RIGHTS AND RESPONSIBILITIES

You Have The Right Under This Plan To:

- be treated with respect, dignity and privacy;
- receive quality health care that is friendly and timely;
- have available and accessible medically necessary covered services, including emergency services, 24 hours a day, seven (7) days a week;
- be informed of your health problems and to receive information regarding treatment alternatives and their risk in order to make an informed choice regardless if the health plan pays for treatment;
- participate with your health care providers in decisions about your treatment;
- give your provider a health care directive or a living will (a list of instructions about health treatments to be carried out in the event of incapacity);
- refuse treatment;
- privacy of medical and financial records maintained by the Plan, the Claims Administrator, and its health care providers in accordance with existing law;
- receive information about the Plan, its services, its providers, and your rights and responsibilities;
- make recommendations regarding these rights and responsibilities policies;
- have a resource at the Plan, the Claims Administrator or at the clinic that you can contact with any concerns about services;
- file an appeal with the Claims Administrator and receive a prompt and fair review; and
- initiate a legal proceeding when experiencing a problem with the Plan or its providers.

You Have The Responsibility Under This Plan To:

- know your health plan benefits and requirements;
- provide, to the extent possible, information that the Plan, the Claims Administrator, and its providers need in order to care for you;
- understand your health problems and work with your doctor to set mutually agreed upon treatment goals;
- follow the treatment plan prescribed by your provider or to discuss with your provider why you are unable to follow the treatment plan;
- provide proof of coverage when you receive services and to update the clinic with any personal changes;
- pay copays at the time of service and to promptly pay deductibles, coinsurance, and, if applicable, charges for services that are not covered; and
- keep appointments for care or to give early notice if you need to cancel a scheduled appointment.
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This Plan Description contains a summary of the CHS Inc. Preferred Provider Organization (PPO) Health Care Plan for benefits effective January 1, 2014.

Coverage under this Plan for eligible employees and dependents will begin as defined in the CHS Inc. Comprehensive Welfare Benefit Plan Summary Plan Description. This document, when combined with the CHS Inc. Comprehensive Welfare Benefit Plan Summary Plan Description, constitutes a written plan document required by ERISA § 402.

All coverage for dependents and all references to dependents in this Plan Description are inapplicable for employee-only coverage.

This Plan, financed and administered by CHS Inc., is a self-insured medical plan. Blue Cross and Blue Shield of Minnesota (Blue Cross) is the Claims Administrator and provides administrative services only. The Claims Administrator does not assume any financial risk or obligation with respect to claims. Payment of benefits is subject to all terms and conditions of this Plan Description, including medical necessity.

You may choose any eligible provider of health services for the care you need.

This Plan provides benefits for covered services you receive from eligible health care providers. You receive the highest level of coverage when you use In-Network Providers. In-Network Providers are providers that have entered into a specific network contract with the Claims Administrator or the local Blue Cross and/or Blue Shield Plan to provide you quality health services at favorable prices.

The Plan also provides benefits for covered services you receive from Out-of-Network Providers. In some cases, you receive a reduced level of coverage when you use these providers. Out-of-Network Providers include Out-of-Network Participating Providers and Nonparticipating Providers. Out-of-Network Participating Providers that have entered into a specific network contract with the Claims Administrator or the local Blue Cross and/or Blue Shield Plan but are not In-Network Providers. Nonparticipating Providers have not entered into a network contract with the Claims Administrator or the local Blue Cross and/or Blue Shield Plan. You may pay a greater portion of your health care expenses when you use Nonparticipating Providers.

IMPORTANT! When receiving care, present your identification (ID) card to the provider who is rendering the services. If you have questions about your coverage, please contact the Claims Administrator at the address or telephone numbers listed on the following page.
### Questions?
The Claims Administrator’s customer service staff is available to answer your questions about your coverage and direct your calls for prior authorization, preadmission notification, preadmission certification, and emergency admission notification. Customer service staff will provide interpreter services to assist you if needed. This includes spoken language and hearing interpreters.

Monday through Friday: 7:00 am – 8:00 pm United States Central Time

Hours are subject to change without prior notice.

### Customer Service Telephone Number
Claims Administrator: (651) 662-5027 or toll free 1-800-793-6932

### Blue Cross Blue Shield of Minnesota Website
[www.bluecrossmn.com](http://www.bluecrossmn.com)

### BlueCard Telephone Number
Toll free 1-800-810-BLUE (2583)
This number is used to locate providers who participate with Blue Cross and Blue Shield plans nationwide.

### BlueCard Website
[www.bcbs.com](http://www.bcbs.com)
This website is used to locate providers who participate with Blue Cross and Blue Shield plans nationwide.

### Claims Administrator's Mailing Address
Claims review requests, and written inquiries may be mailed to the address below:

Blue Cross and Blue Shield of Minnesota  
P.O. Box 64338  
St. Paul, MN  55164

Prior authorization requests should be mailed to the following address:

Blue Cross and Blue Shield of Minnesota  
Utilization Management Department  
P.O. Box 64265  
St. Paul, MN  55164

### Pharmacy Telephone Number
Toll free 1-800-509-0545  
This number is used to locate a participating pharmacy.

### 24-Hour Nurse Advice Line Telephone Number
Toll-free 1-800-622-9524  
Call this number to access health care advice 24 hours a day – seven days a week.

### Healthy Start® Prenatal Support Telephone Number
Toll-free 1-866-489-6948 or (651) 662-1818  
Call this number to enroll in the Healthy Start Prenatal Support program.

### Stop-Smoking Support
Toll free 1-888-662-BLUE (2583) or at mybluecrossmn.com  
Call or web access to enroll in Stop-Smoking Support.
Healthy Start® Prenatal Support

Healthy Start® Prenatal Support is a personal, telephone-based health education program for pregnant women. The program helps moms-to-be learn what they need to know to have the healthiest pregnancy and baby possible. If you enroll, you will be assigned to a registered nurse, who will answer your questions, provide education, support, and advocacy. Healthy Start nurses can help with every kind of pregnancy whether you are a first time mom or this is your second or third (or more) time around.

The following options are available to request further information or to enroll:

- Call (651) 662-1818, or toll-free 1-866-489-6948
- Email Healthy_Start@bluecrossmn.com
- Visit the Healthy Start Prenatal Support website at www.myhealthystart.org.

24-Hour Nurse Advice Line

The 24-Hour Nurse Advice Line is a program that allows you access to health care advice 24 hours a day – seven days a week. Specially trained nurses can help you make an informed decision about whether to see a doctor or care for your sickness or injury at home. The 24-Hour Nurse Advice Line telephone number is 1-800-622-9524.

Stop-Smoking Support- Enhanced

Stop-Smoking Support is a telephone-based service designed to help you quit using tobacco your way and at your pace. To participate, call the support line at 1-888-662-BLUE (2583) or enroll at mybluecrossmn.com, the Claims Administrator’s website. A Quit Coach will work with you one-on-one to develop a personalized quitting plan that addresses your specific concerns. You will receive written materials and personalized help for up to 12 months.

In addition, nicotine replacement therapy (NRT) products such as the patch, gum, and lozenges are provided for individuals 18 years of age and older who enroll in Stop-Smoking Support. Your coach will help you determine if you are a good candidate for NRT.

Care Management

If you or an eligible family member has an ongoing condition like diabetes or heart disease – or you experience a major health event or illness—you may receive an invitation to take advantage of Care Management programs. These programs are voluntary and confidential. A health professional will look beyond your condition and at you as a whole person, matching telephone-based support and educational resources to your needs. A Dedicated Clinician gets to know you over time so you do not have to explain your situation every time you call.

If you think you are eligible to participate in the program and have not been invited, you may call the Customer Service telephone number listed on the back of your card. Once enrolled, you may choose not to participate at any time by calling the Customer Service telephone number listed on the back of your card.
Online Health Assessment and Online Health Coaching Programs

The Online Health Assessment and Online Health Coaching Programs are available to you at myBlueCross, the member center at the Claims Administrator’s website. Taking the Online Health Assessment is your first step to a healthier lifestyle. Answer questions about your health history, nutrition, physical activity, and more. You will instantly get a report just for you. It takes just 20 minutes and is completely confidential. Then take advantage of the Online Health Coaching Programs focused on fitness, nutrition, weight loss, reducing stress, and more. Each program includes an action plan and tips for success to keep you on track.

Fitness Discounts

Earn up to a $20 monthly credit (two qualifying adults 18 years of age or older per household maximum) toward your fitness center dues by working out at least 12 days per month. You can find a participating fitness center at mybluecrossmn.com. Watch for credits 30-60 days after each month the visit requirement is met.
Choosing A Health Care Provider

You may choose any eligible provider of health services for the care you need. The Plan may pay higher benefits if you choose In-Network Providers. Generally you will receive the best benefit from your health plan when you receive care from In-Network Providers.

The Plan features a large network of Participating Providers and each provider is an independent contractor and is not the Claims Administrator’s agent.

If you want to know about the professional qualifications of a specific health care provider, call the provider or clinic directly.

Out-of-Network Providers may be paid at the In-Network benefit level if the member lives more than 75 miles from an In-Network Provider. If an In-Network Provider is located at an equal or lesser distance from the member’s residence than an Out-of-Network Provider, the member will be required to choose the in-network provider to receive the highest level of benefit.

In the event the provider or member fails to obtain proper authorizations for dollar or visit limitations in accordance with medical policy or the contract provisions, and the Claims Administrator processes Out-of-Network claim inaccurately due to this oversight, such paid claims will not be adjusted to increase member liability, however, all claims going forward will be subject to policy and contract provisions. This provision only applies to claims processed due to the out-of-network 75 rule exception listed above. This will be handled through customer service directly. The member is responsible for contacting customer service to resolve.

In-Network Providers

When you choose these providers, you get the most benefits for the least expense and paperwork. In-Network Providers are providers in the BlueCard PPO Network. In-Network Providers send your claims to the Claims Administrator and the Claims Administrator sends payment to the provider for covered services you receive. In-Network Providers may take care of notification requirements for you. Your provider directory lists In-Network Providers and may change as providers initiate or terminate their network contracts. For benefit information, refer to the Benefit Chart.

To receive the highest level of benefits for hospital/facility bariatric surgery services, members age 18 and older must use Blue Distinction Centers for Bariatric Surgery as your In-Network Provider.

To receive the highest level of benefits for hospital/facility knee and hip replacement services, members age 18 and older must use Blue Distinction Centers for Knee and Hip Replacement as your In-Network Provider.

To receive the highest level of benefits for hospital/facility spine surgery services, members age 18 and older must use Blue Distinction Centers for Spine Surgery as your In-Network Provider.

Out-of-Network Providers

Out-of-Network Participating Providers

Out-of-Network Providers are providers who have a specific network contract with the Claims Administrator or the local Blue Cross and/or Blue Shield Plan (Participating Providers), but are not In-Network Providers. Out-of-Network Participating Providers may take care of notification requirements and may file claims for you. Verify with your provider if these are services they will provide for you. Most Out-of-Network Participating Providers accept the Claims Administrator’s payment based on the allowed amount. The Claims Administrator recommends that you contact the Out-of-Network Participating Provider and verify if they accept the Claims Administrator’s payment based on the allowed amount to determine if you will have additional financial liability.
Nonparticipating Providers

Nonparticipating Providers have not entered into a network contract with the Claims Administrator or the local Blue Cross and/or Blue Shield Plan. You are responsible for providing notification when necessary and submitting claims for services received from Nonparticipating Providers. Refer to the Liability for Health Care Expenses provision for a description of charges that are your responsibility. Please note that you may incur significantly higher financial liability when you use Nonparticipating Providers compared to the cost of receiving care from In-Network Providers. In addition, participating facilities may have nonparticipating professionals practicing at the facility.

Your Benefits

This SPD outlines the coverage under this Plan. Please be certain to check the Benefit Chart section to identify covered benefits. You must also refer to the General Exclusions section to determine if services are not covered. The Glossary of Common Terms section defines terms used in this SPD. All services must be medically necessary to be covered, and even though certain non-covered services may be medically necessary, there is no coverage for them. If you have questions, call Customer Service using the telephone number on the back of your ID card.

Liability for Health Care Expenses

Charges That Are Your Responsibility

In-Network Providers

When you use In-Network Providers for covered services, payment is based on the allowed amount. You are not required to pay for charges that exceed the allowed amount. You are required to pay the following amounts:

1. deductibles;
2. copays and coinsurance;
3. charges that exceed the benefit maximum; and
4. charges for services that are not covered.

Out-of-Network Providers

Out-of-Network Participating Providers

When you use Out-of-Network Participating Providers for covered services, payment is still based on the allowed amount. Most Out-of-Network Participating Providers accept the Claims Administrator’s payment based on the allowed amount. However, contact your Out-of-Network Participating Provider to verify if they accept the Claims Administrator’s payment based on the allowed amount (to determine if you will have additional financial liability). In addition you are required to pay the following amounts:

1. charges that exceed the allowed amount if the Out-of-Network Participating Provider does not accept the Claims Administrator’s payment based on the allowed amount;
2. deductibles;
3. copays and coinsurance;
4. charges that exceed the maximum benefit level; and
5. charges for services that are not covered.
Nonparticipating Providers

When you use Nonparticipating Providers for covered services, payment is still based on the allowed amount. However, because a Nonparticipating Provider has not entered into a network contract with the Claims Administrator or the local Blue Cross and/or Blue Shield Plan, the Nonparticipating Provider is not obligated to accept the allowed amount as payment in full. This means that you may have substantial out-of-pocket expense when you use a Nonparticipating Provider. You are required to pay the following amounts:

1. charges that exceed the allowed amount;
2. deductibles;
3. copays and coinsurance;
4. charges that exceed the benefit maximum level; and
5. charges for services that are not covered, including services that the Claims Administrator determines are not covered based on claims coding guidelines.

Inter-Plan Programs

Out-of-Area Services

The Claims Administrator has a variety of relationships with other Blue Cross and/or Blue Shield Licensees referred to generally as “Inter-Plan Programs.” Whenever you obtain health care services outside of the Claims Administrator’s service area, the claims for these services may be processed through one of these Inter-Plan Programs, which include the BlueCard Program and may include negotiated National Account arrangements available between the Claims Administrator and other Blue Cross and Blue Shield Licensees.

Typically, when accessing care outside the Claims Administrator’s service area, you will obtain care from health care providers that have a contractual agreement (i.e., are “participating providers”) with the local Blue Cross and/or Blue Shield Licensee in that other geographic area (“Host Blue”). In some instances, you may obtain care from Nonparticipating Providers. The Claims Administrator’s payment practices in both instances are described below.

BlueCard® Program

Under the BlueCard® Program, when you access covered health care services within the geographic area served by a Host Blue, the Claims Administrator will remain responsible for fulfilling the Claims Administrator’s contractual obligations. However, the Host Blue is responsible for contracting with and generally handling all interactions with its Participating Providers.

Whenever you access covered health care services outside the Claims Administrator’s service area and the claim is processed through the BlueCard Program, the amount you pay for covered health care services is calculated based on the lower of:

- the billed covered charges for your covered services; or
- the negotiated price that the Host Blue makes available to the Claims Administrator.

Often, this “negotiated price” will be a simple discount that reflects an actual price that the Host Blue pays to your health care provider. Sometimes, it is an estimated price that takes into account special arrangements with your health care provider or provider group that may include types of settlements, incentive payments, and/or other credits or charges. Occasionally, it may be an average price, based on a discount that results in expected average savings for similar types of health care providers after taking into account the same types of transactions as with an estimated price.

Estimated pricing and average pricing, going forward, also take into account adjustments to correct for over- or underestimation of modifications of past pricing for the types of transaction modifications noted above. However, such adjustments will not affect the price the Claims Administrator uses for your claim because they will not be applied retroactively to claims already paid.
Laws in a small number of states may require the Host Blue to add a surcharge to your calculation. If any state laws mandate other liability calculation methods, including a surcharge, the Claims Administrator would then calculate your liability for any covered health care services according to applicable law.

**Nonparticipating Providers Outside the Claims Administrator’s Service Area**

1. **Member Liability Calculation**

When covered health care services are provided outside of the Claims Administrator’s service area by Nonparticipating Providers, the amount you pay for such services will generally be based on either the Host Blue’s Nonparticipating Provider local payment or the pricing arrangements required by applicable state law. Where the Host Blue’s pricing is greater than the Nonparticipating Provider’s billed charge or if no pricing is provided by a Host Blue, the Claims Administrator generally will pay based on the definition of “Allowed Amount” as set forth in the “Glossary of Common Terms” section of this SPD. In these situations, you may be liable for the difference between the amount that the Nonparticipating Provider bills and the payment the Claims Administrator will make for the covered services as set forth in this paragraph.

2. **Exceptions**

In certain situations, the Claims Administrator may use other payment bases, such as billed covered charges, the payment the Claims Administrator would make if the health care services had been obtained within the Claims Administrator’s service area, or a special negotiated payment, as permitted under Inter-Plan Programs Policies, to determine the amount the Claims Administrator will pay for services rendered by Nonparticipating Providers. In these situations, you may be liable for the difference between the amount that the Nonparticipating Provider bills and the payment the Claims Administrator will make for the covered services as set forth in this paragraph.

**General Provider Payment Methods**

**Participating Providers**

The Claims Administrator contracts with a large majority of doctors, hospitals and clinics in Minnesota to be part of its network. Other Blue Cross and Blue Shield Plans contract with providers in their states as well. (Each Blue Cross and/or Blue Shield Plan is an independent licensee of the Blue Cross and Blue Shield Association.) Each provider is an independent contractor and is not an agent or employee of the Claims Administrator, another Blue Cross and/or Blue Shield Plan, or the Blue Cross and Blue Shield Association. These health care providers are referred to as “Participating Providers.” Most Participating Providers have agreed to accept as full payment (less deductibles, coinsurance and copays) an amount that the Claims Administrator has negotiated with its Participating Providers (the “allowed amount”). However, some Participating Providers in a small number of states may not be required to accept the allowed amount as payment in full for your specific plan and will be subject to the Nonparticipating Provider payment calculation noted below. The Claims Administrator recommends that you verify with your Participating Provider if they accept the allowed amount as payment in full. The allowed amount may vary from one provider to another for the same service.

Several methods are used to pay participating health care providers. If the provider is "participating" they are under contract and the method of payment is part of the contract. Most contracts and payment rates are negotiated or revised on an annual basis.

- **Non-Institutional or Professional (i.e., doctor visits, office visits) Provider Payments**
  - **Fee-for-Service** — Providers are paid for each service or bundle of services. Payment is based on the amount of the provider’s billed charges.
  - **Discounted Fee-for-Service** — Providers are paid a portion of their billed charges for each service or bundle of services. Payment may be a percentage of the billed charge or it may be based on a fee schedule that is developed using a methodology similar to that used by the federal government to pay providers for Medicare services.
  - **Discounted Fee-for-Service, Withhold and Bonus Payments** — Providers are paid a portion of their billed charges for each service or bundle of services, and a portion (generally 5 - 20 percent) of the provider's payment is withheld. As an incentive to promote high quality and cost-effective care, the provider may receive all or a portion of the withheld amount based upon the cost-effectiveness of the provider's care. In order to determine cost-effectiveness, a per member per month target is established. The target is established by using historical payment information to predict average costs. If the provider's costs are below this target, providers are eligible for a return of all or a portion of the withheld amount and may also qualify for an additional bonus payment.
In addition, as an incentive to promote high quality care and as a way to recognize those providers that participate in certain quality improvement projects, providers may be paid a bonus based on the quality of the provider's care to its member patients. In order to determine quality of care, certain factors are measured, such as member patient satisfaction feedback on the provider, compliance with clinical guidelines for preventive services or specific disease management processes, immunization administration and tracking, and tobacco cessation counseling.

Payment for high cost cases and selected preventive and other services may be excluded from the discounted fee-for-service and withhold payment. When payment for these services is excluded, the provider is paid on a discounted fee-for-service basis, but no portion of the provider's payment is withheld.

- **Institutional (i.e., hospital and other facility) Provider Payments**
  - **Inpatient Care**
    - **Payments for each Case (case rate)** — Providers are paid a fixed amount based upon the member's diagnosis at the time of admission, regardless of the number of days that the member is hospitalized. This payment amount may be adjusted if the length of stay is unusually long or short in comparison to the average stay for that diagnosis ("outlier payment"). The method is similar to the payment methodology used by the federal government to pay providers for Medicare services.
    - **Payments for each Day (per diem)** — Providers are paid a fixed amount for each day the patient spends in the hospital or facility.
    - **Percentage of Billed Charges** — Providers are paid a percentage of the hospital's or facility's billed charges for inpatient or outpatient services, including home services.
  - **Outpatient Care**
    - **Payments for each Category of Services** — Providers are paid a fixed or bundled amount for each category of outpatient services a member receives during one (1) or more related visits.
    - **Payments for each Visit** — Providers are paid a fixed or bundled amount for all related services a member receives in an outpatient or home setting during one (1) visit.
    - **Payments for each Patient** — Providers are paid a fixed amount per patient per calendar year for certain categories of outpatient services.

- **Pharmacy Payment**
  Four (4) kinds of pricing are compared and the lowest amount of the four (4) is paid:
  - the average wholesale price of the drug, less a discount, plus a dispensing fee; or
  - the pharmacy's retail price; or
  - the maximum allowable cost determined by comparing market prices (for generic drugs only); or
  - the amount of the pharmacy's billed charge.

- **Nonparticipating Providers**
  When you use a Nonparticipating Provider, benefits are substantially reduced and you will likely incur significantly higher out-of-pocket expenses. A Nonparticipating Provider does not have any agreement with the Claims Administrator or another Blue Cross and/or Blue Shield Plan. For services received from a Nonparticipating Provider (other than those described under “Special Circumstances” below), the allowed amount is usually less than the allowed amount for a Participating Provider for the same service and can be significantly less than the Nonparticipating Provider's billed charges. You are responsible for paying the difference between the Claims Administrator's allowed amount and the Nonparticipating Provider’s billed charges. This amount can be significant and the amount you pay does not apply toward any out-of-pocket maximum contained in the Plan.

In determining the allowed amount for Nonparticipating Providers, the Claims Administrator makes no representations that this amount is a usual, customary or reasonable charge from a provider. See the allowed amount definition for a more complete description of how payments will be calculated for services provided by Nonparticipating Providers.
• **Example of payment for Nonparticipating Providers**

The following table illustrates the different out-of-pocket costs you may incur using Nonparticipating versus Participating Providers for most services. The example presumes that the member deductible has been satisfied and that the Plan covers 80 percent of the allowed amount for Participating Providers and 60 percent of the allowed amount for Nonparticipating Providers. It also presumes that the allowed amount for a Nonparticipating Provider will be less than for a Participating Provider. The difference in the allowed amount between a Participating Provider and Nonparticipating Provider could be more or less than the 40 percent difference in the following example.

<table>
<thead>
<tr>
<th></th>
<th>Participating Provider</th>
<th>Nonparticipating Provider</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provider charge:</td>
<td>$150</td>
<td>$150</td>
</tr>
<tr>
<td>Allowed amount:</td>
<td>$100</td>
<td>$60</td>
</tr>
<tr>
<td>Claims Administrator pays:</td>
<td>$80 (80 percent of the allowed amount)</td>
<td>$36 (60 percent of the allowed amount)</td>
</tr>
<tr>
<td>Coinsurance member owes:</td>
<td>$20 (20 percent of the allowed amount)</td>
<td>$24 (40 percent of the allowed amount)</td>
</tr>
<tr>
<td>Difference up to billed charge member owes:</td>
<td>None (provider has agreed to write this off)</td>
<td>$90 ($150 minus $60)</td>
</tr>
<tr>
<td>Member pays:</td>
<td>$20</td>
<td>$114*</td>
</tr>
</tbody>
</table>

*The Claims Administrator will in most cases pay the benefits for any covered health care services received from a Nonparticipating Provider directly to the member based on the allowed amounts and subject to the other applicable limitations in the Plan. An assignment of benefits from a member to a Nonparticipating Provider generally will not be recognized. This figure, therefore, represents the net cost to the member after being reimbursed by the Claims Administrator.

