



These are your  
**NEW HARTFORD CENTRAL SCHOOL DISTRICT PPO PLAN BENEFITS**

This booklet explains the benefits available to you under the self-funded health benefits plan, maintained by the New Hartford Central School District (the “Benefit Plan”). The Benefit Plan is funded by the New Hartford Central School District (the “Group”). Excellus Health Plan, Inc. is the Claims Administrator for the Benefit Plan and is not acting as an insurer of your benefits. You should keep this booklet with your other important papers so it is available for your future reference.

This Benefit Plan offers each person the option to receive covered services on two benefit levels:

**In-Network Benefits.** In-Network Benefits are the highest level of coverage available. In-Network Benefits apply when your care is provided by In-Network Providers. You should always consider receiving health care services first through In-Network Providers.

**Out-of-Network Benefits.** The Out-of-Network Benefits portion of this Benefit Plan covers health care services described in this booklet when you choose to receive the covered services from Out-of-Network Providers. When you receive Out-of-Network Benefits, you will incur highest out-of-pocket expenses. You will be responsible for paying Deductible and Coinsurance amounts on most covered services, as well as paying any difference between the Allowable Expense and the provider’s charge.

**READ THIS ENTIRE BOOKLET CAREFULLY. IT DESCRIBES THE BENEFITS AVAILABLE UNDER THE BENEFIT PLAN. IT IS YOUR RESPONSIBILITY TO UNDERSTAND THE TERMS AND CONDITIONS IN THIS BOOKLET.**

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## SECTION ONE - INTRODUCTION AND DEFINITIONS

1. **Your Coverage under This Benefit Plan.** The Group has created the self-funded Benefit Plan effective July 1, 2011, and most recently amended and restated effective as of July 1, 2014, to provide the benefits described in this booklet to New Hartford Central School District employees and their covered family members, subject to eligibility requirements. You should keep this booklet with your other important papers so that it is available for your future reference.
2. **Definitions.**
  - A. **Allowable Expense.** “Allowable Expense” means the maximum amount payable for covered services under this Benefit Plan, before any applicable Deductible and Coinsurance amounts are subtracted. The Allowable Expense is determined as follows:
    - (1) **Facility Services**
      - (a) The Allowable Expense for covered services received from an In-Network Facility is the amount set by state or federal law. In the absence of state or federal law, the Allowable Expense for an In-Network Facility will be the amount the Claims Administrator has negotiated with the In-Network Facility or the amount approved by another Blue Cross and Blue Shield Plan. However, when the In-Network Facility’s charge is less than the amount that the Claims Administrator has negotiated with the In-Network Facility, your Deductible or Coinsurance amount will be based on the In-Network Facility’s charge.
      - (b) The Allowable Expense for an Out-of-Network Facility (other than an Out-of-Network Facility providing services for an Emergency Condition) will be the lowest of:
        - (i) The amount the Claims Administrator (or a contractor, acting on the Claims Administrator’s behalf) has negotiated with the Out-of-Network Facility;
        - (ii) The average amount the Claims Administrator has negotiated with In-Network Facilities of the same type as the Out-of-Network Facility;
        - (iii) The amount provided to the Claims Administrator by another Blue Cross and Blue Shield Plan; or
        - (iii) The Facility’s charge.

(2) **Professional Provider or Provider of Additional Health Services**

(a) The Allowable Expense for covered services performed by an In-Network Professional Provider or an In-Network Provider of Additional Health Services will be the lower of:

(i) The amount listed on the Claims Administrator's fee schedule or, if outside the Service Area, the amount provided to the Claims Administrator by another Blue Cross and Blue Shield Plan; or

(ii) The Provider's charge.

(b) The Allowable Expense for services of an Out-of-Network Professional Provider and an Out-of-Network Provider of Additional Health Services (hereinafter collectively referred to as an Out-of-Network Service Provider) *inside* the Service Area, other than an Out-of-Network Service Provider rendering services inside the Service Area for an Emergency Condition, will be the lowest of:

(i) The amount listed on the Claims Administrator's fee schedule;

(ii) The amount the Claims Administrator (or a contractor, acting on the Claims Administrator's behalf) has negotiated with the Out-of-Network Service Provider; or

(iii) The Out-of-Network Service Provider's charge.

(c) The Allowable Expense for services of an Out-of-Network Service Provider (other than an Out-of-Network Service Provider rendering services for an Emergency Condition) *outside* the Service Area will be the lowest of:

(i) The amount the Claims Administrator (or a contractor, acting on the Claims Administrator's behalf) has negotiated with the Out-of-Network Service Provider;

(ii) The 90<sup>th</sup> percentile of the usual and customary charge. The usual and customary charge is a fee or charge the Claims Administrator determines based on provider charge data that the Claims Administrator purchases from a New York State-approved vendor of provider pricing data;

(iii) The amount provided to the Claims Administrator by another Blue Cross and Blue Shield Plan; or

- (iv) The Out-of-Network Service Provider's charge.
- (3) The Allowable Expense for services rendered by an Out-of-Network Facility or an Out-of-Network Service Provider in connection with an Emergency Condition is the Out-of-Network Facility's or Out-of-Network Service Provider's charge.
- B. **Coinsurance.** A charge, expressed as a percentage of the Allowable Expense, that you must pay for certain services covered under this Benefit Plan. You are responsible for the payment of any Coinsurance directly to the provider.
- C. **Copayment.** A charge, expressed as a fixed dollar amount, that you must pay for certain health services covered under this Benefit Plan. You are responsible for the payment of any Copayments directly to the provider when you receive health services.
- D. **Deductible.** A charge, expressed as a fixed dollar amount, that you must pay once each Plan Year before benefits will be provided for certain services covered under this Benefit Plan during that Plan Year. (There are special Deductible rules when you have other than individual coverage. See Section Four.)
- E. **Effective Date.** The date your coverage under this Benefit Plan begins. Coverage begins at 12:01 a.m. on the Effective Date.
- F. **Emergency Condition.** A medical or behavioral condition manifesting itself by acute symptoms of sufficient severity (including severe pain) such that a prudent layperson, who possesses an average knowledge of health and medicine, could reasonably expect the absence of immediate medical attention to result in:
  - (1) Placing the health of the person afflicted with such condition (or, with respect to a pregnant woman, the health of the woman or her unborn child) in serious jeopardy, or in the case of a behavioral condition placing the health of such person or others in serious jeopardy;
  - (2) Serious impairment to such person's bodily functions;
  - (3) Serious dysfunction of any bodily organ or part of such person; or
  - (4) Serious disfigurement of such person.

Examples of medical conditions that are considered to be Emergency Conditions include heart attacks, poisoning and multiple traumas.

Examples of conditions that are not ordinarily considered to be Emergency Conditions include head colds, flu, minor cuts and bruises, muscle strain and

hemorrhoids.

- G. **Emergency Services.** A medical screening examination that is within the capability of the emergency department of a Hospital, including ancillary services routinely available to the emergency department to evaluate an Emergency Condition; and within the capabilities of the staff and facilities available at the Hospital, such further medical examination and treatment as are required to stabilize the patient.
  
- H. **Facility.** A Hospital; ambulatory surgery facility; birthing center; dialysis center; rehabilitation facility; hospice; home health agency or home care services agency certified or licensed under Article 36 of the New York Public Health Law; an institutional provider of mental health care that is a hospital as defined by subdivision ten of section 1.03 of the New York Mental Hygiene Law; an institutional provider of chemical dependence and abuse treatment certified by the Office of Alcoholism and Substance Abuse Services (“OASAS”); other provider certified under Article 28 of the New York Public Health Law (or other comparable state law, if applicable). If you receive treatment for chemical dependence or abuse outside of New York State, the Facility must have an operating certificate issued by a licensing authority comparable to OASAS and must also be accredited by the Joint Commission on Accreditation of Healthcare Organizations (“JCAHO”) or a similar national organization to provide the treatment.
  
- I. **Hospital.** Any short-term acute general hospital facility that is accredited as a hospital by JCAHO; is certified under Medicare; and, if located in New York State, is licensed pursuant to Article 28 of the Public Health Law of New York. A Hospital is a licensed institution primarily engaged in providing:
  - (1) Inpatient diagnostic and therapeutic services for surgical and medical diagnosis;
  - (2) Treatment and care of injured and sick persons by or under the supervision of physicians; and
  - (3) Twenty-four (24) hour nursing service by or under the supervision of registered nurses.

None of the following are considered Hospitals:

- (1) Places primarily for nursing care;
- (2) Skilled Nursing Facilities;
- (3) Convalescent homes or similar institutions;

- (4) Institutions primarily for: custodial care; rest; or as domiciles;
  - (5) Health resorts; spas; or sanitariums;
  - (6) Infirmaries at schools; colleges; or camps;
  - (7) Places primarily for the treatment of chemical dependence and abuse; hospice care; or rehabilitation; and
  - (8) Free standing ambulatory surgical centers.
- J. **In-Network Benefits.** In-Network Benefits are the highest level of coverage available. In-Network Benefits apply when your care is provided by In-Network Providers.
- K. **In-Network Provider.** A Facility, Professional Provider or Provider of Additional Health Services that has a PPO provider agreement with the Claims Administrator or any other Blue Cross and/or Blue Shield Plan to provide health services to Members. The Claims Administrator has provider directories that list all of the In-Network Providers within the Service Area. Copies of the directory of In-Network Providers within the Service Area are issued on enrollment and are available free of charge upon request. Information is available for other Blue Cross and/or Blue Shield Plan providers at [www.bcbs.com](http://www.bcbs.com).
- L. **Life-Threatening Condition.** Any disease or condition from which the likelihood of death is probable unless the course of the disease or the condition is interrupted.
- M. **Medical Director.** The person(s) designated by the Claims Administrator to monitor quality of care and appropriate utilization of health services.
- N. **Medical Necessity.** See Section Three.
- O. **Member.** Any employee or member of the Group and any eligible family member who meets all applicable eligibility requirements, for whom the required payment has actually been received by the Claims Administrator or the Group, and who is covered under this Benefit Plan.
- P. **Mental Health Disorder.** A mental, nervous or emotional condition that the Claims Administrator determines:
- (1) Has treatable behavioral manifestations; and
  - (2) Meets the following requirements:

- (a) Is a clinically significant alteration in thinking, mood or behavior, or a combination thereof; and
  - (b) Substantially or materially impairs your ability to function in one or more major life activities; and
  - (c) Has been classified as a mental disorder in the current American Psychiatric Association Diagnostic and Statistical Manual of Mental Disorders.
- Q. **Out-of-Network Benefits.** The Out-of-Network Benefits portion of this Benefit Plan covers health care services described in this booklet when you choose to receive the covered services from Out-of-Network Providers. When you receive Out-of-Network Benefits, you will incur higher out-of-pocket expenses. You will be responsible for paying Deductible and Coinsurance amounts for most services as well as paying any difference between the Allowable Expense and the provider's charge.
- R. **Out-of-Network Provider.** A Facility, Professional Provider or Provider of Additional Health Services that does not have a PPO provider agreement with the Claims Administrator or any other Blue Cross and/or Blue Shield Plan to provide health services to Members.
- S. **Out-of-Pocket Limit.** The most You pay during a Plan Year in Coinsurance, Copayments and Deductibles before the Benefit Plan will begin to pay 100% of the Allowable Expense for covered services. This limit never includes any premium You may pay, balance billing charges, or the cost of health care services not covered under this Benefit Plan.
- T. **Plan Year.** The 12-month period beginning on July 1 and ending on June 30. However, if you were not covered under this Benefit Plan for this entire period, Plan Year means the period from the date you became covered until June 30.
- U. **Preferred Provider Organization (PPO).** A network of Facilities, Professional Providers and Providers of Additional Health Services that have PPO provider agreements with the Claims Administrator or another Blue Cross and/or Blue Shield Plan to provide health services to Members.
- V. **Professional Provider.** A certified and licensed physician; osteopath; dentist; optometrist; chiropractor; registered psychologist; psychiatrist; social worker; podiatrist; physical therapist; occupational therapist; licensed midwife; speech-language pathologist; audiologist; or licensed pharmacist certified to administer immunizing agents. The Professional Provider's services must be rendered within the lawful scope of practice for that type of provider in order to be covered under this Benefit Plan.



- W. **Provider of Additional Health Services.** A provider of services or supplies covered under this Benefit Plan (such as diabetic equipment and supplies, prosthetic devices or durable medical equipment) that is not a Facility or Professional Provider, and that is: licensed or certified according to applicable state law or regulation; approved by the applicable accreditation body, if any; and/or recognized by the Claims Administrator for payment under this Benefit Plan.
- X. **Qualified Clinical Trial.** A phase I, phase II, phase III or phase IV clinical trial that is conducted in relation to the prevention, detection, or treatment of cancer or other Life-Threatening Condition and is approved or funded (which may include funding through in-kind contributions) by one or more of the following:
- (1) The National Institutes of Health;
  - (2) The Centers for Disease Control and Prevention;
  - (3) The Agency for Health Research and Quality;
  - (4) The Centers for Medicare & Medicaid Services;
  - (5) A cooperative group or center of any of the entities described in (1) through (4) above or the Department of Defense or the Department of Veterans Affairs;
  - (6) A qualified non-governmental research entity identified in the guidelines issued by the National Institutes of Health for center support grants; or
  - (7) The Department of Veterans Affairs, Department of Defense, or the Department of Energy if the study or investigation has been reviewed and approved through a system of peer review that Health and Human Services determines (i) to be comparable to the system of peer review of studies and investigations used by the National Institutes of Health and (ii) assures unbiased review of the highest scientific standards by qualified individuals who have no interest in the outcome of the review.
- Y. **Service Area.** The geographic area in which the Claims Administrator contracts with Facilities, Professional Providers and Providers of Additional Health Services to provide health services to Members. The Service Area consists of the following counties: Broome; Cayuga; Chemung; Chenango; Clinton; Cortland; Delaware; Essex; Franklin; Fulton; Hamilton; Herkimer; Jefferson; Lewis; Livingston; Madison; Monroe; Montgomery; Oneida; Onondaga; Ontario; Oswego; Otsego; St. Lawrence; Schuyler; Seneca; Steuben; Tioga; Tompkins; Wayne; and Yates.

