		
Misuse of alcohol and/or drugs counseling office visits	100% (of the <b>negotiated charge</b> ) per visit  No <b>copayment</b> or <b>policy year deductible</b> applies	100% (of the <b>negotiated charge</b> ) per visit  No <b>copayment</b> or <b>policy year deductible</b> applies	70% (of the <b>recognized charge</b> ) per visit
Misuse of alcohol and/or drugs counseling maximum visits per <b>policy year</b>	5 visits		
Use of tobacco products counseling office visits	100% (of the <b>negotiated charge</b> ) per visit  No <b>copayment</b> or <b>policy year deductible</b> applies	100% (of the <b>negotiated charge</b> ) per visit  No <b>copayment</b> or <b>policy year deductible</b> applies	70% (of the <b>recognized charge</b> ) per visit
Use of tobacco products counseling maximum visits per <b>policy year</b>	8 visits		
Sexually transmitted infection counseling office visits	100% (of the <b>negotiated charge</b> ) per visit  No <b>copayment</b> or <b>policy year deductible</b> applies	100% (of the <b>negotiated charge</b> ) per visit  No <b>copayment</b> or <b>policy year deductible</b> applies	70% (of the <b>recognized charge</b> ) per visit
Sexually transmitted infection counseling maximum visits per <b>policy year</b>	2 visit		

Description	MSU Student Health Services at Olin Health Center	In-network coverage	Out-of-network coverage
Genetic risk counseling for breast and ovarian cancer office visits	100% (of the <b>negotiated charge</b> ) per visit  No <b>copayment</b> or <b>policy year deductible</b> applies	100% (of the <b>negotiated charge</b> ) per visit  No <b>copayment</b> or <b>policy year deductible</b> applies	70% (of the <b>recognized charge</b> ) per visit
Genetic risk counseling for breast and ovarian cancer age and frequency limitations	Not subject to any age or frequency limitations		

### Routine cancer screenings

Performed at a **physician** office, **specialist** office or facility

Description	MSU Student Health Services at Olin Health Center	In-network coverage	Out-of-network coverage
Routine cancer screenings	Not available	100% (of the <b>negotiated charge</b> ) per visit  No <b>copayment</b> or <b>policy year deductible</b> applies	70% (of the <b>recognized charge</b> ) per visit
Routine cancer screening maximums	<p>Subject to any age, family history and frequency guidelines as set forth in the most current:</p> <p>Evidence-based items that have a rating of A or B in the current recommendations of the USPSTF</p> <p>Comprehensive guidelines supported by the Health Resources and Services Administration</p> <p>For details, contact your <b>physician</b> or Member Services by logging in to your <b>Aetna</b> website at <a href="https://www.aetnastudenthealth.com">https://www.aetnastudenthealth.com</a> or calling the toll-free number on your ID card.</p>		
Lung cancer screening maximums	1 screening every 12 months		

#### Lung cancer screenings important note:

Any lung cancer screenings that exceed the lung cancer screening maximum above are covered under the *Outpatient diagnostic testing* section.

## Prenatal care

Prenatal care services provided by a **physician**, obstetrician (OB), gynecologist (GYN), and/or OB/GYN

Description	MSU Student Health Services at Olin Health Center	In-network coverage	Out-of-network coverage
Preventive care services only	Not available	100% (of the <b>negotiated charge</b> ) per visit  No <b>copayment</b> or <b>policy year deductible</b> applies	70% (of the <b>recognized charge</b> ) per visit

### Important note:

You should review the *Maternity care* and *Well newborn nursery care* sections. They will give you more information on coverage levels for maternity care under this plan.

## Comprehensive lactation support and counseling services

Facility or office visits

Description	MSU Student Health Services at Olin Health Center	In-network coverage	Out-of-network coverage
Lactation counseling services	100% (of the <b>negotiated charge</b> ) per visit  No <b>copayment</b> or <b>policy year deductible</b> applies	100% (of the <b>negotiated charge</b> ) per visit  No <b>copayment</b> or <b>policy year deductible</b> applies	70% (of the <b>recognized charge</b> ) per visit
Lactation counseling services maximum visits per <b>policy year</b> either in a group or individual setting	6 visits		

### Important note:

Any visits that exceed the lactation counseling services maximum are covered under the *Physicians and other health professionals* section.

### Breast feeding durable medical equipment

Description	MSU Student Health Services at Olin Health Center	In-network coverage	Out-of-network coverage
Breast pump supplies and accessories	Not available	100% (of the <b>negotiated charge</b> ) per item  No <b>copayment</b> or <b>policy year deductible</b> applies	70% (of the <b>recognized charge</b> ) per item

**Important note:**

See the *Breast feeding durable medical equipment* section of the certificate of coverage for limitations on breast pump and supplies.

### Family planning services – female contraceptives

#### Counseling services

Description	MSU Student Health Services at Olin Health Center	In-network coverage	Out-of-network coverage
Female contraceptive counseling services office visit	100% (of the <b>negotiated charge</b> ) per visit  No <b>copayment</b> or <b>policy year deductible</b> applies	100% (of the <b>negotiated charge</b> ) per visit  No <b>copayment</b> or <b>policy year deductible</b> applies	70% (of the <b>recognized charge</b> ) per visit
Contraceptive counseling services maximum visits per <b>policy year</b> either in a group or individual setting	2 visits		

**Important note:**

Any visits that exceed the contraceptive counseling services maximum are covered under *Physician services* office visits.

**Contraceptives (prescription drugs and devices)**

<b>Description</b>	<b>MSU Student Health Services at Olin Health Center</b>	<b>In-network coverage</b>	<b>Out-of-network coverage</b>
Female contraceptive <b>prescription drugs</b> and devices provided, administered, or removed, by a <b>provider</b> during an office visit	100% (of the <b>negotiated charge</b> ) per item  No <b>copayment</b> or <b>policy year deductible</b> applies	100% (of the <b>negotiated charge</b> ) per item  No <b>copayment</b> or <b>policy year deductible</b> applies	70% (of the <b>recognized charge</b> ) per item

**Female voluntary sterilization**

<b>Description</b>	<b>MSU Student Health Services at Olin Health Center</b>	<b>In-network coverage</b>	<b>Out-of-network coverage</b>
Inpatient <b>provider</b> services	Not available	100% (of the <b>negotiated charge</b> )  No <b>copayment</b> or <b>policy year deductible</b> applies	70% (of the <b>recognized charge</b> )
Outpatient <b>provider</b> services	Not available	100% (of the <b>negotiated charge</b> )  No <b>copayment</b> or <b>policy year deductible</b> applies	70% (of the <b>recognized charge</b> )

## 2. Physicians and other health professionals

### Physician and specialist services (non-surgical and non-preventive)

Description	MSU Student Health Services at Olin Health Center	In-network coverage	Out-of-network coverage
Office hours visits (non-surgical and non-preventive care by a <b>physician</b> or <b>specialist</b> )	\$10 <b>copayment</b> then the plan pays 100% (of the balance of the <b>negotiated charge</b> ) per visit	\$10 <b>copayment</b> then the plan pays 100% (of the balance of the <b>negotiated charge</b> ) per visit	70% (of the <b>recognized charge</b> ) per visit
<b>Telemedicine</b> consultation by a <b>physician</b> or <b>specialist</b>	Not available	\$10 <b>copayment</b> then the plan pays 100% (of the balance of the <b>negotiated charge</b> ) per visit	70% (of the <b>recognized charge</b> ) per visit

### Allergy testing and treatment

Description	MSU Student Health Services at Olin Health Center	In-network coverage	Out-of-network coverage
Allergy testing performed at a <b>physician</b> or <b>specialist</b> office	Not available	90% (of the <b>negotiated charge</b> ) per visit	70% (of the <b>recognized charge</b> ) per visit
Allergy injections treatment performed at a <b>physician</b> or <b>specialist</b> office	100% (of the <b>negotiated charge</b> ) per visit	90% (of the <b>negotiated charge</b> ) per visit	70% (of the <b>recognized charge</b> ) per visit
Allergy sera and extracts administered via injection at a <b>physician</b> or <b>specialist</b> office	Covered according to the type of benefit and the place where the service is received	Covered according to the type of benefit and the place where the service is received	Covered according to the type of benefit and the place where the service is received

### Physician and specialist – inpatient surgical services

Description	MSU Student Health Services at Olin Health Center	In-network coverage	Out-of-network coverage
Inpatient <b>surgery</b> performed during your <b>stay</b> in a <b>hospital</b> or birthing center by a surgeon  (Includes anesthetist and surgical assistant expenses)	Not available	90% (of the <b>negotiated charge</b> )	70% (of the <b>recognized charge</b> )