• **Special Circumstances**

When you receive care from certain nonparticipating professionals at a participating facility such as a hospital, outpatient facility; or emergency room, the reimbursement to the nonparticipating professional may include some of the costs that you would otherwise be required to pay (e.g., the difference between the allowed amount and the provider's billed charge). This reimbursement applies when nonparticipating professionals are hospital-based and needed to provide immediate medical or surgical care and you do not have the opportunity to select the provider of care. This reimbursement also applies when you receive care in a nonparticipating hospital as a result of a medical emergency.

- **Example of Special Circumstances**

Your doctor admits you to the hospital for an elective procedure. Your hospital and surgeon are Participating Providers. You also receive anesthesiology services, but you are not able to select the anesthesiologist. The anesthesiologist is not a Participating Provider. When the claim for anesthesiology services is processed, the Claims Administrator may pay an additional amount because you needed care, but were not able to choose the provider who would render such services.

_Above is a general summary of the Plan’s provider payment methodologies only. Provider payment methodologies may change from time to time and every current provider payment methodology may not be reflected in this summary._

_Please note that some of these payment methodologies may not apply to your particular plan._

_Detailed information about payment allowances for services rendered by Nonparticipating Providers in particular is available at the Claims Administrator’s website._
Recommendations by Health Care Providers

Referrals are not required. Your provider may suggest that you receive treatment from a specific provider or receive a specific treatment. Even though your provider may recommend or provide written authorization for a referral or certain services, the provider may be an Out-of-Network Provider or the recommended services may be covered at a lesser level of benefits or be specifically excluded. When these services are referred or recommended, a written authorization from your provider does not override any specific network requirements, notification requirements, or Plan benefits, limitations or exclusions.

Services that are Investigative or not Medically Necessary

Services or supplies that are investigative or not medically necessary are not covered. No payment of benefits will be allowed under this Plan including payments for services you have already received. The terms “investigative” and “medically necessary” are defined in the Glossary of Common Terms section.

Fraudulent Practices

Coverage for you or your dependents will be terminated if you or your dependent engage in fraud of any type or intentional misrepresentation of material fact including, but not limited to: submitting fraudulent misstatements or omissions about your medical history or eligibility status on the application for coverage; submitting fraudulent, altered, or duplicate billings for personal gain; and/or allowing another party not eligible for coverage under the Plan to use your or your dependent’s coverage.

Time Periods

When the time of day is important for benefits or determining when coverage starts and ends, a day begins at 12:00 a.m. United States Central Time and ends at 12:00 a.m. United States Central Time the following day.

Medical Policy Committee and Medical Policies

The Claims Administrator’s Medical Policy Committee develops medical policies that determine whether new or existing medical treatment should be covered benefits. The Committee is made up of independent community physicians who represent a variety of medical specialties. The Committee’s goal is to find the right balance between making improved treatments available and guarding against unsafe or unproven approaches. The Committee carefully examines the scientific evidence and outcomes for each treatment being considered. The Claims Administrator’s medical policies may be found at the Claims Administrator’s website and are hereby incorporated by reference.
NOTIFICATION REQUIREMENTS

The Claims Administrator reviews services to verify that they are medically necessary and that the treatment provided is the proper level of care. All applicable terms and conditions of your Plan including exclusions, deductibles, copays, and coinsurance provisions continue to apply with an approved prior authorization, preadmission notification, preadmission certification, and/or emergency admission notification.

Prior authorization, preadmission notification, preadmission certification, and/or emergency admission notification are required.

Prior Authorization

Prior authorization is a process that involves a benefits review and determination of medical necessity before a service is rendered.

Minnesota In-Network Providers are required to obtain prior authorization for you.

You are required to obtain prior authorization when you use Out-of-Network Providers in Minnesota and any provider outside Minnesota. However, some of these providers may obtain prior authorization for you. Verify with your providers if this is a service they will perform for you. If it is found, at the point the claim is processed, that services were not medically necessary, you are liable for all of the charges. The Claims Administrator requires that you or the provider contact them at least 10 working days prior to the provider scheduling the care/services to determine if the services are eligible. The Claims Administrator will notify you of their decision within 10 working days, provided that the prior authorization request contains all the information needed to review the service.

The prior authorization list is subject to change due to changes in the Blue Cross medical policy. The Claims Administrator reserves the right to revise, update and/or add to this list at any time without notice. The most current list is available on the Blue Cross Blue Shield of Minnesota website at www.bluecrossmn.com (choose the "Providers" tab in the lower left corner, then the "Medical Policy" tab under "Tools and Resources") or by calling Customer Service at (651) 662-5027 or toll free 1-800-793-6932.

The Claims Administrator prefers that all requests for prior authorization be submitted in writing to ensure accuracy. Refer to the Customer Service section for the telephone number and appropriate mailing address for the prior authorization requests.

Preadmission Notification

Preadmission notification is a process whereby the provider or you inform the Claims Administrator that you will be admitted for inpatient hospitalization services. This notice is required in advance of being admitted for inpatient care for any type of nonemergency admission and for partial hospitalization.

Minnesota In-Network Providers are required to provide preadmission notification for you.

If you are going to receive nonemergency care from Out-of-Network Providers in Minnesota and any provider outside of Minnesota, you are required to provide preadmission notification to the Claims Administrator. However, some of these providers may provide preadmission notification for you. Verify with your provider if this is a service they will perform for you. You are also required to obtain prior authorization for the services related to the inpatient admission. Refer to Prior Authorization in this section. If it is found, at the point the claim is processed, that services were not medically necessary, you are liable for all of the charges.

Preadmission notification is required for the following admission/facilities:

1. Hospital acute care admissions;
2. Residential behavioral health treatment facilities and;
3. Mental health and substance abuse admissions.

To provide preadmission notification, call the customer service telephone number provided in the Customer Service section. They will direct your call.
**Preadmission Certification**

Preadmission certification is a process to provide a review and determination related to a specific request for care or services. Preadmission certification includes concurrent/length-of-stay review for inpatient admissions. This notice is required in advance of being admitted for inpatient care for any type of nonemergency admission and for partial hospitalization.

Minnesota In-Network Providers are required to provide preadmission certification for you.

If you are going to receive nonemergency care from Out-of-Network Providers in Minnesota and any provider outside of Minnesota, you are required to provide preadmission certification to the Claims Administrator. However, some of these providers may provide preadmission certification for you. Verify with your provider if this is a service they will perform for you. **You are also required to obtain prior authorization for the services related to the inpatient admission. Refer to Prior Authorization in this section. If it is found, at the point the claim is processed, that services were not medically necessary, you are liable for all of the charges.**

Preadmission certification is required for the following admissions/facilities:

1. Acute rehabilitation (ACR) admissions;
2. Long-term acute care (LTAC) admissions; and
3. Skilled nursing facilities.

**To provide preadmission certification, call the Customer Service telephone number provided in the Customer Service section. They will direct your call.**

**Emergency Admission Notification**

In order to avoid liability for charges that are not considered medically necessary, you are required to provide emergency admission notification to the Claims Administrator as soon as reasonably possible after an admission for pregnancy, medical emergency, or injury that occurred within 48 hours of the admission.

Minnesota In-Network Providers are required to provide emergency admission notification for you.

If you receive care from Out-of-Network Providers in Minnesota and any provider outside of Minnesota, you are required to provide emergency admission notification to the Claims Administrator. However, some of these providers may provide emergency admission notification for you. Verify with your provider if this is a service they will perform for you. **If it is found, at the point the claim is processed, that services were not medically necessary, you are liable for all of the charges.**

**To provide emergency admission notification, call the customer service telephone number provided in the Customer Service section. They will direct your call.**
CLAIMS PROCEDURES

Under Department of Labor regulations, claimants are entitled to a full and fair review of any claims made under this Plan. The claims procedures described in this document are intended to comply with those regulations by providing reasonable procedures governing the filing of claims, notification of benefit decisions, and appeals of adverse benefit determinations. A claimant must follow these procedures in order to obtain payment of benefits under this Plan. If the Claims Administrator, in its sole discretion, determines that a claimant has not incurred a covered expense or that the benefit is not covered under this Plan, no benefits will be payable under this Plan. All claims and questions regarding claims should be directed to the Claims Administrator.

Types of Claims

A “claim” is any request for a Plan benefit made in accordance with these claims procedures. You become a “claimant” when you make a request for a Plan benefit in accordance with these claims procedures. There are four types of claims, each with different claim and appeal rules. The primary difference is the timeframe within which claims and appeals must be determined. A communication regarding benefits that is not made in accordance with these procedures will not be treated as a claim.

Pre-service Claim

A “Pre-service Claim” is any request for a Plan benefit where the Plan specifically conditions receipt of the benefit, in whole or in part, on receiving approval in advance of obtaining the medical care, unless the claim involves urgent care, as defined below. If the Plan does not require a claimant to obtain approval of a medical service prior to getting treatment, then there is no "Pre-service Claim." The claimant simply follows these claims procedures with respect to any notice that may be required after receipt of treatment, and files the claim as a Post-service Claim.

Urgent Care Claim

An “Urgent Care Claim” is a special type of Pre-service Claim. An “Urgent Care Claim” is any Pre-service Claim for medical care or treatment with respect to which the application of the time periods that otherwise apply to Pre-service Claims could seriously jeopardize the life or health of the claimant or the claimant’s ability to regain maximum function, or, in the opinion of a physician with knowledge of the claimant’s medical condition, would subject the claimant to severe pain that cannot be adequately managed without the care or treatment that is the subject of the claim. The Claims Administrator will determine whether a Pre-service Claim involves urgent care, provided that, if a physician with knowledge of the claimant’s medical condition determines that a claim involves urgent care, the claim will be treated as an Urgent Care Claim.

IMPORTANT: If a claimant needs medical care for a condition that could seriously jeopardize his or her life, there is no need to contact the Claims Administrator for prior approval. The claimant should obtain such care without delay.

Concurrent Care Claim

A "Concurrent Care Claim" arises when the Claims Administrator has approved an ongoing course of treatment to be provided over a period of time or number of treatments, and either (a) the Claims Administrator determines that the course of treatment should be reduced or terminated, or (b) the claimant requests extension of the course of treatment beyond that which the Claims Administrator has approved. If the Plan does not require a claimant to obtain approval of a medical service prior to getting treatment, then there is no need to contact the Claims Administrator to request an extension of a course of treatment. The claimant follows these claims procedures with respect to any notice that may be required after receipt of treatment, and files the claim as a Post-service Claim.

Post-service Claim

A “Post-service Claim” is any request for a Plan benefit that is not a Pre-service Claim or an Urgent Care Claim.
Change in Claim Type

The claim type is determined when the claim is initially filed. However, if the nature of the claim changes as it proceeds through these claims procedures, the claim may be re-characterized. For example, a claim may initially be an Urgent Care Claim. If the urgency subsides, it may be re-characterized as a Pre-service Claim. It is very important to follow the requirements that apply to your particular type of claim. If you have any questions regarding the type of claim and/or what claims procedure to follow, contact the Claims Administrator.

Filing Claims

Except for Urgent Care Claims, discussed below, a claim is made when a claimant (or authorized representative) submits a request for Plan benefits to the Claims Administrator. A claimant is not responsible for submitting claims for services received from In-Network or Out-of-Network Participating Providers. These providers will submit claims directly to the local Blue Cross and Blue Shield Plan on the claimant's behalf and payment will be made directly to these providers. If a claimant receives services from Nonparticipating Providers, they may have to submit the claims themselves. If the provider does not submit the claims on behalf of the claimant, the claimant should send the claims to the Claims Administrator. The necessary forms may be obtained by contacting the Claims Administrator. A claimant may be required to provide copies of bills, proof of payment, or other satisfactory evidence showing that they have incurred a covered expense that is eligible for reimbursement.

Urgent Care Claims

An Urgent Care Claim may be submitted to the Claims Administrator by telephone at (651) 662-5027 or toll free at 1-800-793-6932.

Pre-service Claims

A Pre-service Claim (including a Concurrent Care Claim that is also a Pre-service Claim) is considered filed when the request for approval of treatment or services is made and received by the Claims Administrator.

Post-service Claims

A Post-service Claim must be filed within 30 days following receipt of the medical service, treatment or product to which the claim relates unless (a) it was not reasonably possible to file the claim within such time; and (b) the claim is filed as soon as possible and in no event (except in the case of legal incapacity of the claimant) later than 12 months after the date of receipt of the service, treatment or product to which the claim relates.

IncorrectlyFiled Claims

These claims procedures do not apply to any request for benefits that is not made in accordance with these claims procedures, except that (a) in the case of an incorrectly-filed Pre-service Claim, the Claims Administrator will notify the claimant as soon as possible but no later than five (5) days following receipt of the incorrectly-filed claim; and (b) in the case of an incorrectly-filed Urgent Care Claim, the Claims Administrator will notify the claimant as soon as possible, but no later than 24 hours following receipt of the incorrectly-filed claim. The notice will explain that the request is not a claim and describe the proper procedures for filing a claim. The notice may be oral unless the claimant specifically requests written notice.

Timeframes for Deciding Claims

Urgent Care Claims

The Claims Administrator will decide an Urgent Care Claim as soon as possible, taking into account the medical exigencies, but no later than 72 hours after receipt of the claim.

Pre-service Claims

The Claims Administrator will decide a Pre-service Claim within a reasonable time appropriate to the medical circumstances, but no later than 15 days after receipt of the claim.
Concurrent Care Extension Request

If a claim is a request to extend a concurrent care decision involving urgent care and if the claim is made at least 24 hours prior to the end of the approved period of time or number of treatments, the Claims Administrator will decide the claim within 24 hours after receipt of the claim. Any other request to extend a concurrent care decision will be decided in the otherwise applicable timeframes for Pre-service, Urgent Care, or Post-service Claims.

Concurrent Care Reduction or Early Termination

The Claims Administrator’s decision to reduce or terminate an approved course of treatment is an adverse benefit determination that a claimant may appeal under these claims procedures, as explained below. The Claims Administrator will notify the claimant of the decision to reduce or terminate an approved course of treatment sufficiently in advance of the reduction or termination to allow the claimant to appeal the adverse benefit determination and receive a decision on appeal before the reduction or termination.

Post-Service Claims

The Claims Administrator will decide a Post-service Claim within a reasonable time, but no later than 30 days after receipt of the claim.

Extensions of Time

A claimant may voluntarily agree to extend the timeframes described above. In addition, if the Claims Administrator is not able to decide a Pre-service or Post-service Claim within the timeframes described above due to matters beyond its control, these timeframes may be extended for up to 15 days, provided the claimant is notified in writing prior to the expiration of the initial timeframe applicable to the claim. The notice will describe the matters beyond the Claims Administrator’s control that justify the extension and the date by which the Claims Administrator expects to render a decision. No extension of time is permitted for Urgent Care Claims.

Incomplete Claims

If any information needed to process a claim is missing, the claim will be treated as an incomplete claim. If an Urgent Care Claim is incomplete, the Claims Administrator will notify the claimant as soon as possible, but no later than 24 hours following receipt of the incomplete claim. The notice will explain that the claim is incomplete, describe the information necessary to complete the claim and specify a reasonable time, no less than 48 hours, within which the claim must be completed. The notice may be oral unless the claimant specifically requests written notice. The Claims Administrator will decide the claim as soon as possible but no later than 48 hours after the earlier of (a) receipt of the specified information, or (b) the end of the period of time provided to submit the specified information.

If a Pre-service or Post-service Claim is incomplete, the Claims Administrator will notify the claimant as soon as possible. The notice will explain that the claim is incomplete and describe the information needed to complete the claim. The timeframe for deciding the claim will be suspended from the date the claimant receives the notice until the date the necessary information is provided to the Claims Administrator. The Claims Administrator will decide the claim following receipt of the requested information and provide the claimant with written notice of the decision.

Notification of Initial Benefit Decision

The Claims Administrator will provide the claimant with written notice of an adverse benefit determination on a claim. A decision on a claim is an “adverse benefit determination” if it is (a) a denial, reduction, or termination of, or (b) a failure to provide or make payment (in whole or in part) for a benefit. The Claims Administrator will provide the claimant written notice of the decision on a Pre-service or Urgent Care Claim whether the decision is adverse or not. The Claims Administrator may provide the claimant with oral notice of an adverse benefit determination on an Urgent Care Claim, but written notice will be furnished no later than three (3) days after the oral notice.
Appeals of Adverse Benefit Determinations

Appeal Procedures

If you are covered under a plan offered by a state health plan, a city, county, school district, or Service Cooperative, you may contact the Department of Health and Human Services Health Insurance Assistance Team at 1-888-393-2789.

A claimant has a right to appeal an adverse benefit determination under these claims procedures. These appeal procedures provide a claimant with a reasonable opportunity for a full and fair review of an adverse benefit determination.

The Claims Administrator will follow these procedures when deciding an appeal:

1. An adverse benefit determination includes a denial, reduction, termination of or failure to make a payment for a benefit, or a rescission of coverage;
2. A claimant must file an appeal within 180 days following receipt of a notice of an adverse benefit determination;
3. A claimant will have the opportunity to submit written comments, documents, records, other information, other evidence, and testimony relating to the claim for benefits;
4. The individual who reviews and decides the appeal will be a different individual than the individual who made the initial benefit decision and will not be a subordinate of that individual, and no individual who reviews and decides appeals is compensated or promoted based on the individual’s support of a denial of benefits;
5. The Claims Administrator will give no deference to the initial benefit decision;
6. The Claims Administrator will take into account all comments, documents, records, and other information submitted by the claimant relating to the claim, without regard to whether such information was submitted or considered in the initial benefit decision;
7. The Claims Administrator will, in deciding an appeal of any adverse benefit determination that is based in whole or in part upon a medical judgment, consult with a health care professional with the appropriate training and experience who is neither the same individual who was consulted regarding the initial benefit decision nor a subordinate of that individual;
8. The Claims Administrator will provide the claimant, upon request, the names of any medical or vocational experts whose advice was obtained in connection with the initial benefit decision, even if the Claims Administrator did not rely upon their advice;
9. The Claims Administrator will provide the claimant, upon request and free of charge, reasonable access to, and copies of, all documents, records, and other information relevant to the claimant’s claim; any internal rule, guideline, protocol or other similar criterion relied upon in making the initial benefit decision; an explanation of the scientific or clinical judgment for the determination, applying the terms of the Plan to the claimant’s medical circumstances; and information regarding any voluntary appeals offered by the Claims Administrator;
10. The Claims Administrator will provide a claimant any new evidence considered, generated, or relied upon prior to making a final benefit determination;
11. The Claims Administrator will provide a claimant any new rationale for an adverse benefit determination prior to making a final benefit determination; and
12. The Claims Administrator will provide required notices in a culturally and linguistically appropriate manner as directed by the Plan Administrator.

Filing Appeals

A claimant must file an appeal within 180 days following receipt of the notice of an adverse benefit determination. A claimant’s failure to comply with this important deadline may cause the claimant to forfeit any right to any further review under these claims procedures or in a court of law. An appeal is filed when a claimant (or authorized representative) submits a written request for review to the Claims Administrator. A claimant is responsible for submitting proof that the claim for benefits is covered and payable under the Plan.
Urgent Care Appeals

An urgent care appeal may be submitted to the Claims Administrator by telephone at (651) 662-5027 or toll free at 1-800-793-6932. The Claims Administrator will transmit all necessary information, including the Claims Administrator’s determination on review, by telephone, fax, or other available similar methods.

Timeframes for Deciding Appeals

Urgent Care Claims

The Claims Administrator will decide the appeal of an Urgent Care Claim as soon as possible, taking into account the medical exigencies, but no later than 72 hours after receipt of the request for review.

Pre-Service Claims

The Claims Administrator will decide the appeal of a Pre-service Claim within a reasonable time appropriate to the medical circumstances, but no later than 30 days after receipt of the written request for review.

Post-service Claims

The Claims Administrator will decide the appeal of a Post-service Claim within a reasonable period, but no later than 60 days after receipt of the written request for review.

Concurrent Care Claims

The Claims Administrator will decide the appeal of a decision to reduce or terminate an initially approved course of treatment before the proposed reduction or termination takes place. The Claims Administrator will decide the appeal of a denied request to extend a concurrent care decision in the appeal timeframe for Pre-service, Urgent Care, or Post-service Claims described above, as appropriate to the request.

Notification of Appeal Decision

The Claims Administrator will provide the claimant with written notice of the appeal decision. The notification will include the reason for the final adverse benefit determination, reference to the relevant plan provision(s) and other information as required by ERISA. The Claims Administrator may provide the claimant with oral notice of an adverse decision on an Urgent Care Claim appeal, but written notice will be furnished no later than three (3) days after the oral notice. If the claimant does not receive a written response to the appeal within the timeframes described above, the claimant may assume that the appeal has been denied. Unless these procedures are deemed to be exhausted, the decision by the Claims Administrator on review will be final, binding and conclusive and will be afforded the maximum deference permitted by law. These claims procedures must be exhausted before any legal action is commenced.

Following notification of the appeal decision, a claimant may appeal further to a voluntary internal appeal or to an external appeal (for eligible claims). An adverse benefit determination relating to a claimant’s failure to meet eligibility requirements is not eligible for external review.

Voluntary Appeals

A voluntary appeal may be available to a claimant receiving an adverse decision on a Pre-service or Post-service Claim appeal. A claimant must file a voluntary appeal within 60 days following receipt of the adverse Pre-service or Post-Service Claim appeal decision. A voluntary appeal is filed when a claimant (or authorized representative) submits a written request for a voluntary appeal to the Claims Administrator. The Claims Administrator will provide the claimant with written notice of voluntary appeal decision. For more information on the voluntary appeals process, contact the Claims Administrator.
**External Review**

**Standard External Review**
You may file a request for an external review within four (4) months after the date of receipt of a notice of an adverse benefit determination or final internal adverse benefit determination.

1. Within five (5) business days following the date of receipt of the external review request, the Claims Administrator will complete a preliminary review of the request to determine whether:
   a. you are or were covered under the plan at the time the health care item or service was requested or, in the case of a retrospective review, were covered under the plan at the time the health care item or service was provided;
   b. the adverse benefit determination or the final adverse benefit determination is not based on the fact that you were not eligible under the plan;
   c. you have exhausted the plan’s internal appeal process (unless exhaustion is not required); and
   d. you have provided all the information and forms required to process an external review. You will be notified if the request is not eligible for external review. If your request is not complete, but eligible, the Claims Administrator will tell you what information or materials are needed to complete the request and will give you 48 hours (or more) to provide the required information.

2. The Claims Administrator will assign an accredited independent review organization (IRO) to conduct the external review.

   The IRO will utilize legal experts where appropriate to make coverage determinations under the plan and will notify you in writing of the request’s eligibility and acceptance for external review. You may submit additional information in writing to the IRO within 10 business days that the IRO must consider when conducting the external review.

   The Claims Administrator will provide documents and any information considered in making the adverse benefit determination or final internal adverse benefit determination to the IRO.

   The IRO will review all of the information and documents timely received and is not bound by the Claims Administrator’s prior determination. The IRO may consider the following in reaching a decision:
   a. your medical records;
   b. the attending health care professional’s recommendation;
   c. reports from appropriate health care professionals and other documents submitted by the claims administrator, you, or your treating provider;
   d. the terms of your Plan;
   e. evidence-based practice guidelines;
   f. any applicable clinical review criteria developed and used by the claims administrator; and
   g. the opinion of the IRO’s clinical reviewer or reviewers after considering information noted above as appropriate.