- Z. **Skilled Care.** A service that the Claims Administrator determines is furnished by or under the direct supervision of licensed medical personnel to assure the safety of the patient and achieve the medically desired results as defined by medical guidelines. A service is not considered a skilled service merely because it is performed or supervised by licensed medical personnel. However, it is a service that cannot be safely and adequately self-administered or performed by the average non-medical person without the supervision of such personnel.
- AA. **Skilled Nursing Facility.** A facility accredited as a Skilled Nursing Facility by JCAHO or qualified as a Skilled Nursing Facility under Medicare. The Benefit Plan will provide coverage for your care in a Skilled Nursing Facility only if the Claims Administrator determines that the care is Skilled Care.
- BB. **“You”, “Your” and “Yours”.** Throughout this booklet, the words “you”, “your” and “yours” refers to you, the employee or member of the Group to whom this booklet was issued. If other than individual coverage applies, then in most cases the words “you”, “your” and “yours” also includes any family members who are covered under this Benefit Plan.

## SECTION TWO - WHO IS COVERED

1. **Who Is Covered under This Benefit Plan.** Subject to the permissible eligibility rules of the Group, you, the employee or member of the Group to whom this booklet is issued, are covered under this Benefit Plan. If you selected other than individual coverage, the following members of your family may also be covered, subject to the permissible eligibility rules of the Group:
  - A. Your spouse, unless you are divorced or your marriage has been annulled.
  - B. Your child who is under the age of 26. Coverage lasts until the end of the month in which the child turns 26 years of age. Your child need not be: financially dependent upon you for support or claimed as dependents on your tax return; residents of your household; enrolled as students; or unmarried. A spouse of a child is not covered. Grandchildren are also not covered (unless you are appointed legal guardian or granted legal custody of such child). In this case your grandchild will be covered the same as any other child in accordance with this paragraph or subparagraph 1.C below).
  - C. Your unmarried child who is incapable of self-sustaining employment by reason of a Mental Health Disorder, developmental disability, mental retardation, or physical handicap and who became so incapable prior to attaining age 26 shall continue to be covered while your coverage under this Benefit Plan remains in effect and the child remains in such condition, if you submit proof of your child's incapacity within 31 days of your child attaining age 26. The Group and the Claims Administrator have the right to request proof as to whether or not your child continues to qualify under this provision.

The term "child" includes: your natural child; a legally adopted child; a step child; a child for which you have been appointed legal guardian or granted legal custody by court order; and a child for whom you are the proposed adoptive parent and who is dependent upon you during the waiting period prior to the adoption period.

The Group and the Claims Administrator have the right to request, and have furnished to them, such proof as may be needed to determine eligibility status of a prospective employee or member of the Group and all prospective family members as they pertain to eligibility for coverage under this Benefit Plan.

2. **Newborn Child.** If you have a type of coverage that would cover a newborn, your newborn child will be covered at birth, provided you notify the Group within 30 days of the birth by completing the enrollment form to add the child to your coverage. If you are changing your type of coverage (for example, from individual to family coverage) in order to cover the newborn child, you must complete the enrollment form and submit it to the Group, to expand your coverage to include your child within 30 days of the birth. If you do not submit the form to the Group within 30 days of the birth, coverage of the child will not become effective until the date to which the Group's next open enrollment

period applies. If a child of yours who is covered under this Benefit Plan gives birth, your newborn grandchild will not be covered (unless you are appointed legal guardian or granted legal custody of such child). In this case your grandchild will be covered the same as any other child in accordance with Subparagraph 1.B and C above).

3. **Adopted Newborns.** If you have a type of coverage that will cover a newborn, or switch to a type of coverage that will cover a newborn, coverage will be available for a proposed, adopted newborn from the moment of birth, if you, the proposed adoptive parent:
  - A. Notify the Group in accordance with paragraph 2 above; and
  - B. Take physical custody of the infant as soon as the infant is released from the Hospital after birth; and
  - C. File a petition within 30 days of the infant's birth pursuant to §115-C of the New York State Domestic Relations Law or a comparable provision when the child is adopted in another state.

Coverage under the Benefit Plan will not be provided, however, for the initial Hospital stay of an adopted newborn, if one of the child's natural parents has a benefit plan available to cover the newborn's initial Hospital stay. Coverage under the Benefit Plan will also not be provided for the newborn if a notice of revocation of the adoption has been filed or one of the natural parents revokes consent to the adoption. If the Benefit Plan provides coverage of an adopted newborn and notice of the revocation of the adoption is filed or one of the natural parents revokes their consent, the Benefit Plan will be entitled to recover any sums paid by it for care of the adopted newborn.

4. **Types of Coverage Offered under the Benefit Plan.** In addition to individual coverage, this Benefit Plan also offers family coverage. If family coverage applies, then you, the employee or member of the Group, and your spouse and your child or children as described in subparagraph 1.B and C above are covered.

The names of all persons covered under this Benefit Plan must have been specified on the enrollment form for this Benefit Plan or provided to the Group as described in paragraph 7 below. No one else can be substituted for those persons. The Group and the Claims Administrator have administrative rules to determine which types of coverage are available to employees and members of the Group. You are only entitled to the types of coverage for which the Group (or the Claims Administrator on behalf of the Group) receives your contribution and that the Group's and the Claims Administrator's records indicate is applicable. You may call the Group or the Claims Administrator if you have any questions about which type of coverage applies to you.

5. **When Coverage Begins.** Coverage under this Benefit Plan will begin as follows:

- A. If you, the employee or member of the Group, elect coverage before becoming eligible for coverage or within 30 days of becoming eligible, coverage begins at 12:01 a.m. on the date you become eligible.
- B. If you, the employee or member of the Group, do not elect coverage upon becoming eligible or within 30 days of becoming eligible, you must wait until the Group's next open enrollment period, except as provided in paragraph 6 below. When you enroll during the next open enrollment period, coverage then begins at 12:01 a.m. on the date to which the open enrollment period applies.
- C. If you, the employee or member of the Group, marry while covered, and the Group receives notice of the marriage within 30 days thereafter, coverage for your spouse starts at 12:01 a.m. on the date of your marriage. If the Group does not receive notice of the marriage within the 30-day period; and, if you are changing from individual to family coverage, and the Claims Administrator does not receive a completed change of coverage form; your spouse must wait until the next open enrollment period for coverage. When your spouse is enrolled during the next open enrollment period, coverage for your spouse will start at 12:01 a.m. on the date to which the open enrollment period applies.

6. **When You Reject Initial Enrollment or Elect Not to Enroll During Open Enrollment, but Do Not Need to Wait until the Group's Next Open Enrollment Period to Enroll for Coverage.** If you, the employee or member of the Group, reject initial enrollment under this Benefit Plan, or elect not to enroll during a subsequent open enrollment, you may enroll for coverage if the following conditions are met:

- A. You or your family member had coverage under another plan or contract when coverage was initially offered or at a subsequent open enrollment period; and
- B. Coverage was provided in accordance with continuation required by state or federal law and was exhausted; or coverage under the other plan or contract was terminated because you or your family member lost eligibility for one or more of the following reasons:
  - (1) Termination of employment;
  - (2) Termination of the other plan or contract;
  - (3) Death of the spouse;
  - (4) Legal separation, divorce or annulment;
  - (5) Reduction in the number of hours worked;
  - (6) The employer or other group ceased its contribution toward the premium for the other plan or contract;

- (7) The coverage was under an HMO, and you no longer live, work or reside in the HMO service area;
  - (8) Cessation of eligible child status;
  - (9) Benefits are no longer offered to similarly situated individuals (e.g., part-time employees); or
- C. You acquire a family member due to birth, guardianship, adoption, placement for adoption, or marriage, in which case, you, the employee or member of the Group, may enroll for individual coverage or for a type of coverage available to your Group that will cover you and your eligible family members.
  - D. You or a family member lose eligibility for coverage under Medicaid, Family Health Plus, or Child Health Plus, or you become eligible for state premium assistance under Medicaid, Family Health Plus, or Child Health Plus.
  - E. You apply for coverage under this Benefit Plan within 30 days after: termination for one of the reasons set forth in Subparagraph B above, or acquisition of a family member as set forth in Subparagraph C above; or you apply for coverage under this Benefit Plan within 60 days after the occurrence of an event set forth in Subparagraph D above.

If you enroll for coverage pursuant to subparagraphs A and B, or subparagraph D above, your coverage will begin at 12:01 a.m. on the date of the loss of coverage or eligibility for state premium assistance. If you enroll for coverage pursuant to subparagraph C above, your coverage will begin at 12:01 a.m. on: the date of the birth, adoption, guardianship or placement for adoption; or on the first day of the month following the request for enrollment, when you are entitled to special enrollment.

## 7. **Notification of Change in Your Coverage.**

- A. **To Add a Spouse or Child.** If you need to add a spouse or child to your coverage (other than a newborn child added under paragraph 2 or 3 above), you must complete and return to the Group a form for this purpose and any requested documentation. The addition of a spouse or child will be effective as of the date of marriage, or the adoption or other event making the child eligible for coverage under paragraph 1, if you return to the Group a completed application and requested documents within 30 days of the marriage, or the adoption or other event, and the applicable contribution is paid. If you do not return a completed form and documentation within the 30-day period described above, your spouse or child will be added to your coverage after the next open enrollment period, so long as the applicable contribution is paid.

**B. When Coverage of a Spouse or Child Terminates.** If you have other than individual coverage, you should notify the Group of any event that affects your coverage, such as: your divorce, the death of your spouse or Medicare eligibility; or a child reaching the age at which coverage terminates or otherwise experiencing an event that would normally result in termination of the child's coverage. The Group will provide you with a form for that purpose. If such change results in you seeking a different type of coverage at a lower rate (such as a switch to individual coverage), the form and requested documentation must be returned within 30 days of the event in order for the change in premium to be effective on the date of the event. If you do not return a completed form and any requested documentation within 30 days of the event, the change in contribution will be effective as of the next premium due date after they are received. Nothing in this Subparagraph B is designed to affect the provisions of Section Seventeen governing terminations of coverage. This Subparagraph B only involves the effective date of changes in premium due to terminations of coverage under Section Seventeen.

If you think there are reasons coverage of the person experiencing the change should continue, you must notify the Group of the reasons for the continuation of the coverage, on a form provided to you for that purpose upon your request, together with any requested documentation, no later than 30 days after the date the family member's coverage would usually terminate.

## SECTION THREE - MEDICAL NECESSITY AND PRIOR APPROVAL

1. **Care Must Be Medically Necessary.** Coverage will be provided under the Benefit Plan for the covered hospitalization, care, service, technology, test, treatment, drug or supply (collectively, "Service") described in this booklet, as long as the Service is Medically Necessary. The fact that a provider has furnished, prescribed, ordered, recommended, or approved the Service does not make it Medically Necessary or mean that the coverage has to be provided for the Service under the Benefit Plan.

The Claims Administrator will decide whether a Service was Medically Necessary. The Claims Administrator will base its decision, in part, on a review of your medical records. The Claims Administrator will also evaluate medical opinions it receives. This could include the medical opinion of a professional society, peer review committee or other groups of physicians.

In determining if a Service is Medically Necessary, the Claims Administrator will also consider:

- A. Reports in peer reviewed medical literature;
- B. Reports and guidelines published by nationally recognized health care organizations that include supporting scientific data;
- C. Professional standards of safety and effectiveness, which are generally recognized in the United States for diagnosis, care or treatment;
- D. The opinion of health professionals in the generally recognized health specialty involved;
- E. The opinion of the attending Professional Providers, which have credence but do not overrule contrary opinions; and
- F. Any other relevant information brought to the attention of the Claims Administrator.

Services will be deemed Medically Necessary only if:

- A. They are clinically appropriate in terms of type, frequency, extent, site and duration, and considered effective for your illness, injury or disease;
- B. They are required for the direct care and treatment or management of that condition;
- C. If not provided, your condition would be adversely affected;



- D. They are provided in accordance with generally-accepted standards of medical practice;
  - E. They are not primarily for the convenience of you, your family, the Professional Provider or another provider;
  - F. They are not more costly than an alternative Service or sequence of Services at least as likely to produce equivalent therapeutic or diagnostic results as to the diagnosis or treatment of your illness, injury or disease; and
  - G. When you are an inpatient, your medical symptoms or conditions are such that diagnosis and treatment cannot safely be provided to you in any other setting (e.g., outpatient, physician's office or at home).
2. **Service Must Be Approved Standard Treatment.** Except as otherwise required by law, no Service rendered to you will be considered Medically Necessary unless the Claims Administrator determines that the Service is: consistent with the diagnosis and treatment of your medical condition; generally accepted by the medical profession as approved standard treatment for your medical condition; and considered therapeutic or rehabilitative.
3. **Services Subject to Prior Approval.** You are encouraged to request prior review before you receive certain services covered under this Benefit Plan. The services subject to prior review are:
- A. All In-Network Benefits and Out-of-Network Benefits for inpatient admissions, including inpatient mental health, substance use disorder and skilled nursing facility admissions, and excluding maternity admissions.
  - B. All In-Network Benefits and Out-of-Network Benefits for home health care.

The purpose of prior review is to determine what services may be eligible for payment under the Benefit Plan. It is not, however, a guarantee of payment and will not result in payment of benefits that would not otherwise be payable. Claims for the services will be reviewed after the services are received to determine whether they are covered according to the terms and conditions of the Benefit Plan that were in effect at the time such services were rendered.

Prior review is voluntary. There will be no reduction in benefits or penalties if you fail to seek prior review.

4. **Prior Review Procedure.** If you seek prior review of the services listed in Paragraph 3 above, you start the process by calling the number indicated on your identification card. It is requested that you call at least seven days prior to a planned inpatient admission.

If you are hospitalized for an Emergency Condition involving any of the inpatient

services in Subparagraph 3. A. above, you are encouraged to call the Claims Administrator within 48 hours of your admission.

After receiving a request for review, the Claims Administrator will review the reasons for your planned treatment and determine if benefits may be available. The Claims Administrator will notify you and your Professional Provider of the decision by telephone and in writing within three business days of receipt of all necessary information. If your treatment involves continued or extended health care services, or additional services for a course of continued treatment, the Claims Administrator will notify you and your Professional Provider within one business day of receipt of all necessary information.

5. **Your Right to Appeal.** If you or your Professional Provider disagrees with a Medical Necessity decision, you may appeal by following the procedures set forth in Section Eighteen, paragraph 25. Any written appeals must be made to the Claims Administrator at: 165 Court Street, Rochester, NY 14647.

## SECTION FOUR - COST-SHARING EXPENSES

1. **Copayments.** The Copayment you must pay for many covered services when you are entitled to In-Network Benefits is set forth in the section where the particular service is described. Except where stated otherwise, your Copayment is \$20.
2. **Deductible.** Except where stated otherwise, you must pay the first \$300 of Allowable Expenses incurred for In-Network and/or Out-of-Network services under the Benefit Plan during each Plan Year. If you have other than individual coverage, the Deductible applies to each person covered under the Benefit Plan. However, after Deductible payments for any and all persons covered under the Benefit Plan total \$600 in a Plan Year, no further Deductible will be required for any person covered under the Benefit Plan for that Plan Year.