### Physician and specialist – outpatient surgical services

Description	MSU Student Health Services at Olin Health Center	In-network coverage	Out-of-network coverage
Outpatient <b>surgery</b> performed at a <b>physician</b> or <b>specialist</b> office or outpatient department of a <b>hospital</b> or <b>surgery center</b> by a surgeon  (Includes anesthetist and surgical assistant expenses)	Not available	90% (of the <b>negotiated charge</b> )	70% (of the <b>recognized charge</b> )

### In-hospital non-surgical physician services

Description	MSU Student Health Services at Olin Health Center	In-network coverage	Out-of-network coverage
In- <b>hospital</b> non-surgical <b>physician</b> services	Not available	90% (of the <b>negotiated charge</b> )	70% (of the <b>recognized charge</b> )

### Consultant services (non-surgical and non-preventive)

Description	MSU Student Health Services at Olin Health Center	In-network coverage	Out-of-network coverage
Office hours visits (non-surgical and non-preventive care by a consultant)	\$10 <b>copayment</b> then the plan pays 100% (of the balance of the <b>negotiated charge</b> ) per visit	\$10 <b>copayment</b> then the plan pays 100% (of the balance of the <b>negotiated charge</b> ) per visit	70% (of the <b>recognized charge</b> ) per visit

Description	MSU Student Health Services at Olin Health Center	In-network coverage	Out-of-network coverage
Telemedicine consultation by a <b>physician</b> or <b>specialist</b>	Not available	\$10 <b>copayment</b> then the plan pays 100% (of the balance of the <b>negotiated charge</b> ) per visit	70% (of the <b>recognized charge</b> ) per visit

### Second surgical opinion

Description	MSU Student Health Services at Olin Health Center	In-network coverage	Out-of-network coverage
Second surgical opinion	Covered according to the type of benefit and the place where the service is received.	Covered according to the type of benefit and the place where the service is received.	Covered according to the type of benefit and the place where the service is received.

### Alternatives to physician office visits

#### Walk-in clinic visits (non-emergency visit)

Description	MSU Student Health Services at Olin Health Center	In-network coverage	Out-of-network coverage
<b>Walk-in clinic</b> (non-emergency visit)	Not available	\$10 <b>copayment</b> then the plan pays 100% (of the balance of the <b>negotiated charge</b> ) per visit	70% (of the <b>recognized charge</b> ) per visit

#### Important note:

Some **walk-in clinics** can provide preventive care and wellness services. The types of services offered will vary by the **provider** and location of the clinic. If you get preventive care and wellness benefits at a **walk-in clinic**, they are paid at the cost sharing shown in the *Preventive care and wellness* section.

### 3. Hospital and other facility care

#### Hospital care (facility charges)

Description	MSU Student Health Services at Olin Health Center	In-network coverage	Out-of-network coverage
<p>Inpatient <b>hospital (room and board)</b> and other miscellaneous services and supplies)</p> <p>Subject to <b>semi-private room rate</b> unless <b>intensive care unit</b> is required</p> <p><b>Room and board</b> includes intensive care</p> <p>For <b>physician</b> charges, refer to the <i>Physician and specialist – inpatient surgical services</i> benefit</p>	Not available	90% (of the <b>negotiated charge</b> ) per admission	70% (of the <b>recognized charge</b> ) per admission

#### Preadmission testing

Description	MSU Student Health Services at Olin Health Center	In-network coverage	Out-of-network coverage
Preadmission testing	Not available	Covered according to the type of benefit and the place where the service is received.	Covered according to the type of benefit and the place where the service is received.

## Alternatives to hospital stays

### Outpatient surgery (facility charges)

Description	MSU Student Health Services at Olin Health Center	In-network coverage	Out-of-network coverage
Facility charges for <b>surgery</b> performed in the outpatient department of a <b>hospital or surgery center</b>  For <b>physician</b> charges, refer to the <i>Physician and specialist – outpatient surgical services</i> benefit	Not available	90% (of the <b>negotiated charge</b> )	70% (of the <b>recognized charge</b> )

### Home Health Care

Description	MSU Student Health Services at Olin Health Center	In-network coverage	Out-of-network coverage
Home health care	Not available	90% (of the <b>negotiated charge</b> )	70% (of the <b>recognized charge</b> )

### Hospice care

Description	MSU Student Health Services at Olin Health Center	In-network coverage	Out-of-network coverage
Inpatient facility ( <b>room and board</b> and other miscellaneous services and supplies)	Not available	90% (of the <b>negotiated charge</b> ) per admission	70% (of the <b>recognized charge</b> ) per admission
Outpatient	Not available	90% (of the <b>negotiated charge</b> ) per visit	70% (of the <b>recognized charge</b> ) per visit

#### Hospice care important note:

This includes part-time or intermittent nursing care by an **R.N.** or **L.P.N.** for up to 8-12 hours a day. It also includes part-time or intermittent **home health aide** services to care for you up to 8-12 hours a day.

### Skilled nursing facility

Description	MSU Student Health Services at Olin Health Center	In-network coverage	Out-of-network coverage
<p>Inpatient facility (<b>room and board</b> and miscellaneous inpatient care services and supplies)</p> <p>Subject to <b>semi-private room rate</b> unless <b>intensive care unit</b> is required</p> <p><b>Room and board</b> includes intensive care</p>	Not available	90% (of the <b>negotiated charge</b> ) per admission	70% (of the <b>recognized charge</b> ) per admission

## 4. Emergency services and urgent care

### Emergency services

Description	MSU Student Health Services at Olin Health Center	In-network coverage	Out-of-network coverage
Hospital emergency room	Not available	\$100 <b>copayment</b> then the plan pays 90% (of the balance of the <b>negotiated charge</b> ) per visit  No <b>policy year deductible</b> applies	Paid the same as in-network coverage
Non-emergency care in a <b>hospital</b> emergency room	Not covered	Not covered	Not covered

#### Emergency services important note:

- **Out-of-network providers** do not have a contract with us. The **provider** may not accept payment of your cost share as payment in full. You may receive a bill for the difference between the amount billed by the **provider** and the amount paid by the plan. If the **provider** bills you for an amount above your cost share, you are not responsible for paying that amount. You should send the bill to the address listed on your ID card, or call Member Services for an address at 1-877-480-4161 and we will resolve any payment issue with the **provider**. Make sure the member ID is on the bill.
- A separate **hospital** emergency room **copayment** will apply for each visit to an emergency room. If you are admitted to a **hospital** as an inpatient right after a visit to an emergency room, your emergency room **copayment** will be waived and your inpatient **copayment** will apply.
- **Covered benefits** that are applied to the **hospital** emergency room **copayment** cannot be applied to any other **copayment** under the plan. Likewise, a **copayment** that applies to other **covered benefits** under the plan cannot be applied to the **hospital** emergency room **copayment**.
- Separate **copayment** amounts may apply for certain services given to you in the **hospital** emergency room that are not part of the **hospital** emergency room benefit. These **copayment** amounts may be different from the **hospital** emergency room **copayment**. They are based on the specific service given to you.
- Services given to you in the **hospital** emergency room that are not part of the **hospital** emergency room benefit may be subject to **copayment** amounts that are different from the **hospital** emergency room **copayment** amounts.

### Urgent care

Description	MSU Student Health Services at Olin Health Center	In-network coverage	Out-of-network coverage
Urgent medical care provided by an urgent care <b>provider</b>	Not available	90% (of the <b>negotiated charge</b> ) per visit	70% (of the <b>recognized charge</b> ) per visit
Non-urgent use of urgent care <b>provider</b>	Not covered	Not covered	Not covered

## 5. Pediatric dental care

### Pediatric dental care

Limited to **covered persons** through the end of the month in which the person turns age 19.

Dental benefits are subject to the medical plan's **policy year deductibles** and **maximum out-of-pocket limits** as explained on the schedule of benefits.

Description	MSU Student Health Services at Olin Health Center	In-network coverage	Out-of-network coverage
Type A services	Not available	100% (of the <b>negotiated charge</b> ) per visit  No <b>copayment</b> or <b>policy year deductible</b> applies	80% (of the <b>recognized charge</b> ) per visit
Type B services	Not available	90% (of the <b>negotiated charge</b> ) per visit	70% (of the <b>recognized charge</b> ) per visit
Type C services	Not available	50% (of the <b>negotiated charge</b> ) per visit	50% (of the <b>recognized charge</b> ) per visit
Orthodontic services	Not available	50% (of the <b>negotiated charge</b> ) per visit	50% (of the <b>recognized charge</b> ) per visit
<b>Dental emergency services</b>	Not available	Covered according to the type of benefit and the place where the service is received.	Covered according to the type of benefit and the place where the service is received.