   The IRO will provide written notice of the final external review decision within 45 days after the IRO receives the request for external review. The notice will contain a general description of the reason for the request for external review and a discussion of the principal reason or reasons for its decision, including the rationale for its decision and any evidence-based standards that were relied on in making its decision.
Expedited External Review

1. You may request an expedited external review when you receive:
   
a. an adverse benefit determination that involves a medical condition for which the timeframe for completion of an expedited internal appeal under the interim final regulations would seriously jeopardize your life or health or would jeopardize your ability to regain maximum function and you have filed a request for an expedited internal appeal; or
   
b. a final internal adverse benefit determination, if you have a medical condition where the timeframe for completion of a standard external review would seriously jeopardize your life or health or would jeopardize your ability to regain maximum function, or if the final internal adverse benefit determination concerns an admission, availability of care, continued stay, or health care item or service for which you received emergency services, but have not been discharged from a facility.

2. Immediately upon receipt of the request for expedited external review, the Claims Administrator will determine whether the request meets the reviewability requirements noted above for standard external review and will notify you of its eligibility determination.

3. When the Claims Administrator determines that your request is eligible for external review an IRO will be assigned. The Claims Administrator will provide all necessary documents and information considered in making the adverse benefit determination or final internal adverse benefit determination to the IRO by any available expeditious method.

   The IRO must consider the information or documents provided and is not bound by the Claims Administrator's prior determination.

4. The IRO will provide notice of the final external review decision as expeditiously as your medical condition or circumstances require, but in no event more than 72 hours after the IRO receives the request for an expedited external review. If the IRO's notice is not in writing, the IRO must provide written confirmation of the decision within 48 hours to the claimant and the plan.

Additional Provisions

Authorized Representative

A claimant may appoint an “authorized representative” to act on his or her behalf solely with respect to an appeal of an adverse benefit determination or an inquiry concerning an adverse benefit decision. To appoint an authorized representative, a claimant must complete a form that can be obtained from the Claims Administrator. However, in connection with an Urgent Care Claim, the Claims Administrator will permit a health care professional with knowledge of the claimant's medical condition to act as the claimant's authorized representative without completion of this form. Once an authorized representative is appointed, all future communication from the Claims Administrator will be made with the representative rather than the claimant, unless the claimant provides specific written direction otherwise. An assignment for purposes of payment (e.g., to a health care professional) does not constitute an appointment of an authorized representative under these claims procedures. Any reference in these claims procedures to claimant is intended to include the authorized representative of such claimant.

A claimant may not assign to any other person or entity his or her right to legally challenge any decision, action, or inaction of the Claims Administrator.
Claims Payment

When a claimant uses In-Network or Out-of-Network Participating Providers, the Plan pays the provider. When a claimant uses a Nonparticipating Provider, the Plan pays the claimant. A claimant may not assign his or her benefits to a Nonparticipating Provider, except when parents are divorced. In that case, the custodial parent may request, in writing, that the Plan pay a Nonparticipating Provider for covered services for a child. When the Plan pays the provider at the request of the custodial parent, the Plan has satisfied its payment obligation. This provision may be waived for certain institutional and medical/surgical providers outside the state of Minnesota.

The Plan does not pay claims to providers or to employees for services received in countries that are sanctioned by the United States Department of Treasury’s Office of Foreign Assets Control (OFAC), except for medical emergency services when payment of such services is authorized by OFAC. Countries currently sanctioned by OFAC include Cuba, Iran, and Syria. OFAC may add or remove countries from time to time.

No Third Party Beneficiaries

The Plan benefits described in this Summary Plan Description are intended solely for the benefit of you and your covered dependents. No person who is not a Plan participant or dependent of a Plan participant may bring a legal or equitable claim or cause of action pursuant to this Summary Plan Description as a third party beneficiary or assignee hereof.

Release of Records

Claimants agree to allow all health care providers to give the Claims Administrator needed information about the care that they provide to them. The Claims Administrator may need this information to process claims, conduct utilization review and quality improvement activities, and for other health plan activities as permitted by law. If a provider requires special authorization for release of records, claimants agree to provide this authorization. A claimant’s failure to provide authorization or requested information may result in denial of the claimant’s claim.

Right of Examination

The Claims Administrator and the Plan Administrator each have the right to ask a claimant to be examined by a provider during the review of any claim. The Plan pays for the exam whenever either the Claims Administrator or the Plan Administrator requests the exam. A claimant’s failure to comply with this request may result in denial of the claimant’s claim.
BENEFIT CHART

You may not be eligible for all deductible levels. Please refer to your enrollment information to determine which deductible level you are eligible for under this Plan.

This section lists covered services and the benefits the Plan pays. All benefit payments are based on the allowed amount. Coverage is subject to all other terms and conditions of this document and must be medically necessary.

**Benefit Features, Limitations, and Maximums**

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<td>In-Network Providers</td>
<td>Your Liability</td>
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**Copays**

- **Low Deductible Plan**
  - E-Visit copay $0 per visit
  - Retail health clinic copay $15 per visit
  - Urgent care office visit copay $20 per visit
  - General practice office visit copay $20 per visit
  - Specialist office visit copay $40 per visit
  - Emergency room facility copay $75 per visit
  - Out-of-Network hospital/facility bariatric surgery copay $1,000 per admission
  - Out-of-Network hospital/facility knee and hip replacement copay $1,000 per admission
  - Out-of-Network hospital/facility spine surgery copay $1,000 per admission
  - Transplant specific copay for Non-BDCT Providers $1,000 per transplant
• **High Deductible Plan**
  - E-Visit copay: $0 per visit
  - Retail health clinic copay: $15 per visit
  - Urgent care office visit copay: $25 per visit
  - General practice office visit copay: $25 per visit
  - Specialist office visit copay: $40 per visit
  - Emergency room facility copay: $75 per visit
  - Out-of-Network hospital/facility bariatric surgery copay: $1,000 per admission
  - Out-of-Network hospital/facility knee and hip replacement copay: $1,000 per admission
  - Out-of-Network hospital/facility spine surgery copay: $1,000 per admission
  - Transplant specific copay for Non-BDCT Providers: $1,000 per transplant

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**Prescription drugs**

You may obtain a 90-day authorized supply of ongoing, long-term prescription medications through the 90dayRX Network which includes participating retail pharmacies and mail order pharmacy for your ongoing, long-term refills. The 90dayRX Network extends the mail order benefit to retail pharmacies participating in the network. You have the option to refill your prescription at a participating 90dayRX Network pharmacy location or through mail service pharmacy. You may contact Customer Service or visit the Claims Administrator’s website to locate retail pharmacies participating in the 90dayRX Network or for additional information about mail service pharmacy.

**Retail pharmacy (up to a 31 day supply)**
  - Generic drug copay: $10 or 20%, whichever is greater to a maximum of $25 per prescription
  - FlexRx preferred brand name drug copay: $20 or 25%, whichever is greater to a maximum of $50 per prescription
  - Non-preferred brand name drug copay: $40 or 30%, whichever is greater to a maximum of $80 per prescription
  - Specialty drug copay: $50 or 30%, whichever is greater to a maximum of $100 per prescription

*Note:* No coverage Out-of-Network for Specialty Drugs

**Mail services pharmacy (up to a 90 day supply)**
  - Generic drug copay: $25 or 20%, whichever is greater to a maximum of $62 per prescription
  - FlexRx preferred brand name drug copay: $50 or 25%, whichever is greater to a maximum of $125 per prescription
  - Non-preferred brand name drug copay: $100 or 30%, whichever is greater to a maximum of $200 per prescription

*Note:* Price differences between brand name and generic drugs may be your responsibility in certain instances. This amount is your responsibility and is not credited towards the deductible and/or out-of-pocket maximum.
**Deductible**

Deductible carryover applies. The amount applied toward your deductible under this Plan during the last three (3) months of the calendar year that is applied toward your deductible under this Plan for the next calendar year.

(Does not include e-visit, retail health clinic, office visit, emergency room visit, out-of-network hospital/facility (bariatric surgery, knee and hip replacement, and spine surgery), transplant Non-BDCT provider, or prescription drug copays)

- **In-Network Providers Low Deductible:** $450 per person per calendar year  
  $900 per family per calendar year
- **In-Network Providers High Deductible:** $1,200 per person per calendar year  
  $2,400 per family per calendar year
- **Out-of-Network Providers Low Deductible:** $900 per person per calendar year  
  $1,800 per family per calendar year
- **Out-of-Network Providers High Deductible:** $2,400 per person per calendar year  
  $4,800 per family per calendar year

The amounts accumulated toward the deductibles are applied to services provided by both In-Network Providers and Out-of-Network Providers.

Amounts accumulated toward the In-Network deductible also accumulate toward the Out-of-Network deductible. When the In-Network deductible is satisfied, covered services from In-Network Providers will be paid at the covered percentage.

Amounts accumulated toward the Out-of-Network deductible also accumulate toward the In-Network deductible. When the Out-of-Network deductible is satisfied, the Claims Administrator considers both the In-Network and Out-of-Network deductibles satisfied and covered services from all providers will be paid at the covered percentage.

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<tr>
<th>Benefit Features</th>
<th>Limitations and Maximums</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Out-of-Pocket Maximums</strong></td>
<td></td>
</tr>
<tr>
<td>- <strong>In-Network Providers Low Out-of-Pocket Maximum:</strong></td>
<td>$3,150 per person per calendar year</td>
</tr>
<tr>
<td></td>
<td>$6,300 per family per calendar year</td>
</tr>
<tr>
<td>- <strong>In-Network Providers High Out-of-Pocket Maximum:</strong></td>
<td>$3,750 per person per calendar year</td>
</tr>
<tr>
<td></td>
<td>$7,500 per family per calendar year</td>
</tr>
<tr>
<td>- <strong>Out-of-Network Providers Low Out-of-Pocket Maximum:</strong></td>
<td>$7,500 per person per calendar year</td>
</tr>
<tr>
<td></td>
<td>$15,000 per family per calendar year</td>
</tr>
<tr>
<td>- <strong>Out-of-Network Providers High Out-of-Pocket Maximum</strong></td>
<td>$7,500 per person per calendar year</td>
</tr>
<tr>
<td></td>
<td>$15,000 per family per calendar year</td>
</tr>
</tbody>
</table>
The amounts accumulated toward the out-of-pocket maximum are applied to services provided by both In-Network Providers and Out-of-Network Providers.

Amounts accumulated toward the In-Network out-of-pocket maximum also accumulate toward the Out-of-Network out-of-pocket maximum. When the In-Network out-of-pocket maximum is satisfied, covered services from In-Network Providers will be paid at 100% of the Allowed Amount.

Amounts accumulated toward the Out-of-Network out-of-pocket maximum also accumulate toward the In-Network out-of-pocket maximum. When the Out-of-Network out-of-pocket maximum is satisfied, we consider both the In-Network and Out-of-Network out-of-pocket maximums satisfied and covered services from all providers will be paid at 100% of the Allowed Amount.

The following items are applied toward the out-of-pocket maximum:

1. coinsurance;
2. deductibles; and
3. copays

The following items are NOT applied toward the out-of-pocket maximum:

1. transplant specific copays;
2. prescription drug copays; and
3. deductible carryover.

---

**Lifetime Maximum**

- Total benefits paid to all providers for all CHS health plans combined: Unlimited

---

**Benefit Descriptions**

Refer to the following pages for a more detailed description of Plan benefits.
## Ambulance

<table>
<thead>
<tr>
<th>The Plan Covers:</th>
<th>In-Network Providers</th>
<th>Out-of-Network Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Emergency air or ground transportation licensed to provide basic or advanced life support from the place of departure to the nearest facility equipped to treat the condition</td>
<td>80% after you pay the deductible.</td>
<td>80% after you pay the deductible.</td>
</tr>
<tr>
<td>• Medically necessary, prearranged or scheduled air or ground ambulance transportation requested by an attending physician or nurse</td>
<td>80% after you pay the deductible.</td>
<td>80% after you pay the deductible.</td>
</tr>
</tbody>
</table>

### NOTES:

- Prior authorization, preadmission notification, preadmission certification, and/or emergency admission notification are required. Refer to the Notification Requirements section.
- Eligible services you receive from Out-of-Network Providers apply to the In-Network deductible and out-of-pocket maximum.
- If the Claims Administrator determines air ambulance was not medically necessary but ground ambulance would have been, the Plan pays up to the allowed amount for medically necessary ground ambulance.

### NOT COVERED:

- transportation services that are not medically necessary for basic or advanced life support
- transportation services that are mainly for your convenience (e.g., to a facility other than the nearest facility equipped to treat the condition)
- please refer to the General Exclusions section
### Bariatric Surgery

<table>
<thead>
<tr>
<th>The Plan Covers:</th>
<th>In-Network Providers</th>
<th>Out-of-Network Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Medically necessary <strong>inpatient hospital/facility</strong> services for bariatric surgery from admission to discharge</td>
<td><strong>Members age 18 and older:</strong>&lt;br&gt;80% after you pay the deductible when you use Blue Distinction Centers for Bariatric Surgery.</td>
<td><strong>Members age 18 and older:</strong>&lt;br&gt;80% after you pay the deductible and the hospital/facility bariatric surgery copay, plus you pay any charges billed to you that exceed the allowed amount when you use an Out-of-Network Participating Provider.</td>
</tr>
<tr>
<td></td>
<td><strong>Members age 17 and younger:</strong>&lt;br&gt;80% after you pay the deductible when you use In-Network Providers.</td>
<td><strong>Members age 17 and younger:</strong>&lt;br&gt;60% after you pay the deductible and the hospital/facility bariatric surgery copay, plus you pay any charges billed to you that exceed the allowed amount.</td>
</tr>
<tr>
<td></td>
<td>• semiprivate room and board and general nursing care (private room is covered only when medically necessary)</td>
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</tr>
<tr>
<td></td>
<td>• intensive care and other special care units</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• operating, recovery, and treatment rooms</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• anesthesia</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• prescription drugs and supplies used during a covered hospital stay</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• lab and diagnostic imaging</td>
<td></td>
</tr>
<tr>
<td>• Medically necessary <strong>outpatient hospital/facility</strong> services for bariatric surgery:</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• scheduled surgery/anesthesia</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• lab and diagnostic imaging</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• all other eligible outpatient hospital care related to bariatric surgery provided on the day of surgery</td>
<td></td>
</tr>
</tbody>
</table>

### NOTES:

- Prior authorization, preadmission notification, preadmission certification, and/or emergency admission notification are required. Refer to the Notification Requirements section.
- **Members age 17 and younger have direct access to In-Network Providers for the highest level of benefits.**
- **For professional services related to eligible bariatric surgery services, refer to Physician Services.**
- Blue Distinction Centers for Bariatric Surgery are designated facilities within participating Blue Plans’ service areas that have been selected after a rigorous evaluation of clinical data that provide insight into the facility's structures, processes, and outcomes of care. Nationally established evaluation criteria were developed with input from medical experts and organizations. These evaluation criteria support the consistent, objective assessment of specialty care capabilities. Blue Distinction Centers for Bariatric Surgery meet stringent quality criteria, as established by expert physician panels, surgeons, behaviorists, and nutritionists. The national Blue Distinction Centers for Bariatric Surgery have been developed in conjunction with other Blue Cross and Blue Shield Plans and the Blue Cross and Blue Shield Association.
- As technology changes, the covered bariatric surgery procedures will be subject to modifications in the form of additions or deletions when appropriate.
- All requests for prior authorization must be submitted in writing to:

  Blue Cross and Blue Shield of Minnesota<br>Utilization Management Department<br>P.O. Box 64265<br>St. Paul, MN 55164
• For a list of Blue Distinction Centers for Bariatric Surgery call Customer Service or visit the Claims Administrator's website.
• For pre-operative and post-operative bariatric services, refer to Hospital Inpatient, Hospital Outpatient, and Physician Services.
• Out-of-Network Participating Provider means a hospital or other institution that has a contract with the Claims Administrator or with the local Blue Cross and/or Blue Shield Plan but is not in the Blue Distinction Network.

NOT COVERED:

• please refer to the General Exclusions section
## Behavioral Health Mental Health Care

<table>
<thead>
<tr>
<th>The Plan Covers:</th>
<th>In-Network Providers</th>
<th>Out-of-Network Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Outpatient health care professional charges for services including:</td>
<td>100% after you pay the office visit copay for the office visit charge; 80% after you pay the deductible for all other eligible services.</td>
<td>60% after you pay the deductible, plus you pay any charges billed to you that exceed the allowed amount.</td>
</tr>
<tr>
<td>▪ assessment and diagnostic services</td>
<td></td>
<td></td>
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<tr>
<td>▪ individual/group/family therapy (office/in-home mental health services)</td>
<td></td>
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<td>▪ neuro-psychological examinations</td>
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<tr>
<td>• Professional health care charges for services including:</td>
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<tr>
<td>▪ clinical based partial programs</td>
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<tr>
<td>▪ clinical based day treatment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>▪ clinical based Intensive Outpatient Programs (IOP)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Outpatient hospital/outpatient behavioral health treatment facility charges for services including:</td>
<td>80% after you pay the deductible.</td>
<td>60% after you pay the deductible, plus you pay any charges billed to you that exceed the allowed amount.</td>
</tr>
<tr>
<td>▪ evaluation and diagnostic services</td>
<td></td>
<td></td>
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<tr>
<td>▪ individual/group therapy</td>
<td></td>
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<tr>
<td>▪ crisis evaluations</td>
<td></td>
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<tr>
<td>▪ observation beds</td>
<td></td>
<td></td>
</tr>
<tr>
<td>▪ family therapy</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Inpatient health care professional charges</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Inpatient hospital and inpatient residential behavioral health treatment facility charges for services including:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>▪ hospital based partial programs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>▪ hospital based day treatment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>▪ hospital based Intensive Outpatient Programs (IOP)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>▪ all eligible inpatient services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>▪ emergency holds</td>
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</tr>
</tbody>
</table>
NOTES:

• Prior authorization, preadmission notification, preadmission certification, and/or emergency admission notification are required. Refer to the Notification Requirements section.
• Court-ordered treatment for mental health care that is based on an evaluation and recommendation for such treatment or services by a physician or a licensed psychologist is deemed medically necessary.
• Court-ordered treatment for mental health care that is not based on an evaluation and recommendation as described above will be evaluated to determine medical necessity. Court-ordered treatment that does not meet the criteria above will be covered if it is determined to be medically necessary and otherwise covered under this Plan.
• Outpatient family therapy is covered if rendered by a health care professional and the identified patient must be a covered member. The family therapy services must be for the treatment of a behavioral health diagnosis.
• Admissions that qualify as “emergency holds” as the term is defined in Minnesota statutes are considered medically necessary for the entire hold.
• Office visits may include medical history, medical examination, medical decision making, testing, counseling, coordination of care, nature of presenting problem, physician time, or psychotherapy.
• Coverage is provided for treatment of emotionally disabled children in a licensed residential behavioral health treatment facility is covered the same as any other inpatient hospital medical admission.
• For home health related services, refer to Home Health Care.
• Psychoeducation is covered for individuals diagnosed with schizophrenia, bipolar disorder, and borderline personality disorder. Psychoeducational programs are delivered by an eligible provider to the patient on a group or individual basis as part of a comprehensive treatment program. Patients receive support, information, and management strategies specifically related to their diagnosis.
• Coverage is provided for crisis evaluations delivered by mobile crisis units.

NOT COVERED:

• services for mental illness not listed in the most recent edition of the *International Classification of Diseases*
• custodial care, nonskilled care, adult daycare or personal care attendants
• services or confinements ordered by a court or law enforcement officer that are not medically necessary; services that are not considered medically necessary include, but are not limited to, the following: custody evaluations, parenting assessments, education classes for Driving Under the Influence (DUI)/Driving While Intoxicated (DWI) offenses, competency evaluations, adoption home status, parental competency and domestic violence programs
• room and board for foster care, group homes, incarceration, shelter care, and lodging programs
• halfway house services
• services for marriage/couples counseling
• services for or related to intensive behavioral therapy programs for the treatment of autism spectrum disorders including, but not limited to: Intensive Early Intervention Behavioral Therapy Services (IEIBTS); Intensive Behavioral Intervention (IBI); and Lovaas Therapy
• services for or related to marriage/couples training for the primary purpose of relationship enhancement including, but not limited to premarital education; or marriage/couples retreats, encounters, or seminars
• educational services with the exception of nutritional education for individuals diagnosed with anorexia nervosa, bulimia, or eating disorders NOS (not otherwise specified)
• skills training
• therapeutic support of foster care (services designed to enable the foster family to provide a therapeutic family environment or support for the foster child’s improved functioning)
• services for the treatment of learning disabilities
• therapeutic day care and therapeutic camp services
• hippotherapy (equine movement therapy)
• please refer to the General Exclusions section
## Behavioral Health Substance Abuse Care

<table>
<thead>
<tr>
<th>The Plan Covers:</th>
<th>In-Network Providers</th>
<th>Out-of-Network Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Outpatient health care professional charges for services including:</td>
<td>100% after you pay the office visit copay for the office visit charge; 80% after you pay the deductible for all other eligible services.</td>
<td>60% after you pay the deductible, plus you pay any charges billed to you that exceed the allowed amount.</td>
</tr>
<tr>
<td>▪ assessment and diagnostic services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>▪ family therapy</td>
<td></td>
<td></td>
</tr>
<tr>
<td>▪ opioid treatment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Outpatient hospital/outpatient behavioral health treatment facility charges for services including:</td>
<td>80% after you pay the deductible.</td>
<td>60% after you pay the deductible, plus you pay any charges billed to you that exceed the allowed amount.</td>
</tr>
<tr>
<td>▪ Intensive Outpatient Programs (IOP) and related aftercare services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Inpatient health care professional charges</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Inpatient hospital/residential behavioral health treatment facility charges</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### NOTES:

- Prior authorization, preadmission notification, preadmission certification, and/or emergency admission notification are required. Refer to the Notification Requirements section.
- Admissions that qualify as “emergency holds”, as the term is defined in Minnesota statutes, are considered medically necessary for the entire hold.
- Outpatient family therapy is covered if rendered by a health care professional and the identified patient must be a covered member. The family therapy services must be for treatment of a behavioral health diagnosis.
- Office visits may include medical history, medical examination, medical decision making, testing, counseling, and coordination of care, nature of presenting problem, physician time, or psychotherapy.
- For home health related services, refer to Home Health Care.

### NOT COVERED:

- services for substance abuse or addictions not listed in the most recent edition of the *International Classification of Diseases*
- custodial care, nonskilled care, adult daycare or personal care attendants
- services or confinements ordered by a court or law enforcement officer that are not medically necessary; services that are not considered medically necessary include, but are not limited to, the following: custody evaluations, parenting assessments, education classes for Driving Under the Influence (DUI)/Driving While Intoxicated (DWI) offenses, competency evaluations, adoption home status, parental competency and domestic violence programs
- room and board for foster care, group homes, incarceration, shelter care, and lodging programs
- halfway house services
- substance abuse interventions, defined as a meeting or meetings, with or without the affected person, of a group of people who are concerned with the current behavioral health of the affected person with the intent of convincing the affected person to enter treatment for the condition
- please refer to the General Exclusions section
Chiropractic Care

The Plan Covers: In-Network Providers Out-of-Network Providers

- Chiropractic care 100% after you pay the office visit copay for the office visit charge; 80% after you pay the deductible for all other eligible services. 60% after you pay the deductible, plus you pay any charges billed to you that exceed the allowed amount.

NOTES:

- Prior authorization, preadmission notification, preadmission certification, and/or emergency admission notification are required. Refer to the Notification Requirements section.
- Office visits may include medical history, medical examination, medical decision making, testing, counseling, coordination of care, nature of presenting problem, and the chiropractor’s time.
- An office visit copay will be applied to the office visit, evaluation, or manipulation not to exceed one (1) copay per visit.