Covered expenses incurred under this Benefit Plan and counted toward the Deductible for the last three months of the Plan Year will also be applied toward the Deductible for the next succeeding Plan Year.

3. **Coinsurance.** Except where stated otherwise, after you have satisfied the annual Deductible described above, you will be responsible for a percentage of the Allowable Expense for many services, which is your Coinsurance. When applicable, your Coinsurance for In-Network and Out-of-Network Benefits is 25%. The Benefit Plan will then pay your In-Network or Out-of-Network Benefit as set forth in the section where the service is described.
4. **Additional Payments for Out-of-Network Benefits.** When you receive covered services from an Out-of-Network Provider, in addition to the Coinsurance and the Deductible described above, you must also pay the amount, if any, by which the provider's actual charge exceeds the Allowable Expense. This means that the total of the Benefit Plan's coverage and your Deductible and Coinsurance may be less than the provider's actual charge.

When you receive covered services from an Out-of-Network Provider, the Claims Administrator will apply nationally recognized payment rules to the claim submitted for those services. These rules evaluate the claim information and determine the accuracy of the procedure codes and diagnosis codes for the services you received. Sometimes, applying these rules will change the way that the Claims Administrator pays for the services. This does not mean that the services were not Medically Necessary. It only means that the claim should have been submitted differently. As an example, your provider may have billed using several procedure codes when there is a single code that includes all of the separate procedures. The Claims Administrator will make one inclusive payment in that case, rather than a separate payment for each billed code. Another example of when the payment rules will be applied to a claim is when you have surgery that involves two surgeons acting as "co-surgeons". Under the payment rules, the claim from each provider should have a "modifier" on it that identifies it as coming from a co-surgeon. If the Claims Administrator receives a claim that does not have the

correct modifier, the Claims Administrator will change it and make the appropriate payment.

When you receive services from an Out-of-Network Provider, you must always pay the difference between the Allowable Expense and the provider's charge.

5. **Maximum Out-of-Pocket Limit.** When you have expended \$800 for covered services in Deductibles, Coinsurance and Copayments in a Plan Year, the Benefit Plan will provide coverage for 100% of the Allowable Expense for In-Network Benefits and Out-of-Network Benefits covered under the Benefit Plan for the remainder of that Plan Year. If other than individual coverage applies, when members of the same family covered under the Benefit Plan have paid an aggregate of \$1,600 for covered services in Deductibles, Coinsurance and Copayments in a Plan Year, the Benefit Plan will provide coverage for 100% of the Allowable Expense for covered services for the remainder of the Plan Year. Any charges of an Out-of-Network Provider that are in excess of the Allowable Expense will remain your responsibility.

## SECTION FIVE - INPATIENT CARE

1. **In a Facility.** If you are a registered bed patient in a Facility, benefits will be provided under the Benefit Plan for most of the services provided by the Facility, subject to the conditions and limitations below. The services must be given to you by an employee of the Facility; the Facility must bill for the services; and the Facility must retain the money collected for the services.
2. **Services Not Covered.** The Benefit Plan will not provide coverage for:
  - A. Additional charges for special duty nurses;
  - B. Private room, unless the Claims Administrator determines that it is Medically Necessary for you to occupy a private room or the Facility has no semi-private rooms. If you occupy a private room in a Facility, and the Claims Administrator determines that a private room is not Medically Necessary and that the Facility has semi-private rooms, the Benefit Plan's coverage will be based upon the Facility's maximum semi-private room charge. You will have to pay the difference between that charge and the charge for the private room;
  - C. Blood, except the Benefit Plan will provide coverage for blood required for the treatment of hemophilia. However, the Benefit Plan will provide coverage for blood and blood products when participation in a voluntary blood replacement program is not available to you;
  - D. Medications, supplies and equipment that you take home from the Facility;
  - E. Custodial care; or
  - F. Radio, telephone and television expenses, or beauty and barber services.
3. **Conditions for Inpatient Care; Limitations on Number of Days of Care.** Inpatient Facility care is subject to the following conditions and limitations:
  - A. **Inpatient Hospital Care.** The Benefit Plan will provide coverage when you are required to stay in a Hospital for acute medical or surgical. The Benefit Plan will provide coverage for any day on which it is Medically Necessary for you to receive inpatient care.

**In-Network.** In-Network Benefits are covered in full.

**Out-of-Network.** Out-of-Network Benefits are covered at 100% of the Allowable Expense up to \$10,000 in a single confinement and then covered at 75% of the Allowable Expense, after Deductible. A "single confinement" means one or more inpatient admissions. When you are

admitted after at least 90 days during which you have not been confined as an inpatient, the admission will begin a new single confinement.

**B. Mental Health Inpatient Services.** The Benefit Plan provides coverage for inpatient mental health care services relating to the diagnosis and treatment of Mental Health Disorders comparable to other similar Hospital, medical and surgical coverage provided under this Benefit Plan. Coverage for inpatient services for mental health care is limited to Facilities defined in New York Mental Hygiene Law Section 1.03(10), such as:

- (1) A psychiatric center or inpatient Facility under the jurisdiction of the New York State Office of Mental Health;
- (2) A state or local government run psychiatric inpatient Facility;
- (3) A part of a Hospital providing inpatient mental health care services under an operating certificate issued by the New York State Commissioner of Mental Health;
- (4) A comprehensive psychiatric emergency program or other Facility providing inpatient mental health care that has been issued an operating certificate by the New York State Commissioner of Mental Health;

and, in other states, to similarly licensed or certified Facilities.

The Benefit Plan also covers inpatient mental health care services relating to the diagnosis and treatment of Mental Health Disorders received at Facilities that provide residential treatment, including room and board charges. Coverage for residential treatment services is limited to Facilities defined in New York Mental Hygiene Law Section 1.03(33) and to residential treatment facilities that are part of a comprehensive care center for eating disorders identified pursuant to Article 27-J of the Public Health Law; and, in other states, to Facilities that are licensed or certified to provide the same level of treatment.

**In-Network.** In-Network Benefits are covered in full.

**Out-of-Network.** Out-of-Network Benefits are covered at 100% of the Allowable Expense up to \$10,000 in a single confinement and then covered at 75% of the Allowable Expense, after Deductible. A “single confinement” means one or more inpatient admissions. When you are admitted after at least 90 days during which you have not been confined as an inpatient, the admission will begin a new single confinement.

**C. Substance Use Inpatient Services.** The Benefit Plan covers inpatient substance use services relating to the diagnosis and treatment of alcoholism, substance use and dependency. This includes coverage for detoxification and rehabilitation services as a consequence of chemical use and/or substance use. Inpatient substance use services are limited to Facilities in New York State which are certified by the Office of Alcoholism and Substance Abuse Services (“OASAS”);

and, in other states, to those Facilities that are licensed or certified by a similar state agency or which are accredited by the Joint Commission as alcoholism, substance abuse or chemical dependence treatment programs.

The Benefit Plan also covers inpatient substance use services relating to the diagnosis and treatment of alcoholism, substance use and dependency received at Facilities that provide residential treatment, including room and board charges. Coverage for residential treatment services is limited to OASAS-certified Facilities defined in 14 NYCRR 819.2(a)(1) and to services provided in such Facilities in accordance with 14 NYCRR Parts 817 and 819; and, in other states, to those Facilities that are licensed or certified by a similar state agency or which are accredited by the Joint Commission as alcoholism, substance abuse or chemical dependence treatment programs to provide the same level of treatment.

**In-Network.** In-Network Benefits are covered in full.

**Out-of-Network.** Out-of-Network Benefits are covered at 100% of the Allowable Expense up to \$10,000 in a single confinement and then covered at 75% of the Allowable Expense, after Deductible. A “single confinement” means one or more inpatient admissions. When you are admitted after at least 90 days during which you have not been confined as an inpatient, the admission will begin a new single confinement.

- D. **Skilled Nursing Facility.** The Benefit Plan will provide coverage for care in a Skilled Nursing Facility if it is determined that hospitalization would otherwise be Medically Necessary for the care of your condition, illness or injury for up to 60 days in a Plan Year.

In-Network and Out-of-Network Benefits for Skilled Nursing Facility care under this subparagraph and for physical rehabilitation under Subparagraph E below will all be counted toward the 60-day annual limit.

**In-Network.** In-Network Benefits are covered in full.

**Out-of-Network.** Out-of-Network Benefits are covered at 100% of the Allowable Expense.

- E. **Physical Rehabilitation.** The Benefit Plan will provide coverage for comprehensive physical medicine and rehabilitation (chemical dependence and abuse programs are excluded) for up to 60 days in a Plan Year.

In-Network and Out-of-Network Benefits for physical rehabilitation under this subparagraph and for Skilled Nursing Facility care under Subparagraph D above will all be counted toward the 60-day annual limit.

**In-Network.** In-Network Benefits are covered in full.

**Out-of-Network.** Out-of-Network Benefits are covered at 100% of the Allowable Expense.

4. **Maternity Care.** The Benefit Plan will provide coverage for inpatient maternity care in a Hospital for the mother, and inpatient newborn care in a Hospital for the infant, if covered under the Benefit Plan, for at least 48 hours following a normal delivery and at least 96 hours following a caesarean section delivery, regardless of whether such care is Medically Necessary. The care provided shall include parent education, assistance and training in breast or bottle-feeding, and the performance of any necessary maternal and newborn clinical assessments. The Benefit Plan will also provide coverage for any additional days of such care that the Claims Administrator determines are Medically Necessary. In the event the mother elects to leave the Hospital and requests a home care visit before the end of the 48-hour or 96-hour minimum coverage period, the Benefit Plan will provide coverage of the home care furnished by the type of home care agency described in Section Seven of this booklet. The home care visit will be provided within 24 hours after the mother's discharge, or the time of the mother's request, whichever is later. The Benefit Plan's coverage of this home care visit shall not be subject to any Copayment amounts described in Section Seven of this booklet, or any Coinsurance or Deductible amounts.

**In-Network.** In-Network Benefits are covered in full.

**Out-of-Network.** Out-of-Network Benefits are covered at 100% of the Allowable Expense up to \$10,000 in a single confinement and then covered at 75% of the Allowable Expense, after Deductible.

5. **Mastectomy Care.** The Benefit Plan's coverage of inpatient Hospital care includes coverage of an inpatient Hospital stay following a lymph node dissection, lumpectomy, or mastectomy for the treatment of breast cancer. The length of stay will be determined by you and your Professional Provider. The Benefit Plan will also provide coverage for prostheses and treatment of physical complications of the mastectomy, including lymphedemas.

**In-Network.** In-Network Benefits are covered in full.

**Out-of-Network.** Out-of-Network Benefits are covered at 100% of the Allowable Expense up to \$10,000 in a single confinement and then covered at 75% of the Allowable Expense, after Deductible.

6. **Infertility Treatment Services.** The Benefit Plan will provide coverage for Medically Necessary inpatient Hospital care in connection with infertility treatment services provided by a Professional Provider pursuant to Section Nine.
7. **Internal Prosthetic Devices.** The Benefit Plan's coverage for inpatient Hospital care includes coverage for internal prostheses that are surgically implanted and Medically



Necessary for anatomical repair or reconstructive purposes. Internal prosthetic devices are designed to replace all or part of a permanently inoperative, absent or malfunctioning body organ. Examples of internal prosthetic devices include: cardiac pacemakers, implanted cataract lenses and surgically implanted hardware necessary for joint repair or reconstruction.

**In-Network.** In-Network Benefits are covered in full.

**Out-of-Network.** Out-of-Network Benefits are covered at 100% of the Allowable Expense up to \$10,000 in a single confinement and then covered at 75% of the Allowable Expense, after Deductible.

8. **Observation Stay.** The Benefit Plan will provide coverage for inpatient Hospital care includes coverage for observation services for up to 48 hours. Observation services are: furnished in the outpatient department of a Facility; and are in lieu of an inpatient admission. The services include: use of a bed; and periodic monitoring by nursing or other licensed staff that is reasonable and necessary to evaluate the patient's condition or determine the need for an inpatient admission.

**In-Network.** In-Network Benefits are covered in full.

**Out-of-Network.** Out-of-Network Benefits are covered at 100% of the Allowable Expense up to \$10,000 in a single confinement and then covered at 75% of the Allowable Expense, after Deductible.

## SECTION SIX - OUTPATIENT CARE

The Benefit Plan will provide coverage for the same services it would cover if you were an inpatient in connection with the care described below when given to you in the outpatient department of a Facility. As in the case of inpatient care, the service must be given by an employee of the Facility; the Facility must bill for the service; and the Facility must retain the money collected for the service.

1. **Care in Connection with Surgery.** The Benefit Plan will only provide coverage if the Claims Administrator determines that it was Medically Necessary to use the Facility to perform the surgery.

**In-Network.** In-Network Benefits are covered in full.

**Out-of-Network.** Out-of-Network Benefits are covered at 100% of the Allowable Expense.

2. **Pre-Admission Testing.** The Benefit Plan will provide coverage for tests ordered by a physician which are given to you as a preliminary to your admission to the Facility as a registered bed patient for surgery if all of the following conditions are met:

- A. They are necessary for and consistent with the diagnosis and treatment of the condition for which surgery is to be performed;
- B. A reservation has been made for the Facility bed and/or the operating room before the tests are given;
- C. You are physically present at the Facility when these tests are given; and
- D. Surgery actually takes place within seven days after the tests are given.

**In-Network.** In-Network Benefits are covered in full.

**Out-of-Network.** Out-of-Network Benefits are covered at 100% of the Allowable Expense to \$10,000 in a single confinement and then covered at 75% of the Allowable Expense, after Deductible.

3. **Imaging.** The Benefit Plan will provide coverage for diagnostic and routine imaging procedures, including x-rays, ultrasound, computerized axial tomography (“CAT”) and positron emission tomography (“PET”) scans, and magnetic resonance imaging (“MRI”) procedures.

**In-Network.** In-Network Benefits are subject to a \$20 Copayment.

**Out-of-Network.** Out-of-Network Benefits are covered at 75% of the Allowable Expense, after Deductible.

4. **Laboratory and Pathology Services.** The Benefit Plan will provide coverage for diagnostic and routine laboratory and pathology services.

**In-Network.** In-Network Benefits are subject to a \$20 Copayment.

**Out-of-Network.** Out-of-Network Benefits are covered at 75% of the Allowable Expense, after Deductible.

5. **Radiation Therapy.** The Benefit Plan will provide coverage for radiation therapy.