### Diagnostic and preventive care (type A services)

#### Visits and images

- Periodic oral evaluation, established patient, limited to 2 visits per year
- Comprehensive oral evaluation, limited to 1 per year
- Comprehensive periodontal evaluation, new or established patient, limited to 2 visits per year
- Problem-focused examination
- Prophylaxis (cleaning), limited to 3 per year
- Topical application of fluoride, limited to 3 treatment per year
- Topical application of fluoride varnish, limited to 3 treatment per year
- Sealants, per tooth
- Preventive resin restoration-permanent teeth, limited to once per tooth every 3 years 1st and 2nd permanent molars
- Bitewing images, limited to 1 set per year
- Comprehensive image series, including bitewings if **medically necessary**, limited to 1 set every 3 years
- Panoramic radiographic image, limited to 1 set every 3 years
- Vertical bitewing radiographic images, limited to 1 set per year
- Periapical radiographic images
- Intraoral tomosynthesis-comprehensive series of radiographic images, limited to 1 set every 3 years
- Intraoral tomosynthesis – bitewing radiographic image, limited to 2 sets per year

- Intraoral tomosynthesis – periapical radiographic image
- Intraoral tomosynthesis – comprehensive series of radiographic images – image capture only, limited to 1 set every 3 years
- Intraoral tomosynthesis – bitewing radiographic image – image capture only, limited to 2 sets per year
- Intraoral tomosynthesis – periapical radiographic image – image capture only
- Diagnostic casts
- Emergency palliative treatment, per visit

### **Space maintainers**

Space maintainers are covered only when needed to preserve space resulting from premature loss of primary teeth. Includes all adjustments within 6 months after installation.

- Space maintainer fixed (unilateral per quadrant or bilateral upper / lower)
- Space maintainer removable (unilateral per quadrant or bilateral upper / lower)
- Re-cement or re-bond (bilateral space maintainer upper / lower)
- Re-cement or re-bond (unilateral space maintainer per quadrant or bilateral upper / lower)
- Removal of fixed space maintainer (unilateral per quadrant or bilateral upper / lower)

### **Basic restorative care (type B services)**

#### **Visits and images**

- Consultation by other than the treating **provider**
- Professional visit after hours (payment will be made on the basis of services rendered or the charge for the after-hours visit, whichever is greater)

#### **Images and pathology**

- Intra-oral, occlusal view, maxillary or mandibular

#### **Oral surgery**

- Extractions:
  - Erupted tooth or exposed root
  - Coronal remnants
  - Surgical removal of erupted tooth/root tip
- Impacted Teeth:
  - Removal of tooth (soft tissue)
- Incision and drainage of abscess
- Other surgical procedures:
  - Alveoplasty in conjunction with extractions, 4 or more teeth or tooth spaces, per quadrant
  - Alveoplasty in conjunction with extractions, 1 to 3 teeth or tooth spaces, per quadrant
  - Alveoplasty, not in conjunction with extraction, 4 or more teeth or tooth spaces, per quadrant
  - Alveoplasty, not in conjunction with extractions, 1 to 3 teeth or tooth spaces, per quadrant
  - Excision of hyperplastic tissue, per arch
  - Removal of lateral exostosis (maxilla or mandible)
  - Removal of torus palatinus
  - Removal of torus mandibularis
  - Transplantation of tooth or tooth bud
  - Closure of oral fistula of maxillary sinus
  - Crown exposure to aid eruption
  - Frenulectomy (buccal/labial/lingual)
  - Suture of recent small wound

## Periodontics

- Occlusal adjustment (other than with an appliance or by restoration). Not eligible within first 6 months after placement of appliance.
- Periodontal scaling and root planing, per quadrant, four or more teeth, limited to 4 separate quadrants every 2 years
- Periodontal scaling and root planing – 1 to 3 teeth per quadrant, limited to once per site every 2 years
- Gingivectomy, per quadrant, four or more teeth, limited to 1 per quadrant every 3 years
- Gingivectomy, 1 to 3 teeth per quadrant, limited to 1 per site every 3 years
- Gingival flap procedure - per quadrant, limited to 1 per quadrant every 3 years
- Gingival flap procedure - 1 to 3 teeth per quadrant, limited to 1 per site every 3 years
- Periodontal maintenance procedures following active therapy - 4 in 12 months combined with adult prophylaxis after the completion of active periodontal therapy
- Localized delivery of antimicrobial agents

## Endodontics

- Pulp capping
- Pulpotomy (therapeutic)
- Pulpal therapy
- Gross pulpal debridement
- Pulpal regeneration
- Pulp vitality tests
- Apexification/recalcification
- Apicoectomy
- Root canal therapy including **medically necessary** images:
  - Anterior
  - Premolar
- Retreatment of previous root canal therapy
  - Anterior
  - Premolar

## Restorative dentistry

Restorative dentistry does not include inlays, crowns (other than prefabricated stainless steel or resin) and bridges. Multiple restorations in 1 surface are considered as a single restoration.

- Amalgam restorations
- Resin-based composite restorations (other than for molars)
- Pin retention – per tooth, in addition to amalgam or resin restoration
- Crowns (when tooth cannot be restored with a filling material)
  - Prefabricated stainless steel
  - Prefabricated resin crown (excluding temporary crowns)

## Re-cement or re-bond:

- Inlay/onlay
- Crown
- Bridge
- Fixed partial denture
- Cast or refabricated post and core
- Office reline
- Laboratory reline
- Special tissue conditioning per denture

- Rebase, per denture
- Adjustment to denture (more than 6 months after installation)
- Full and partial denture repairs
  - Broken dentures, no teeth involved
  - Repair cast framework
  - Replacing missing or broken teeth, each tooth
  - Adding teeth to existing partial denture:
    - Each tooth
    - Each clasp
- Repairs - bridges; partial dentures; occlusal guards

## Major restorative care (type C services)

### Oral surgery

- Surgical removal of impacted teeth:
  - Removal of tooth (partially bony)
  - Removal of tooth (completely bony)

### Periodontics

- Osseous surgery (including flap and closure), 1 to 3 teeth per quadrant. Limited to 1 per site, every 3 years.
- Osseous surgery (including flap and closure), per quadrant, 4 or more teeth. Limited to 1 per quadrant, every 3 years.
- Pedical soft tissue graft procedures
- Clinical crown lengthening
- Full mouth debridement, limited to one treatment per lifetime

### Endodontics

- Root canal therapy including medically necessary images:
  - Molar
- Retreatment of previous root canal therapy including medically necessary images:
  - Molar

### Restorative

Inlays, onlays, labial veneers and crowns are covered only as treatment for decay or acute traumatic **injury** and only when teeth cannot be restored with a filling material or when the tooth is an abutment to a fixed bridge. (Limited to 1 per tooth every 5 years.)

- Inlays/Onlays
- Crowns:
  - Resin
  - Resin with noble metal
  - Resin with base metal
  - Porcelain/ceramic substrate
  - Porcelain with noble metal
  - Porcelain with base metal
  - Base metal (full cast)
  - Noble metal (bull cast)
  - Titanium
  - $\frac{3}{4}$  cast metallic or porcelain/ceramic
- Post and core
- Core build-up

## Prosthodontics

Installation of dentures and bridges is covered only if needed to replace teeth which were not abutments to a denture or bridge less than 5 years old.

- Replacement of existing bridges or dentures, limited to 1 per tooth every 5 years
- Pontics:
  - Base metal (full cast), limited to 1 per tooth every 5 years
  - Noble metal (full cast), limited to 1 per tooth every 5 years
  - Porcelain with noble metal, limited to 1 per tooth every 5 years
  - Porcelain with base metal, limited to 1 per tooth every 5 years
  - Resin with noble metal, limited to 1 per tooth every 5 years
  - Resin with base metal, limited to 1 per tooth every 5 years
  - Titanium, limited to 1 per tooth every 5 years
- Removable bridge (unilateral), limited to 1 every 5 years
- One piece casting, chrome cobalt alloy clasp attachment (all types) per unit including pontics, limited to 1 every 5 years

## Dentures and Partial

(Fees for dentures and partial dentures include relines, rebases and adjustments within 6 months after installation. Fees for relines and rebases include adjustments within 6 months after installation. Specialized techniques and characterizations are not eligible.)