NOT COVERED:

- services for or related to vocational rehabilitation (defined as services provided to an injured employee to assist the employee to return either to their former employment or a new position, or services to prepare a person with disabilities for employment), except when medically necessary and provided by an eligible health care provider
- services for or related to recreational therapy (defined as the prescribed use of recreational or other activities as treatment interventions to improve the functional living competence of persons with physical, mental, emotional and/or social disadvantages) or educational therapy (defined as special education classes, tutoring, and other non-medical services normally provided in an educational setting), or forms of nonmedical self-care or self-help training, including, but not limited to, health club memberships, aerobic conditioning, therapeutic exercises, work-hardening programs, etc., and all related material and products for these programs
- services for or related to therapeutic massage
- services for or related to rehabilitation services that are not expected to make measurable or sustainable improvement within a reasonable period of time, unless they are medically necessary and part of specialized maintenance therapy to treat the member’s condition
- custodial care
- please refer to the General Exclusions section
### Dental Care

<table>
<thead>
<tr>
<th>The Plan Covers:</th>
<th>In-Network Providers</th>
<th>Out-of-Network Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>This is not a dental plan. The following limited dental-related coverage is provided:</strong></td>
<td><strong>100% after you pay the office visit copay for the office visit charge; 80% after you pay the deductible for all other eligible services.</strong></td>
<td><strong>60% after you pay the deductible, plus you pay any charges billed to you that exceed the allowed amount.</strong></td>
</tr>
<tr>
<td>• Accident-related dental services from a physician or dentist for the treatment of an injury to sound and healthy natural teeth</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Treatment of cleft lip and palate when services are scheduled or initiated prior to the member turning age 19 including:</td>
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<tr>
<td></td>
<td>▪ dental implants</td>
<td></td>
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<tr>
<td></td>
<td>▪ removal of impacted teeth or tooth extractions</td>
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<tr>
<td></td>
<td>▪ related orthodontia</td>
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<tr>
<td></td>
<td>▪ related oral surgery</td>
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<tr>
<td></td>
<td>▪ bone grafts</td>
<td></td>
</tr>
<tr>
<td>• Surgical and nonsurgical treatment of temporomandibular joint (TMJ) disorder and craniomandibular disorder including:</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>▪ orthognathic surgery</td>
<td></td>
</tr>
<tr>
<td></td>
<td>▪ related orthodontia</td>
<td></td>
</tr>
</tbody>
</table>

### NOTES:

- Prior authorization, preadmission notification, preadmission certification, and/or emergency admission notification are required. Refer to the Notification Requirements section.
- All of the above mentioned benefits are subject to medical necessity and eligibility of the proposed treatment. Treatment must occur while you are covered under this Plan.
- Accident-related dental services, treatment and/or restoration of a sound and healthy natural tooth must be initiated within 12 months of the date of injury or within 12 months of your effective date of coverage under this Plan. Coverage is limited to the initial treatment (or course of treatment) and/or initial restoration. Only services performed within 24 months from the date treatment or restoration is initiated are covered. Coverage for treatment and/or restoration is limited to re-implantation of original sound and healthy natural teeth, crowns, fillings and bridges.
- The Plan covers anesthesia and inpatient and outpatient hospital charges when necessary to provide dental care to a covered person who is a child under age five (5); is severely disabled; or has a medical condition that requires hospitalization or general anesthesia for dental treatment. Dental services are not covered unless otherwise noted.
- For hospital/facility charges, refer to Hospital Inpatient or Hospital Outpatient.
- For medical services, refer to Hospital Inpatient, Hospital Outpatient, Physician Services, etc.
- Services for surgical and nonsurgical treatment of temporomandibular joint (TMJ) disorder and craniomandibular disorder must be covered on the same basis as any other body joint and administered or prescribed by a physician or dentist.
- Bone grafts for the purpose of reconstruction of the jaw and for treatment of cleft lip and palate is a covered service, but not for the sole purpose of supporting a dental implant, dentures or a dental prosthesis.
- A sound and healthy natural tooth is a viable tooth (including natural supporting structures) that is free from disease that would prevent continual function of the tooth for at least one year. In the case of primary (baby) teeth, the tooth must have a life expectancy of one year. A dental implant is not a sound and healthy natural tooth.
NOT COVERED:

- dental services to treat an injury from biting or chewing
- dentures, regardless of the cause or the condition, and any associated services and/or charges, including bone grafts
- dental implants and any associated services and/or charges, except as specified in the Benefit Chart
- removal of impacted teeth and/or tooth extractions and any associated charges including but not limited to imaging studies and pre-operative examinations, except as specified in the Benefit Chart
- accident-related dental services initiated after 12 months from the date of injury or 12 months of your effective date of coverage under this Plan or occurring more than 24 months after the date of initial treatment
- replacement of a damaged dental bridge from an accident-related injury
- osteotomies and other procedures associated with the fitting of dentures or dental implants, except as specified in the Benefit Chart
- all orthodontia, except as specified in the Benefit Chart
- oral surgery and anesthesia for removal of a tooth root without removal of the whole tooth and root canal therapy
- services for or related to dental or oral care, treatment, orthodontics, surgery, supplies, anesthesia or facility charges, except as specified in the Benefit Chart
- please refer to the General Exclusions section
Emergency Room

<table>
<thead>
<tr>
<th>The Plan Covers:</th>
<th>In-Network Providers</th>
<th>Out-of-Network Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Outpatient hospital/facility emergency room charges</td>
<td>80% after you pay the emergency room facility copay and deductible.</td>
<td>80% after you pay the emergency room facility copay and deductible.</td>
</tr>
<tr>
<td>• Outpatient health care professional charges</td>
<td>80% after you pay the deductible.</td>
<td>80% after you pay the deductible.</td>
</tr>
<tr>
<td>• Take home drugs</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

NOTES:

• Prior authorization, preadmission notification, preadmission certification, and/or emergency admission notification are required. Refer to the Notification Requirements section.
• When determining if a situation is a medical emergency, the Claims Administrator will take into consideration a reasonable layperson’s belief that the circumstances required immediate medical care that could not wait until the next business day.
• Eligible services you receive from Out-of-Network Providers apply to the In-Network deductible and out-of-pocket maximum.
• The emergency room facility copay is waived if you are admitted within 24 hours.
• For inpatient services, please refer to Hospital Inpatient and Physician Services.
• For urgent care visits, please refer to Hospital Outpatient and Physician Services.

NOT COVERED:

• please refer to the General Exclusions section
## Home Health Care

<table>
<thead>
<tr>
<th>The Plan Covers:</th>
<th>In-Network Providers</th>
<th>Out-of-Network Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Skilled care and other home care services ordered by a physician and provided by employees of a Medicare approved or other preapproved home health agency including, but not limited to:</td>
<td>80% after you pay the deductible.</td>
<td>60% after you pay the deductible, plus you pay any charges billed to you that exceed the allowed amount.</td>
</tr>
<tr>
<td>• intermittent skilled nursing care in your home by a:</td>
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<tr>
<td>- licensed registered nurse</td>
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<tr>
<td>- licensed practical nurse</td>
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<tr>
<td>• services provided by a medical technologist</td>
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<tr>
<td>• services provided by a licensed dietician</td>
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<td>• services provided by a respiratory therapist</td>
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<tr>
<td>• physical and occupational therapy by a licensed therapist and speech therapy by a certified speech and language pathologist</td>
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<tr>
<td>• services of a home health aide or masters level social worker employed by the home health agency when provided in conjunction with services provided by the above listed agency employees</td>
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<tr>
<td>• use of appliances that are owned or rented by the home health agency</td>
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<tr>
<td>• home health care following early maternity discharge</td>
<td></td>
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<tr>
<td>• palliative care</td>
<td></td>
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</tr>
<tr>
<td>• Home health care drugs</td>
<td></td>
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</tr>
</tbody>
</table>

### NOTES:

- Prior authorization, preadmission notification, preadmission certification, and/or emergency admission notification are required. Refer to the Notification Requirements section.
- Coverage is limited to a maximum benefit of $25,000 per person per calendar year.
- The one (1) home health care visit following early maternity discharge does not apply to the $25,000 maximum.
- Benefits for home infusion therapy and related home health care are listed under Home Infusion Therapy.
- For supplies and durable medical equipment billed by a Home Health Agency, refer to Medical Equipment, Prosthetics, and Supplies.
- The Plan covers outpatient palliative care for members with a new or established diagnosis of progressive debilitating illness, including illness which may limit the member’s life expectancy to two (2) years or less. The services must be within the scope of the provider’s license to be covered. Palliative care does not include hospice or respite care.
NOT COVERED:

- services for or related to extended hours skilled nursing care, also referred to as private-duty nursing
- charges for or related to care that is custodial or not normally provided as preventive care or for treatment of an illness/injury
- treatment, services or supplies which are not medically necessary
- please refer to the General Exclusions section
# Home Infusion Therapy

<table>
<thead>
<tr>
<th>The Plan Covers:</th>
<th>In-Network Providers</th>
<th>Out-of-Network Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Home infusion therapy services when ordered by a physician</td>
<td>80% after you pay the deductible.</td>
<td>60% after you pay the deductible, plus you pay any charges billed to you that exceed the allowed amount.</td>
</tr>
<tr>
<td>• Solutions and pharmaceutical additives, pharmacy compounding and dispensing services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Durable medical equipment</td>
<td></td>
<td></td>
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<tr>
<td>• Ancillary medical supplies</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Nursing services to:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• train you or your caregiver</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• monitor your home infusion therapy</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Collection, analysis, and reporting of lab tests to monitor response to home infusion therapy</td>
<td></td>
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</tr>
<tr>
<td>• Other eligible home health services and supplies provided during the course of home infusion therapy</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## NOTES:

- Prior authorization, preadmission notification, preadmission certification, and/or emergency admission notification are required. Refer to the Notification Requirements section.

## NOT COVERED:

- home infusion services or supplies not specifically listed as covered services
- nursing services to administer therapy that you or another caregiver can be successfully trained to administer
- services that do not involve direct patient contact, such as delivery charges and recordkeeping
- please refer to the General Exclusions section
## Hospice Care

<table>
<thead>
<tr>
<th>The Plan Covers:</th>
<th>In-Network Providers</th>
<th>Out-of-Network Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hospice care for a terminal condition provided by a Medicare approved hospice provider or other preapproved hospice, including:</td>
<td>80% after you pay the deductible.</td>
<td>60% after you pay the deductible, plus you pay any charges billed to you that exceed the allowed amount.</td>
</tr>
<tr>
<td>- routine home care</td>
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<tr>
<td>- continuous home care</td>
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<td></td>
</tr>
<tr>
<td>- inpatient respite care</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- general inpatient care</td>
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</tr>
</tbody>
</table>

**NOTES:**

- Benefits are restricted to terminally ill patients with a terminal condition (i.e. life expectancy of six (6) months or less). The patient’s primary physician must certify in writing a life expectancy of six (6) months or less. Hospice benefits begin on the date of admission to a hospice program.
- Inpatient respite care is for the relief of the patient’s primary care giver and is limited to a maximum of five (5) consecutive days at a time up to a maximum of 15 days during the episode of hospice care.
- General inpatient care is for control of pain or other symptom management that cannot be managed in a less intense setting.
- Medical care services unrelated to the terminal condition are covered, but are separate from the hospice benefit.

**NOT COVERED:**

- room and board expenses in a non-approved residential hospice facility
- please refer to the General Exclusions section
## Hospital Inpatient

<table>
<thead>
<tr>
<th>The Plan Covers:</th>
<th>In-Network Providers</th>
<th>Out-of-Network Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Semiprivate room and board and general nursing care (private room is covered only when medically necessary)</td>
<td>80% after you pay the deductible.</td>
<td>60% after you pay the deductible, plus you pay any charges billed to you that exceed the allowed amount.</td>
</tr>
<tr>
<td>• Intensive care and other special care units</td>
<td></td>
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<tr>
<td>• Operating, recovery, and treatment rooms</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Anesthesia</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Prescription drugs and supplies used during a covered hospital stay</td>
<td></td>
<td></td>
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<tr>
<td>• Facility take home drugs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Lab and diagnostic imaging</td>
<td></td>
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</tr>
<tr>
<td>• Communication services of a private duty nurse or a personal care assistant up to 120 hours during a hospital admission</td>
<td></td>
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</tr>
</tbody>
</table>

### NOTES:

- Prior authorization, preadmission notification, preadmission certification, and/or emergency admission notification are required. Refer to the Notification Requirements section.
- The Plan covers kidney and cornea transplants. For kidney transplants performed in conjunction with an eligible major transplant or other kinds of transplants, refer to Transplant Coverage.
- The Plan covers the following kidney donor services when billed under the donor recipient’s name and the donor recipient is covered for the kidney transplant under the Plan:
  - potential donor testing
  - donor evaluation and work-up; and
  - hospital and professional services related to organ procurement
- The Plan covers anesthesia and inpatient hospital charges when necessary to provide dental care to a covered person who is a child under age five (5); is severely disabled; or has a medical condition that requires hospitalization or general anesthesia for dental treatment. Dental services are not covered unless otherwise noted.

### NOT COVERED:

- communication services provided on an outpatient basis or in the home
- travel expenses for a kidney donor
- kidney donor expenses for complications incurred after the organ is removed if the donor is not covered under this Plan
- services for or related to extended hours skilled nursing care, also referred to as private-duty nursing care
- kidney donor expenses when the recipient is not covered for the kidney transplant under this Plan
- please refer to the General Exclusions section
<table>
<thead>
<tr>
<th>The Plan Covers:</th>
<th>In-Network Providers</th>
<th>Out-of-Network Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scheduled surgery/anesthesia</td>
<td>80% after you pay the deductible.</td>
<td>60% after you pay the deductible, plus you pay any charges billed to you that exceed the allowed amount.</td>
</tr>
<tr>
<td>Radiation and chemotherapy</td>
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<tr>
<td>Kidney dialysis</td>
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<tr>
<td>Respiratory therapy</td>
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<tr>
<td>Physical, occupational, and speech therapy</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lab and diagnostic imaging</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Facility take home drugs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Diabetes outpatient self-management training and education, including medical nutrition therapy</td>
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<tr>
<td>Palliative care</td>
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<td></td>
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<tr>
<td>Urgent care</td>
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<tr>
<td>All other outpatient hospital care</td>
<td></td>
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</tr>
<tr>
<td>Colonoscopy</td>
<td>100%</td>
<td>60% after you pay the deductible, plus you pay any charges billed to you that exceed the allowed amount.</td>
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<tr>
<td>Mammogram</td>
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</tr>
</tbody>
</table>

**NOTES:**

- Prior authorization, preadmission notification, preadmission certification, and/or emergency admission notification are required. Refer to the Notification Requirements section.
- The Plan covers anesthesia and outpatient hospital charges when necessary to provide dental care provided to a covered person who is a child under age five (5); is severely disabled; or has a medical condition that requires hospitalization or general anesthesia for dental treatment. Dental services are not covered unless otherwise noted.
- The Plan covers outpatient palliative care for members with a new or established diagnosis of progressive debilitating illness, including illness which may limit the member’s life expectancy to two (2) years or less. The services must be within the scope of the provider’s license to be covered. Palliative care does not include hospice or respite care.

**NOT COVERED:**

- please refer to the General Exclusions section
## Knee and Hip Replacement Surgery

<table>
<thead>
<tr>
<th>The Plan Covers:</th>
<th>In-Network Providers</th>
<th>Out-of-Network Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Medically necessary <strong>inpatient hospital/facility</strong> services for total knee replacement or total hip replacement surgery from admission to discharge:</td>
<td><strong>Members age 18 and older:</strong> 80% after you pay the deductible when you use Blue Distinction Centers for Knee and Hip Replacement Surgery.</td>
<td><strong>Members age 18 and older:</strong> 80% after you pay the deductible and the hospital/facility knee and hip replacement surgery copay, plus you pay any charges billed to you that exceed the allowed amount when you use an Out-of-Network Participating Provider.</td>
</tr>
<tr>
<td></td>
<td>▪ semiprivate room and board and general nursing care (private room is covered only when medically necessary)</td>
<td>Members age 17 and younger: 80% after you pay the deductible when you use In-Network Providers.</td>
</tr>
<tr>
<td></td>
<td>▪ intensive care and other special care units</td>
<td><strong>Members age 17 and younger:</strong> 60% after you pay the deductible and the hospital/facility knee and hip replacement surgery copay, plus you pay any charges billed to you that exceed the allowed amount.</td>
</tr>
<tr>
<td></td>
<td>▪ operating, recovery, and treatment rooms</td>
<td><strong>Members age 17 and younger:</strong> 60% after you pay the deductible and the hospital/facility knee and hip replacement surgery copay, plus you pay any charges billed to you that exceed the allowed amount.</td>
</tr>
<tr>
<td></td>
<td>▪ anesthesia</td>
<td><strong>Members age 17 and younger:</strong> 60% after you pay the deductible and the hospital/facility knee and hip replacement surgery copay, plus you pay any charges billed to you that exceed the allowed amount.</td>
</tr>
<tr>
<td></td>
<td>▪ prescription drugs and supplies used during a covered hospital stay</td>
<td><strong>Members age 17 and younger:</strong> 60% after you pay the deductible and the hospital/facility knee and hip replacement surgery copay, plus you pay any charges billed to you that exceed the allowed amount.</td>
</tr>
<tr>
<td></td>
<td>▪ lab and diagnostic imaging</td>
<td><strong>Members age 17 and younger:</strong> 60% after you pay the deductible and the hospital/facility knee and hip replacement surgery copay, plus you pay any charges billed to you that exceed the allowed amount.</td>
</tr>
<tr>
<td>• Medically necessary <strong>outpatient hospital/facility</strong> services for total knee replacement or total hip replacement surgery performed on the same day as surgery:</td>
<td><strong>Members age 18 and older:</strong> 80% after you pay the deductible and the hospital/facility knee and hip replacement surgery copay, plus you pay any charges billed to you that exceed the allowed amount when you use an Out-of-Network Participating Provider.</td>
<td><strong>Members age 18 and older:</strong> 80% after you pay the deductible and the hospital/facility knee and hip replacement surgery copay, plus you pay any charges billed to you that exceed the allowed amount when you use a Nonparticipating Provider.</td>
</tr>
<tr>
<td></td>
<td>▪ scheduled surgery/anesthesia</td>
<td><strong>Members age 17 and younger:</strong> 60% after you pay the deductible and the hospital/facility knee and hip replacement surgery copay, plus you pay any charges billed to you that exceed the allowed amount.</td>
</tr>
<tr>
<td></td>
<td>▪ lab and diagnostic imaging</td>
<td><strong>Members age 17 and younger:</strong> 60% after you pay the deductible and the hospital/facility knee and hip replacement surgery copay, plus you pay any charges billed to you that exceed the allowed amount.</td>
</tr>
<tr>
<td></td>
<td>▪ all other eligible outpatient hospital care related to the scheduled knee or hip replacement surgery provided on the day of surgery</td>
<td><strong>Members age 17 and younger:</strong> 60% after you pay the deductible and the hospital/facility knee and hip replacement surgery copay, plus you pay any charges billed to you that exceed the allowed amount.</td>
</tr>
</tbody>
</table>

**NOTES:**

- Prior authorization, preadmission notification, preadmission certification, and/or emergency admission notification are required. Refer to the Notification Requirements section.
- **Members age 17 and younger** have direct access to In-Network Providers for the highest level of benefits.
- For professional services related to eligible knee and hip replacement services, refer to Physician Services.
- Blue Distinction Centers® are part of a national designation program that recognizes hospitals that meet the quality-focused criteria that emphasize patient safety and patient outcomes. Blue Distinction Centers+ are part of the national designation program that, in addition to demonstrated expertise in delivering quality specialty care emphasizing patient safety and patient outcomes, are also recognized for their cost efficiency.
- Blue Distinction Centers for Knee and Hip Replacement are designated facilities within participating Blue Plans’ service areas that demonstrate an expertise in quality care, resulting in better overall outcomes for patients, by meeting objective measures developed with input for expert physicians and medical organizations. Blue Distinction Centers for Knee and Hip Replacement provide comprehensive inpatient knee and hip replacement services, including total knee replacement and total hip replacement surgeries.
• As technology changes, the covered knee and hip replacement procedures will be subject to modifications in the form of additions or deletions, when appropriate.
• All requests for prior authorization must be submitted in writing to:

  Blue Cross and Blue Shield of Minnesota
  Utilization Management Department
  P.O. Box 64265
  St. Paul, MN 55164

• For a list of Blue Distinction Centers for Knee and Hip Replacement visit the Claims Administrator’s website or call Customer Service.
• For pre-operative and post-operative knee and hip replacement services, refer to Hospital Inpatient and Hospital Outpatient and Physician Services.
• Out-of-Network Participating Provider means a hospital or other institution that has a contract with the Claims Administrator or with the local Blue Cross and/or Blue Shield Plan but is not in the Blue Distinction Network.

**NOT COVERED:**

• please refer to the General Exclusions section
Maternity

The Plan Covers:

<table>
<thead>
<tr>
<th>In-Network Providers</th>
<th>Out-of-Network Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health care professional services for postpartum care in a physician’s office</td>
<td>100% after you pay the office visit copay for the office visit charge; 80% after you pay the deductible for all other eligible services.</td>
</tr>
<tr>
<td>Health care professional services for:</td>
<td></td>
</tr>
<tr>
<td>▪ delivery in a hospital/facility</td>
<td>80% after you pay the deductible.</td>
</tr>
<tr>
<td>▪ postpartum care in a facility</td>
<td></td>
</tr>
<tr>
<td>Hospital/facility services for inpatient hospital care</td>
<td></td>
</tr>
</tbody>
</table>

NOTES:

- Prior authorization, preadmission notification, preadmission certification, and/or emergency admission notification are required. Refer to the Notification Requirements section.
- For prenatal care benefits, refer to Preventive Care.
- Refer to the Dependent Eligibility section of the CHS Inc. Comprehensive Welfare Benefit Plan Summary Plan Description to determine when baby’s coverage will begin.
- Group health plans such as this Plan generally may not, under federal law, restrict benefits for any hospital length of stay in connection with childbirth for the mother or newborn child to less than 48 hours following a vaginal delivery, or less than 96 hours following a cesarean section. However, federal law generally does not prohibit the mother’s or newborn's attending provider, after consultation with the mother, from discharging the mother or her newborn child earlier than 48 hours (or 96 hours as applicable). In any case, the Plan may under federal law, require that a provider obtain authorization from the Claims Administrator for prescribing a length of stay greater than 48 hours (or 96 hours).
- Office visits may include medical history, medical examination, medical decision making, testing, counseling, coordination of care, nature of presenting problem, and the physician’s time.
- The Plan covers one (1) home health care visit within four (4) days of discharge from the hospital if either the mother or the newborn child is confined for a period less than the 48 hours (or 96 hours) mentioned above. See Home Health Care.