**In-Network.** In-Network Benefits are subject to a \$20 Copayment.

**Out-of-Network.** Out-of-Network Benefits are covered at 75% of the Allowable Expense, after Deductible.

6. **Chemotherapy.** The Benefit Plan will provide coverage for chemotherapy, including the administration of antineoplastic (cancer chemotherapy) drugs.

**In-Network.** In-Network Benefits are subject to a \$20 Copayment.

**Out-of-Network.** Out-of-Network Benefits are covered at 75% of the Allowable Expense, after Deductible.

7. **Dialysis.** The Benefit Plan will provide coverage for dialysis treatments of an acute or chronic kidney ailment.

**In-Network.** In-Network Benefits are subject to a \$20 Copayment.

**Out-of-Network.** Out-of-Network Benefits are covered at 75% of the Allowable Expense, after Deductible.

8. **Mammography Screenings.** The Benefit Plan will provide coverage for mammography screenings for breast cancer according to the Claims Administrator's preventive care guidelines. The screenings may be provided in the outpatient department of a Facility under this section or in a Professional Provider's office under Section Nine. At a minimum, the Benefit Plan's coverage for routine mammography screenings under this section and Section Nine will be as follows:

- A. **Women at Risk.** The Benefit Plan will provide coverage for mammograms for women of any age who have a prior history of breast cancer or who have a first degree relative (such as a child, mother or sister) or a paternal or maternal grandmother who has a prior history of breast cancer, if the mammogram is recommended by a physician.

- B. **Women 35 through 39 Years of Age.** The Benefit Plan will provide coverage for one baseline mammogram for women 35 through 39 years of age.
- C. **Women 40 Years of Age and Older.** The Benefit Plan will provide coverage for one mammogram in each Plan Year for women 40 years of age and older.

Mammography screening shall mean an x-ray examination of the breast using dedicated equipment, including x-ray tube; filter; compression device; screens; films and cassettes, with an average glandular radiation dose of less than 0.5 rem per view per breast.

**In-Network.** In-Network Benefits are covered in full.

**Out-of-Network.** Out-of-Network Benefits are covered at 100% of the Allowable Expense.

- 9. **Cervical Cytology Screenings (Pap Smears).** The Benefit Plan will provide coverage for screening for cervical cancer and its precursor states for women 18 years of age or older, or for younger women who are sexually active, according to the Claims Administrator's preventive care guidelines. The screening may be provided in the outpatient department of a Facility under this section or in a Professional Provider's office under Section Nine. At a minimum, the Benefit Plan will provide coverage for one screening each Plan Year for women age 18 and older. Coverage under this section and Section Nine is subject to this limit. Cervical cytology screening shall mean a pelvic examination, collection and preparation of a Pap smear, and laboratory and diagnostic services provided in connection with examining and evaluating the Pap smear.

**In-Network.** In-Network Benefits are covered in full.

**Out-of-Network.** Out-of-Network Benefits are covered at 100% of the Allowable Expense.

- 10. **Colonoscopy.** The Benefit Plan will provide coverage for diagnostic colonoscopies and colonoscopies to screen for colon cancer in asymptomatic Members according to the Claims Administrator's preventive care guidelines.

**In-Network.** In-Network Benefits are covered in full.

**Out-of-Network.** Out-of-Network Benefits are covered at 100% of the Allowable Expense.

- 11. **Mental Health Care.** The Benefit Plan covers outpatient mental health care services, including but not limited to partial hospitalization program services and intensive outpatient program services, relating to the diagnosis and treatment of mental, nervous and Mental Health Disorders. Coverage for outpatient services for mental health care includes Facilities that have been issued an operating certificate pursuant to Article 31 of the New York Mental Hygiene Law or are operated by the Office of Mental Health and,

in other states, to similarly licensed or certified Facilities; and services provided by a licensed psychiatrist or psychologist; a licensed clinical social worker who has at least three years of additional experience in psychotherapy; or a professional corporation or a university faculty practice corporation thereof.

The Benefit Plan does not cover:

- A. Benefits or services deemed to be cosmetic in nature on the grounds that changing or improving an individual's appearance is justified by the individual's mental health needs;
- B. Mental health benefits or services for individuals who are incarcerated, confined or committed to a local correctional facility or prison, or a custodial facility for youth operated by a governmental agency; or
- C. Services solely because they are ordered by a court.

**In-Network.** In-Network Benefits are subject to a \$20 Copayment.

**Out-of-Network.** Out-of-Network Benefits are covered at 75% of the Allowable Expense, after Deductible.

12. **Substance Use.** The Benefit Plan covers outpatient substance use services, including but not limited to partial hospitalization program services and intensive outpatient program services, relating to the diagnosis and treatment of alcoholism, substance use and dependency, including methadone treatment. Such coverage is limited to Facilities in New York State that are certified by OASAS or licensed by OASAS as outpatient clinics or medically supervised ambulatory substance abuse programs, and, in other states, to those that are licensed or certified by a similar state agency or which are accredited by the Joint Commission as alcoholism, substance abuse or chemical dependence treatment programs. Coverage is also available in a professional office setting for outpatient substance use services relating to the diagnosis and treatment of Substance Use Disorders, including alcoholism and dependency or by Physicians who have been granted a waiver pursuant to the federal Drug Addiction Treatment Act of 2000 to prescribe Schedule III, IV and V narcotic medications for the treatment of opioid addiction during the acute detoxification stage of treatment or during stages of rehabilitation.

The Benefit Plan also covers outpatient visits for family counseling. A family member will be deemed to be covered, for the purposes of this provision, so long as that family member: 1) identifies himself or herself as a family member of a person suffering from substance use or dependency; and 2) and the person receiving, or in need of, treatment for substance use and dependency are both covered under this Benefit Plan. The payment for a family member therapy session will be the same amount, regardless of the number of family members who attend the family therapy session.

**In-Network.** In-Network Benefits are subject to a \$20 Copayment.

**Out-of-Network.** Out-of-Network Benefits are covered at 75% of the Allowable Expense, after Deductible.

13. **Covered Therapies.** The Benefit Plan will provide coverage for related rehabilitative physical therapy and physical, occupational, and speech therapy when services are rendered by a licensed physical therapist, occupational therapist or speech language pathologist or audiologist, or by another Facility employee who is licensed to provide such services, and when the Claims Administrator determines that your condition is subject to significant clinical improvement through relatively short-term therapy.

**In-Network.** In-Network Benefits are subject to a \$20 Copayment.

**Out-of-Network.** Out-of-Network Benefits are covered at 75% of the Allowable Expense, after Deductible.

14. **Cardiac Rehabilitation.** The Benefit Plan will provide coverage for Medically Necessary Phase I and Phase II cardiac rehabilitation programs for up to a lifetime maximum of 54 visits. Services must be rendered by an approved cardiac rehabilitation program provider and recommended by the Member's cardiologist or Professional Provider.

In-Network and Out-of-Network Benefits will both be counted toward the 54-visit maximum.

**In-Network.** In-Network Benefits are covered in full.

**Out-of-Network.** Out-of-Network Benefits are covered at 75% of the Allowable Expense, after Deductible.

15. **Infertility Services.** The Benefit Plan will provide coverage for Medically Necessary outpatient Facility care in connection with infertility services provided by a Professional Provider pursuant to Section Nine.

You are responsible for any applicable Deductible, Copayment or Coinsurance provisions under this section for similar services.

16. **Injectable/IV Drugs.** The Benefit Plan will provide coverage for drugs administered by injection or intravenously during the course of an outpatient visit covered under this section.

**In-Network.** In-Network Benefits are covered in full.

**Out-of-Network.** Out-of-Network Benefits are covered at 75% of the Allowable Expense, after Deductible.

17. **Clinic Visits.** The Benefit Plan will provide coverage for outpatient visits to Facility

clinics to diagnose and/or treat illness or injury.

**In-Network.** In-Network Benefits are covered in full.

**Out-of-Network.** Out-of-Network Benefits are covered at 75% of the Allowable Expense, after Deductible.

18. **Bone Density Testing.** The Benefit Plan will cover bone mineral density measurements and tests for the detection of osteoporosis once every two years, unless otherwise indicated based on age, gender and family history.

**In-Network.** In-Network Benefits are covered in full.

**Out-of-Network.** Out-of-Network Benefits are covered at 100% of the Allowable Expense.

## SECTION SEVEN - HOME CARE

1. **Type of Home Care Provider.** The Benefit Plan will provide coverage for home care visits given by a certified home health agency or licensed home care services agency if your Professional Provider and the Medical Director determine that the visits are Medically Necessary.

If operating outside of New York State, the home health agency or home care services agency must be qualified by Medicare.

2. **Eligibility for Home Care.** The Benefit Plan will provide coverage for home care only if all the following conditions are met:

- A. A treatment plan is established and approved in writing by your Professional Provider;
- B. You apply to the home care provider through your Professional Provider with supporting evidence of your need and eligibility for the care; and
- C. The home care is related to an illness or injury for which you were hospitalized or for which you would have been hospitalized or confined in a nursing facility. The care must be Medically Necessary at a skilled or acute level of care.

You will not be entitled to coverage of any home care after the date the Claims Administrator determines that you no longer need such services.

3. **Home Care Services Covered.** Home care will consist of one or more of the following:

- A. Part-time or intermittent home nursing care by or under the supervision of a registered professional nurse;
- B. Part-time or intermittent home health aide services, that consist primarily of direct care rendered to you;
- C. Physical, occupational, speech or nutritional therapy provided by the home health agency or home care services agency; and
- D. Medical supplies, drugs and medications prescribed by your physician, laboratory services, durable medical equipment and infusion therapy, when provided by or on behalf of the home health agency or home care services agency, but only to the extent such items would have been covered under the Benefit Plan if you were a patient in a Hospital or Skilled Nursing Facility.



For purposes of this paragraph, “part-time or intermittent” means no more than 35 hours per week.

4. **Failure to Comply with Treatment Plan.** If you fail or are unable to comply with the home care treatment plan, the Benefit Plan will terminate benefits for that plan of care.
5. **Number of Visits.** The Benefit Plan will provide coverage for up to 40 home care visits in a Plan Year. In-Network and Out-of-Network Benefits will both be counted toward the 40-visit limit.
6. **Benefits for Home Care.**

**In-Network.** In-Network Benefits are covered in full.

**Out-of-Network.** Out-of-Network Benefits are covered at 100% of the Allowable Expense.

## SECTION EIGHT - HOSPICE CARE

1. **Eligibility for Benefits.** In order to receive these benefits, which are non-aggressive services provided to maintain the comfort, quality and dignity of life to the terminally ill patient, you must meet the following conditions:
  - A. The attending physician estimates your life expectancy to be six months or less.
  - B. Palliative care (pain control and symptom relief), rather than curative care, is considered most appropriate.
2. **Hospice Organizations.** In New York State the Benefit Plan will provide coverage only for hospice care provided by a hospice organization that has an operating certificate issued by the New York State Department of Health. If the hospice care is provided outside of New York State, the hospice organization must have an operating certificate issued under criteria similar to those used in New York by a state agency in the state where the hospice care is provided, or it must be approved by Medicare.
3. **Hospice Care Benefits.** The Benefit Plan will provide coverage for the following services when provided by a hospice:
  - A. Bed patient care provided by the hospice organization either in a designated hospice unit or in a regular hospital bed;
  - B. Day care services provided by the hospice organization;
  - C. Home care and outpatient services which are provided and billed through the hospice. The services may include at least the following:
    - (1) Intermittent nursing care by an R.N., L.P.N. or home health aide;
    - (2) Physical therapy;
    - (3) Speech therapy;
    - (4) Occupational therapy;
    - (5) Respiratory therapy;
    - (6) Social services;
    - (7) Nutritional services;
    - (8) Laboratory examinations, x-rays, chemotherapy and radiation therapy when required for control of symptoms;

- (9) Medical supplies;
- (10) Drugs and medications that require a prescription by a physician and which are considered approved under the U.S. Pharmacopoeia and/or National Formulary. The Benefit Plan will not provide coverage when the drug or medication is of an experimental nature;
- (11) Durable medical equipment; and
- (12) Bereavement services provided to your family during illness, and until one year after death.

D. Medical care provided by a physician.

- 4. **Number of Days.** The Benefit Plan will provide coverage for unlimited days of hospice care. The Benefit Plan will also provide coverage for up to five visits for bereavement counseling services to your family, either before or after your death.
- 5. **Services Covered Under Hospice Care.** If you have been formally admitted to a hospice program and the Benefit Plan is providing coverage for your hospice care under this booklet, the Benefit Plan will not provide additional coverage under this booklet for any services related to your terminal illness that have been or should be included in the Claims Administrator's payment to the hospice program for the care you receive. However, should you require services covered by the Benefit Plan for a condition not covered under the hospice program, coverage will be available under this Benefit Plan for those covered services.
- 6. **Benefits for Hospice Care.**

**In-Network.** In-Network Benefits are covered in full.

**Out-of-Network.** Out-of-Network Benefits are covered at 100% of the Allowable Expense.

## SECTION NINE - PROFESSIONAL SERVICES

The Benefit Plan will provide coverage for the services of Professional Providers described below.

1. **Surgery.** Surgery includes operative procedures for the treatment of disease or injury and for elective termination of pregnancy and elective sterilization. It includes any pre and post-operative care usually rendered in connection with such procedures. Pre-operative care includes pre-operative examinations that result in a decision to operate. Surgery also includes endoscopic procedures and the care of fractures and dislocations of bones.

The Benefit Plan will also provide coverage for surgical services including all stages of reconstructive surgery on a breast on which a mastectomy has been performed. The Benefit Plan will also provide coverage for reconstructive surgical procedures on the other breast to produce a symmetrical appearance. Coverage will be provided for all such services rendered in the manner determined appropriate by you and your Professional Provider.

- A. **Inpatient Surgery.** The Benefit Plan will provide coverage for surgical procedures performed while you are an inpatient in a Hospital or other Facility.

**In-Network.** In-Network Benefits are covered in full.

**Out-of-Network.** Out-of-Network Benefits are covered at 75% of the Allowable Expense, after Deductible.

- B. **Outpatient Surgery.** The Benefit Plan will provide coverage for surgical procedures performed in the outpatient department of a Hospital or other Facility or in a Hospital-based or freestanding ambulatory surgery facility.

**In-Network.** In-Network Benefits are covered in full.

**Out-of-Network.** Out-of-Network Benefits are covered at 100% of the Allowable Expense.

- C. **Office Surgery.** The Benefit Plan will provide coverage for surgical procedures performed in the Professional Provider's office.