- Complete upper denture, limited to 1 every 5 years
- Complete lower denture, limited to 1 every 5 years
- Immediate upper denture / immediate upper partial denture, limited to 1 every 5 years
- Immediate lower denture/ immediate lower partial denture, limited to 1 every 5 years
- Immediate partial upper or lower, resin base (including any conventional clasps, rests and teeth), limited to 1 every 5 years
- Immediate upper / lower partial denture - flexible base (including any clasps, rests and teeth), limited to 1 every 5 years
- Partial upper or lower, resin base (including any conventional clasps, rests and teeth), limited to 1 every 5 years
- Partial upper or lower, cast metal base with resin saddles (including any conventional clasps, rests and teeth)
- Cleaning and inspection of removable complete dentures or partial dentures
- Stress breakers
- Interim partial denture (stay plate), anterior only
- Occlusal guard, patients age 13 older

## General anesthesia and intravenous sedation

Only when **medically necessary** and only when provided in conjunction with a covered dental surgical procedure

- General anesthesia-each 15 minute increment
- IV (conscious) sedation-each 15 minute increment
- Behavior management (by report)

## Orthodontic services

**Medically necessary** orthodontic services for covered person with a severe handicapping malocclusion (includes the removal of appliances and construction and replacement of retainer).

- Comprehensive orthodontic treatment of the transitional and adolescent dentition

## 6. Specific conditions

### Birth center (facility charges)

Description	MSU Student Health Services at Olin Health Center	In-network coverage	Out-of-network coverage
Inpatient (room and board) and other miscellaneous services and supplies)	Not available	Paid at the same cost-sharing as <b>hospital</b> care.	Paid at the same cost-sharing as <b>hospital</b> care.

### Diabetic services and supplies (including equipment and training)

Description	MSU Student Health Services at Olin Health Center	In-network coverage	Out-of-network coverage
Diabetic services and supplies (including equipment and training)	Covered according to the type of benefit and the place where the service is received.	Covered according to the type of benefit and the place where the service is received.	Covered according to the type of benefit and the place where the service is received.

### Voluntary sterilization for males

Description	MSU Student Health Services at Olin Health Center	In-network coverage	Out-of-network coverage
Inpatient <b>physician</b> or <b>specialist</b> surgical services	Not available	90% (of the <b>negotiated charge</b> )	70% (of the <b>recognized charge</b> )
Outpatient <b>physician</b> or <b>specialist</b> surgical services	Not available	90% (of the <b>negotiated charge</b> )	70% (of the <b>recognized charge</b> )

### Temporomandibular joint dysfunction (TMJ) and craniomandibular joint dysfunction (CMJ) treatment

Description	MSU Student Health Services at Olin Health Center	In-network coverage	Out-of-network coverage
<b>TMJ</b> and <b>CMJ</b> treatment	Not available	Covered according to the type of benefit and the place where the service is received.	Covered according to the type of benefit and the place where the service is received.

### Accidental injury to sound natural teeth

Description	MSU Student Health Services at Olin Health Center	In-network coverage	Out-of-network coverage
Accidental injury to sound natural teeth	Not available	90% (of the <b>negotiated charge</b> )	70% (of the <b>recognized charge</b> )

### Dermatological treatment

Description	MSU Student Health Services at Olin Health Center	In-network coverage	Out-of-network coverage
Dermatological treatment	Covered according to the type of benefit and the place where the service is received.	Covered according to the type of benefit and the place where the service is received.	Covered according to the type of benefit and the place where the service is received.

### Maternity care

Description	MSU Student Health Services at Olin Health Center	In-network coverage	Out-of-network coverage
Maternity care (includes delivery and postpartum care services in a <b>hospital</b> or birthing center)	Not available	Covered according to the type of benefit and the place where the service is received.	Covered according to the type of benefit and the place where the service is received.

### Well newborn nursery care

Description	MSU Student Health Services at Olin Health Center	In-network coverage	Out-of-network coverage
Well newborn nursery care in a <b>hospital</b> or birthing center	Not available	90% (of the <b>negotiated charge</b> )  No <b>policy year deductible</b> applies	70% (of the <b>recognized charge</b> )  No <b>policy year deductible</b> applies

#### Important note:

If applicable, the per admission **copayment** and/or **policy year deductible** amounts for newborns will be waived for nursery charges for the duration of the newborn's initial routine facility **stay**. The nursery charges waiver will not apply for non-routine facility **stays**.

### Gender affirming treatment

Description	MSU Student Health Services at Olin Health Center	In-network coverage	Out-of-network coverage
Surgical, hormone replacement therapy, and counseling treatment	Covered according to the type of benefit and the place where the service is received.	Covered according to the type of benefit and the place where the service is received.	Covered according to the type of benefit and the place where the service is received.

### Autism spectrum disorder

Description	MSU Student Health Services at Olin Health Center	In-network coverage	Out-of-network coverage
Autism spectrum disorder diagnosis and testing	Not available	Covered according to the type of benefit and the place where the service is received.	Covered according to the type of benefit and the place where the service is received.
Autism spectrum disorder treatment (includes <b>physician</b> and <b>specialist</b> office visits)	Not available	Covered according to the type of benefit and the place where the service is received.	Covered according to the type of benefit and the place where the service is received.
Physical, occupational, and speech therapy associated with diagnosis of autism spectrum disorder	Not available	Covered according to the type of benefit and the place where the service is received.	Covered according to the type of benefit and the place where the service is received.
Applied behavior analysis	Not available	Covered according to the type of benefit and the place where the service is received.	Covered according to the type of benefit and the place where the service is received.

## Behavioral health

### Mental health treatment – inpatient

Description	MSU Student Health Services at Olin Health Center	In-network coverage	Out-of-network coverage
<p>Inpatient <b>hospital mental health disorders</b> treatment (<b>room and board</b> and other miscellaneous <b>hospital</b> services and supplies)</p> <p>Inpatient <b>residential treatment facility mental health disorders</b> treatment (<b>room and board</b> and other miscellaneous <b>residential treatment facility</b> services and supplies)</p> <p>Subject to <b>semi-private room rate</b> unless <b>intensive care unit</b> is required</p> <p><b>Mental health disorder room and board intensive care</b></p>	<p>Not available</p>	<p>90% (of the <b>negotiated charge</b>) per admission</p> <p>Coverage is provided under the same terms, conditions as any other <b>illness</b>.</p>	<p>70% (of the <b>recognized charge</b>) per admission</p> <p>Coverage is provided under the same terms, conditions as any other <b>illness</b>.</p>

### Mental health treatment – outpatient

Description	MSU Student Health Services at Olin Health Center	In-network coverage	Out-of-network coverage
<p>Outpatient <b>mental health disorders</b> office visits to a <b>physician</b> or <b>behavioral health provider</b></p>	<p>\$10 <b>copayment</b> then the plan pays 100% (of the balance of the <b>negotiated charge</b>) per visit</p> <p>Coverage is provided under the same terms, conditions as any other <b>illness</b>.</p>	<p>\$10 <b>copayment</b> then the plan pays 100% (of the balance of the <b>negotiated charge</b>) per visit</p> <p>Coverage is provided under the same terms, conditions as any other <b>illness</b>.</p>	<p>70% (of the <b>recognized charge</b>) per visit</p> <p>Coverage is provided under the same terms, conditions as any other <b>illness</b>.</p>

Description	MSU Student Health Services at Olin Health Center	In-network coverage	Out-of-network coverage
<b>Physician or behavioral health provider mental health disorders telemedicine consultations</b>	\$10 <b>copayment</b> then the plan pays 100% (of the balance of the <b>negotiated charge</b> ) per visit  Coverage is provided under the same terms, conditions as any other <b>illness</b> .	\$10 <b>copayment</b> then the plan pays 100% (of the balance of the <b>negotiated charge</b> ) per visit	70% (of the <b>recognized charge</b> ) per visit
Other outpatient <b>mental health disorders</b> treatment (includes skilled behavioral health services in the home)  Partial hospitalization treatment  Intensive outpatient program	Not available	90% (of the <b>negotiated charge</b> )	70% (of the balance of the <b>recognized charge</b> )

**Substance related disorders treatment – inpatient**

Description	MSU Student Health Services at Olin Health Center	In-network coverage	Out-of-network coverage
<p>Inpatient <b>hospital substance related disorders detoxification (room and board and other miscellaneous hospital services and supplies)</b></p> <p>Inpatient <b>hospital substance related disorders rehabilitation (room and board and other miscellaneous hospital services and supplies)</b></p> <p>Inpatient <b>residential treatment facility substance related disorders (room and board and other miscellaneous residential treatment facility services and supplies)</b></p> <p>Subject to <b>semi-private room rate</b> unless <b>intensive care unit</b> is required</p> <p><b>Substance related disorders room and board intensive care</b></p>	<p>Not available</p>	<p>90% (of the <b>negotiated charge</b>) per admission</p> <p>Coverage is provided under the same terms, conditions as any other <b>illness.</b></p>	<p>70% (of the <b>recognized charge</b>) per admission</p> <p>Coverage is provided under the same terms, conditions as any other <b>illness.</b></p>