NOT COVERED:

- health care professional charges for deliveries in the home
- services for or related to adoption fees
- services for or related to surrogate pregnancy, including diagnostic screening, physician services, reproduction treatments, and prenatal/delivery/postnatal services
- childbirth classes
- services for or related to preservation, storage and thawing of human tissue including, but not limited to: sperm; ova; embryos; stem cells; cord blood; and any other human tissue, except as specified in the Benefit Chart
- please refer to the General Exclusions section
## Medical Equipment, Prosthetics, and Supplies

<table>
<thead>
<tr>
<th>The Plan Covers:</th>
<th>In-Network Providers</th>
<th>Out-of-Network Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Durable medical equipment (DME), including wheelchairs, ventilators, oxygen,</td>
<td>80% after you pay the deductible.</td>
<td>80% after you pay the deductible, plus you pay any charges billed to you that exceed the allowed amount.</td>
</tr>
<tr>
<td>oxygen equipment, continuous positive airway pressure (CPAP) devices, and hospital beds</td>
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<tr>
<td>• Medical supplies, including splints, nebulizers, surgical stockings, casts,</td>
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<tr>
<td>and dressings</td>
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<tr>
<td>• Insulin pumps, glucometers and related equipment and devices</td>
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<td></td>
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<tr>
<td>• Blood, blood plasma, and blood clotting factors</td>
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<tr>
<td>• Prosthetics, including breast prosthesis, artificial limbs, and artificial eyes</td>
<td></td>
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<tr>
<td>• Special dietary treatment for Phenylketonuria (PKU) when recommended by a</td>
<td></td>
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<tr>
<td>physician</td>
<td></td>
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<tr>
<td>• Corrective lenses for aphakia</td>
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<tr>
<td>• Cochlear implants</td>
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<tr>
<td>• Non-investigative bone conductive hearing devices</td>
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<tr>
<td>• Scalp/cranial hair prostheses (wigs) provided hair loss is due to alopecia</td>
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<tr>
<td>areata. Maximum of $350 per person per calendar year. Deductible does not apply.</td>
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<tr>
<td>• Custom foot orthoses only if you have a diagnosis of diabetes with neurological</td>
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<td>manifestations of one (1) or both feet.</td>
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<tr>
<td>• Hearing aids up to a maximum of $2,000 per person for both ears per calendar</td>
<td>80%</td>
<td>80%</td>
</tr>
<tr>
<td>year. Deductible does not apply. (Supplies do not apply to the maximum benefit)</td>
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<td></td>
</tr>
<tr>
<td>• Hearing aid supplies</td>
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</tr>
</tbody>
</table>
NOTES:

• Prior authorization, preadmission notification, preadmission certification, and/or emergency admission notification are required. Refer to the Notification Requirements section.
• Durable medical equipment is covered up to the allowed amount to rent or buy the item. Allowable rental charges are limited to the allowed amount to buy the item.
• Deluxe hearing aids and upgraded hearing aids are eligible up to the benefit maximum.
• Coverage for durable medical equipment will not be excluded solely because it is used outside the home.
• For hearing aid exam services, refer to Physician Services.
• For coverage of insulin and diabetic supplies, refer to Prescription Drugs and Insulin.

NOT COVERED:

• solid or liquid food, standard and specialized infant formula, banked breast milk, nutritional supplements and electrolyte solution, except when administered by tube feeding and as specified in the Benefit Chart
• personal and convenience items or items provided at levels which exceed the Claims Administrator's determination of medically necessary
• services or supplies that are primarily and customarily used for a nonmedical purpose or used for environmental control or enhancement (whether or not prescribed by a physician), including, but not limited to: exercise equipment, air purifiers, air conditioners, dehumidifiers, heat/cold appliances, water purifiers, hypoallergenic mattresses, waterbeds, computers and related equipment, car seats, feeding chairs, pillows, food or weight scales, hot tubs, whirlpools, and incontinence pads or pants
• modifications to home, vehicle, and/or workplace, including vehicle lifts and ramps
• blood pressure monitoring devices
• communication devices, except when exclusively used for the communication of daily medical needs and without such communication the patient's medical condition would deteriorate
• services for or related to lenses, frames, contact lenses, or other fabricated optical devices or professional services to fit or supply them, including the treatment of refractive errors such as radial keratotomy, except as provided in the Benefit Chart
• duplicate equipment, prosthetics, or supplies
• scalp/cranial hair prostheses (wigs) for any diagnosis other than alopecia areata
• foot orthoses, except as provided in the Benefit Chart
• non-prescription supplies such as alcohol, cotton balls and alcohol swabs
• please refer to the General Exclusions section
**Physical Therapy, Occupational Therapy, Speech Therapy**

<table>
<thead>
<tr>
<th>The Plan Covers:</th>
<th>In-Network Providers</th>
<th>Out-of-Network Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Office visits from a physical therapist, occupational therapist, speech or language pathologist</td>
<td>100% after you pay the office visit copay.</td>
<td>60% after you pay the deductible, plus you pay any charges billed to you that exceed the allowed amount.</td>
</tr>
<tr>
<td>• Therapies</td>
<td>80% after you pay the deductible.</td>
<td>60% after you pay the deductible, plus you pay any charges billed to you that exceed the allowed amount.</td>
</tr>
<tr>
<td>• Office visits from a physician</td>
<td>For the level of coverage, refer to Physician Services.</td>
<td>For the level of coverage, refer to Physician Services.</td>
</tr>
</tbody>
</table>

**NOTES:**

- Prior authorization, preadmission notification, preadmission certification, and/or emergency admission notification are required. Refer to the Notification Requirements section.
- For lab and diagnostic imaging services billed by a health care professional, refer to Physician Services.
- For hospital/facility charges, refer to Hospital Inpatient and Hospital Outpatient.
- An office visit copay is applied to the evaluation, re-evaluations, and assessments not to exceed one (1) copay per visit.
- Office visits may include a physical therapy evaluation or re-evaluation, occupational therapy evaluation or re-evaluation, or speech or swallowing evaluation.

**NOT COVERED:**

- services primarily educational in nature, except as specified in the Benefit Chart
- services for or related to vocational rehabilitation (defined as services provided to an injured employee to assist the employee to return either to their former employment or a new position, or services to prepare a person with disabilities for employment), except when medically necessary and provided by an eligible health care provider
- services for or related to recreational therapy (defined as the prescribed use of recreational or other activities as treatment interventions to improve the functional living competence of persons with physical, mental, emotional and/or social disadvantages) or educational therapy (defined as special education classes, tutoring, and other nonmedical services normally provided in an educational setting), or forms of nonmedical self-care or self-help training, including, but not limited to, health club memberships, aerobic conditioning, therapeutic exercises, work-hardening programs, etc., and all related material and products for these programs
- services for or related to therapeutic massage
- physical, occupational, and speech therapy services for or related to learning disabilities and disorders, except when medically necessary and provided by an eligible health care provider
- services for or related to rehabilitation services that are not expected to make measurable or sustainable improvement with a reasonable amount of time, unless they are medically necessary and are part of specialized maintenance therapy for the member’s condition
- custodial care
- please refer to the General Exclusions section
## Physician Services

<table>
<thead>
<tr>
<th>The Plan Covers:</th>
<th>In-Network Providers</th>
<th>Out-of-Network Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office visit at a retail health clinic (for services other than the office visit charge, see below)</td>
<td>100% after you pay the Retail Health clinic copay.</td>
<td>100% after you pay the Retail Health clinic copay, plus you pay any charges billed to you that exceed the allowed amount.</td>
</tr>
<tr>
<td>Office visits (for services other than the office visit charge, see below)</td>
<td>100% after you pay the office visit copay</td>
<td>60% after you pay the deductible, plus you pay any charges billed to you that exceed the allowed amount.</td>
</tr>
<tr>
<td></td>
<td>illness</td>
<td>80% after you pay the deductible.</td>
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<tr>
<td></td>
<td>urgent care</td>
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<td>E-Visit</td>
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<td></td>
<td>Infertility testing</td>
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<td></td>
<td>Allergy testing, serum, and injections</td>
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<tr>
<td></td>
<td>Diabetes outpatient self-management training and education, including medical nutrition therapy</td>
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<td></td>
<td>Lab and diagnostic imaging</td>
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<tr>
<td></td>
<td>Inpatient hospital/facility visits during a covered admission</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Outpatient hospital/facility visits</td>
<td></td>
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<tr>
<td></td>
<td>Anesthesia by a provider other than the operating, delivering, or assisting provider</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Surgery, including circumcision and sterilization (see NOTES)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Assistant surgeon</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Kidney and cornea transplants</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Injectable drugs administered by a health care professional</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Bariatric surgery to correct morbid obesity including:</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>anesthesia</td>
</tr>
<tr>
<td></td>
<td></td>
<td>assistant surgeon</td>
</tr>
<tr>
<td></td>
<td>Telephone consult physician with patient</td>
<td>100%</td>
</tr>
<tr>
<td></td>
<td>Colonoscopy</td>
<td>100%</td>
</tr>
<tr>
<td></td>
<td>Mammogram</td>
<td>100%</td>
</tr>
</tbody>
</table>

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NOTES:

- Prior authorization, preadmission notification, preadmission certification, and/or emergency admission notification are required. Refer to the Notification Requirements section.
- If more than one (1) surgical procedure is performed during the same operative session, the Plan covers the surgical procedures based on the allowed amount for each procedure. The Plan does not cover a charge separate from the surgery for pre-operative and post-operative care.
- The Plan covers treatment of diagnosed Lyme disease on the same basis as any other illness.
- If the following services are covered under your Plan, you are entitled to receive care at the In-Network level for the following services from providers who are not affiliated with the Claims Administrator
  - the voluntary planning of the conception and bearing of children;
  - the diagnosis of infertility;
  - the testing and treatment of a sexually transmitted disease; or
  - the testing of AIDS or other HIV-related conditions.
- The Plan covers certain physician services for preventive care. Refer to Preventive Care.
- Specific surgical implants for elective female sterilization are covered under preventive care. Refer to Preventive Care.
- For kidney transplants performed in conjunction with an eligible major transplant, refer to Transplant Coverage.
- The Plan covers the following kidney donor services when billed under the donor recipient’s name and the donor recipient is covered for the kidney transplant under the Plan:
  - potential donor testing
  - donor evaluation and work-up; and
  - hospital and professional services related to organ procurement
- The Plan covers certain patient costs for approved clinical trials. Routine patient costs include items and services that would be covered for members who are not enrolled in an approved clinical trial.
- Office visits may include medical history, medical examination, medical decision making, testing, counseling, coordination of care, nature of presenting problem, and the physician’s time.
- E-Visit is an on-line evaluation and management service provided by a physician using the internet or similar secure communications network to communicate with an established patient.
- A retail health clinic provides medical services for a limited list of eligible symptoms (e.g., sore throat, cold). If the presenting symptoms are not on the list, the member will be directed to seek services from a physician or hospital. Retail health clinics are staffed by eligible nurse practitioners or other eligible providers that have a practice arrangement with a physician. The list of available medical services and/or treatable symptoms is available at the retail health clinic. Access to retail health clinic services is available on a walk-in basis.
- The Plan covers outpatient palliative care for members with a new or established diagnosis of progressive debilitating illness, including illness which may limit the member’s life expectancy to two (2) years or less. The services must be within the scope of the provider’s license to be covered. Palliative care does not include hospice or respite care.
- The Plan covers hearing aid exams/fittings/adjustments.

NOT COVERED:

- repair of scars and blemishes on skin surfaces
- separate charges for pre-operative and post-operative care for surgery
- internet or similar network communications for the purpose of: scheduling medical appointments; refilling or renewing existing prescription medications; reporting normal medical test results; providing education materials; updating patient information; requesting a referral; additional communication on the same day as an onsite medical office visit; and services that would similarly not be charged for an onsite medical office visit, except as specified in the Benefit Chart
- cosmetic surgery to repair a physical defect
- travel expenses for a kidney donor
- kidney donor expenses for complications incurred after the organ is removed if the donor is not covered under this Plan
- kidney donor expenses when the recipient is not covered for the kidney transplant under this Plan
- please refer to the General Exclusions section
### Prescription Drugs and Insulin

<table>
<thead>
<tr>
<th>The Plan Covers:</th>
<th>In-Network Providers</th>
<th>Out-of-Network Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Prescription drugs</td>
<td>100% after you pay the applicable member cost-sharing when you present your ID card or otherwise provide notice of coverage at the time of purchase. Please see the Benefit Chart section titled Benefit Features, Limitations, and Maximum for applicable copays.</td>
<td>100% after you pay the applicable member cost-sharing, plus you pay any charges billed to you that exceed the allowed amount. You must pay the full amount of the prescription at the time of purchase and submit the claim for reimbursement yourself. Please see the Benefit Chart section titled Benefit Features, Limitations, and Maximum for applicable copays.</td>
</tr>
<tr>
<td>‣ insulin</td>
<td>100%</td>
<td>100%, plus you pay any charges billed to you that exceed the allowed amount. You must pay the full amount of the prescription at the time of purchase and submit the claim for reimbursement yourself.</td>
</tr>
<tr>
<td>‣ prescribed drug therapy supplies including, but not limited to: blood/urine testing tabs/strip; needles and syringes; lancets prescription injectable drugs that are self-administered and do not require the services of a health care professional, except for designated Specialty drugs (see below) tobacco cessation drugs and products, including over-the-counter tobacco cessation products amino acid-based elemental formula prescription prenatal vitamins prescription pediatric multivitamins with fluoride legend vitamins and vitamin injections prescription strength multivitamins with iron</td>
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<tr>
<td>• Benefits are provided for all FDA-approved contraceptive methods and patient education/counseling for women with reproductive capacity as prescribed which meet the recommendations and criteria established by the United States Preventive Services Task Force (USPSTF), Advisory Committee on Immunization Practices (ACIP) of the Centers of Disease Control, and the Health Resources and Services Administration (HRSA)</td>
<td>100%</td>
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<tr>
<td>• Benefits are provided for designated preventive drugs with a prescription (such as tobacco cessation drugs and products, aspirin, folic acid, vitamin D, iron, and fluoride supplements) which meet the recommendations and criteria established by the United States Preventive Services Task Force (USPSTF), Advisory Committee on Immunization Practices (ACIP) of the Centers of Disease Control, and the Health Resources and Services Administration (HRSA)</td>
<td>100%</td>
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</tbody>
</table>

For more information regarding contraceptive or preventive prescription drug coverage, visit the Claims Administrator’s website.
- Designated Over-the-Counter (OTC) drugs with a physician's prescription
  100%
  NO COVERAGE.

- Designated Specialty drugs purchased through a specialty pharmacy network supplier (see NOTES)
  100% after you pay the applicable member cost-sharing. Please see the Benefit Chart section titled Benefit Features, Limitations, and Maximum for applicable copays.
  NO COVERAGE.

- 90-day authorized supply of ongoing, long-term prescription medications through the 90dayRX Network (see NOTES)
  100% after you pay the applicable member cost-sharing. Please see the Benefit Chart section titled Benefit Features, Limitations, and Maximum for applicable copays.
  NO COVERAGE.

- Retail Pharmacy Vaccine Program (see NOTES)
  100% when you present your ID card or otherwise provide notice of coverage at the time of purchase.
  NO COVERAGE.

**NOTES:**

- Prior authorization, preadmission notification, preadmission certification, and/or emergency admission notification are required. Refer to the Notification Requirements section.
- For information regarding contraceptive coverage, please visit the Claims Administrator’s website or contact Customer Service.
- The FlexRx Formulary applies to your Plan. For a list of drugs on your specified formulary, visit the Claims Administrator’s website or contact Customer Service.
- The Plan Covers respiratory supplies, such as spacers; nebulizers and related supplies; and Peak Flow Monitors.
- You must present your ID card or otherwise provide notice of coverage at the time of purchase to receive the highest level of benefits. If you do not present your ID card or otherwise provide notice of coverage at the time of purchase, the pharmacy will charge you the full amount of the prescription drug. You will be reimbursed based on the discounted pricing. Therefore, in addition to any applicable member cost-sharing, you will also be liable for the difference between the amount the pharmacy charges you for the prescription drug at the time of purchase and any discounted pricing the Claims Administrator has negotiated with participating pharmacies for that prescription drug.
- The Retail Pharmacy Vaccine Program allows you the opportunity to receive certain eligible vaccines at designated pharmacies. This program is in addition to your current vaccine benefit administered through your clinic/physician’s office. A list of eligible vaccines under this program and designated pharmacies are available on the Claims Administrator’s website or by contacting Customer Service.
- Specialty drugs are designated complex injectable and oral drugs generally covered up to a 31-day supply that have very specific manufacturing, storage, and dilution requirements. Specialty drugs are drugs including, but not limited to drugs used for: growth hormone treatment; multiple sclerosis; rheumatoid arthritis; hepatitis C; and hemophilia. A current list of designated Specialty prescription drugs and suppliers is available at Claims Administrator’s website or contact Customer Service. Specialty drugs are not available through 90dayRx.
- You have the option to obtain up to a 90-day authorized supply of ongoing, long-term prescription medications through a participating 90dayRx retail pharmacy or mail service pharmacy for your ongoing, long-term refills. You may visit the Claims Administrator’s website or contact Customer Service to locate a retail pharmacy participating in the 90dayRx Network or mail service pharmacy.
- Prescription drugs and diabetic supplies are generally covered in a 31-day supply from a retail pharmacy or up to a 90-day supply from a 90dayRx. Some medications may be subject to a quantity limitation per day supply or to a maximum dosage per day. Oral contraceptive Seasonale is covered in a 91 day supply for one (1) copay; all other oral contraceptives are 1-cycle supply for one (1) copay.
- Designated Over-the-Counter (OTC) drugs are generally covered up to a 31-day supply, as an alternative for similar prescription medications, subject to package limitations, at a retail participating pharmacy. OTC drugs are not available through 90dayRx.
- For injectable drugs administered by a health care professional, please see Physician Services.
- The Plan covers insulin injection devices and non-insulin needles and syringes
- Topical Tretinoin (Retin A), Azelex, and Differin or similar drugs used for acne are covered through age 25. Coverage for Retin A (topical tretinoin) is available after age 25 only if deemed medically necessary.
• If your physician has indicated that a brand name drug be dispensed as written (DAW), you will not be responsible for the difference between the brand name and the generic drug. This provision does not apply to preventive contraception coverage included in the recommendations and criteria established by the United States Preventive Services Task Force (USPSTF), Advisory Committee on Immunizations Practices (ACIP) of the Centers for Disease Control and the Health Resources and Services Administration (HRSA).

• If you choose a brand name drug when there is an equivalent generic drug, you will also pay the difference in cost between the brand name and the generic drug, in addition to applicable member cost-sharing.

• The Plan covers prescription tobacco cessation drugs and products and over-the-counter (OTC) tobacco cessation drugs and products with a physician’s prescription subject to your applicable member cost-sharing. Participants in Stop-Smoking Support may use documented enrollment in place of a physician’s prescription for OTC tobacco cessation drugs and products. Some quantity limitation may apply.

• The Plan will cover off label drugs used for cancer treatment as specified by law.

• When identical chemical entities including OTC drugs and similar prescription alternatives, are from different manufacturers or distributors, the Claims Administrator’s Coverage Committee may determine that only one of those drug products is covered and the other equivalent products are not covered.

• To locate a participating pharmacy in your area, call the pharmacy information telephone number provided in the Customer Service section.

• For drugs dispensed and used during an admission, refer to Hospital Inpatient.

• For supplies or appliances, except as provided in this Benefit Chart, refer to Medical Equipment, Prosthetics and Supplies.

• When you pay for your prescription drugs, insulin and drug therapy supplies yourself, you are required to submit the drug receipt(s) with the claim form for reimbursement.

• The Plan Administrator and/or the Claims Administrator may receive pharmaceutical manufacturer volume discounts in connection with the purchase of certain prescription drugs covered under the Plan. Such discounts are the sole property of the Plan Administrator and/or Claims Administrator and will not be considered in calculating any coinsurance or benefit maximums.

NOT COVERED:

• charges for giving injections that can be self-administered
• over-the-counter drugs, except as specified in the Benefit Chart
• investigatory or non-FDA approved drugs, except as required by law
• dietary supplements
• prescription drugs for or related to infertility treatments
• weight loss medications
• cosmetic alteration medications, except as specified in the Benefit Chart
• non-prescription supplies such as alcohol, cotton balls and alcohol swabs
• selected drugs or classes of drugs which have shown no benefit regarding efficacy, safety or side effects
• please refer to the General Exclusions section
### Preventive Care

<table>
<thead>
<tr>
<th>The Plan Covers:</th>
<th>In-Network Providers</th>
<th>Out-of-Network Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preventive care services from professionals, outpatient hospitals/facilities, and medical equipment suppliers included in the recommendations and criteria established by the United States Preventive Services Task Force (USPSTF), Advisory Committee on Immunizations Practices (ACIP) of the Centers for Disease Control and the Health Resources and Services Administration (HRSA) for:</td>
<td>100%</td>
<td>100%, plus you pay any charges billed to you that exceed the allowed amount</td>
</tr>
<tr>
<td>- adults</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Preventive care services from professionals, outpatient hospitals/facilities, and medical equipment suppliers included in the recommendations and criteria established by the United States Preventive Services Task Force (USPSTF), Advisory Committee on Immunizations Practices (ACIP) of the Centers for Disease Control and the Health Resources and Services Administration (HRSA) for:</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>- infants and children</td>
<td></td>
<td></td>
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<tr>
<td>- prenatal care</td>
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</tr>
</tbody>
</table>

### NOTES:

- Prior authorization, preadmission notification, preadmission certification, and/or emergency admission notification are required. Refer to the Notification Requirements section.
- Preventive care services comply with state and federal statutes and regulations (i.e., cancer screening services).
- For more information regarding preventive care services, please visit the Claims Administrator’s website or contact Customer Service.
- The Plan covers the purchase of one (1) manual breast pump within six (6) months of delivery of a member’s child.
- The Plan covers surgical implants for elective female sterilization which meet the recommendations and criteria established by the United States Preventive Services Task Force (USPSTF), Advisory Committee on Immunizations Practices (ACIP) of the Centers for Disease Control and the Health Resources and Services Administration (HRSA). For more information regarding elective sterilization coverage, please visit the Claims Administrator’s website or contact Customer Service.
- The Plan covers certain prescription female contraceptive drugs and supplies which meet the recommendations and criteria established by the United States Preventive Services Task Force (USPSTF), Advisory Committee on Immunizations Practices (ACIP) of the Centers for Disease Control and the Health Resources and Services Administration (HRSA). Refer to Prescription Drugs and Insulin.
• Services for complications related to contraceptive drugs and devices may be covered under other Plan benefits. Refer to Hospital Inpatient, Hospital Outpatient, and Physician Services.
• Certain vaccines are also covered under the Retail Pharmacy Vaccine Program. Refer to Prescription Drugs and Insulin.
• Services to treat an illness/injury diagnosed as a result of preventive care services or preventive care services in excess of USTSPF, ACIP, or HRSA recommendations and criteria may be covered under other Plan benefits. Refer to Hospital Inpatient, Hospital Outpatient, and Physician Services.
• You are entitled to receive care at the In-Network level for the following services: screening for sexually transmitted disease or HIV.
• The Plan covers thyroid screening, hemoglobin – CBC, and urinalysis.

NOT COVERED:

• services for or related to surrogate pregnancy including diagnostic screening, physician services, reproduction treatments, and prenatal/delivery/postnatal services
• services for or related to preventive medical evaluations for purposes of medical research, obtaining employment or insurance, or obtaining/maintaining a license of any type, unless such preventive medical evaluation would normally have been provided in the absence of the third party request
• educational classes or programs, except educational classes or programs required by federal law
• services for or related to lenses, frames, and contact lenses, and other fabricated optical devices or professional services for the fitting and/or supply thereof, including the treatment of refractive errors such as radial keratotomy, except where eligible under Medical Equipment, Prosthetics, and Supplies
• treatment, services, or supplies which are investigative or not medically necessary
• please refer to the General Exclusions section
## Reconstructive Surgery

<table>
<thead>
<tr>
<th>The Plan Covers:</th>
<th>In-Network Providers</th>
<th>Out-of-Network Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Reconstructive surgery which is incidental to or following surgery resulting from injury, sickness, or other diseases of the involved body part</td>
<td>For the level of coverage, refer to Hospital Inpatient, Hospital Outpatient, and Physician Services.</td>
<td>For the level of coverage, refer to Hospital Inpatient, Hospital Outpatient, and Physician Services.</td>
</tr>
<tr>
<td>• Reconstructive surgery performed on a dependent child because of congenital disease or anomaly which has resulted in a functional defect as determined by the attending physician</td>
<td></td>
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<tr>
<td>• Treatment of cleft lip and palate when services are scheduled or initiated prior to the member turning age 19 including dental implants</td>
<td></td>
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<tr>
<td>• Elimination or maximum feasible treatment of port wine stains</td>
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</tbody>
</table>

### NOTES:

- Prior authorization, preadmission notification, preadmission certification, and/or emergency admission notification are required. Refer to the Notification Requirements section.
- Under the Federal Women’s Health and Cancer Rights Act of 1998, you are entitled to the following services: reconstruction of the breast on which the mastectomy was performed; surgery and reconstruction of the other breast to produce a symmetrical appearance; and prosthesis and treatment for physical complications during all stages of mastectomy, including swelling of the lymph glands (lymphedema). Services are provided in a manner determined in consultation with the physician and patient. Coverage is provided on the same basis as any other illness.
- Congenital means present at birth.
- Bone grafting for the purpose of reconstruction of the jaw and for treatment of cleft lip and palate is a covered service, but not for the sole purpose of supporting a dental implant, dentures or a dental prosthesis.