**In-Network.** In-Network Benefits are covered in full.

**Out-of-Network.** Out-of-Network Benefits are covered at 100% of the Allowable Expense.

- D. **Multiple Surgical Procedure Rules.** If multiple surgical procedures are performed during the same operative session, the following rules apply. In these

rules, the term “primary procedure” means the most expensive procedure, i.e., the procedure with the highest Allowable Expense. The term “secondary procedure” means any procedure other than the primary procedure.

A laparoscopic procedure with multiple entry points is considered to be a single incision for purposes of applying these rules.

- (1) **Through the Same Incision.** If covered multiple surgical procedures are through the same incision, this Benefit Plan will provide the benefits described above for the primary procedure. The Benefit Plan will pay 50% of the amount otherwise payable hereunder for the secondary procedures, except for secondary procedures that, according to nationally-recognized coding rules, are exempt from multiple surgical procedure reductions.

The Benefit Plan will not pay anything for a secondary procedure that is billed with a primary procedure when that secondary procedure is incidental to the primary procedure. Examples of incidental procedures are: an appendectomy; lysis of adhesions; splenectomy without separate pathology; biopsies of lymph nodes, liver, omentum or other organs; hernia through the same incision (umbilical, ventral, internal inguinal); secondary organs and en bloc incisions; tube enterostomies for decompression; and vasectomy accompanying prostatectomy.

- (2) **Through Different Incisions.** If covered multiple surgical procedures are performed during the same operative session but through different incisions, the Benefit Plan will provide the following benefits:
  - (a) The benefit described above for the primary procedure; plus
  - (b) 50% of the amount otherwise payable for all other procedures.

2. **Covered Therapies.** The Benefit Plan will provide coverage for related rehabilitative physical therapy and physical, occupational, and speech therapy when services are rendered by a licensed physical therapist, occupational therapist or speech language pathologist or audiologist, or by another Professional Provider licensed to provide such services, and when the Claims Administrator determines that your condition is subject to significant clinical improvement through relatively short-term therapy.

**In-Network.** In-Network Benefits are subject to a \$20 Copayment.

**Out-of-Network.** Out-of-Network Benefits are covered at 75% of the Allowable Expense, after Deductible.

3. **Anesthesia Services.** This includes the administration of necessary anesthesia and related procedures in connection with a covered surgical service. The administration and

related procedures must be done by a Professional Provider other than the Professional Provider performing the surgery or an assistant. The Benefit Plan will not provide coverage for the administration of anesthesia for a procedure not covered by this Benefit Plan.

**In-Network.** In-Network Benefits are covered in full.

**Out-of-Network.** Out-of-Network Benefits for anesthesia administered in connection with an inpatient surgical procedure are covered at 75% of the Allowable Expense, after Deductible. Out-of-Network Benefits for anesthesia administered in connection with a surgical procedure performed in the outpatient department of a Hospital or in an ambulatory surgery Facility are covered at 100% of the Allowable Expense.

4. **Additional Surgical Opinions.** The Benefit Plan will provide coverage for a second opinion, or a third opinion if the first two opinions do not agree, with respect to proposed surgery subject to all the following conditions:
- A. You seek the second or third surgical opinion after your surgeon determines your need for surgery.
  - B. The second or third surgical opinion is rendered by a physician:
    - (1) Who is a board certified specialist; and
    - (2) Who, by reason of his or her specialty, is an appropriate physician to consider the proposed surgical procedure.
  - C. The second or third surgical opinion is rendered with respect to a surgical procedure of a non-emergency nature for which benefits would be provided under the Benefit Plan if such surgery was performed.
  - D. You are examined in person by the physician rendering the second or third surgical opinion.
  - E. The specialist who renders the opinion does not also perform the surgery.

**In-Network.** In-Network Benefits are covered in full.

**Out-of-Network.** Out-of-Network Benefits are covered at 75% of the Allowable Expense, after Deductible.

5. **Second Medical Opinions.** The Benefit Plan will provide coverage for an office visit in connection with a second medical opinion concerning a positive or negative diagnosis of cancer or a recurrence of cancer. A positive diagnosis of cancer occurs when you are diagnosed by your Professional Provider as having some form of cancer. A negative

diagnosis of cancer occurs when your Professional Provider performs a cancer-screening exam on you and finds that you do not have cancer, based on the exam results. The Benefit Plan will also provide coverage for a second medical opinion concerning any recommendation of a course of treatment of cancer. The second medical opinion must be rendered by an appropriate specialist, including but not limited to, a specialist associated with a specialty care center for the treatment of cancer.

**In-Network.** In-Network Benefits are subject to a \$20 Copayment.

**Out-of-Network.** Out-of-Network Benefits are covered at 75% of the Allowable Expense, after Deductible.

6. **Maternity Care.** The Benefit Plan will provide coverage for:

A. **Normal Pregnancy.** Maternity care includes the first visit upon which a positive pregnancy test is determined. It also includes all subsequent prenatal and postpartum care. These benefits include the services of a licensed midwife, practicing consistent with section 6951 of the New York Education Law, and affiliated or practicing in conjunction with a Facility licensed under the New York Public Health Law or comparable law of another state.

**In-Network.** In-Network Benefits are covered in full.

**Out-of-Network.** Out-of-Network Benefits are covered at 75% of the Allowable Expense, after Deductible.

B. **Complications of Pregnancy and Termination.** The Benefit Plan will provide coverage for complications of pregnancy and for terminations resulting from the complications.

**In-Network.** In-Network Benefits are covered in full.

**Out-of-Network.** Out-of-Network Benefits are covered at 75% of the Allowable Expense, after Deductible.

C. **Anesthesia.** The Benefit Plan will provide coverage for delivery anesthesia.

**In-Network.** In-Network Benefits are covered in full.

**Out-of-Network.** Out-of-Network Benefits are covered at 75% of the Allowable Expense, after Deductible.

7. **Inpatient Medical Services.** The Benefit Plan will provide coverage for medical visits by a Professional Provider on any day of inpatient care covered under Section Five. The Benefit Plan will not provide coverage for medical visits by Facility employees or interns, even if they are Professional Providers.

The Professional Provider's services must be documented in the Facility records. The Benefit Plan will cover only one visit per day per Professional Provider. However, services rendered by up to two Professional Providers on a single day will be covered if the two Professional Providers have different specialties and are treating separate conditions.

**In-Network.** In-Network Benefits are covered in full.

**Out-of-Network.** Out-of-Network Benefits are covered at 75% of the Allowable Expense, after Deductible.

8. **Medical Care in A Professional Provider's Office.** Unless otherwise provided below, the following services are covered in a Professional Provider's office:

A. **Preventive Health Services.** The Benefit Plan will provide coverage for the following health prevention programs rendered in the Professional Provider's office or by other providers designated by the Medical Director:

(1) **Routine Physical Examinations.** The Benefit Plan will provide coverage for one adult routine physical examination per Member per Plan Year, and for screening laboratory and imaging services provided by another provider in connection with the examination.

**In-Network.** In-Network Benefits are subject to a \$20 Copayment. Screening laboratory and imaging services provided by another provider in connection with the examination are not subject to a separate Copayment.

**Out-of-Network.** Out-of-Network Benefits are covered at 75% of the Allowable Expense, after Deductible.

(2) **Well Child Visits and Immunizations.** The Benefit Plan will provide coverage for: newborn nursery visits, including circumcision; one well child visit each Plan Year or more frequent visits when recommended based on the child's age; and screening laboratory and imaging services provided by another provider in connection with the examination. The Benefit Plan will also cover childhood immunizations, both injectables and non-injectables (such as FluMist), recommended by the Advisory Committee on Immunization Practices ("ACIP"), in accordance with the ACIP recommended schedule.

The Benefit Plan will cover services typically provided in conjunction with a well-child visit. Such services include at least: complete medical histories; a complete physical exam; developmental assessments; anticipatory guidance; laboratory tests performed in the practitioner's



office or in a clinical laboratory; and/or other services ordered at the time of the well child visit.

**In-Network.** In-Network Benefits are covered in full.

**Out-of-Network.** Out-of-Network Benefits are covered at 100% of the Allowable Expense.

- (3) **Adult Immunizations.** The Benefit Plan will provide coverage for adult immunizations, both injectables and non-injectables (such as FluMist), according to ACIP recommendations.

**In-Network.** In-Network Benefits are covered in full.

**Out-of-Network.** Out-of-Network Benefits are covered at 75% of the Allowable Expense, after Deductible.

**B. Other Health Services.**

- (1) **Laboratory and Pathology Services.** The Benefit Plan will provide coverage for diagnostic and routine laboratory and pathology services.

**In-Network.** In-Network Benefits are subject to a \$20 Copayment.

**Out-of-Network.** Out-of-Network Benefits are covered at 75% of the Allowable Expense, after Deductible.

- (2) **Vision Examinations.** The Benefit Plan will provide coverage for diagnostic vision examinations.

**In-Network.** In-Network Benefits are subject to a \$20 Copayment.

**Out-of-Network.** Out-of-Network Benefits are covered at 75% of the Allowable Expense, after Deductible.

- (3) **Hearing Examinations.** The Benefit Plan will provide coverage for diagnostic hearing examinations.

**In-Network.** In-Network Benefits are subject to a \$20 Copayment.

**Out-of-Network.** Out-of-Network Benefits are covered at 75% of the Allowable Expense, after Deductible.

- C. **Diagnostic and/or Treatment Office Visits.** The Benefit Plan will provide coverage for office visits to diagnose and/or treat illness or injury.

**In-Network.** In-Network Benefits are subject to a \$20 Copayment. Ancillary services provided by the same provider on the same date as the office visit are not subject to a separate Copayment.

**Out-of-Network.** Out-of-Network Benefits are covered at 75% of the Allowable Expense, after Deductible.

- D. **Office and Outpatient Consultations.** The Benefit Plan will provide coverage for consultations billed by a physician. A consultation is professional advice given by a physician to your attending physician upon request of your attending physician.

**In-Network.** In-Network Benefits are subject to a \$20 Copayment.

**Out-of-Network.** Out-of-Network Benefits are covered at 75% of the Allowable Expense, after Deductible.

9. **Imaging Examinations and Radioactive Isotope Procedures.** The Benefit Plan will provide coverage for the professional component of the following procedures, when rendered and billed by a Professional Provider: x-ray examinations; radioactive isotope; ultrasound; computerized axial tomography (“CAT”) scan; positron emission tomography (“PET”) scan; and magnetic resonance imaging (“MRI”). The Benefit Plan will provide coverage for diagnostic and routine procedures.

**In-Network.** In-Network Benefits are subject to a \$20 Copayment.

**Out-of-Network.** Out-of-Network Benefits are covered at 75% of the Allowable Expense, after Deductible.

10. **Radiation Therapy.** The Benefit Plan will provide coverage for radiation therapy.

**In-Network.** In-Network Benefits are subject to a \$20 Copayment.

**Out-of-Network.** Out-of-Network Benefits are covered at 75% of the Allowable Expense, after Deductible.

11. **Chemotherapy.** The Benefit Plan will provide coverage for chemotherapy, including coverage for administration of antineoplastic (cancer chemotherapy) drugs.

**In-Network.** In-Network Benefits are subject to a \$20 Copayment.

**Out-of-Network.** Out-of-Network Benefits are covered at 75% of the Allowable Expense, after Deductible.

12. **Dialysis.** The Benefit Plan will provide coverage for dialysis treatments of an acute or chronic kidney ailment.

**In-Network.** In-Network Benefits are subject to a \$20 Copayment.

**Out-of-Network.** Out-of-Network Benefits are covered at 75% of the Allowable Expense, after Deductible.

13. **Mammography Screenings.** The Benefit Plan will provide coverage for mammography screenings for occult breast cancer according to the Claims Administrator's preventive care guidelines when provided in a Professional Provider's office under this section or in the outpatient Department of a Facility under Section Six. At a minimum, the Benefit Plan's coverage for routine mammography screenings under this section and Section Six will be as follows:

- A. **Women at Risk.** The Benefit Plan will provide coverage for mammograms for women of any age who have a prior history of breast cancer or who have a first degree relative (such as a child, mother or sister) or a maternal or paternal grandmother who has a prior history of breast cancer, if the mammogram is recommended by a physician.
- B. **Women 35 through 39 Years of Age.** The Benefit Plan will provide coverage for one baseline mammogram for women 35 through 39 years of age.
- C. **Women 40 Years of Age and Older.** The Benefit Plan will provide coverage for one mammogram in each Plan Year for women 40 years of age and older.

Mammography screening shall mean an x-ray examination of the breast using dedicated equipment, including x-ray tube; filter; compression device; screens; films; and cassettes, with an average glandular radiation dose less than 0.5 rem per view per breast.

**In-Network.** In-Network Benefits are covered in full.

**Out-of-Network.** Out-of-Network Benefits are covered at 100% of the Allowable Expense.

14. **Routine Gynecological Services.** The Benefit Plan will provide coverage for routine gynecology visits, including coverage for screening for cervical cancer and its precursor states for women 18 years of age and older, or for younger women who are sexually active, according to the Claims Administrator's preventive care guidelines. The screening may be provided in the outpatient department of a Facility pursuant to Section Six or in a Professional Provider's office pursuant to this section. At a minimum, the Benefit Plan will provide coverage for one screening each Plan Year for women age 18 and older under this section and Section Six. Cervical cytology screening shall mean an

annual pelvic examination, collection and preparation of a Pap smear, and laboratory and diagnostic services provided in connection with examining and evaluating the Pap smear.

**In-Network.** In-Network Benefits are covered in full.

**Out-of-Network.** Out-of-Network Benefits are covered at 100% of the Allowable Expense.

15. **Screenings for Prostate Cancer.** The Benefit Plan will provide coverage for diagnostic screenings for prostate cancer, including standard diagnostic testing and standard diagnostic exams, according to the Claims Administrator's preventive care guidelines. At a minimum, the Benefit Plan will provide coverage for prostate screenings as follows:

A. **Men with a Prior History of Prostate Cancer.** The Benefit Plan will provide coverage for standard diagnostic testing for men of any age who have had a prior history of prostate cancer.

B. **Men at Risk.** The Benefit Plan will provide coverage for one standard diagnostic exam in each Plan Year for men over the age of 40 who have a family history of prostate cancer or who have other risk factors for prostate cancer.

C. **Men 50 Years of Age or Older.** The Benefit Plan will provide coverage for one standard diagnostic exam in each Plan Year for men 50 years of age and older.

A standard diagnostic exam includes, but is not limited to, a digital rectal exam and a prostate specific antigen (PSA) test.