## Substance related disorders treatment – outpatient

### Detoxification and rehabilitation

Description	MSU Student Health Services at Olin Health Center	In-network coverage	Out-of-network coverage
Outpatient <b>substance related disorders</b> office visits to a <b>physician</b> or <b>behavioral health provider</b>	\$10 <b>copayment</b> then the plan pays 100% (of the balance of the <b>negotiated charge</b> ) per visit  Coverage is provided under the same terms, conditions as any other <b>illness</b> .	\$10 <b>copayment</b> then the plan pays 100% (of the balance of the <b>negotiated charge</b> ) per visit  Coverage is provided under the same terms, conditions as any other <b>illness</b> .	70% (of the <b>recognized charge</b> ) per visit  Coverage is provided under the same terms, conditions as any other <b>illness</b> .
<b>Physician</b> or <b>behavioral health provider substance related disorders telemedicine consultations</b>	\$10 <b>copayment</b> then the plan pays 100% (of the balance of the <b>negotiated charge</b> ) per visit  Coverage is provided under the same terms, conditions as any other <b>illness</b> .	\$10 <b>copayment</b> then the plan pays 100% (of the balance of the <b>negotiated charge</b> ) per visit	70% (of the <b>recognized charge</b> ) per visit
Other outpatient <b>substance related disorder</b> services  Partial hospitalization treatment  Intensive outpatient program	Not available	90% (of the <b>negotiated charge</b> )	70% (of the balance of the <b>recognized charge</b> )

## Obesity (bariatric) surgery

Description	MSU Student Health Services at Olin Health Center	In-network coverage	Out-of-network coverage
Obesity <b>surgery</b> – inpatient and outpatient facility and <b>physician</b> services	Not available	Covered according to the type of benefit and the place where the service is received.	Covered according to the type of benefit and the place where the service is received.

### Reconstructive surgery and supplies

Description	MSU Student Health Services at Olin Health Center	In-network coverage	Out-of-network coverage
Reconstructive <b>surgery</b> and supplies (includes reconstructive breast <b>surgery</b> )	Not available	Covered according to the type of benefit and the place where the service is received.	Covered according to the type of benefit and the place where the service is received.

### Transplant services

Description	MSU Student Health Services at Olin Health Center	In-network coverage (IOE facility)	Out-of-network coverage (Includes <b>providers</b> who are otherwise part of <b>Aetna's</b> network but are non-IOE <b>providers</b> )
Inpatient and outpatient transplant facility services	Not available	Covered according to the type of benefit and the place where the service is received.	Covered according to the type of benefit and the place where the service is received.
Inpatient and outpatient transplant <b>physician</b> and <b>specialist</b> services	Not available	Covered according to the type of benefit and the place where the service is received.	Covered according to the type of benefit and the place where the service is received.

### Transplant services – travel and lodging

Description	MSU Student Health Services at Olin Health Center	In-network coverage (IOE facility)	Out-of-network coverage (Includes providers who are otherwise part of Aetna's network but are non-IOE providers)
Transplant services – travel and lodging	Not available	Covered	
Lifetime maximum payable for travel and lodging expenses for any one transplant, including tandem transplants	Not available	\$10,000	
Maximum payable for lodging expenses per IOE patient	Not available	\$50 per night	
Maximum payable for lodging expenses per companion	Not available	\$50 per night	

### Infertility services

#### Basic infertility

Description	MSU Student Health Services at Olin Health Center	In-network coverage	Out-of-network coverage
Treatment of basic infertility	Not available	Covered according to the type of benefit and the place where the service is received.	Covered according to the type of benefit and the place where the service is received.

**Comprehensive infertility services**

Description	MSU Student Health Services at Olin Health Center	In-network coverage	Out-of-network coverage
Inpatient and outpatient care – comprehensive <b>infertility</b> services	Not available	Covered according to the type of benefit and the place where the service is received.	Covered according to the type of benefit and the place where the service is received.
Maximum number of artificial insemination cycles per lifetime	Not available	6	
Maximum number of ovulation induction cycles per lifetime while on medications to stimulate the ovaries with menotropins per lifetime	Not available	6	

## 7. Specific therapies and tests

### Outpatient diagnostic testing

#### Diagnostic complex imaging services

Description	MSU Student Health Services at Olin Health Center	In-network coverage	Out-of-network coverage
Diagnostic complex imaging services performed in the outpatient department of a <b>hospital</b> or other facility	Not available	90% (of the <b>negotiated charge</b> )	70% (of the <b>recognized charge</b> )

#### Diagnostic lab work and radiological services

Description	MSU Student Health Services at Olin Health Center	In-network coverage	Out-of-network coverage
Diagnostic lab work and radiological services performed in a <b>physician's</b> office, the outpatient department of a <b>hospital</b> or other facility	100% (of the <b>negotiated charge</b> )	90% (of the <b>negotiated charge</b> )	70% (of the <b>recognized charge</b> )
Diagnostic radiological services performed in a <b>physician's</b> office, the outpatient department of a <b>hospital</b> or other facility	100% (of the <b>negotiated charge</b> )	90% (of the <b>negotiated charge</b> )	70% (of the <b>recognized charge</b> )

#### Chemotherapy

Description	MSU Student Health Services at Olin Health Center	In-network coverage	Out-of-network coverage
Chemotherapy	Not available	90% (of the <b>negotiated charge</b> )	70% (of the <b>recognized charge</b> )

### Gene-based, cellular and other innovative therapies (GCIT)

Description	MSU Student Health Services at Olin Health Center	In-network coverage (GCIT-designated facility/provider)	Out-of-network coverage (Including providers who are otherwise part of Aetna's network but are not GCIT-designated facilities/providers)
Services and supplies	Not available	Covered according to the type of benefit and the place where the service is received.	Not covered

### Outpatient infusion therapy

Description	MSU Student Health Services at Olin Health Center	In-network coverage	Out-of-network coverage
Outpatient infusion therapy performed in a <b>covered person's</b> home, <b>physician's</b> office, outpatient department of a <b>hospital</b> or other facility	Not available	Covered according to the type of benefit and the place where the service is received.	Covered according to the type of benefit and the place where the service is received.

### Outpatient radiation therapy

Description	MSU Student Health Services at Olin Health Center	In-network coverage	Out-of-network coverage
Outpatient radiation therapy	Not available	90% (of the <b>negotiated charge</b> )	70% (of the <b>recognized charge</b> )

### Specialty prescription drugs

Purchased and injected or infused by your **provider** in an outpatient setting

Description	MSU Student Health Services at Olin Health Center	In-network coverage	Out-of-network coverage
<b>Specialty prescription drugs</b>	Covered according to the type of benefit and the place where the service is received.	Covered according to the type of benefit and the place where the service is received.	Covered according to the type of benefit and the place where the service is received.

### Outpatient respiratory therapy

Description	MSU Student Health Services at Olin Health Center	In-network coverage	Out-of-network coverage
Respiratory therapy	Not available	90% (of the <b>negotiated charge</b> )	70% (of the <b>recognized charge</b> )

### Transfusion or kidney dialysis of blood

Description	MSU Student Health Services at Olin Health Center	In-network coverage	Out-of-network coverage
Transfusion or kidney dialysis of blood	Covered according to the type of benefit and the place where the service is received.	Covered according to the type of benefit and the place where the service is received.	Covered according to the type of benefit and the place where the service is received.