### NOT COVERED:

- repair of scars and blemishes on skin surfaces
- dentures, regardless of the cause or condition, and any associated services and/or charges including bone grafts
- dental implants, and any associated services and/or charges, except as specified in the Benefit Chart
- please refer to the General Exclusions section
## Skilled Nursing Facility

<table>
<thead>
<tr>
<th>The Plan Covers:</th>
<th>In-Network Providers</th>
<th>Out-of-Network Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Skilled care ordered by a physician and eligible under Medicare guidelines</td>
<td>80% after you pay the deductible.</td>
<td>60% after you pay the deductible, plus you pay any charges billed to you that exceed the allowed amount.</td>
</tr>
<tr>
<td>• Semiprivate room and board</td>
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<tr>
<td>• General nursing care</td>
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<td></td>
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<tr>
<td>• Prescription drugs used during a covered admission</td>
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<td></td>
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<tr>
<td>• Facility take home drugs</td>
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<td></td>
</tr>
<tr>
<td>• Physical, occupational, and speech therapy</td>
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</tr>
</tbody>
</table>

### NOTES:

- Prior authorization, preadmission notification, preadmission certification, and/or emergency admission notification are required. Refer to the Notification Requirements section.
- Coverage is limited to a maximum benefit of 120 days per person per calendar year.
- You must be admitted within 14 days after hospital admission of at least three (3) consecutive days for the same illness.

### NOT COVERED:

- charges for or related to care that is custodial or not normally provided as preventive care or for treatment of an illness/injury
- treatment, services or supplies which are not medically necessary
- please refer to the General Exclusions section
## Spine Surgery

### The Plan Covers:

- **Medically necessary inpatient hospital/facility** services for spine discectomy, fusion and decompression procedures from admission to discharge:
  - semiprivate room and board and general nursing care (private room is covered only when medically necessary)
  - intensive care and other special care units
  - operating, recovery, and treatment rooms
  - anesthesia
  - prescription drugs and supplies used during a covered hospital stay
  - lab and diagnostic imaging

- **Medically necessary outpatient hospital/facility** services for spine discectomy, fusion and decompression procedures performed on the same day as surgery:
  - scheduled surgery/anesthesia
  - lab and diagnostic imaging
  - all other eligible outpatient hospital care related to the scheduled spine surgery provided on the day of surgery

<table>
<thead>
<tr>
<th>In-Network Providers</th>
<th>Out-of-Network Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Members age 18 and older:</strong></td>
<td><strong>Members age 18 and older:</strong></td>
</tr>
<tr>
<td>80% after you pay the deductible when you use Blue Distinction Centers for Spine Surgery.</td>
<td>80% after you pay the deductible and the hospital/facility spine surgery copay, plus you pay any charges billed to you that exceed the allowed amount when you use an Out-of-Network Participating Provider.</td>
</tr>
<tr>
<td><strong>Members age 17 and younger:</strong></td>
<td><strong>Members age 17 and younger:</strong></td>
</tr>
<tr>
<td>80% after you pay the deductible when you use In-Network Providers.</td>
<td>60% after you pay the deductible and the hospital/facility spine surgery copay, plus you pay any charges billed to you that exceed the allowed amount when you use a Nonparticipating Provider.</td>
</tr>
</tbody>
</table>

### NOTES:

- Prior authorization, preadmission notification, preadmission certification, and/or emergency admission notification are required. Refer to the Notification Requirements section.
- **Members age 17 and younger have direct access to In-Network Providers for the highest level of benefits.**
- Blue Distinction Centers® are part of a national designation program that recognizes hospitals that meet the quality-focused criteria that emphasize patient safety and patient outcomes. Blue Distinction Centers+ are part of the national designation program that, in addition to demonstrated expertise in delivering quality specialty care emphasizing patient safety and patient outcomes, are also recognized for their cost efficiency.
- For professional services related to eligible spine surgery services, refer to Physician Services.
- Blue Distinction Centers for Spine Surgery are designated facilities within participating Blue Plans’ service areas that have demonstrated their commitment to quality care, resulting in better overall outcomes for spine surgery patients. Each Blue Distinction® facility meets objective clinical measures that are developed with input from expert physicians’ and medical organizations’ recommendations. Blue Distinction Centers for Spine Surgery provide comprehensive inpatient spine surgery services, including discectomy, fusion and decompression procedures.
• As technology changes, the covered spine surgery procedures will be subject to modifications in the form of additions or deletions, when appropriate.

• All requests for prior authorization must be submitted in writing to:

  Blue Cross and Blue Shield of Minnesota
  Utilization Management Department
  P.O. Box 64265
  St. Paul, MN 55164

• For a list of Blue Distinction Centers for Spine Surgery visit the Claims Administrator’s website or call Customer Service.
• For pre-operative and post-operative spine surgery services, refer to Hospital Inpatient and Hospital Outpatient and Physician Services.
• Out-of-Network Participating Provider means a hospital or other institution that has a contract with the Claims Administrator or with the local Blue Cross and/or Blue Shield Plan but is not in the Blue Distinction Network.

NOT COVERED:

• please refer to the General Exclusions section
## Transplant Coverage

<table>
<thead>
<tr>
<th>The Plan Covers:</th>
<th>Blue Distinction Centers for Transplant (BDCT) Providers</th>
<th>Non-Blue Distinction Centers for Transplant (BDCT) Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>The following medically necessary human organ, bone marrow, cord blood and peripheral stem cell transplant procedures:</td>
<td>100% of the Transplant Payment Allowance for the transplant admission. If you live more than 50 miles from a BDCT Provider, there may be travel benefits available for expenses directly related to a preauthorized transplant. <strong>See NOTES.</strong></td>
<td>Participating Transplant Provider: 80% of the Transplant Payment Allowance after you pay the deductible and the transplant specific copay for the transplant admission, plus you pay any charges billed to you that exceed the allowed amount. <strong>Nonparticipating Transplant Provider:</strong> 60% of the Transplant Payment Allowance after you pay the deductible and the transplant specific copay for the transplant admission. In addition, you are responsible for all charges that exceed the Transplant Payment Allowance, plus you pay any charges billed to you that exceed the allowed amount. In addition, you are responsible for all charges that exceed the Transplant Payment Allowance. For services not included in the Transplant Payment Allowance, refer to the individual benefit sections that apply to the services being performed to determine the correct level of coverage.</td>
</tr>
<tr>
<td>• Allogeneic and syngeneic bone marrow transplant and peripheral stem cell transplant procedures</td>
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<tr>
<td>• Autologous bone marrow transplant and peripheral stem cell transplant procedures</td>
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<tr>
<td>• Heart</td>
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<tr>
<td>• Heart - lung</td>
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<tr>
<td>• Kidney – pancreas transplant performed simultaneously (SPK)</td>
<td></td>
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<tr>
<td>• Liver – deceased donor and living donor</td>
<td></td>
<td></td>
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<tr>
<td>• Lung – single or double</td>
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<td></td>
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<tr>
<td>• Pancreas transplant – deceased donor and living donor segmental</td>
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<td></td>
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<tr>
<td>• Pancreas Transplant Alone (PTA)</td>
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<tr>
<td>• Simultaneous Pancreas – Kidney transplant (SPK)</td>
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<td></td>
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<tr>
<td>• Pancreas transplant After Kidney transplant (PAK)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Small-bowel and small-bowel/liver</td>
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</tbody>
</table>

### NOTES:

- Kidney transplants when not performed in conjunction with an eligible major transplant noted above and cornea transplants are eligible procedures that are covered on the same basis as any other illness. Refer to Hospital Inpatient and Physician Services.
- **Prior authorization is required for human organ, bone marrow, cord blood and peripheral stem cell transplant procedures and should be submitted in writing to the Transplant Coordinator at P. O. Box 64179, St. Paul, Minnesota, 55164, or faxed to 651-662-1624.**
- Eligible transplant services provided by Participating Transplant Providers will be paid at the Blue Distinction Centers for Transplant (BDCT) Provider level of benefits when the transplant services are not available at a BDCT Provider.
• Travel benefit-Eligible when you travel more than 50 miles to obtain transplant care at a BDCT or when the BDCT provider requires you to stay at or nearby the transplant facility.
  ▪ The Plan covers the patient up to $50 per day for lodging when purchased at the transplant facility.
  ▪ The Plan covers a companion/caregiver up to $50 per day for lodging.
  ▪ The Plan covers the lesser of: 1) the IRS medical mileage allowance in effect on the dates of travel per an online web mapping service or, 2) airline ticket price paid. Mileage applies to the patient traveling to and from home and the BDCT only.
  ▪ Total benefit shall not exceed $5,000 per lifetime.
  ▪ Lodging is eligible when staying at apartments, hotels, motels, or hospital patient lodging facilities and is eligible only when an overnight stay is necessary.
  ▪ Reimbursed expenses are not tax deductible. Consult your tax advisor.

NOT COVERED:

• travel benefits when you are using a Non-BDCT Provider
• services for or related to preservation, storage and thawing of human tissue including, but not limited to: sperm; ova; embryos; stem cells; cord blood; and any other human tissue, except as specified in the Benefit Chart
• services, supplies, drugs, and aftercare for or related to artificial or nonhuman organ implants
• services, supplies, drugs, and aftercare for or related to human organ transplants not specifically listed above as covered
• services, chemotherapy, radiation therapy (or any therapy that results in marked or complete suppression of blood producing organs), supplies, drugs, and aftercare for or related to bone marrow and peripheral stem cell support procedures that are considered investigative or not medically necessary
• living donor organ and/or tissue transplants unless otherwise specified in this Summary Plan Description
• transplantation of animal organs and/or tissue
• non-covered travel expenses include but are not limited to: meals; utilities; child care; pet care; security deposits; cable hook-up; dry cleaning; laundry; car rental; and personal items
• travel lodging is not eligible when staying with family or friends
• please refer to the General Exclusions section

DEFINITIONS:

• **BDCT Provider** means a hospital or other institution that has a contract with the Blue Cross and Blue Shield Association* to provide human organ, bone marrow, cord blood, and peripheral stem cell transplant procedures. These providers have been selected to participate in this nationwide transplant network based on their ability to meet defined clinical criteria that are unique for each type of transplant. Once selected for participation, institutions are re-evaluated annually to insure that they continue to meet the established criteria for participation in this network.

• **Participating Transplant Provider** means a hospital or other institution that has a contract with the Claims Administrator or the local Blue Cross and/or Blue Shield Plan to provide human organ, bone marrow, cord blood, and peripheral stem cell transplant procedures.

• **Transplant Payment Allowance** means the amount the Plan pays for covered services to a BDCT Provider or a Participating Transplant Provider for services related to human organ, bone marrow, cord blood and peripheral stem cell transplant procedures in the agreement with that provider.

*An association of independent Blue Cross and Blue Shield Plans.
GENERAL EXCLUSIONS

The Plan does not pay for:

1. Treatment, services, or supplies which are not medically necessary.
2. Charges for or related to care that is investigative, except for certain routine care for approved clinical trials.
3. Any portion of a charge for a covered service or supply that exceeds the allowed amount, except as specified in the Benefit Chart.
4. Services that are provided without charge, including services of the clergy.
5. Services performed before the effective date of coverage, and services received after your coverage terminates, even though your illness started while coverage was in force.
6. Services for or related to therapeutic acupuncture, except for the treatment of chronic pain (defined as a duration of at least six (6) months) or for the prevention and treatment of nausea associated with surgery, chemotherapy, or pregnancy.
7. Services that are provided to you for the treatment of an employment-related injury for which you are entitled to make a worker’s compensation claim.
8. Charges that are eligible, paid or payable, under any medical payment, personal injury protection, automobile or other coverage (e.g., homeowner’s insurance, boat owner’s insurance, liability insurance, etc.) that is payable without regard to fault, including charges for services that are applied toward any deductible, copay or coinsurance requirement of such a policy.
9. Services a provider gives to himself/herself or to a close relative (such as spouse, brother, sister, parent, grandparent, and/or child).
10. Services needed because you engaged in an illegal occupation, or committed or attempted to commit a felony, unless the services are related to an act of domestic violence or the illegal occupation or felonious act is related to a physical or mental health condition.
11. Services to treat illnesses/injuries that occur while on military duty and are recognized by the Veterans Administration as services related to service-connected illnesses/injuries.
12. Services for dependents if you have employee-only coverage.
13. Services that are prohibited by law or regulation.
14. Services which are not within the scope of licensure or certification of a provider.
15. Charges for furnishing medical records or reports and associated delivery charges.
16. Services for or related to transportation, other than local ambulance service to the nearest medical facility equipped to treat the illness or injury, except as specified in the Benefit Chart.
17. Travel, transportation, or living expenses, whether or not recommended by a physician, except as specified in the Benefit Chart.
18. Services for or related to mental illness not listed in the most recent edition of International Classification of Diseases.
19. Services or confinements ordered by a court or law enforcement officer that are not medically necessary.
20. Evaluations that are not performed for the purpose of diagnosing or treating mental health or substance abuse conditions such as: custody evaluations, parenting assessments, education classes for Driving Under the Influence (DUI)/Driving While Intoxicated (DWI) offenses, competency evaluations, adoption home status, parental competency, and domestic violence programs.
21. Services for or related to room and board for foster care, group homes, incarceration and lodging programs, halfway house services, and skills training.
22. Services for or related to marriage/couples training for the primary purpose of relationship enhancement including, but not limited to: premarital education; or marriage/couples retreats, encounters, or seminars.

23. Services for or related to marriage/couples counseling.

24. Services for or related to therapeutic support of foster care (services designed to enable the foster family to provide a therapeutic family environment or support for the foster child's improved functioning); treatment of learning disabilities; therapeutic day care and therapeutic camp services; and hippotherapy (equine movement therapy).

25. Services for or related to intensive behavioral therapy programs for the treatment of autism spectrum disorders including, but not limited to: Intensive Early Intervention Behavioral Therapy Services (IEIBTS); Intensive Behavioral Intervention (IBI); and Lovaas Therapy.

26. Services for or related to substance abuse or addictions that are not listed in the most recent edition of the *International Classification of Diseases*.

27. Services for or related to substance abuse interventions (defined as a meeting or meetings, with or without the affected person, of a group of people who are concerned with the current behavioral health of the affected person) with the intent of convincing the affected person to enter treatment for the condition.

28. Services for or related to therapeutic massage.

29. Dentures, regardless of the cause or condition, and any associated services and/or charges including bone grafts.

30. Dental implants, and associated services and/or charges, except as specified in the Benefit Chart.

31. Services for or related to the replacement of a damaged dental bridge from an accident-related injury.

32. Services for or related to oral surgery and anesthesia for the removal of impacted teeth, except as specified in the Benefit Chart.

33. Services for or related to oral surgery and anesthesia for removal of a tooth root without removal of the whole tooth and root canal therapy.

34. Services for or related to dental or oral care, treatment, orthodontics, surgery, supplies, anesthesia or facility charges, and bone grafts, except as specified in the Benefit Chart.

35. Room and board expenses in a residential hospice facility.

36. Inpatient hospital room and board expense that exceeds the semiprivate room rate, unless a private room is approved by the Claims Administrator as medically necessary.

37. Admission for diagnostic tests that can be performed on an outpatient basis.

38. Services for or related to extended hours skilled nursing care, also referred to as private-duty nursing.

39. Personal comfort items, such as telephone, television, etc.

40. Communication services provided on an outpatient basis or in the home.

41. Services and prescription drugs for or related to gender selection.

42. Services and prescription drugs for or related to reproduction treatment including assisted reproductive technology (ART), artificial insemination (AI), and intrauterine insemination (IUI) procedures.

43. Services and prescription drugs for or related to gender identity disorder, sex hormones related to surgery, related preparation and follow-up treatment, care and counseling.

44. Services for or related to reversal of sterilization.

45. Services for or related to adoption fees and childbirth classes.

46. Services for or related to surrogate pregnancy, including diagnostic screening, physician services, reproduction treatments, prenatal/delivery/postnatal services.

47. Donor ova or sperm.
48. Services for or related to preservation, storage and thawing of human tissue including, but not limited to: sperm; ova; embryos; stem cells; cord blood; and any other human tissue, except as specified in the Benefit Chart.

49. Solid or liquid food, standard and specialized infant formula, banked breast milk, nutritional supplements and electrolyte solution, except when administered by tube feeding and as specified in the Benefit Chart.

50. Services and supplies that are primarily and customarily used for a nonmedical purpose or used for environmental control or enhancement (whether or not prescribed by a physician), including, but not limited to: exercise equipment, air purifiers, air conditioners, dehumidifiers, heat/cold appliances, water purifiers, hot tubs, whirlpools, hypoallergenic mattresses, waterbeds, computers and related equipment, car seats, feeding chairs, pillows, food or weight scales, and incontinence pads or pants.

51. Modifications to home, vehicle, and/or workplace, including vehicle lifts and ramps.

52. Blood pressure monitoring devices.

53. Foot orthoses, except as specified in the Benefit Chart.

54. Communication devices, except when exclusively used for the communication of daily medical needs and without such communication the patient’s medical condition would deteriorate.

55. Services for or related to lenses, frames, contact lenses, and other fabricated optical devices or professional services for the fitting and/or supply thereof, including the treatment of refractive errors such as radial keratotomy, except as specified in the Benefit Chart.

56. Nonprescription supplies such as alcohol, cotton balls, and alcohol swabs.

57. Services primarily educational in nature, except as specified in the Benefit Chart.

58. Services for or related to vocational rehabilitation (defined as services provided to an injured employee to assist the employee to return to either their former employment or a new position, or services to prepare a person with disabilities for employment), except when medically necessary and provided by an eligible health care provider.

59. Physical, occupational and speech therapy services for or related to learning disabilities and disorders, except when medically necessary and provided by an eligible health care provider.

60. Services for or related to health clubs and spas.

61. Services for or related to rehabilitation services that are not expected to make measurable or sustainable improvement within a reasonable period of time, unless they are medically necessary and part of specialized maintenance therapy for the member's condition.

62. Scalp/cranial hair prostheses (wigs) for any diagnosis other than alopecia areata.

63. Custodial care.

64. Services for or related to recreational therapy (defined as the prescribed use of recreational or other activities as treatment interventions to improve the functional living competence of persons with physical, mental, emotional and/or social disadvantages), educational therapy (defined as special education classes, tutoring, and other nonmedical services normally provided in an educational setting), or forms of nonmedical self care or self-help training, including, but not limited to: health club memberships, aerobic conditioning, therapeutic exercises, work hardening programs, etc., and all related material and products for these programs.

65. Services for or related to functional capacity evaluations for vocational purposes and/or the determination of disability or pension benefits.

66. Services for or related to the repair of scars and blemishes on skin surfaces.

67. Fees, dues, nutritional supplements, food, vitamins, and exercise therapy for or related to weight loss programs.
68. Services for or related to cosmetic health services or reconstructive surgery and related services, and
treatment for conditions or problems related to cosmetic surgery or services, except as specified in the Benefit
Chart.

69. Services for or related to travel expenses for a kidney donor; kidney donor expenses for complications
incurred after the organ is removed if the donor is not covered under this Plan; and kidney donor expenses
when the recipient is not covered under this Plan.

70. Services for or related to any treatment, equipment, drug, and/or device that the Claims Administrator
determines does not meet generally accepted standards of practice in the medical community for cancer
and/or allergy testing and/or treatment: services for or related to homeopathy, or chelation therapy that the
Claims Administrator determines is not medically necessary.

71. Services for or related to gene therapy as a treatment for inherited or acquired disorders.

72. Services for or related to growth hormone replacement therapy except for conditions that meet medical
necessity criteria.

73. Autopsies.

74. Charges for failure to keep scheduled visits.

75. Charges for giving injections that can be self-administered.

76. Internet or similar network communications for the purpose of: scheduling appointments; filling or renewing
existing prescription medications; reporting normal medical test results; providing educational materials;
updating patient information; requesting a referral; additional communication on the same day as an onsite
medical office visit; and services that would similarly not be charged for in an onsite medical office visit,
except as specified in the Benefit Chart.

77. Services for or related to transcranial magnetic stimulation therapy.

78. Services for or related to smoking cessation program fees and/or supplies, except as specified in the Special
Features section.

79. Charges for over-the-counter drugs, except as specified in the Benefit Chart.

80. Dietary supplements

81. Investigative or non-FDA approved drugs; except as required by law.

82. Services for or related to preventive medical evaluations for purposes of medical research, obtaining
employment or insurance, or obtaining or maintaining a license of any type, unless such preventive medical
evaluation would normally have been provided in the absence of the third party request.

83. Services, supplies, drugs and aftercare for or related to artificial or nonhuman organ implants.

84. Services, chemotherapy, radiation therapy (or any therapy that results in marked or complete suppression of
blood producing organs), supplies, drugs and aftercare for or related to bone marrow and peripheral stem cell
transplant procedures that are considered investigative or not medically necessary.

85. Services for or related to fetal tissue transplantation.
TERMINATION OF COVERAGE

*Retroactive Termination*

If the Plan Administrator erroneously enrolled the employee or dependent in the Plan and subsequently requests that coverage be terminated retroactive to the effective date of coverage, coverage will remain in force to a current paid-to-date unless the Plan Administrator obtains and forwards to the Claims Administrator the employee’s or dependent’s written consent authorizing retroactive termination of coverage. If written consent is not obtained and forwarded to the Claims Administrator with the cancellation request, the Plan Administrator must pay the required charges for the employee’s or dependent’s coverage in full to current paid-to-date.

*Extension of Benefits*

If you or your dependent is confined as an inpatient on the date coverage ends due to the replacement of the Claims Administrator, the Plan will automatically extend coverage until the date you or your dependent is discharged from the facility or the date Plan maximums are reached, whichever is earlier. Coverage is extended only for the person who is confined as an inpatient, and only for inpatient charges incurred during the admission. For purposes of this provision, “replacement” means that the administrative service agreement with the Claims Administrator has been terminated and your employer maintains continuous group coverage with a new claims administrator or insurer.
COORDINATION OF BENEFITS

This section applies when you have health care coverage under more than one (1) plan, as defined below. If this section applies, you should look at the Order of Benefits Rules first to determine which plan determines benefits first. Your benefits under This Plan are not reduced if the Order of Benefits Rules require this Plan to pay first. Your benefits under This Plan may be reduced if another plan pays first.

Definitions

These definitions apply only to this section.

1. The term “plan” means any of the following that provides benefits or services for, or because of, medical or dental care or treatment:
   a. group insurance or group-type coverage, whether insured or uninsured. This includes prepayment, group practice, individual practice coverage, and group coverage other than school accident-type coverage;
   b. coverage under a government plan or required or provided by law;
   c. individual coverage; and
   d. the medical payment (“medpay”) or personal injury protection benefit available to you under an automobile insurance policy.

Therefore, “plan” does not include:
   a. a state plan under Medicaid (Title XIX, Grants to States for Medical Assistance Programs, of the United States Social Security Act as amended from time to time);
   b. any benefits that, by law, are excess to any private or other nongovernmental program; or
   c. hospital indemnity, specified accident, specified disease, or limited benefit insurance policies.

Each contract or other arrangement for coverage is a separate plan. Also, if an arrangement has two (2) parts and the section applies only to one (1) part, each of the parts is a separate plan.

2. The term “This Plan” means the part of the Plan document that provides health care benefits.

3. “Primary Plan/Secondary Plan” is determined by the Order of Benefits Rules.