**In-Network.** In-Network Benefits are covered in full.

**Out-of-Network.** Out-of-Network Benefits are covered at 100% of the Allowable Expense.

16. **Colonoscopy.** The Benefit Plan will provide coverage for diagnostic colonoscopies and colonoscopies to screen for colon cancer in asymptomatic Members according to the Claims Administrator's preventive care guidelines.

**In-Network.** In-Network Benefits are covered in full.

**Out-of-Network.** Out-of-Network Benefits are covered at 100% of the Allowable Expense.

17. **Allergy Testing and Treatment.** The Benefit Plan will provide coverage for allergy testing and treatment, including test and treatment materials. Allergy testing includes injections and scratch and prick tests to determine the nature of allergies. Allergy treatment includes desensitization treatments (injections) to alleviate allergies, including allergens.

**In-Network.** In-Network Benefits are covered in full.

**Out-of-Network.** Out-of-Network Benefits are covered at 75% of the Allowable Expense, after Deductible.

18. **Chiropractic Care.** The Benefit Plan will provide coverage for services rendered in connection with the detection or correction by manual or mechanical means of structural imbalance, distortion or subluxation in the human body for the purpose of removing nerve interference, and the effects thereof, where such interference is the result of or related to distortion, misalignment or subluxation of or in the vertebral column. However, such services must be:

- A. Rendered by a provider licensed to provide such services; and
- B. Determined to be Medically Necessary. Maintenance care is not covered.

**In-Network.** In-Network Benefits are subject to a \$20 Copayment. Ancillary services provided by the same provider on the same date as the office visit are not subject to a separate Copayment.

**Out-of-Network.** Out-of-Network Benefits are covered at 75% of the Allowable Expense, after Deductible.

19. **Inpatient Consultations.** The Benefit Plan will provide coverage for consultations billed by a physician subject to the limitations below. A consultation is professional advice given by a physician to your attending physician upon request of your attending physician.

- A. The physician who is called in is a specialist in your illness or disease;
- B. The consultations take place while you are a registered bed patient in a Facility;
- C. The consultation is not required by the rules or regulations of the Facility;
- D. The consulting physician does not thereafter render care or treatment to you;
- E. The consulting physician enters a written report in your Facility records; and
- F. Payment will be made for only one consultation during any one day unless a separate diagnosis exists.

**In-Network.** In-Network Benefits are covered in full.

**Out-of-Network.** Out-of-Network Benefits are covered at 75% of the Allowable Expense, after Deductible.

20. **Infertility Treatment Services.** The Benefit Plan will provide coverage for Medically Necessary services for the diagnosis and treatment of infertility subject to the following conditions:
- A. **Infertility Defined.** For purposes of this paragraph, infertility is determined in accordance with the standards and guidelines established and adopted by the American College of Obstetricians and Gynecologists and the American Society for Reproductive Medicine. In general, infertility means the inability of a couple to achieve a pregnancy after 12 months of unprotected intercourse. Earlier evaluation and treatment may, however, be justified based on medical history and physical findings; and is warranted after six months for women over age 35 years.
  - B. **Coverage Provided for Individuals 21 to 44 Years of Age.** The benefits provided by this paragraph are available only to Members covered under this Benefit Plan who are between the ages of 21 and 44 as of the date the services are rendered.
  - C. **Coverage Only Provided for Appropriate Candidates.** Coverage under this paragraph will only be provided to “Appropriate Candidates” within the age group described in Subparagraph B. An Appropriate Candidate is an individual determined to be an Appropriate Candidate by the treating physician, in accordance with the standards and guidelines established and adopted by the American College of Obstetricians and Gynecologists and the American Society of Reproductive Medicine.
  - D. **Covered Services.** Subject to the other provisions of this paragraph and this booklet, the Benefit Plan will provide benefits under this paragraph for:
    - (1) Medical and surgical procedures, such as artificial insemination, intrauterine insemination, and dilation and curettage (“D & C”), that would correct malformation, disease or dysfunction resulting in infertility; and
    - (2) Services in relation to diagnostic tests and procedures necessary;
      - (a) To determine infertility; or
      - (b) In connection with any surgical or medical procedures to diagnose or treat infertility. The diagnostic tests and procedures covered by this paragraph are:
        - (i) Hysterosalpingogram;
        - (ii) Hysteroscopy;

- (iii) Endometrial biopsy;
- (iv) Laparoscopy;
- (v) Sono-hysteroqram;
- (vi) Post-coital tests;
- (vii) Testis biopsy;
- (viii) Semen analysis;
- (ix) Blood tests;
- (xi) Ultrasound; and
- (xii) Other Medically Necessary diagnostic tests and procedures, unless excluded under Subparagraph E below.

E. **Plan of Care Required.** All services covered under this paragraph must be prescribed by a physician as part of a “plan of care.” The plan of care must be in writing, and must be available for review by the Claims Administrator. Services or procedures that are inconsistent with or not included in the plan of care will not be covered.

F. **Services Must Be Received from Eligible Providers.** Services covered under this paragraph must be received from “Eligible Providers” as according to the Claims Administrator's administrative guidelines. In general, an Eligible Provider is defined as a health care provider who meets the required training, experience and other standards established and adopted by the American Society for Reproductive Medicine for the performance of procedures and treatments for the diagnosis and treatment of infertility.

G. **Excluded Services.** The Benefit Plan will not pay benefits for the following reproductive procedures or services:

- (1) In-Vitro Fertilization;
- (2) Gamete Intra-Fallopian Transfer (GIFT);
- (3) Zygote Intra-Fallopian Transfer (ZIFT);
- (4) Reversal of elective sterilizations, including vasectomies and tubal ligations;
- (5) Sex change procedures;

- (6) Cloning;
- (7) Sperm banking and donor fees associated with artificial insemination or other procedures;
- (8) Artificial insemination; and
- (9) Other procedures or categories of procedures excluded by the Claims Administrator in accordance with its administrative guidelines. For questions as to whether or not a particular reproductive procedure or service is excluded, please contact the Claims Administrator.

H. **Experimental Procedures Not Covered.** This paragraph does not cover services or procedures that the Claims Administrator determines to be experimental, according to standards and guidelines that are no less favorable than those established and adopted by the American Society for Reproductive Medicine and the American College of Obstetricians and Gynecologists (“ACOG”).

I. **Deductibles, Copayments and Coinsurance.** The benefits of this paragraph are subject to any applicable Deductible, Copayment or Coinsurance provisions under this section for similar services. For example, any Deductible or Coinsurance for surgery under Paragraph 1 will also apply to surgery under this paragraph; any Deductible, Copayment or Coinsurance for laboratory and pathology services under Paragraph 8.B.(1) will also apply to laboratory and pathology services under this paragraph; and any Deductible, Copayment or Coinsurance for x-ray and imaging procedures under Paragraph 9 will also apply to x-ray and imaging procedures under this paragraph.

22. **Bone Density Testing.** The Benefit Plan will cover bone mineral density measurements and tests for the detection of osteoporosis once every two years, unless otherwise indicated based on age, gender and family history. The Claims Administrator will apply its standards and guidelines that are consistent with the criteria of the federal Medicare program or the National Institutes of Health (“NIH”) to determine appropriate coverage for bone density testing under this paragraph. Coverage will be provided for tests covered under Medicare or consistent with the NIH criteria including, as consistent with such criteria, dual-energy x-ray absorptiometry. When consistent with the Medicare or NIH criteria, coverage, at a minimum, will be provided for those Members:

- A. Previously diagnosed as having osteoporosis or having a family history of osteoporosis; or
- B. With symptoms or conditions indicative of the presence, or a significant risk, of osteoporosis; or
- C. On a prescribed drug regimen posing a significant risk of osteoporosis; or



- D. With lifestyle factors to the degree of posing a significant risk of osteoporosis; or
- E. With such age, gender and/or physiological characteristics that pose a significant risk of osteoporosis.

**In-Network.** In-Network Benefits are covered in full.

**Out-of-Network.** Out-of-Network Benefits are covered at 100% of the Allowable Expense.

- 23. **Mastectomy Care.** In addition to the surgical services covered under Paragraph 1 above, the Benefit Plan will also provide coverage for prostheses and treatment of physical complications of a mastectomy, including lymphedemas.

**In-Network.** In-Network Benefits are covered in full.

**Out-of-Network.** Out-of-Network Benefits are covered at 75% of the Allowable Expense, after Deductible.

- 24. **Injectable/IV Drugs.** The Benefit Plan will provide coverage for drugs administered by injection or intravenously during the course of a Professional Provider office visit covered under this section.

**In-Network.** In-Network Benefits are covered in full.

**Out-of-Network.** Out-of-Network Benefits are covered at 75% of the Allowable Expense, after Deductible.

- 25. **Oral Surgery.** The Benefit Plan will provide coverage for the following oral surgical procedures: excision of tumors and cysts of the jaw, cheek, lip, tongue, and roof and floor of the mouth; to repair or replace sound natural teeth when the surgery occurs within 12 months of an injury; removal of tissue or bony impacted teeth; to correct injuries to the jaw, cheek, lip, tongue, and roof and floor of the mouth when the surgery occurs within 12 months of the injury; excision of benign bony growths of the jaw and hard palate; external incision and drainage of cellulitei; and incision of sensory sinuses, salivary glands or ducts. The Benefit Plan will also provide coverage for anesthesia billed by a dentist in connection with covered oral surgical procedures.

**In-Network.** In-Network Benefits are covered in full.

**Out-of-Network.** Out-of-Network Benefits are covered at 100% of the Allowable Expense.

- 26. **Clinic Visits.** The Benefit Plan will provide coverage for Professional Provider clinic

services to diagnose and/or treat illness or injury.

**In-Network.** In-Network Benefits are subject to a \$20 Copayment.

**Out-of-Network.** Out-of-Network Benefits are covered at 75% of the Allowable Expense, after Deductible.

27. **Contraceptive Drugs and Devices.** The Benefit Plan will provide coverage for contraceptive drugs and devices, such as intrauterine devices, implantable drugs, and diaphragms, billed by your physician.

**In-Network.** In-Network Benefits are subject to a \$20 Copayment. For contraceptive drugs and devices that are considered preventive in accordance with the preventive services provision of the Benefit Plan (refer to Section Ten) In-Network Benefits are covered in full.

**Out-of-Network.** Out-of-Network Benefits are covered at 75% of the Allowable Expense, after Deductible.

## SECTION TEN - ADDITIONAL BENEFITS

1. **Treatment of Diabetes.** The Benefit Plan will provide coverage for the following equipment and supplies for the treatment of diabetes that the Claims Administrator determines to be Medically Necessary:
  - A. Insulin and oral agents for controlling blood sugar, limited to a 30-day supply;
  - B. Blood glucose monitors;
  - C. Blood glucose monitors for the visually impaired;
  - D. Data management systems;
  - E. Test strips for glucose monitors, visual reading and urine testing;
  - F. Injection aids;
  - G. Cartridges for the visually impaired;
  - H. Insulin pumps and appurtenances thereto;
  - I. Insulin infusion devices; and
  - J. Additional Medically Necessary equipment and supplies, as the New York State Commissioner of Health shall designate by regulation as appropriate for the treatment of diabetes.

Repair, replacement and adjustment of the above diabetic equipment and supplies are covered when made necessary by normal wear and tear. Repair and replacement of diabetic equipment and supplies made necessary because of loss or damage caused by misuse or mistreatment are not covered.

The Benefit Plan will also pay for disposable syringes and needles used solely for the injection of insulin. The Benefit Plan will not pay for reusable syringes and needles or multi-use disposable syringes or needles.

The Benefit Plan will pay for diabetes self-management education and diet information provided by your Professional Provider or Authorized Medical Personnel, or their staff, in connection with Medically Necessary visits upon the diagnosis of diabetes, a significant change in your symptoms, the onset of a condition necessitating changes in self-management or where re-education or refresher education is Medically Necessary, as determined by the Claims Administrator. When such education is provided as part of the same office visit for diagnosis or treatment of diabetes, payment for the office visit shall include payment for the education. The Benefit Plan will also pay for home visits, when Medically Necessary.

Education is also covered when provided by the following In-Network medical personnel upon a referral from your Professional Provider or Authorized Medical Personnel: certified diabetes nurse educator, certified nutritionist, certified dietician or registered dietician or other provider as required by law. Such education must be provided in a group setting, when practicable.

**In-Network.** In-Network Benefits for diabetic supplies and insulin, and diabetic durable equipment are covered in full. In-Network Benefits for diabetic education are subject to a \$20 Copayment.

**Out-of-Network.** Out-of-Network Benefits for diabetic supplies and insulin, diabetic education, and diabetic durable medical equipment are covered at 75% of the Allowable Expense, after Deductible.

2. **Durable Medical Equipment, External Prosthetic Devices, Orthotic Devices and Medical Supplies.**

- A. **Durable Medical Equipment.** The Benefit Plan will provide coverage for the rental, purchase, repair or maintenance of durable medical equipment and for supplies and accessories necessary for the proper functioning of the equipment. The Benefit Plan will provide coverage for durable medical equipment that your physician or other licensed/authorized provider and the Medical Director determines to be Medically Necessary. The equipment must be the kind that is generally used for a medical purpose, as opposed to a comfort or convenience purpose. The Claims Administrator will determine whether the item should be purchased or rented.

Durable medical equipment is equipment that can withstand repeated use; can normally be rented and reused by successive patients; is primarily and customarily used to serve a medical purpose; generally is not useful to a person in the absence of illness or injury; and is appropriate for use in a person's home. Examples of covered equipment include, but are not limited to: crutches, wheelchairs (the Benefit Plan will not pay for motor-driven wheelchairs unless the Claims Administrator determines it is Medically Necessary), a special hospital type bed, or a home dialysis unit. Examples of equipment the Benefit Plan will not cover include, but are not limited to air conditioners, humidifiers, dehumidifiers, air purifiers, sauna baths, exercise equipment or medical supplies.

No coverage is provided for the cost of rental, purchase, repair or maintenance of durable medical equipment covered under warranty or the cost of rental, purchase, repair or maintenance due to misuse, loss, natural disaster or theft, unless approved in advance by the Medical Director. No coverage is provided for the additional cost of deluxe equipment that is not Medically Necessary. You are responsible for any additional charge for the purchase of a deluxe item that is

not Medically Necessary. The Benefit Plan will not provide coverage for delivery or service charges, or for routine maintenance.