### Short-term cardiac and pulmonary rehabilitation services

#### Cardiac rehabilitation

Description	MSU Student Health Services at Olin Health Center	In-network coverage	Out-of-network coverage
Cardiac rehabilitation	Not available	\$10 <b>copayment</b> then the plan pays 100% (of the balance of the <b>negotiated charge</b> ) per visit	70% (of the <b>recognized charge</b> ) per visit

#### Pulmonary rehabilitation

Description	MSU Student Health Services at Olin Health Center	In-network coverage	Out-of-network coverage
Pulmonary rehabilitation	Not available	\$10 <b>copayment</b> then the plan pays 100% (of the balance of the <b>negotiated charge</b> ) per visit	70% (of the <b>recognized charge</b> ) per visit

### Short-term rehabilitation and habilitation therapy services

Description	MSU Student Health Services at Olin Health Center	In-network coverage	Out-of-network coverage
Outpatient physical, occupational, speech, and cognitive therapies	<p>\$10 <b>copayment</b> then the plan pays 100% (of the balance of the <b>negotiated charge</b>) per visit</p> <p>(Physical therapy only. Speech and Occupational therapies are not available at Olin Health Center.)</p>	\$10 <b>copayment</b> then the plan pays 100% (of the balance of the <b>negotiated charge</b> ) per visit	70% (of the <b>recognized charge</b> ) per visit

### Chiropractic services

A visit is equal to no more than 1 hours of therapy

Description	MSU Student Health Services at Olin Health Center	In-network coverage	Out-of-network coverage
Chiropractic services	Not available	\$10 <b>copayment</b> then the plan pays 100% (of the balance of the <b>negotiated charge</b> ) per visit	70% (of the <b>recognized charge</b> ) per visit
Maximum visits per policy year	30		

### Diagnostic testing for learning disabilities

Description	MSU Student Health Services at Olin Health Center	In-network coverage	Out-of-network coverage
Diagnostic testing for learning disabilities	Not available	90% (of the <b>negotiated charge</b> )	70% (of the <b>recognized charge</b> )

## 8. Other services

### Ambulance service

Description	MSU Student Health Services at Olin Health Center	In-network coverage	Out-of-network coverage
Emergency ground, air and water ambulance	Not available	90% (of the <b>negotiated charge</b> )  No <b>policy year deductible</b> applies	Paid the same as in-network coverage

### Clinical trial therapies (experimental or investigational)

Description	MSU Student Health Services at Olin Health Center	In-network coverage	Out-of-network coverage
Clinical trial therapies	Not available	Covered according to the type of benefit and the place where the service is received.	Covered according to the type of benefit and the place where the service is received.

### Clinical trials (routine patient costs)

Description	MSU Student Health Services at Olin Health Center	In-network coverage	Out-of-network coverage
Clinical trial therapies	Not available	Covered according to the type of benefit and the place where the service is received.	Covered according to the type of benefit and the place where the service is received.

### Durable medical equipment (DME)

Description	MSU Student Health Services at Olin Health Center	In-network coverage	Out-of-network coverage
Durable medical equipment	90% (of the <b>negotiated charge</b> ) per item	90% (of the <b>negotiated charge</b> ) per item	90% (of the <b>recognized charge</b> ) per item

### Nutritional support (parenteral and enteral)

Description	MSU Student Health Services at Olin Health Center	In-network coverage	Out-of-network coverage
Nutritional support	Not available	Covered according to the type of benefit and the place where the service is received.	Covered according to the type of benefit and the place where the service is received.

### Orthotic devices

Description	MSU Student Health Services at Olin Health Center	In-network coverage	Out-of-network coverage
Orthotic devices	90% (of the <b>negotiated charge</b> ) per item	90% (of the <b>negotiated charge</b> ) per item	90% (of the <b>recognized charge</b> ) per item

### Prosthetic devices

Description	MSU Student Health Services at Olin Health Center	In-network coverage	Out-of-network coverage
Cochlear implants  Coverage is limited to <b>covered persons</b> age 18 and over	Not available	Not covered	Not covered
All other prosthetic devices (including breast prosthetic devices)	90% (of the <b>negotiated charge</b> ) per item	90% (of the <b>negotiated charge</b> ) per item	90% (of the <b>recognized charge</b> ) per item

### Podiatric (foot care) treatment

Description	MSU Student Health Services at Olin Health Center	In-network coverage	Out-of-network coverage
<b>Physician</b> and <b>specialist</b> non-routine foot care treatment	Covered according to the type of benefit and the place where the service is received.	Covered according to the type of benefit and the place where the service is received.	Covered according to the type of benefit and the place where the service is received.

**Vision care**

**Pediatric vision care**

Limited to **covered persons** through the end of the month in which the person turns age 19

**Pediatric routine vision exams (including refraction)**

<b>Description</b>	<b>MSU Student Health Services at Olin Health Center</b>	<b>In-network coverage</b>	<b>Out-of-network coverage</b>
Performed by a legally qualified ophthalmologist or optometrist	Not available	100% (of the <b>negotiated charge</b> ) per visit  No <b>policy year deductible</b> applies	100% (of the <b>recognized charge</b> ) per visit  No <b>policy year deductible</b> applies
Maximum visits per <b>policy year</b>	1 visit		

**Pediatric comprehensive low vision evaluations**

<b>Description</b>	<b>MSU Student Health Services at Olin Health Center</b>	<b>In-network coverage</b>	<b>Out-of-network coverage</b>
Performed by a legally qualified ophthalmologist or optometrist	Not available	Covered according to the type of benefit and the place where the service is received.	Covered according to the type of benefit and the place where the service is received.
Maximum	One comprehensive low vision evaluation every <b>policy year</b>		

**Pediatric vision care services and supplies**

<b>Description</b>	<b>MSU Student Health Services at Olin Health Center</b>	<b>In-network coverage</b>	<b>Out-of-network coverage</b>
Office visit for fitting of contact lenses	Not available	100% (of the <b>negotiated charge</b> ) per visit  No <b>policy year deductible</b> applies	100% (of the <b>recognized charge</b> ) per visit  No <b>policy year deductible</b> applies
Maximum contact lens fitting visits per <b>policy year</b>	1 visit		

Description	MSU Student Health Services at Olin Health Center	In-network coverage	Out-of-network coverage
Eyeglass frames, <b>prescription</b> lenses or <b>prescription</b> contact lenses	Not available	100% (of the <b>negotiated charge</b> ) per item  No <b>policy year deductible</b> applies	100% (of the <b>recognized charge</b> ) per item  No <b>policy year deductible</b> applies
Maximum number of eyeglass frames per <b>policy year</b>	Not available	One set of eyeglass frames	
Maximum number of <b>prescription</b> lenses per <b>policy year</b>	Not available	One pair of <b>prescription</b> lenses	
Maximum number of <b>prescription</b> contact lenses per <b>policy year</b> (includes non-conventional <b>prescription</b> contact lenses and aphakic lenses prescribed after cataract <b>surgery</b> )	Daily disposable: up to 3 month supply Extended wear disposable: up to 6 month supply Non-disposable: one set		
Optical devices	Not available	Covered according to the type of benefit and the place where the service is received.	Covered according to the type of benefit and the place where the service is received.
Maximum number of optical devices per <b>policy year</b>	One optical device		

**Pediatric vision care important note:**

Refer to the *Vision care* section in the certificate of coverage for the explanation of these vision care supplies.

As to coverage for **prescription** lenses in a **policy year**, this benefit will cover either **prescription** lenses for eyeglass frames or **prescription** contact lenses, but not both.

## 9. Outpatient prescription drugs

### Plan features

Outpatient **prescription drug** benefits are subject to the medical plan's **maximum out-of-pocket limits** as explained earlier in this schedule of benefits.

### Policy year deductible and copayment waiver for risk reducing breast cancer

The **policy year deductible** and the **prescription drug copayment** will not apply to risk reducing breast cancer **prescription drugs** filled at a **retail or mail order in-network pharmacy**. This means that such risk reducing breast cancer **prescription drugs** are paid at 100%.

### Policy year deductible and copayment waiver for tobacco cessation prescription and over-the-counter drugs

The **policy year deductible** and the **prescription drug copayment** will not apply to the first two 90-day treatment regimens per **policy year** for tobacco cessation **prescription drugs** and OTC drugs when obtained at a **retail or mail order in-network pharmacy**. This means that such **prescription drugs** and OTC drugs are paid at 100%.

Your **policy year deductible** and any **prescription drug copayment** will apply after those two regimens per **policy year** have been exhausted.

### Policy year deductible and copayment waiver for contraceptives

The **policy year deductible** and the **prescription drug copayment** will not apply to female contraceptive methods when obtained at an **in-network pharmacy**.

This means that such contraceptive methods are paid at 100% for:

- Certain over-the-counter (OTC) and generic contraceptive **prescription drugs** and devices for each of the methods identified by the FDA. Related services and supplies needed to administer covered devices will also be paid at 100%.
- If a **generic prescription drug** or device is not available for a certain method, you may obtain certain **brand-name prescription drugs** or devices for that method paid at 100%.

The **policy year deductible** and the **prescription drug copayment** continue to apply to **prescription drugs** that have a generic equivalent, biosimilar or generic alternative available within the same **therapeutic drug class** obtained at an **in-network pharmacy** unless you are granted a medical exception. The certificate of coverage explains how to get a medical exception.