When This Plan is a Primary Plan, its benefits are determined before any other plan and without considering the other plan’s benefits. When This Plan is a Secondary Plan, its benefits are determined after those of the other plan and may be reduced because of the other plan’s benefits.

When you are covered under more than two (2) plans, This Plan may be a Primary Plan to some plans, and may be a Secondary Plan to other plans.

Notes:

a. If you are covered under This Plan and Medicare: This Plan will comply with Medicare Secondary Payor (MSP) provisions of federal law, rather than the Order of Benefits Rules in this section, to determine which Plan is a primary Plan and which is a Secondary Plan. Medicare will be primary and This Plan will be secondary only to the extent permitted by MSP rules. When Medicare is the Primary Plan, This Plan will coordinate benefits up to Medicare’s allowed amount.

b. If you are covered under this Plan and TRICARE: This Plan will comply with the TRICARE provisions of federal law, rather than the Order of Benefit’s Rules in this section, to determine which Plan is a Primary Plan and which is a Secondary Plan. TRICARE will be primary and this Plan will be secondary only to the extent permitted by TRICARE rules. When TRICARE is the Primary Plan, This Plan will coordinate benefits up to TRICARE’S allowed amount.
4. “Allowable expense” means the necessary, reasonable, and customary items of expense for health care, covered at least in part by one (1) or more plans covering the person making the claim. “Allowable expense” does not include an item or expense that exceeds benefits that are limited by statute or This Plan. “Allowable Expense” does not include outpatient prescription drugs, except those eligible under Medicare (see number three (3) above).

The difference between the cost of a private and a semiprivate hospital room is not considered an allowable expense unless admission to a private hospital room is medically necessary under generally accepted medical practice or as defined under This Plan.

When a plan provides benefits in the form of services, the reasonable cash value of each service rendered will be considered both an allowable expense and a benefit paid.

5. “Claim determination period” means a calendar year. However, it does not include any part of the year the person is not covered under This Plan, or any part of a year before the date this section takes effect.

**Order of Benefits Rules**

1. General: When a claim is filed under This Plan and another plan, This Plan is a Secondary Plan and determines benefits after the other plan, unless:

   a. the other plan has rules coordinating its benefits with This Plan’s benefits; and

   b. the other plan’s rules and This Plan’s rules, in part 2. below, require This Plan to determine benefits before the other plan.

2. Rules: This Plan determines benefits using the first of the following rules that applies:

   a. The plan that covers a person as automobile insurance medical payment ("medpay") or personal injury protection coverage determines benefits before a plan that covers a person as a group health plan enrollee.

   b. Nondependent/dependent: The plan that covers the person as an employee, member, or subscriber (that is, other than as a dependent) determines its benefits before the plan that covers the person as a dependent.

   c. Dependent child of parents not separated or divorced: When This Plan and another plan cover the same child as a dependent of different persons, called “parents”:

      1) the plan that covers the parent whose birthday falls earlier in the year determines benefits before the plan that covers the parent whose birthday falls later in the year; but

      2) if both parents have the same birthday, the plan that has covered the parent longer determines benefits before the plan that has covered the other parent for a shorter period of time.

   However, if the other plan does not have this rule for children of married parents, and instead the other plan has a rule based on the gender of the parent, and if as a result the plans do not agree on the order of benefits, the rule in the other plan determines the order of benefits.

   d. Dependent child of parents divorced or separated: If two (2) or more plans cover a dependent child of divorced or separated parents, This Plan determines benefits in this order:

      1) first, the plan of the parent with physical custody of the child;

      2) then, the plan that covers the spouse of the parent with physical custody of the child;

      3) finally, the plan that covers the parent not having physical custody of the child; or
4) in the case of joint physical custody, b. above applies.

However, if the court decree requires one (1) of the parents to be responsible for the health care expenses of the child, and the plan that covers that parent has actual knowledge of that requirement, that plan determines benefits first. This does not apply to any claim determination period or plan year during which any benefits are actually paid or provided before the plan has that actual knowledge.

e. Active/inactive employee: The Plan that covers a person as an employee who is neither laid-off nor retired (or as that employee’s dependent) determines benefits before a plan that covers that person as a laid-off or retired employee (or as that employee’s dependent). If the other plan does not have this rule, and if as a result the plans do not agree on the order of benefits, then this rule is ignored.

f. Longer/shorter length of coverage: If none of the above determines the order of benefits, the plan that has covered an employee, member, or subscriber longer determines benefits before the plan that has covered that person for a shorter time.

**Effect on Benefits of This Plan**

1. When this section applies: When the Order of Benefits Rules above require This Plan to be a Secondary Plan, this part applies. Benefits of This Plan may be reduced.

2. Reduction in This Plan's benefits

   The benefits that would be payable under This Plan, without applying coordination of benefits, are reduced by the benefits payable under the other plans for the expenses covered in whole or in part under This Plan. This applies whether or not a claim is made under a plan.

   When a plan provides benefits in the form of services, the reasonable cash value of each service rendered is considered both an expense incurred and a benefit payable. When benefits of This Plan are reduced, each benefit is reduced in proportion and charged against any applicable benefit limit of This Plan.

**Right to Receive and Release Needed Information**

Certain facts are needed to apply these coordination of benefits rules. The Claims Administrator has the right to decide which facts are needed. The Claims Administrator may get needed facts from, or give them to, any other organization or person. They do not need to tell, or get the consent of, any person to do this. Each person claiming benefits under This Plan must provide any facts needed to pay the claim.

**Facility of Payment**

A payment made under another plan may include an amount that should have been paid under This Plan. If this happens, This Plan may pay that amount to the organization that made that payment. That amount will then be considered a benefit under This Plan. This Plan will not have to pay that amount again. The term “payment made” includes providing benefits in the form of services, in which case “payment made” means reasonable cash value of the benefits provided in the form of services.

**Right of Recovery**

If This Plan pays more than it should have paid under these coordination of benefit rules, This Plan may recover the excess from any of the following:

1. the persons This Plan paid or for whom This Plan has paid;
2. insurance companies; and
3. other organizations.

The amount paid includes the reasonable cash value of any benefits provided in the form of services.
REIMBURSEMENT AND SUBROGATION

This Plan maintains both a right of reimbursement and a separate right of subrogation. As an express condition of your participation in this Plan, you agree that the Plan has the subrogation rights and reimbursement rights explained below.

The Plan’s Right of Subrogation

If you or your dependents receive benefits under this Plan arising out of an illness or injury for which a responsible party is or may be liable, this Plan shall be subrogated to your claims and/or your dependents’ claims against the responsible party.

Obligation to Reimburse the Plan

You are obligated to reimburse the Plan in accordance with this provision if the Plan pays any benefits and you, or your dependent(s), heirs, guardians, executors, trustees, or other representatives recover compensation or receive payment related in any manner to an illness, accident or condition, regardless of how characterized, from a responsible party, a responsible party’s insurer or your own (first party) insurer. You must reimburse the Plan for 100 percent of benefits paid by the Plan before you or your dependents, including minors, are entitled to keep or benefit by any payment, regardless of whether you or your dependent has been fully compensated and regardless of whether medical or dental expenses are itemized in a settlement agreement, award or verdict.

You are also obligated to reimburse the Plan from amounts you receive as compensation or other payments as a result of settlements or judgments, including amounts designated as compensation for pain and suffering, non-economic damages and/or general damages. The Plan is entitled to recover from any plan, person, entity, insurer (first party or third party), and/or insurance policy (including no-fault automobile insurance, an uninsured motorist’s plan, a homeowner’s plan, a renter’s plan, or a liability plan) that is or may be liable for:

1. the accident, injury, sickness, or condition that resulted in benefits being paid under the Plan; and/or
2. the medical, dental, and other expenses incurred by you or your dependents for which benefits are paid or will be paid under the Plan.

Until the Plan has been fully reimbursed, all payments received by you, your dependents, heirs, guardians, executors, trustees, attorneys or other representatives in relation to a judgment or settlement of any claim of yours or of your dependent(s) that arises from the same event as to which payment by the Plan is related shall be held by the recipient in constructive trust for the satisfaction of the Plan’s subrogation and/or reimbursement claims.

Complying with these obligations to reimburse the Plan is a condition of your continued coverage and the continued coverage of your dependents.

Duty to Cooperate

You, your dependents, your attorneys or other representatives must cooperate to secure enforcement of these subrogation and reimbursement rights. This means you must take no action – including, but not limited to, settlement of any claim – that prejudices or may prejudice these subrogation or reimbursement rights. As soon as you become aware of any claims for which the Plan is or may be entitled to assert subrogation and reimbursement rights, you must inform the Plan by providing written notification to the Claims Administrator of:

1. the potential or actual claims that you and your dependents have or may have;
2. the identity of any and all parties who are or may be liable; and
3. the date and nature of the accident, injury, sickness or condition for which the Plan has or will pay benefits and for which it may be entitled to subrogate or be reimbursed.
You and your dependents must provide this information as soon as possible, and in any event, before the earlier of the date on which you, your dependents, your attorneys or other representatives:

1. agree to any settlement or compromise of such claims; or
2. bring a legal action against any other party.

You have a continuing obligation to notify the Claims Administrator of information about your efforts or your dependents’ efforts to recover compensation.

In addition, as part of your duty to cooperate, you and your dependents must complete and sign all forms and papers, including a Reimbursement Agreement, as required by the Plan and provide any other information required by the Plan. A violation of the reimbursement agreement is considered a violation of the terms of the Plan.

The Plan may take such action as may be necessary and appropriate to preserve its rights, including bringing suit in your name or intervening in any lawsuit involving you or your dependent(s) following injury. The Plan may require you to assign your rights of recovery to the extent of benefits provided under the Plan. The Plan may initiate any suit against you or your dependent(s) or your legal representatives to enforce the terms of this Plan. The Plan may commence a court proceeding with respect to this provision in any court of competent jurisdiction that the Plan may elect.

Attorneys' Fees and Other Expenses You Incur

The Plan will not be responsible for any attorneys’ fees or costs incurred by you or your dependents in connection with any claim or lawsuit against any party, unless, prior to incurring such fees or costs, the Plan in the exercise of its sole and complete discretion has agreed in writing to pay all or some portion of fees or costs. The common fund doctrine or attorneys’ fund doctrine shall not govern the allocation of attorney’s fees incurred by you or your dependents in connection with any claim or lawsuit against any other party and no portion of such fees or costs shall be an offset against the Plan’s right to reimbursement without the express written consent of the Claims Administrator.

The Plan Administrator may delegate any or all functions or decisions it may have under this Reimbursement and Subrogation section to the Claims Administrator.

What May Happen to Your Future Benefits

If you or your dependent(s) obtain a settlement, judgment, or other recovery from any person or entity, including your own automobile or liability carrier, without first reimbursing the Plan, the Plan in the exercise of its sole and complete discretion, may determine that you, your dependents, your attorneys or other representatives have failed to cooperate with the Plan’s subrogation and reimbursement efforts. If the Plan determines that you have failed to cooperate the Plan may decline to pay for any additional care or treatment for you or your dependent(s) until the Plan is reimbursed in accordance with the Plan terms or until the additional care or treatment exceeds any amounts that you or your dependent(s) recover. This right to offset will not be limited to benefits for the insured person or to treatment related to the injury, but will apply to all benefits otherwise payable under the Plan for you and your dependents.

Interpretation

In the event that any claim is made that any part of this subrogation and right of recovery provision is ambiguous or questions arise concerning the meaning or intent of any of its terms, the Claims Administrator shall have the sole authority and discretion to resolve all disputes regarding the interpretation of this provision.
GENERAL PROVISIONS

Plan Administration

Plan Administrator

The general administration of the Plan and the duty to carry out its provisions is vested in the Employer. The Employer’s Vice President of Human Resources will perform such duties on behalf of the Employer, provided it may delegate such duty or any portion thereof to a named person, including employees and agents of the Employer, and may from time to time revoke such authority and delegate it to another person. Any delegation of responsibility must be in writing and accepted by the designated person. Notwithstanding any designation or delegation of final authority with respect to claims, the Plan Administrator generally has final authority to administer the Plan.

Powers and Duties of the Plan Administrator

The Plan Administrator will have the authority to control and manage the operation and administration of the Plan. This will include all rights and powers necessary or convenient to carry out its functions as Plan Administrator. Without limiting that general authority, the Plan Administrator will have the express authority to:

1. construe and interpret the provisions of the Plan and decide all questions of eligibility.

2. prescribe forms, procedures, policies, and rules to be followed by you and other persons claiming benefits under the Plan;

3. prepare and distribute information to you explaining the Plan;

4. receive from you and any other parties the necessary information for the proper administration of eligibility requirements under the Plan;

5. receive, review, and maintain reports of the financial condition and receipts and disbursements of the Plan; and

6. to retain such actuaries, accountants, consultants, third party administration service providers, legal counsel, or other specialists, as it may deem appropriate or necessary for the effective administration of the Plan.

Actions of the Plan Administrator

The Plan Administrator may adopt such rules as it deems necessary, desirable, or appropriate. All determinations, interpretations, rules, and decisions of the Plan Administrator shall be made in its sole discretion and shall be conclusive and binding upon all persons having or claiming to have any interest or right under the Plan, except with respect to claim determinations where final authority has been delegated to the Claims Administrator. All rules and decisions of the Plan Administrator will be uniformly and consistently applied so that all individuals who are similarly situated will receive substantially the same treatment.

The Plan Administrator or the Employer may contract with one (1) or more service agents, including the Claims Administrator, to assist in the handling of claims under the Plan and/or to provide advice and assistance in the general administration of the Plan. Such service agent(s) may also be given the authority to make payments of benefits under the Plan on behalf of and subject to the authority of the Plan Administrator. Such service agent(s) may also be given the authority to determine claims in accordance with procedures, policies, interpretations, rules, or practices made, adopted, or approved by the Plan Administrator.

Nondiscrimination

The Plan shall not discriminate in favor of “highly compensated employees” as defined in Section 105(h) of the Internal Revenue Code, as to eligibility to participate or as to benefits.
**Termination or Changes to the Plan**

No agent can legally change the Plan or waive any of its terms.

The Employer reserves the power at any time and from time to time (and retroactively if necessary or appropriate to meet the requirements of the Internal Revenue Code or ERISA) to terminate, modify or amend, in whole or in part, any or all provisions of the Plan. Any amendment to this Plan may be effected by a written resolution adopted by the Vice President of Human Resources. The Plan Administrator will communicate any adopted changes to the employees.

**Funding**

This Plan is a self-insured medical plan funded by contributions from the employer and/or employees. Funds for benefit payments are provided by the employer according to the terms of its agreement with the Claims Administrator. Your contributions toward the cost of coverage under the Plan will be determined by the employer each year. The Claims Administrator provides administrative services only and does not assume any financial risk or obligation with respect to providing benefits. The Claims Administrator’s payment of claims is contingent upon the Plan Administrator continuing to provide sufficient funds for benefits.

**Controlling Law**

Except as they may be subject to federal law, including ERISA, any questions, claims, disputes, or litigation concerning or arising from the Plan will be governed by the laws of the State of Minnesota.
GLOSSARY OF COMMON TERMS

Refer to the Benefit Chart for specific benefit and payment information.

90dayRx  Participating 90dayRx Retail Pharmacies and Mail Service Pharmacy used for the dispensing of a 90-day supply of long-term prescription drug refills.

Admission  A period of one (1) or more days and nights while you occupy a bed and receive inpatient care in a facility.

Advanced practice nurses  Licensed registered nurses who have gained additional knowledge and skills through an organized program of study and clinical experience that meets the criteria for advanced practice established by the professional nursing organization having the authority to certify the registered nurse in the advanced nursing practice. Advanced practice nurses include clinical nurse specialists (C.N.S.), nurse practitioners (N.P.), certified registered nurse anesthetists (C.R.N.A.), and certified nurse midwives (C.N.M.).

Allowed amount  The amount upon which payment is based for a given covered service for a specific provider. The allowed amount may vary from one provider to another for the same service. All benefits are based on the allowed amount, except as specified in the Benefit Chart.

The Allowed Amount for Participating Providers

For Participating Providers, the allowed amount is the negotiated amount of payment that the Participating Provider has agreed to accept as full payment for a covered service at the time your claim is processed. The Claims Administrator periodically may adjust the negotiated amount of payment at the time your claim is processed for covered services at Participating Providers as a result of expected settlements or other factors. The negotiated amount of payment with Participating Providers for certain covered services may not be based on a specified charge for each service, and the Claims Administrator uses a reasonable allowance to establish a per service allowed amount for such covered services.

Through settlements or other special arrangements with Participating Providers the Claims Administrator may prospectively or subsequently pay a different amount to a Participating Provider. Such payments will not affect or cause any change in the amount you paid at the time your claim was processed.

Qualifications Applicable to All Nonparticipating Providers

In determining the allowed amount for Nonparticipating Providers, the Claims Administrator makes no representations that this allowed amount is a usual, customary, or reasonable charge from a provider. The allowed amount is the amount that the Plan will pay for a covered service. The Plan will pay this amount to you. The determination of the allowed amount is subject to all of the Claims Administrator’s business rules as defined in the Claims Administrator Provider Policy and Procedure Manual. As a result, the Claims Administrator may bundle services or take multiple procedure discounts and/or reductions as a result of the procedures performed and billed on the claim. No fee schedule amounts include any applicable tax.

The Allowed Amount for Nonparticipating Providers in Minnesota

For Nonparticipating Provider services within Minnesota, except those described under Special Circumstances below, the allowed amount will be an amount based upon one of the following payment options to be determined by the Claims Administrator at its discretion: (1) a Minnesota Nonparticipating Provider fee schedule posted at the Claims Administrator’s website;
(2) a percentage of the published Medicare allowed charge for the same or similar service; (3) a percentage of billed charges; or (4) pricing using a nationwide provider reimbursement database. The payment option selected by the Claims Administrator may result in an allowed amount that is a lower amount than if calculated by another payment option.

The Allowed Amount for All Nonparticipating Provider Services Outside Minnesota

For Nonparticipating Provider services outside of Minnesota, except those described under Special Circumstances below, the allowed amount will be an amount based upon one of the following payment options, to be determined by the Claims Administrator at its discretion: (1) a Minnesota Nonparticipating Provider fee schedule posted at the Claims Administrator's website; (2) a percentage of the published Medicare allowed charge for the same or similar service; (3) a percentage of billed charges; (4) pricing determined by the Host Blue plan; or (5) pricing using a nationwide provider reimbursement database. The payment option selected by the Claims Administrator may result in an allowed amount that is a lower amount than if calculated by another payment option.

Special Circumstances

When you receive care from certain nonparticipating professionals at a participating facility such as a hospital, outpatient facility, or emergency room, the reimbursement to the nonparticipating professional may include some of the costs that you would otherwise be required to pay (e.g., the difference between the allowed amount and the provider's billed charge). This reimbursement applies when nonparticipating professionals are hospital-based and needed to provide immediate medical or surgical care and you do not have the opportunity to select the provider of care. The extent of reimbursement in these circumstances may also be subject to federal law.

If you have questions about the benefits available for services to be provided by a Nonparticipating Provider, you will need to speak with your provider and you may call the Claims Administrator Customer Service at the telephone number on the back of your member ID card for more information.

Artificial Insemination (AI)

The introduction of semen from a donor (which may have been preserved as a specimen), into a woman’s vagina, cervical canal, or uterus by means other than sexual intercourse.

Assisted Reproductive Technologies (ART)

Fertility treatments in which both eggs and sperm are handled. In general, ART procedures involve surgically removing eggs from a woman's ovaries, combining them with sperm in the laboratory, and returning them to the woman's body or donating them to another woman. Such treatments do not include procedures in which only sperm are handled (i.e., intrauterine insemination (IUI), or artificial insemination (AI)), or procedures in which a woman takes medicine only to stimulate egg production without the intention of having eggs retrieved.

Attending health care professional

A health care professional with primary responsibility for the care provided to a sick or injured person.

Average semiprivate room rate

The average rate charged for semiprivate rooms. If the provider has no semiprivate rooms, the Claims Administrator uses the average semiprivate room rate for payment of the claim.

BlueCard Network Provider

Providers who have entered into a specific network contract with the local Blue Cross and/or Blue Shield Plan outside of Minnesota.
BlueCard Program

A national Blue Cross and Blue Shield program in which employees and dependents can receive health plan benefits while traveling or living outside the state of Minnesota. Employees and dependents must show their membership ID to secure benefits.

Calendar year

The period starting on January 1st of each year and ending at midnight December 31st of that year.

Care/case management plan

A plan for health care services developed for a specific patient by a care/case manager after an assessment of the patient’s condition in collaboration with the patient and the patient’s health care team. The plan sets forth both the immediate and the ongoing skilled health care needs of the patient to sustain or achieve optimal health status.

Claim

A written submission from your provider (or you when you use Nonparticipating Providers) to the Claims Administrator. Most claims are submitted electronically. The claim tells the Claims Administrator what services the provider delivered to you. In some cases, the Claims Administrator may require additional information from the provider or you before a determination can be made. When this occurs, work with your provider to return the information to the Claims Administrator promptly. If the provider delivered a service that is not covered, the claim will be denied, meaning no payment is allowed.

Providers are required to use certain codes to explain the care they give you. The provider’s medical records must support the codes being used. The Claims Administrator may not change the codes a provider uses on a claim. If you believe your provider has not used the right codes on your claim, you will need to contact your provider.

Claims Administrator

Blue Cross and Blue Shield of Minnesota (Blue Cross).

Coinsurance

The percentage of the allowed amount you must pay for certain covered services after you have paid any applicable deductibles and copays and until you reach your out-of-pocket and/or intermediate maximum. For covered services from Participating Providers, coinsurance is calculated based on the lesser of the allowed amount or the Participating Provider’s billed charge. Because payment amounts are negotiated with Participating Providers to achieve overall lower costs, the allowed amount for Participating Providers is generally, but not always, lower than the billed charge. However, the amount used to calculate your coinsurance will not exceed the billed charge. When your coinsurance is calculated on the billed charge rather than the allowed amount for Participating Providers, the percentage of the allowed amount paid by the Claims Administrator will be greater than the stated percentage.

For covered services from Out-of-Network Providers, coinsurance is calculated based on the allowed amount. In addition, you are responsible for any excess charge over the allowed amount.

Your coinsurance and deductible amount will be based on the negotiated payment amount the Claims Administrator has established with the provider or the provider’s charge, whichever is less. The negotiated payment amount includes discounts that are known and can be calculated when the claim is processed.

In some cases, after a claim is processed, that negotiated payment amount may be adjusted at a later time if the agreement with the provider so provides. Coinsurance and deductible calculation will not be changed by such subsequent adjustments or any other subsequent reimbursements the Claims Administrator may receive from other parties.
Coinsurance Example:

You are responsible for payment of any applicable coinsurance amounts for covered services. The following is an example of how coinsurance would work for a typical claim:

For instance, when the Claims Administrator pays 80% of the allowed amount for a covered service, you are responsible for the coinsurance, which is 20% of the allowed amount. In addition, you would be responsible for any excess charge over the Claims Administrator's allowed amount when an Out-of-Network Provider is used. For example, if an Out-of-Network Provider ordinarily charges $100 for a service, but the Claims Administrator's allowed amount is $95, the Claims Administrator will pay 80% of the allowed amount ($76). You must pay the 20% coinsurance on the Claims Administrator's allowed amount ($19), plus the difference between the billed charge and the allowed amount ($5), for a total responsibility of $24.

Remember, if Participating Providers are used, your share of the covered charges (after meeting any deductibles) is limited to the stated coinsurance amounts based on the Claims Administrator's allowed amount. If Out-of-Network Providers are used, your out-of-pocket costs will be higher as shown in the example above.

**Compound drug**

A prescription where two or more drugs are mixed together. One of these must be a Federal legend drug. The end product must not be available in an equivalent commercial form. A prescription will not be considered a compound if only water or sodium chloride solution are added to the active ingredient.