- B. External Prosthetic Devices.** The Benefit Plan will provide coverage for external prosthetic devices necessary to relieve or correct a condition caused by an injury or illness. The Benefit Plan will cover replacements: due to a change in physiological condition; when required repairs would exceed the cost of a replacement device or parts that need to be replaced; or when there has been an irreparable change in the condition of the device due to normal wear and tear. Your physician must order the prosthetic device for your condition before its purchase. Although the Claims Administrator requires that a physician prescribe the device, this does not mean that the Claims Administrator will automatically determine you need it. The Claims Administrator will determine if the prosthetic device is Medically Necessary. The Benefit Plan will only provide benefits for a prosthetic device that the Claims Administrator determines can adequately meet the needs of your condition at the least cost.

A prosthetic device is an artificial organ or body part, including, but not limited to, artificial limbs and eyes. External prosthetic devices include, for example, the following that are used to replace functioning natural body parts: artificial arms, legs, and eyes; wigs; ostomy bags and supplies required for their use; and catheters. Prosthetic devices do not include, for example: hearing aids; eyeglasses; contact lenses; medical supplies; or foot orthotics such as arch supports or insoles, regardless of the Medical Necessity of those items. Dentures or other devices used in connection with the teeth are also not covered unless required due to an accidental injury to sound natural teeth or necessary due to congenital disease or anomaly.

Not included in this benefit are: the cost of rental, purchase, repair or maintenance of prosthetic devices because of misuse, loss, natural disaster or theft unless approved in advance by the Medical Director. No coverage is provided for the additional cost of a deluxe device that is not Medically Necessary. You are responsible for any additional charge for the purchase of a deluxe item that is not Medically Necessary. The Benefit Plan will not provide coverage for delivery or service charges, or for routine maintenance related to prosthetic devices.

- C. Orthotic Devices.** The Benefit Plan will provide coverage for orthotic devices that are rigid or semi-rigid (having molded plastic or metal stays) when the devices are necessary to: support, restore or protect body function; redirect, eliminate or restrict motion of an impaired body part; or relieve or correct a condition caused by an injury or illness. The Benefit Plan will cover replacements: due to a change in physiological condition; when required repairs would exceed the cost of a replacement device or parts that need to be replaced; or when there has been an irreparable change in the condition of the device due to normal wear and tear. Orthotic devices include orthopedic braces and custom-

built supports. Your physician must order the orthotic device for your condition before its purchase. Although it is required that a physician prescribe the device, this does not mean that the Claims Administrator will automatically determine you need it. The Claims Administrator will determine if the orthotic device is Medically Necessary. The Benefit Plan will only provide benefits for an orthotic device that the Claims Administrator determines can adequately meet the needs of your condition at the least cost. You are responsible for any additional charge for the purchase of a deluxe item that is not Medically Necessary.

The Benefit Plan will not provide coverage for foot orthotics, custom-made shoes or arch supports.

- D. **Medical Supplies.** The Benefit Plan will provide coverage for disposable medical supplies when you are not an inpatient in a Facility and the Claims Administrator determines that a large quantity is necessary for the treatment of conditions such as cancer, diabetic ulcers, surgical wounds and burns. Disposable medical supplies: are used to treat conditions caused by injury or illness; do not withstand repeated use (cannot be used by more than one patient); and are discarded when their usefulness is exhausted. Examples of disposable medical supplies include: bandages; surgical gloves; tracheotomy supplies; and compression stockings. Your physician must order these supplies.

Not included in this benefit are: supplies that are purchased primarily for comfort or convenience; delivery and/or handling charges.

**In-Network.** In-Network Benefits are covered in full. You are responsible for any additional charge for the purchase of a deluxe item that is not Medically Necessary.

**Out-of-Network.** Out-of-Network Benefits are covered at 75% of the Allowable Expense, after Deductible. You are responsible for any additional charge for the purchase of a deluxe item that is not Medically Necessary.

3. **Pre-hospital Emergency Services and Transportation.** The Benefit Plan will provide coverage for services to evaluate and treat an Emergency Condition when such services are provided by an ambulance service certified under the Public Health Law. The Benefit Plan will also provide coverage for land ambulance transportation to a Hospital by such an ambulance service when a prudent layperson, possessing an average knowledge of medicine and health, could reasonably expect the absence of such transportation to result in:

- A. Placing the health of the person afflicted with such condition (or, with respect to a pregnant woman, the health of the woman or her unborn child) in serious jeopardy, or in the case of a behavioral condition, placing the health of such person or others in serious jeopardy;

- B. Serious impairment to such person's bodily functions;
- C. Serious dysfunction of any bodily organ or part of such person; or
- D. Serious disfigurement of such person.

**In-Network.** In-Network Benefits are covered at 75% of the Allowable Expense, after Deductible.

**Out-of-Network.** Out-of-Network Benefits are covered at 75% of the Allowable Expense, after the In-Network Deductible.

4. **Ambulance Service.** In addition to the services described in Paragraph 3 above, the Benefit Plan will also provide coverage for the following Medically Necessary services provided by a certified ground or air ambulance service:
- A. Ground or air ambulance service for an urgent condition. When you have an urgent condition, the need for care is less than the need for care of an Emergency Condition, but the condition requires immediate attention. An urgent condition is one that may become an Emergency Condition in the absence of treatment.
  - B. Ground or air transportation between Facilities.

**In-Network.** In-Network Benefits are covered at 75% of the Allowable Expense, after Deductible.

**Out-of-Network.** Out-of-Network Benefits are covered at 75% of the Allowable Expense, after the In-Network Deductible.

5. **Care in a Freestanding Urgent Care Center.** The Benefit Plan will provide coverage for care at a freestanding urgent care center to treat your illness or condition. The Benefit Plan will provide coverage for medical visits of Professional Providers who are not employees or interns of the urgent care center.

**In-Network.** In-Network Benefits are subject to a \$20 Copayment. In-Network Benefits for medical visits by Professional Providers are subject to a separate \$20 Copayment.

**Out-of-Network.** Out-of-Network Benefits are covered at 75% of the Allowable Expense, after Deductible.

6. **Private Duty Nursing Services.** The Benefit Plan will provide coverage for Medically Necessary private duty nursing while you are an inpatient or in your home subject to the following conditions:
- A. Services must be performed and billed by a Licensed Practical Nurse (LPN) or

Registered Nurse (RN), licensed in the state in which the services are being performed, or by a nursing agency.

- B. The nurse must not be a relative or a person living in your home.
- C. The services performed must be consistent with the diagnosis, disease or condition for which you are being treated.

**In-Network.** In-Network Benefits are subject to a \$20 Copayment.

**Out-of-Network.** Out-of-Network Benefits are covered at 75% of the Allowable Expense, after Deductible.

7. **Infusion Therapy.** The Benefit Plan will provide coverage for Medically Necessary infusion therapy provided in your home, the outpatient department of a Facility or a Professional Provider's office. Infusion therapy means the intravenous, subcutaneous, or epidural infusion of medications, nutrients and other solutions. Injections are excluded. Coverage for infusion therapy includes benefits for pharmaceuticals (a drug, nutrient or other solution) and related nursing care. The Benefit Plan will not provide benefits under this paragraph for services billed by a home care provider.

**In-Network.** In-Network Benefits are subject to a \$20 Copayment.

**Out-of-Network.** Out-of-Network Benefits are covered at 75% of the Allowable Expense, after Deductible.

8. **Enteral Formulas.** The Benefit Plan will provide coverage for Medically Necessary enteral formulas provided by a licensed pharmacy and for which an authorized provider has issued a written order. The written order must state that the enteral formula is clearly Medically Necessary and has been proven effective as a disease-specific method of treatment for patients whose condition would cause them to become malnourished or suffer from disorders resulting in chronic disability, mental retardation, or death, if left untreated. The Benefit Plan will not provide coverage under this paragraph for nutritional supplements taken electively (not pursuant to a written order).

**In-Network.** In-Network Benefits are covered in full.

**Out-of-Network.** Out-of-Network Benefits are covered at 75% of the Allowable Expense, after Deductible.

9. **Eye Wear.** The Benefit Plan will provide coverage for the initial contact lenses or eyeglasses, and a related exam, required following intraocular surgery or cataract surgery, or to treat corneal disease.

**In-Network.** In-Network Benefits are covered in full.



**Out-of-Network.** Out-of-Network Benefits are covered at 75% of the Allowable Expense, after Deductible.

10. **Dietary Supplements.** The Benefit Plan will provide coverage for Medically Necessary dietary supplements provided pursuant to a written order issued by an authorized health care provider.

**In-Network.** In-Network Benefits are covered in full.

**Out-of-Network.** Out-of-Network Benefits are covered at 75% of the Allowable Expense, after Deductible.

11. **PUVA Therapy.** The Benefit Plan will provide coverage for PUVA (Psoralens and Ultraviolet A) photochemotherapy.

**In-Network.** In-Network Benefits are subject to a \$20 Copayment.

**Out-of-Network.** Out-of-Network Benefits are covered at 75% of the Allowable Expense, after Deductible.

12. **Supplemental Accident Benefit.** The Benefit Plan will provide coverage for out-of-pocket expenses (Deductibles, Copayments and Coinsurance) for covered medical expenses resulting from a non work-related accidental injury sustained while the Member is covered under the Benefit Plan, up to \$500 per Member per accident.

13. **Blood.** The Benefit Plan will provide coverage for supplies and services related to autologous or direct donation of blood preceding surgical procedures that could require blood transfusion.

**In-Network.** In-Network Benefits are covered in full.

**Out-of-Network.** Out-of-Network Benefits are covered at 75% of the Allowable Expense, after Deductible.

14. **Preventive Services Required by the Federal Patient Protection and Affordable Care Act.** The Benefit Plan will provide coverage for the preventive services identified below. To the extent such items and services are covered elsewhere under this booklet, any cost-sharing provisions that may apply will not apply to any In-Network Benefit.

- A. **Evidence-Based Preventive Services.** Evidence-based items or services that have in effect a rating of “A” or “B” in the current recommendations of the United States Preventive Services Task Force (USPSTF) with respect to the individual involved, except that with respect to breast cancer screening, mammography and prevention of breast cancer, the recommendations of the USPSTF issued in 2002 will be considered the current recommendations until further guidance is issued by the USPSTF or the Health Resources and Services Administration (HRSA);

- B. **Routine Immunizations.** Immunizations that have in effect a recommendation from the Advisory Committee on Immunization Practices (“ACIP”) of the Centers for Disease Control and Prevention with respect to the individual involved;
- C. **Prevention for Children.** With respect to infants, children and adolescents, evidence-informed preventive care and screenings provided for in the comprehensive guidelines supported by HRSA.
- D. **Prevention for Women.** With respect to women, such additional preventive care and screenings, not otherwise addressed by the USPSTF, as provided for in comprehensive guidelines supported by HRSA and published on August 1, 2011 (or any applicable subsequent guidelines or guidance requiring any additional women’s preventive services).

A list of the preventive services covered under this paragraph is available on the Claims Administrator’s website at [www.excellusbcs.com](http://www.excellusbcs.com), or will be mailed to you upon request. You may request the list by calling the Claims Administrator.

**In-Network.** In-Network Benefits are covered at 100% of the Allowable Expense. Cost-sharing may apply to covered services provided during the same visit as the preventive services set forth above. For example, if a service referenced above is provided during an office visit wherein that service is not the primary purpose of the visit, the cost-sharing amount that would otherwise apply to the office visit will still apply.

**Out-of-Network.** Out-of-Network Benefits are covered at 100% of the Allowable Expense. Cost-sharing may apply to covered services provided during the same visit as the preventive services set forth above. For example, if a service referenced above is provided during an office visit wherein that service is not the primary purpose of the visit, the cost-sharing amount that would otherwise apply to the office visit will still apply.

**In-Network.** In-Network Benefits are covered in full. Cost sharing may apply to covered services provided during the same visit as the preventive services set forth above. For example, if a service referenced above is provided during an office visit wherein that service is not the primary purpose of the visit, the cost-sharing amount that would otherwise apply to the office visit will still apply.

**Out-of-Network.** Out-of-Network Benefits are only available for the preventive services described above when the service is covered under other provisions of this Benefit Plan; and they are then subject to any applicable Deductible, Copayment or Coinsurance for the service. For example: Out-of-Network Benefits for the following services are covered at 75% of the Allowable Expense, after Deductible: adult immunizations under Section Nine, subparagraph 8.A.(3);

and genetic testing under Section Six, paragraph 4 and Section Nine, subparagraph 8.B.(1).

15. **Qualified Clinical Trial Expenses.** The Benefit Plan will provide coverage for all health care items and services for a Member for the treatment of cancer or any other Life-Threatening Condition that is consistent with the standard of care for an individual with the Member's diagnosis; provided, such health care items and services would have been covered under the Benefit Plan if the Member did not participate in the Qualified Clinical Trial. To be eligible for coverage, the Member must meet the requirements of a qualifying individual, as defined below.

For purposes of this section a "qualifying individual" means a Member who is eligible to participate in a Qualified Clinical Trial according to the trial protocol with respect to the treatment of cancer or other Life-Threatening Condition; and either: (A) the referring health care professional has concluded that the Member's participation in such trial would be appropriate based upon his or her diagnosis; or (B) the Member provides scientific information establishing that the Member's participation in such trial would be appropriate based upon his or her diagnosis.

Notwithstanding the above, Qualified Clinical Trial expenses do not include the following:

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

The benefits of this paragraph are subject to any applicable Deductible, Coinsurance or Copayment provisions for similar services. For example, any Deductible or Coinsurance for laboratory and pathology services under paragraph 8.B.(1) will also apply to laboratory and pathology services under this paragraph; and any Deductible or Coinsurance for x-ray and imaging procedures under Section Nine, paragraph 9 will also apply to x-ray and imaging procedures under this paragraph.

16. **Individual Case Management.**

- A. **Alternative Benefits.** If you agree to participate and abide by the policies of the Benefit Plan and the Claims Administrator, in addition to benefits specified in this booklet, you may be provided, outside the terms of the Benefit Plan, benefits for services, for up to a 60-day period, furnished by any In-Network Provider pursuant to the alternative treatment plan of the Claims Administrator for a Member whose condition would otherwise require hospitalization.

The Benefit Plan may provide such alternative benefits if and only for so long as the Claims Administrator determines, among other things, that the alternative services are Medically Necessary, cost-effective and feasible, and that the total benefits paid for such services do not exceed the total benefits to which you would otherwise be entitled under the Benefit Plan in the absence of alternative benefits.

If the Benefit Plan elects to provide alternative benefits for a Member in one instance, it shall not obligate the Benefit Plan to provide the same or similar benefits for any Member in any other instance where the alternative treatment is not Medically Necessary, cost-effective and feasible, nor shall it be construed as a waiver of the right to administer the Benefit Plan thereafter in strict accordance with its expressed terms.