### Generic prescription drugs

Description	In-network coverage	Out-of-network coverage
For each fill up to a 30 day supply filled at a <b>retail pharmacy</b>	\$7.50 <b>copayment</b> per supply then the plan pays 100% (of the balance of the <b>negotiated charge</b> )  No <b>policy year deductible</b> applies	\$7.50 <b>copayment</b> per supply then the plan pays 50% (of the <b>recognized charge</b> )  No <b>policy year deductible</b> applies

### Preferred brand-name prescription drugs

Description	In-network coverage	Out-of-network coverage
For each fill up to a 30 day supply filled at a <b>retail pharmacy</b>	\$15 <b>copayment</b> per supply then the plan pays 100% (of the balance of the <b>negotiated charge</b> )  No <b>policy year deductible</b> applies	\$15 <b>copayment</b> per supply then the plan pays 100% (of the <b>recognized charge</b> )  No <b>policy year deductible</b> applies

### Non-preferred brand-name prescription drugs

Description	In-network coverage	Out-of-network coverage
For each fill up to a 30 day supply filled at a <b>retail pharmacy</b>	\$15 <b>copayment</b> per supply then the plan pays 100% (of the balance of the <b>negotiated charge</b> )  No <b>policy year deductible</b> applies	\$15 <b>copayment</b> per supply then the plan pays 100% (of the <b>recognized charge</b> )  No <b>policy year deductible</b> applies

### Preferred Specialty drugs

Description	In-network coverage	Out-of-network coverage
For each fill up to a 30 day supply filled at a <b>specialty pharmacy</b> or a <b>retail pharmacy</b>	<b>Copayment</b> is 20% (of the <b>negotiated charge</b> ) but will be no more than \$200 per supply then the plan pays 100% (of the balance of the <b>negotiated charge</b> )  No <b>policy year deductible</b> applies	Not covered

### Non-preferred Specialty drugs

Description	In-network coverage	Out-of-network coverage
For each fill up to a 30 day supply filled at a <b>specialty pharmacy</b> or a <b>retail pharmacy</b>	<p><b>Copayment</b> is 20% (of the <b>negotiated charge</b>) but will be no more than \$300 per supply then the plan pays 100% (of the balance of the <b>negotiated charge</b>)</p> <p>No <b>policy year deductible</b> applies</p>	Not covered

### Anti-cancer drugs taken by mouth

Description	In-network coverage	Out-of-network coverage
For each fill up to a 30 day supply	<p>100% (of the <b>negotiated charge</b>)</p> <p>No <b>policy year deductible</b> applies</p>	<p>100% (of the <b>recognized charge</b>)</p> <p>No <b>policy year deductible</b> applies</p>

### Contraceptives (birth control)

Description	In-network coverage	Out-of-network coverage
For each fill up to a 30 day supply of generic and OTC drugs and devices filled at a <b>retail pharmacy</b> or <b>mail order pharmacy</b>	<p>100% (of the <b>negotiated charge</b>)</p> <p>No <b>policy year deductible</b> applies</p>	<p>100% (of the <b>recognized charge</b>)</p> <p>No <b>policy year deductible</b> applies</p>
For each fill up to a 30 day supply of <b>brand-name prescription drugs</b> and devices filled at a <b>retail pharmacy</b> or <b>mail order pharmacy</b>	Paid according to the type of drug per the schedule of benefits, above	Paid according to the type of drug per the schedule of benefits, above

### Preventive care drugs and supplements

Description	In-network coverage	Out-of-network coverage
Preventive care drugs and supplements filled at a <b>retail pharmacy or mail order pharmacy</b>  For each 30 day supply	100% (of the <b>negotiated charge</b> ) per <b>prescription</b> or refill  No <b>copayment</b> or <b>policy year deductible</b> applies	Paid according to the type of drug per the schedule of benefits, above
Preventive care drugs and supplements maximums	Coverage will be subject to any sex, age, medical condition, family history, and frequency guidelines in the recommendations of the USPSTF. For details on the guidelines and the current list of covered preventive care drugs and supplements, contact Member Services by logging in to your <b>Aetna</b> website at <a href="https://www.aetnastudenthealth.com">https://www.aetnastudenthealth.com</a> or calling the toll-free number on your ID card.	

### Risk reducing breast cancer prescription drugs

Description	In-network coverage	Out-of-network coverage
Risk reducing breast cancer <b>prescription drugs</b> filled at a <b>pharmacy</b>  For each 30 day supply	100% (of the <b>negotiated charge</b> ) per <b>prescription</b> or refill  No <b>copayment</b> or <b>policy year deductible</b> applies	Paid according to the type of drug per the schedule of benefits, above
Risk reducing breast cancer <b>prescription drugs</b> maximums	Coverage will be subject to any sex, age, medical condition, family history, and frequency guidelines in the recommendations of the USPSTF. For details on the guidelines and the current list of covered risk reducing breast cancer <b>prescription drugs</b> , contact Member Services by logging in to your <b>Aetna</b> website at <a href="https://www.aetnastudenthealth.com">https://www.aetnastudenthealth.com</a> or calling the toll-free number on your ID card.	

## Tobacco cessation prescription and over-the-counter drugs

Description	In-network coverage	Out-of-network coverage
<p>Tobacco cessation <b>prescription drugs</b> and OTC drugs filled at a <b>pharmacy</b></p> <p>For each 30 day supply</p>	<p>100% (of the <b>negotiated charge</b>) per <b>prescription</b> or refill</p> <p>No <b>copayment</b> or <b>policy year deductible</b> applies</p>	<p>Paid according to the type of drug per the schedule of benefits, above</p>
<p>Tobacco cessation <b>prescription drugs</b> and OTC drugs maximums</p>	<p>Coverage is permitted for two 90-day treatment regimens only. Any additional treatment regimens will be subject to the cost sharing in your schedule of benefits.</p> <p>Coverage will be subject to any sex, age, medical condition, family history, and frequency guidelines in the recommendations of the USPSTF. For details on the guidelines and the current list of covered tobacco cessation <b>prescription drugs</b> and OTC drugs, contact Member Services by logging in to your <b>Aetna</b> website at <a href="https://www.aetnastudenthealth.com">https://www.aetnastudenthealth.com</a> or calling the toll-free number on your ID card.</p>	

### Outpatient prescription drugs important note:

#### Dispense As Written (DAW)

If a **provider** prescribes a covered **brand-name prescription drug** when a **generic prescription drug** equivalent is available and specifies “Dispense As Written” (DAW), you will pay the cost share for the brand-name drug. If a **provider** does not specify DAW and you request a covered **brand-name prescription drug** you will be responsible for the cost share that applies to the brand-name drug plus the cost difference between the generic drug and the brand-name drug. The cost difference related to a **prescription drug** not specified as DAW does not apply towards your **maximum out-of-pocket limit**.

## General coverage provisions

This section provides detailed explanations about these features:

- **Policy year deductibles**
- **Copayments**
- **Maximums**
- **Coinsurance**
- **Maximum out-of-pocket limits**

## Policy year deductible provisions

**Eligible health services** applied to the out-of-network **policy year deductibles** will not be applied to satisfy the in-network **policy year deductibles**. **Eligible health services** applied to the in-network **policy year deductibles** will not be applied to satisfy the out-of-network **policy year deductibles**.

The in-network and out-of-network **policy year deductible** may not apply to certain **eligible health services**. You must pay any applicable **copayments** for **eligible health services** to which the **policy year deductible** does not apply.

### Individual

This is the amount you owe for **select care**, in-network and out-of-network **eligible health services** each **policy year** before the plan begins to pay for **eligible health services**. See the *Policy year deductibles* provision at the beginning of this schedule for any exceptions to this general rule. After the amount you pay for **eligible health services** reaches the **policy year deductible**, this plan will begin to pay for **eligible health services** for the rest of the **policy year**.

### Family

This is the amount you and your **covered dependents** owe for **select care**, in-network and out-of-network **eligible health services** each **policy year** before the plan begins to pay for **eligible health services**. See the *Policy year deductibles* provision at the beginning of this schedule for any exceptions to this general rule. After the amount you and your **covered dependents** pay for **eligible health services** reaches this family **policy year deductible**, this plan will begin to pay for **eligible health services** that you and your **covered dependents** incur for the rest of the **policy year**.

To satisfy this family **policy year deductible** limit for the rest of the **policy year**, the following must happen:

- The combined **eligible health services** that you and each of your **covered dependents** incur towards the individual **policy year deductibles** must reach this family **policy year deductible** limit in a **policy year**.

When this occurs in a **policy year**, the individual **policy year deductibles** for you

## Copayments

### In-network coverage

This is a specified dollar amount or percentage that must be paid by you when you receive **eligible health services** from an **in-network provider**. If **Aetna** compensates **in-network providers** on the basis of the **negotiated charge** amount, your percentage **copayment** is based on this amount.