**Comprehensive pain management program**

A multidisciplinary program including, at a minimum, the following components:

1. a comprehensive physical and psychological evaluation;
2. physical/occupation therapies;
3. a multidisciplinary treatment plan; and
4. a method to report clinical outcomes.

**Copay**

The dollar amount you must pay for certain covered services. The Benefit Chart lists the copays and services that require copays.

A negotiated payment amount with the provider for a service requiring a copay will not change the dollar amount of the copay.

**Cosmetic services**

Surgery and other services performed primarily to enhance or otherwise alter physical appearance without correcting or improving a physiological function.

**Covered services**

A health service or supply that is eligible for benefits when performed and billed by an eligible provider. You incur a charge on the date a service is received or a supply or a drug is purchased.

**Custodial care**

Services to assist in activities of daily living, such as giving medicine that can usually be taken without help, preparing special foods, helping someone walk, get in and out of bed, dress, eat, bathe and use the toilet. These services do not seek to cure, are performed regularly as part of a routine or schedule, and do not need to be provided directly or indirectly by a health care professional.

**Cycle**

One (1) partial or complete fertilization attempt extending through the implantation phase only.

**Day treatment**

Behavioral health services that may include a combination of group and individual therapy or counseling for a minimum of three (3) hours per day, three (3) to five (5) days per week.
Deductible

The amount you must pay toward the allowed amount for certain covered services each year before the Claims Administrator begins to pay benefits. The deductibles for each person and family are shown on the Benefit Chart.

Your coinsurance and deductible amount will be based on the negotiated payment amount the Claims Administrator has established with the provider or the provider’s charge, whichever is less. The negotiated payment amount includes discounts that are known and can be calculated when the claim is processed. In some cases, after a claim is processed, that negotiated payment amount may be adjusted at a later time if the agreement with the provider so provides. Coinsurance and deductible calculation will not be changed by such subsequent adjustments or any other subsequent reimbursements the Claims Administrator may receive from other parties.

Drug therapy supply

A disposable article intended for use in administering or monitoring the therapeutic effect of a drug.

Durable medical equipment

Medical equipment prescribed by a physician that meets each of the following requirements:

1. able to withstand repeated use;
2. used primarily for a medical purpose;
3. generally not useful in the absence of illness or injury;
4. determined to be reasonable and necessary; and
5. represents the most cost-effective alternative.

E-Visit

An online evaluation and management service provided by a physician using the internet or similar secure communications network to communicate with an established patient.

Emergency hold

A process defined in Minnesota law that allows a provider to place a person who is considered to be a danger to themselves or others, in a hospital involuntarily for up to 72 hours, excluding Saturdays, Sundays, and legal holidays, to allow for evaluation and treatment of mental health and/or substance abuse issues.

Enrollment date

The first day of coverage, or if there has been a waiting period, the first day of the waiting period (typically the date employment begins).

Extended hours skilled nursing care

Also referred to as private-duty nursing care, is complex nursing care services provided in a member’s home for greater than four (4) hours in a 24-hour period.

Extended hours skilled nursing care services provide complex, direct, skilled nursing care to develop caregiver competencies through training and education to optimize the member’s health status and outcomes. The frequency of the nursing tasks is continuous and temporary in nature and is not intended to be provided on a permanent, ongoing basis.

Facility

A provider that is a hospital, skilled nursing facility, residential behavioral health treatment facility, or outpatient behavioral health treatment facility licensed under state law, in the state in which it is located to provide the health services billed by that facility. Facility may also include a licensed home infusion therapy provider, freestanding ambulatory surgical center, home health agency, or freestanding birthing center when services are billed on a facility claim.

Family therapy

Behavioral health therapy intended to treat an individual, diagnosed with a behavioral health condition, within the context of family relationships.
<table>
<thead>
<tr>
<th>Term</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Foot orthoses</strong></td>
<td>Appliances or devices used to stabilize, support, align, or immobilize the foot in order to prevent deformity, protect against injury, or assist with function. Foot orthoses generally refer to orthopedic shoes, and devices or inserts that are placed in shoes including heel wedges and arch supports. Foot orthoses are used to decrease pain, increase function, correct some foot deformities, and provide shock absorption to the foot. Orthoses can be classified as pre-fabricated or custom made. A pre-fabricated orthosis is manufactured in quantity and not designed for a specific patient. A custom-fitted orthosis is specifically made for an individual patient.</td>
</tr>
<tr>
<td><strong>Freestanding ambulatory surgical center</strong></td>
<td>A provider who facilitates medical and surgical services to sick and injured persons on an outpatient basis. Such services are performed by or under the direction of a staff of licensed doctors of medicine (M.D.) or osteopathy (D.O.) and/or registered nurses (R.N.). A freestanding ambulatory surgical center is not part of a hospital, clinic, doctor’s office, or other health care professional’s office.</td>
</tr>
<tr>
<td><strong>Group home</strong></td>
<td>A supportive living arrangement offering a combination of in-house and community resource services. The emphasis is on securing community resources for most daily programming and employment.</td>
</tr>
<tr>
<td><strong>Group therapy</strong></td>
<td>Behavioral health therapy conducted with multiple patients.</td>
</tr>
<tr>
<td><strong>Halfway house</strong></td>
<td>Specialized residences for individuals who no longer require the complete facilities of a hospital or institution but are not yet prepared to return to independent living.</td>
</tr>
<tr>
<td><strong>Health care professional</strong></td>
<td>A health care professional, licensed for independent practice, certified or otherwise qualified under state law, in the state in which the services are rendered, to provide the health services billed by that health care professional. Health care professionals include only physicians, chiropractors, mental health professionals, advanced practice nurses, physician assistants, audiologists, physical, speech and occupational therapists, licensed nutritionists, licensed registered dieticians, and licensed acupuncture practitioners. Health care professional also includes supervised employees of: Minnesota Rule 29 behavioral health treatment facility licensed by the Minnesota Department of Human Services and doctors of medicine, osteopathy, chiropractic, or dental surgery.</td>
</tr>
<tr>
<td><strong>Home health agency</strong></td>
<td>A Medicare approved or other preapproved facility that sends health professionals and home health aides into a person’s home to provide health services.</td>
</tr>
<tr>
<td><strong>Hospice care</strong></td>
<td>A coordinated set of services provided at home or in an institutional setting for covered individuals suffering from a terminal disease or condition.</td>
</tr>
<tr>
<td><strong>Hospital</strong></td>
<td>A facility that provides diagnostic, therapeutic and surgical services to sick and injured persons on an inpatient or outpatient basis. Such services are performed by or under the direction of a staff of licensed doctors of medicine (M.D.) or osteopathy (D.O.). A hospital provides 24-hour-a-day professional registered nursing (R.N.) services.</td>
</tr>
<tr>
<td><strong>Host Blue</strong></td>
<td>A Blue Cross and/or Blue Shield organization outside of Minnesota that has contractual relationships with Participating Providers in its designated service area that require such Participating Providers to provide services to members of other Blue Cross and/or Blue Shield organizations.</td>
</tr>
<tr>
<td><strong>Illness</strong></td>
<td>A sickness, injury, pregnancy, mental illness, substance abuse, or condition involving a physical disorder.</td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
</tr>
<tr>
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</tr>
<tr>
<td><strong>In-Network Provider</strong></td>
<td>A provider that has entered into a specific network contract with the Claims Administrator or with the local Blue Cross and/or Blue Shield Plan. Refer to the Benefit Chart and Coverage Information sections for network details.</td>
</tr>
<tr>
<td><strong>Infertility testing</strong></td>
<td>Services associated with establishing the underlying medical condition or cause of infertility. This may include the evaluation of female factors (i.e., ovulatory, tubal, or uterine function), male factors (i.e., semen analysis or urological testing) or both and involves physical examination, laboratory studies and diagnostic testing performed solely to rule out causes of infertility or establish an infertility diagnosis.</td>
</tr>
<tr>
<td><strong>Intensive Outpatient Programs (IOP)</strong></td>
<td>A behavioral health care service setting that provides structured multidisciplinary diagnostic and therapeutic services. IOPs operate at least three (3) hours per day, three (3) days per week. Substance Abuse treatment is typically provided in an IOP setting. Some IOPs provide treatment for mental health disorders.</td>
</tr>
<tr>
<td><strong>Intermediate maximum</strong></td>
<td>The point where the Plan starts to pay 100% for certain covered services for the rest of the applicable plan or calendar year. Your allowed amounts must total the intermediate maximum.</td>
</tr>
<tr>
<td><strong>Intermittent skilled nursing care</strong></td>
<td>A visit by an employee or employees of an approved home health care agency of up to a total of four (4) hours in a 24 hour period.</td>
</tr>
<tr>
<td><strong>Intrauterine Insemination (IUI)</strong></td>
<td>A specific method of artificial insemination in which semen is introduced directly into the uterus.</td>
</tr>
</tbody>
</table>
| **Investigative**                  | A drug, device, diagnostic procedure, technology, or medical treatment or procedure is investigative if reliable evidence does not permit conclusions concerning its safety, effectiveness, or effect on health outcomes. The Claims Administrator bases its decision upon an examination of the following reliable evidence, none of which is determinative in and of itself:  

1. the drug or device cannot be lawfully marketed without approval of the U.S. Food and Drug Administration and approval for marketing has not been given at the time the drug or device is furnished;  
2. the drug, device, diagnostic procedure, technology, or medical treatment or procedure is the subject of ongoing phase I, II, or III clinical trials (Phase I clinical trials determine the safe dosages of medication for Phase II trials and define acute effects on normal tissue. Phase II clinical trials determine clinical response in a defined patient setting. If significant activity is observed in any disease during Phase II, further clinical trials usually study a comparison of the experimental treatment with the standard treatment in Phase III trials. Phase III trials are typically quite large and require many patients to determine if a treatment improves outcomes in a large population of patients);  
3. medically reasonable conclusions establishing its safety, effectiveness, or effect on health outcomes have not been established. For purposes of this subparagraph, a drug, device, diagnostic procedure, technology, or medical treatment or procedure shall not be considered investigative if reliable evidence shows that it is safe and effective for the treatment of a particular patient.  

Reliable evidence shall also mean consensus opinions and recommendations reported in the relevant medical and scientific literature, peer-reviewed journals, reports of clinical trial committees, or technology assessment bodies, and professional expert consensus opinions of local and national health care providers. |
| **Lifetime maximum** | The cumulative maximum payable for covered services incurred by you during your lifetime or by each of your dependents during the dependent’s lifetime under all health plans sponsored by the Plan Administrator. The lifetime maximum does not include amounts which are your responsibility such as deductibles, coinsurance, copays, penalties, and other amounts. Refer to the Benefit Chart for specific dollar maximums on certain services. |
| **Mail service pharmacy** | A pharmacy that dispenses prescription drugs through the U.S. Mail. |
| **Marital/couples counseling** | Behavioral health care services for the primary purpose of working through relationship issues. |
| **Marital/couples training** | Services for the primary purpose of relationship enhancements including, but not limited to: premarital education; or marriage/couples retreats; encounters; or seminars. |
| **Medical emergency** | Medically necessary care which a reasonable layperson believes is immediately necessary to preserve life, prevent serious impairment to bodily functions, organs, or parts, or prevent placing the physical or mental health of the patient in serious jeopardy. |
| **Medically necessary** | Health care services that a Physician, exercising prudent clinical judgment, would provide to a patient for the purpose of preventing, evaluating, diagnosing or treating an illness, injury, disease or its symptoms, and that are: (a) in accordance with generally accepted standards of medical practice; (b) clinically appropriate, in terms of type, frequency, extent, site and duration, and considered effective for the patient's illness, injury or disease; and (c) not primarily for the convenience of the patient, physician, or other health care provider, and 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 that patient’s illness, injury or disease. For these purposes, “generally accepted standards of medical practice” means standards that are based on creditable scientific evidence published in peer-reviewed medical literature generally recognized by the relevant medical community, Physician Specialty Society recommendations and the views of Physicians practicing in relevant clinical areas and any other relevant factors. |
| **Medicare** | A federal health insurance program established under Title XVIII of the Social Security Act. Medicare is a program for people age 65 or older; some people with disabilities under age 65; and people with end-stage renal disease. The program includes Part A, Part B and Part D. Part A generally covers some costs of inpatient care in hospitals and skilled nursing facilities. Part B generally covers some costs of physician, medical, and other services. Part D generally covers outpatient prescription drugs defined as those drugs covered under the Medicaid program plus insulin, insulin-related supplies, certain vaccines, and smoking cessation agents. Medicare Parts A, B and D do not pay the entire cost of services and are subject to cost sharing requirements and certain benefit limitations. |
Medicare allowed charge: The charge that Medicare would authorize as the cost of a service or supply from a provider that participates in Medicare. The Medicare allowed charge is adjusted by location in the United States according to Geographic Practice Cost Indices (GPCIs) calculated by Medicare. The Medicare allowed charge for covered inpatient care is based upon the Acute Hospital Inpatient Prospective Payment System (PPS). The Medicare allowed charge does not include additional amounts, such as Disproportionate Share Hospital, Direct Graduate Medical Education, outlier amounts or other charges that are not included in the Prospective Payment System amount. Payment for physician services is based solely upon the Medicare Physician Fee Schedule.

The determination of the allowed amount is subject to all Medicare payment rules. As a result, the Claims Administrator may bundle services or take multiple procedure discounts and/or other reductions consistent with Medicare payment procedures resulting from the procedures performed and billed on the claim.

The Medicare allowable charge that is current as of the time the services are provided will be the amount that is used in determining the allowed amount.

Mental health care professional: A psychiatrist, psychologist, licensed independent clinical social worker, marriage and family therapist, nurse practitioner or a clinical nurse specialist licensed for independent practice that provides treatment for mental health disorders.

Mental illness: A mental disorder as defined in the International Classification of Diseases. It does not include alcohol or drug dependence, nondependent abuse of drugs, or developmental disability.

Mobile crisis services: Face-to-face short term, intensive behavioral health care services initiated during a behavioral health crisis or emergency. This service may be provided on-site by a mobile team outside of an inpatient hospital setting or nursing facility. Services can be available 24 hours a day, seven (7) days a week, 365 days per year.

Neuro-psychological examinations: Examinations for diagnosing brain dysfunction or damage and central nervous system disorders or injury. Services may include interviews, consultations and testing to assess neurological function associated with certain behaviors.

Nonparticipating Provider: A provider that has not entered into a network contract with the Claims Administrator or the local Blue Cross and/or Blue Shield Plan.

Opioid treatment: Treatment that uses methadone as a maintenance drug to control withdrawal symptoms for opioid addiction.

Out-of-Network Provider: A Participating Provider that is not In-Network; and Nonparticipating Providers.

Out-of-pocket maximum: The most each person must pay each applicable plan or calendar year toward the allowed amount for covered services.

After a person reaches the out-of-pocket maximum, the Plan pays 100% of the allowed amount for covered services for that person for the rest of the applicable plan or calendar year. The Benefit Chart lists the out-of-pocket maximum amounts.
<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Outpatient behavioral health treatment facility</strong></td>
<td>A facility that provides outpatient treatment, by or under the direction of, a doctor of medicine (M.D.) or osteopathy (D.O.), for mental health disorders, alcoholism, substance abuse, or drug addiction. An outpatient behavioral health treatment facility does not, other than incidentally, provide educational or recreational services as part of its treatment program.</td>
</tr>
<tr>
<td><strong>Outpatient care</strong></td>
<td>Health services a patient receives without being admitted to a facility as an inpatient. Care received at ambulatory surgery centers is considered outpatient care.</td>
</tr>
<tr>
<td><strong>Palliative care</strong></td>
<td>Any eligible treatment or service specifically designed to alleviate the physical, psychological, psychosocial, or spiritual impact of a disease, rather than providing a cure for members with a new or established diagnosis of a progressive, debilitating illness. Services may include medical, spiritual, or psychological interventions focused on improving quality of life by reducing or eliminating physical symptoms, enabling a patient to address psychological and spiritual problems, and supporting the patient and family.</td>
</tr>
<tr>
<td><strong>Partial programs</strong></td>
<td>An intensive structured behavioral health care setting that provides medically supervised diagnostic and therapeutic services. Partial programs operate five (5) to six (6) hours per day, five (5) days per week although some patients may not require daily attendance.</td>
</tr>
<tr>
<td><strong>Participating Pharmacy</strong></td>
<td>A nationwide pharmaceutical provider that participates in a network for the dispensing of prescription drugs.</td>
</tr>
<tr>
<td><strong>Participating Provider</strong></td>
<td>A provider who has entered into a specific network contract with the Claims Administrator or the local Blue Cross and/or Blue Shield Plan.</td>
</tr>
<tr>
<td><strong>Pharmacy value based benefit design</strong></td>
<td>A program designed to reward ongoing appropriate drug usage by providing reduced member cost sharing for medications in specific categories or drug classes.</td>
</tr>
<tr>
<td><strong>Physician</strong></td>
<td>A doctor of medicine (M.D.), osteopathy (D.O.), dental surgery (D.D.S.), medical dentistry (D.M.D.), podiatric medicine (D.P.M.), or optometry (O.D.) practicing within the scope of his or her license.</td>
</tr>
<tr>
<td><strong>Place of service</strong></td>
<td>Industry standard claim submission standards (established by the Medicare program) used by clinic and hospital providers. Providers use different types of claim forms to bill for services based on the &quot;place of service.&quot; Generally, the place of service is either a clinic or facility. The benefit paid for a service is based on provider billing and the place of service. For example, the benefits for diagnostic imaging performed in a physician’s office may be different than diagnostic imaging delivered in an outpatient facility.</td>
</tr>
<tr>
<td><strong>Plan</strong></td>
<td>The plan of benefits established by the Plan Administrator.</td>
</tr>
<tr>
<td><strong>Plan year</strong></td>
<td>A 12-month period which begins on the effective date of the Plan, as stated in the Introduction section, and each succeeding 12-month period thereafter.</td>
</tr>
<tr>
<td><strong>Preferred drug list</strong></td>
<td>A list of prescription drugs and drug therapy supplies used by patients in an ambulatory care setting. Over-the-counter drugs, injectable medications, and drug therapy supplies are not included in your specified preferred drug list unless they are specifically listed.</td>
</tr>
</tbody>
</table>
Prescription drugs

Drugs, including insulin, that are required by federal law to be dispensed only by prescription of a health professional who is authorized by law to prescribe the drug.

Provider

A health care professional licensed, certified or otherwise qualified under state law, in the state in which services are rendered to provide the health services billed by that provider and a health care facility licensed under state law in the state in which it is located to provide the health services billed by that facility. Provider includes pharmacies, medical supply companies, independent laboratories, ambulances, freestanding ambulatory surgical centers, home infusion therapy providers, and also home health agencies.

Reproduction treatment

Treatment to enhance the reproductive ability among patients experiencing infertility, after a confirmed diagnosis of infertility has been established due to either female, male factors or unknown causes. Treatment may involve oral and/or injectable medications, surgery, artificial insemination, assisted reproductive technologies or a combination of these.

Residential behavioral health treatment facility

A facility licensed under state law in the state in which it is located that provides treatment by or under the direction of a doctor of medicine (M.D.) or osteopathy (D.O.) for mental health disorders, alcoholism, substance abuse or substance addiction. The facility provides continuous, 24-hour supervision by a skilled staff who are directly supervised by health care professionals. Skilled nursing and medical care are available each day. A residential behavioral health treatment facility does not, other than incidentally, provide educational or recreational services as part of its treatment program.

Respite care

Short-term inpatient or home care provided to the patient when necessary to relieve family members or other persons caring for the patient.

Retail health clinic

A clinic located in a retail establishment or worksite. The clinic provides medical services for a limited list of eligible symptoms (e.g., sore throat, cold). If the presenting symptoms are not on the list, the member will be directed to seek services from a physician or hospital. Retail health clinics are staffed by eligible nurse practitioners or other eligible providers that have a practice arrangement with a physician. The list of available medical services and/or treatable symptoms is available at the retail health clinic. Access to retail health clinic services is available on a walk-in basis.

Retail pharmacy

Any licensed pharmacy that you can physically enter to obtain a prescription drug.

Services

Health care service, procedures, treatments, durable medical equipment, medical supplies and prescription drugs.

Skilled care

Services that are medically necessary and provided by a licensed nurse or other licensed health care professional (up to four (4) hours in a 24 hour period). A service shall not be considered skilled care merely because it is performed by, or under the direct supervision of, a licensed nurse. Services such as tracheotomy suctioning or ventilator monitoring that can be safely and effectively performed by a non-medical person (or self-administered) without direct supervision of a licensed nurse, shall not be regarded as skilled care, whether or not a licensed nurse actually provides the service. The unavailability of a competent person to provide a non-skilled service shall not make it skilled care when a licensed nurse provides the service. Only the skilled care component of combined services that include non-skilled care are covered under the Plan.
Skilled nursing facility
A Medicare approved facility that provides skilled transitional care, by or under the direction of a doctor of medicine (M.D.) or osteopathy (D.O.), after a hospital stay. A skilled nursing facility provides 24-hour-a-day professional registered nursing (R.N.) services.

Skills training
Training of basic living and social skills that restore a patient’s skills essential for managing his or her illness, treatment and the requirements of everyday independent living.

Smoking cessation drugs
Prescription drugs and over-the-counter products that aid in reducing or eliminating the use of nicotine.

Specialty drugs
Specialty drugs are designated complex injectable and oral drugs that have very specific manufacturing, storage, and dilution requirements. Specialty drugs are drugs including, but not limited to drugs used for: growth hormone treatment; multiple sclerosis; rheumatoid arthritis; hepatitis C; and hemophilia.

Specialty Pharmacy Network
A nationwide pharmaceutical specialty provider that participates in a network for the dispensing of certain oral medications and injectable drugs.

Substance abuse and/or addictions
Alcohol, drug dependence or other addictions as defined in the most current edition of the International Classification of Diseases.

Supervised employees
Health care professional employed by a doctor of medicine, osteopathy, chiropractic, or dental surgery or Minnesota Rule 29 behavioral health treatment facilities licensed by the Minnesota Department of Human Services. The employing M.D., D.O., D.C., D.D.S. or mental health professional must be physically present and immediately available in the same office suite more than 50 percent of each day when the employed health care professional is providing services. Independent contractors are not eligible.

Supply
Equipment that must be medically necessary for the medical treatment or diagnosis of an illness or injury or to improve functioning of a malformed body part. Supplies are not reusable, and usually last for less than one (1) year.

Supplies do not include such things as:

1. alcohol swabs;
2. cotton balls;
3. incontinence liners/pads;
4. Q-tips;
5. adhesives; or
6. informational materials.

Surrogate pregnancy
An arrangement whereby a woman who is not covered under this Plan becomes pregnant for the purpose of gestating and giving birth to a child for others to raise.

Terminally ill patient
An individual who has a life expectancy of six (6) months or less, as certified by the person’s primary physician.

Therapeutic camps
A structured recreational program of behavioral health treatment and care provided by an enrolled family community support services provider that is licensed as a day program. The camps are accredited as a camp by the American Camping Association.
| **Therapeutic day care (pre-school)** | A licensed program that provides behavioral health care services to a child who is at least 33 months old but who has not yet attended the first day of kindergarten. The therapeutic components of a pre-school program must be available at least one (1) day a week for a minimum two (2)-hour time block. Services may include individual or group psychotherapy and a combination of the following activities: recreational therapy, socialization therapy and independent living skills therapy. |
| **Therapeutic support of foster care** | Behavioral health training, support services, and clinical supervision provided to foster families caring for children with severe emotional disturbance. The intended purpose is to provide a therapeutic family environment and support for the child’s improved functioning. |
| **Treatment** | The management and care of a patient for the purpose of combating an illness. Treatment includes medical care surgical care, diagnostic evaluation, giving medical advice, and monitoring and taking medication. |
| **Waiting period** | The period of time that must pass before you or your dependents are eligible for coverage under the health plan. |