### Out-of-network coverage

This is a specified dollar amount or percentage that must be paid by your when you receive **eligible health services** from an **out-of-network provider**. If **Aetna** compensates **out-of-network providers** on the basis of the **recognized charge** amount, your percentage **copayment** is based on this amount.

## Coinsurance

**Coinsurance** is both the percentage of **eligible health services** that the plan pays and what you pay. The specific percentage that we have to pay for **eligible health services** is listed earlier in the schedule of benefits.

**Coinsurance** is not a **copayment**.

## Maximum out-of-pocket limits provisions

**Eligible health services** that are subject to the **maximum out-of-pocket limits** include **covered benefits** provided under the medical plan and outpatient **prescription drug** benefits provided under the outpatient **prescription drug** benefit.

**Eligible health services** applied to the out-of-network **maximum out-of-pocket limit** will not be applied to satisfy the in-network **maximum out-of-pocket limit**. **Eligible health services** applied to the in-network **maximum out-of-pocket limit** will not be applied to satisfy the out-of-network **maximum out-of-pocket limit**.

The **maximum out-of-pocket limit** is the maximum amount you are responsible to pay for **copayments**, **coinsurance** and **policy year deductibles** for **eligible health services** during the **policy year**. This plan has an individual **maximum out-of-pocket limit**. As to the individual **maximum out-of-pocket limit** each of you must meet your **maximum out-of-pocket limit** separately.

## Individual

Once the amount of the **copayments**, **coinsurance** and **policy year deductibles** you have paid for **eligible health services** during the **policy year** meets the individual **maximum out-of-pocket limits**, this plan will pay 100% of the eligible charge for **eligible health services** that would apply toward the limit for the rest of the **policy year** for that person.

## Family

Once the amount of the **copayments**, **coinsurance** and **policy year deductibles** you and your **covered dependents** have paid for **eligible health services** during the **policy year** meets this family **maximum out-of-pocket limit**, this plan will pay 100% of the eligible charge for **eligible health services** that would apply toward the limit for the remainder of the **policy year** for all covered family members.

To satisfy this family **maximum out-of-pocket limit** for the rest of the **policy year**, the following must happen:

- The family **maximum out-of-pocket limit** is a cumulative **maximum out-of-pocket limit** for all family members. The family **maximum out-of-pocket limit** can be met by a combination of family members with no single individual within the family contributing more than the individual **maximum out-of-pocket limit** amount in a **policy year**.

The **maximum out-of-pocket limit** is the maximum amount you are responsible to pay for **eligible health services** during the **policy year**. This plan has an individual and family **maximum out-of-pocket limit**.

The **maximum out-of-pocket limit** may not apply to certain **eligible health services**. If the **maximum out-of-pocket limit** does not apply to a **covered benefit**, your **copayment** and **coinsurance** for that **covered benefit** will not count toward satisfying the **maximum out-of-pocket limit** amount.

## Medical and outpatient prescription drugs

### In-network care

Costs that you incur that do not apply to your in-network **maximum out-of-pocket limits**.

Certain costs that you incur do not apply toward the **maximum out-of-pocket limit**. These include:

- All costs for non-covered services

### **Out-of-network care**

Costs that you incur that do not apply to your out-of-network **maximum out-of-pocket limit**. Certain costs that you incur do not apply toward the **maximum out-of-pocket limit**. These include:

- Charges, expenses or costs in excess of the **recognized charge**
- All costs for non-covered services
- **Precertification** penalties because you did not get a service or supply **precertified**

### **Calculations; determination of recognized charge; determination of benefits provisions**

Your financial responsibility for the costs of services will be calculated on the basis of when the service or supply is provided, not when payment is made. Benefits will be pro-rated to account for treatment or portions of **stays** that occur in more than one **policy year**. Determinations regarding when benefits are covered are subject to the terms and conditions of the certificate of coverage.

## **Assistive Technology**

Persons using assistive technology may not be able to fully access the following information. For assistance, please call 1-877-480-4161.

## **Smartphone or Tablet**

To view documents from your smartphone or tablet, the free WinZip app is required. It may be available from your App Store.

## **Non-Discrimination**

Aetna is committed to being an inclusive health care company. Aetna does not discriminate on the basis of ancestry, race, ethnicity, color, religion, sex/gender (including pregnancy), national origin, sexual orientation, gender identity or expression, physical or mental disability, medical condition, age, veteran status, military status, marital status, genetic information, citizenship status, unemployment status, political affiliation, or on any other basis or characteristic prohibited by applicable federal, state or local law.

Aetna provides free aids and services to people with disabilities and free language services to people whose primary language is not English.

These aids and services include:

- Qualified language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Qualified interpreters
- Information written in other languages

If you need these services, contact the number on your ID card. Not an Aetna member? Call us at 1-877-480-4161.

If you have questions about our nondiscrimination policy or have a discrimination-related concern that you would like to discuss, please call us at 1-877-480-4161.

*Please note, Aetna covers health services in compliance with applicable federal and state laws. Not all health services are covered. See plan documents for a complete description of benefits, exclusions, limitations, and conditions of coverage.*

### **Language accessibility statement**

***Interpreter services are available for free.***

Attention: If you speak English, language assistance service, free of charge, are available to you. Call **1-877-480-4161** (TTY: **711**).

### **Español/Spanish**

Atención: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-877-480-4161** (TTY: **711**).

## አማርኛ/Amharic

ልብ ይበሉ: አማርኛ ቋንቋ የሚናገሩ ከሆነ፣ የትርጉም ድጋፍ ሰጪ ድርጅቶች፣ ያለምንም ክፍያ እርስዎን ለማገልገል ተዘጋጅተዋል። የሚከተለው ቁጥር ላይ ይደውሉ **1-877-480-4161** (መስማት ለተሳናቸው: **711**).

## العربية/Arabic

ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-877-480-4161** (رقم الهاتف النصي:

**711**).

## Bàsòò Wùdù/Bassa

Dè dè nià kè dyédé gbo: Ǿ jǔ kè m̀ dyi Bàsòò-wùdù-po-nyò jǔ nǐ, nǐi à wuḍu kà kò d̀ò po-poò b́é m̀ gbo kpàa. Ḑà **1-877-480-4161** (TTY: **711**).

## 中文/Chinese

注意：如果您说中文，我们可为您提供免费的语言协助服务。请致电 **1-877-480-4161** (TTY: **711**)。

## فارسی/Farsi

توجه: اگر به زبان فارسی صحبت می کنید، خدمات زبانی رایگان به شما ارائه می‌گردد، با شماره **1-877-480-4161** (TTY: **711**) تماس بگیرید.

## Français/French

Attention : Si vous parlez français, vous pouvez disposer d'une assistance gratuite dans votre langue en composant le **1-877-480-4161** (TTY: **711**).

## ગુજરાતી/Gujarati

ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો તો ભાષાકીય સહાયતા સેવા તમને નિ:શુલ્ક ઉપલબ્ધ છે. કોલ કરો **1-877-480-4161** (TTY: **711**).

## Kreyòl Ayisyen/Haitian Creole

Atansyon: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **1-877-480-4161** (TTY: **711**).

## Igbo

Nrụbama: Ọ bụrụ na ị na asụ Igbo, ọrụ enyemaka asụsụ, n'efu, dijiri gi. Kpọọ **1-877-480-4161** (TTY: **711**).

## 한국어/Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스가 무료로 제공됩니다. **1-877-480-4161**(TTY: **711**)번으로 전화해 주십시오.

## Português/Portuguese

Atenção: a ajuda está disponível em português por meio do número **1-877-480-4161** (TTY: **711**). Estes serviços são oferecidos gratuitamente.

## Русский/Russian

Внимание: если вы говорите на русском языке, вам могут предоставить бесплатные услуги перевода. Звоните по телефону **1-877-480-4161** (TTY: **711**).

## Tagalog

Paunawa: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-877-480-4161** (TTY: **711**).

## اردو/Urdu

توجہ دیں: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت دستیاب ہیں۔ **1-877-480-4161** (TTY: **711**) پر کال کریں۔

## Tiếng Việt/Vietnamese

Lưu ý: Nếu quý vị nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Gọi số **1-877-480-4161** (TTY: **711**).

## Yorùbá/Yoruba

Àkíyèsí: Bí o bá nsọ èdè Yorùbá, ìrànlọ́wọ́ lórí èdè, lófẹ̀ẹ́, wà fún ọ. Pe **1-877-480-4161** (TTY: **711**).  
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