At the expiration of such 60-day period, you may apply in writing for a continuation of the alternative benefits and services being provided outside the terms of the Benefit Plan. Upon such application for renewal, the Claims Administrator will review the Member's condition and may agree to a renewal of such alternative benefits and services. Renewals must be in writing and the Claims Administrator's determination will be final.

The alternative benefits you receive will be in lieu of the benefits the Benefit Plan would normally provide to you under this booklet for the treatment of your condition. As a result, the Benefit Plan may require you to agree to waive certain benefits in order to receive the alternative benefits agreed upon. You may return to utilization of benefits at any time upon prior written notice to the Claims Administrator. However, the benefits remaining available to you will be reduced in a manner that appropriately reflects the alternative benefits you used.

- B. **Appeals of Individual Case Management.** If the Claims Administrator denies a request for Individual Case Management, you or your Professional Provider may appeal by requesting a review of the original decision. Or, if benefits under an individual case management plan are terminated, you or your Professional Provider may appeal by requesting a review. The request for review may be in writing to:

Corporate Managed Care  
165 Court Street  
Rochester, NY 14647

Or, you may contact the Claims Administrator's Member Services Department at the phone number located on your identification card.

## SECTION ELEVEN - EMERGENCY CARE

1. **Eligibility for Benefits.** The Benefit Plan will provide coverage for Emergency Services provided by an In-Network Provider or Out-of-Network Provider, if your illness or condition is considered an Emergency Condition. The Benefit Plan will provide coverage for medical visits of Professional Providers who are not Facility employees or interns to treat an Emergency Condition in an emergency room.

When you make visits to the emergency room for a condition that is not an Emergency Condition, you will be liable for the entire charge for the visit including all associated charges such as, but not limited to, x-ray, laboratory services and medication expenses.

2. **Payment for Emergency Services.**

**In-Network.** In-Network Benefits are subject to a \$20 Copayment.

**Out-of-Network.** Out-of-Network Benefits are subject to a \$20 Copayment.

The Copayment will be waived if you are admitted to the Hospital as an inpatient within 24 hours of the Emergency Services.

3. **Payment for a Professional Provider's Hospital Emergency Room Visit.** The Benefit Plan will provide coverage for visits of Professional Providers if your illness or condition is considered an Emergency Condition. The Benefit Plan will not provide coverage for medical visits by Facility employees or interns, even if they are Professional Providers.

**In-Network.** In-Network Benefits are subject to a \$20 Copayment.

**Out-of-Network.** Out-of-Network Benefits are subject to a \$20 Copayment.

## **SECTION TWELVE - HUMAN ORGAN AND STEM CELL (BONE MARROW) TRANSPLANTS**

The Benefit Plan will provide coverage for all of the benefits otherwise covered under this booklet for solid organ and stem cell (from bone marrow peripheral or umbilical cord blood) transplants subject to the following limits:

1. **Care in Approved Transplant Centers.** Certain types of organ transplant procedures must be performed in transplant centers certified or otherwise approved by the appropriate regulatory authority for the specific type of transplant procedure being performed. The types of organ transplants that must be performed in certified transplant centers are: bone marrow; liver; heart; lung; heart-lung; kidney; and kidney-pancreas. You may contact the Claims Administrator if you wish to obtain a list of certified transplant centers.
2. **No Coverage of Experimental or Investigational Organ Transplants.** The Benefit Plan will not provide coverage for any benefits for organ transplants the Claims Administrator determines to be experimental or investigational. The Claims Administrator maintains and revises from time to time a list of organ transplant procedures that it determines not to be experimental or investigational and that, therefore, are covered under this Benefit Plan. You may contact the Claims Administrator if you have a question concerning whether a particular transplant procedure is covered.
3. **Recipient Benefits.** The Benefit Plan will provide coverage for a person covered under this Benefit Plan for all of the benefits provided to the recipient of the organ transplant that are otherwise covered under this Benefit Plan when they result from or are directly related to a covered organ or bone marrow transplant.
4. **Coverage for Donor Searches or Screenings.** The Benefit Plan will not provide coverage for costs relating to searches or screenings for donors of organs.
5. **Costs of Organ Donor.** The Benefit Plan will provide coverage for the medical services directly related to the donation of an organ for transplantation to a person covered under the Benefit Plan. The Benefit Plan will not provide coverage if you are donating an organ for transplantation to a person not covered under this Benefit Plan.

## SECTION THIRTEEN - EXCLUSIONS

In addition to the exclusions and limitations described in other sections of this booklet, the Benefit Plan will not provide coverage for the following:

1. **Acupuncture.** The Benefit Plan will not provide coverage for any service or care related to acupuncture treatment and acupuncture therapy, except when performed as a form of anesthesia in connection with covered surgery.
2. **Blood Products.** The Benefit Plan will not provide coverage for the cost of blood, blood plasma, other blood products, or blood processing or storage charges when they are available free of charge in the local area, except that coverage will be provided for blood required for the treatment of hemophilia when billed by a Facility. When not free in the local area, the Benefit Plan will cover blood charges, even if you donate or store your own blood, if billed by a Facility, ambulatory surgery center, or a certified blood bank.
3. **Certification Examinations.** The Benefit Plan will not provide coverage for any service or care related to a routine physical examination and/or testing to certify health status, including, but not limited to an examination required for school, employment, insurance, marriage, licensing, travel, camp, sport, or adoption.
4. **Cosmetic Services.** The Benefit Plan will not provide coverage for any services in connection with elective cosmetic surgery that is primarily intended to improve your appearance and is not Medically Necessary. Examples of the kinds of services that are often determined to be not Medically Necessary include the following: breast enlargement, rhinoplasty and hair transplants. The Benefit Plan will, however, provide coverage for services in connection with reconstructive surgery when such service is incidental to or follows surgery resulting from trauma, infection, or other disease of the part of the body involved. The Benefit Plan will also provide coverage for reconstructive surgery because of congenital disease or anomaly of a child covered under this Benefit Plan that has resulted in a functional defect. The Benefit Plan will also provide coverage for services in connection with reconstructive surgery following a mastectomy, as provided in Section Nine.
5. **Court Ordered Services.** The Benefit Plan will not provide coverage for any service or care (including evaluation, testing, and/or treatment) that is ordered by a court, or that is required by a court as a condition of parole or probation, unless:
  - A. The service or care would be covered under the Benefit Plan in the absence of a court order;
  - B. The service or care has been pre-authorized by the Benefit Plan, if required; and

- C. It is determined, in advance, that the service or care is Medically Necessary and covered under the terms of the Benefit Plan.

This exclusion applies to special medical reports, including those not directly related to treatment, e.g., reports on certification examinations and reports prepared in connection with litigation.

6. **Criminal Behavior.** The Benefit Plan will not provide coverage for any service or care related to the treatment of an illness, accident or condition arising out of your participation in a felony. The felony will be determined by the law of the state where the criminal behavior occurred.
7. **Custodial Care.** The Benefit Plan will not provide coverage for any service or care that is custodial in nature, or any therapy that the Claims Administrator determines is not expected to improve your condition. Care is considered custodial when it is primarily for the purpose of meeting personal needs and includes activities of daily living such as help in transferring, bathing, dressing, eating, toileting, and such other related activities.
8. **Dental Care.** The Benefit Plan will not provide coverage for any service or care (including anesthesia and inpatient stays) for treatment of the teeth, gums, or structures supporting the teeth; or any form of dental surgery; regardless of the reasons(s) that the service or care is necessary. For example, the Benefit Plan will not provide coverage for x-rays, fillings, extractions, braces, prosthetics, correction of impactions, treatments for gum disease, or therapy or other treatments related to dental TMJ disorder.
9. **Developmental Delay.** The Benefit Plan will not provide coverage for any service or care related to the educational treatment of behavioral disorders together with services for remedial education, including evaluation or treatment of learning disabilities, minimal brain dysfunction, development and learning disorders, behavioral training, and cognitive rehabilitation. This exclusion applies to services, treatment, or educational testing and training related to behavioral (conduct) problems, learning disabilities, or developmental delays. Special education, including lessons in sign language, to instruct a Member whose ability to speak has been lost or impaired to function without that ability, is not covered. This exclusion does not apply to early intervention services.
10. **Experimental and Investigational Services.** Unless otherwise required by law, the Benefit Plan will not provide coverage for any service or care that consists of a treatment, procedure, drug, biological product, or medical device (collectively, "Service"); an inpatient stay in connection with a Service; or treatment of a complication related to a Service; if the Service is experimental or investigational.

"Experimental or investigational" means that we determine the Service is:



- A. not of proven benefit for a particular diagnosis or for treatment of a particular condition;
- B. not generally recognized by the medical community, as reflected in published, peer-reviewed, medical literature, as effective or appropriate for a particular diagnosis or for treatment of a particular condition; or
- C. not of proven safety for a person with a particular diagnosis or a particular condition, i.e., is currently being evaluated in research studies to ascertain the safety and effectiveness of the treatment on the well being of a person with the particular diagnosis or in the particular condition.

Governmental approval of a Service will be considered in determining whether a Service is experimental or investigational, but the fact that a Service has received governmental approval does not necessarily mean that it is of proven benefit, or appropriate or effective treatment for a particular diagnosis or for a particular condition.

In determining whether a Service is experimental or investigational, the Claims Administrator may require that any or all of the following five criteria be met:

- A. A Service that is a medical device, drug, or biological product must have received final approval of the United States Food and Drug Administration (FDA) to market for the particular diagnosis or for your particular condition. Any other approval granted as an interim step in the FDA regulatory process, e.g., an Investigational Device Exemption or an Investigational New Drug Exemption, is not sufficient. Once final FDA approval has been granted for a particular diagnosis or for your particular condition, use of the Service (medical device, drug, or biological product) for another diagnosis or condition may require that any or all of the five criteria be met.
- B. Published, peer-reviewed, medical literature must provide conclusive evidence that the Service has a definite, positive effect on health outcomes. The evidence must include reports of well-designed investigations that have been reproduced by nonaffiliated, authoritative sources with measurable results, backed up by the positive endorsements of national medical bodies or panels regarding scientific efficacy and rationale.
- C. Published, peer-reviewed, medical literature must provide demonstrated evidence that, over time, the Service leads to improvement in health outcomes, i.e., the beneficial effects of the Service outweigh any harmful effects.
- D. Published, peer-reviewed, medical literature must provide proof that the Service is at least as effective in improving health outcomes as established services or

technology, or is usable in appropriate clinical contexts in which an established service or technology is not employable.

- E. Published, peer-reviewed, medical literature must provide proof that improvement in health outcomes, as defined in Subparagraph C above, is possible in standard conditions of medical practice, outside of clinical investigatory settings.

This exclusion will not apply to Qualified Clinical Trial expenses and shall not limit in any way benefits available for prescription drugs otherwise covered under this Benefit Plan which have been approved by the FDA for the treatment of certain types of cancer, when those drugs are prescribed for the treatment of a type of cancer for which they have not been approved by the FDA, so long as the drugs so prescribed meet the requirements of the Claims Administrator's guidelines.

- 11. **Free Care.** The Benefit Plan will not provide coverage for any service or care that is furnished to you without charge, or that would have been furnished to you without charge if you were not covered under this Benefit Plan. This exclusion applies even if a charge for the service or care is billed. When service or care is furnished to you by your spouse, brother, sister, mother, father, son or daughter; or the spouse of any of them, it will be presumed that the service or care would have been furnished without charge. You must prove that a service or care would not have been furnished without charge.
- 12. **Government Hospitals.** Except as otherwise required by law, the Benefit Plan will not provide coverage for any service or care you receive in a Facility or institution which is owned, operated or maintained by: the Veterans Administration (VA); a federal, state, or local government, unless the Facility is an In-Network Provider. However, coverage will be provided for services or care in such a Facility to treat an Emergency Condition. In this case, coverage will continue to be provided only for as long as emergency care is Medically Necessary and it is not possible for you to be transferred to another Facility.
- 13. **Government Programs.** The Benefit Plan will not provide coverage for any service or care for which benefits are payable under Medicare or any other federal, state, or local government program, except when required by state or federal law. When you are eligible for Medicare, benefits will be reduced by the amount Medicare would have paid for the services. Except as otherwise required by law, this reduction will be made even if you fail to enroll in Medicare; you do not pay the charges for Medicare; or you receive services at a Facility that cannot bill Medicare. When you are covered under Medicare, and Medicare is primary according to federal law, Medicare benefits and the benefits under this Benefit Plan will be coordinated as set forth in Section Fifteen.

According to federal law, Medicare is not primary if one of the following applies:

- A. **Eligibility for Medicare By Reason of Age.** You are entitled to benefits under Medicare by reason of your age, and the following conditions are met:
    - (1) You are in “current employment status” (working actively and not retired) with the Group; and
    - (2) The Group maintains or participates in an employer group health plan that is required by law to have this Benefit Plan pay its benefits before Medicare.
  
  - B. **Eligibility for Medicare By Reason of Disability Other than End-Stage Renal Disease.** You are entitled to benefits under Medicare by reason of disability (other than end-stage renal disease), and the following conditions are met:
    - (1) You are in “current employment status” (working actively and not retired) with the Group; and
    - (2) The Group maintains or participates in a large group health plan, as defined by law, that is required by law to have this Benefit Plan pay its benefits before Medicare pays.
  
  - C. **Eligibility for Medicare By Reason of End-Stage Renal Disease.** You are entitled to benefits under Medicare by reason of end-stage renal disease, and there is a waiting period before Medicare coverage becomes effective. The Benefit Plan will not reduce its benefits, and will provide benefits before Medicare pays, during the waiting period. The Benefit Plan will also provide benefits before Medicare pays during the coordination period with Medicare. After the coordination period, Medicare will pay its benefits before the Benefit Plan provides benefits.
14. **Hair Prosthetics; Household Fixtures; Disposable Supplies.** The Benefit Plan will not provide coverage for:
- A. Wigs, hair prosthetics or hair implants;
  
  - B. The purchase or rental of household fixtures, including, but not limited to, elevators, escalators, ramps, seat lift chairs, stair glides, saunas, whirlpool baths, swimming pools, home tracking systems, exercise cycles, air or water purifiers, hypo-allergenic pillows, mattresses or waterbeds, massage equipment, central or unit air conditioners, humidifiers, dehumidifiers, emergency alert equipment, handrails, heat appliances, improvements made to a house or place of business, and adjustments made to vehicles; and

- C. Disposable supplies (for example, diapers, chux, sponges, syringes, incontinence pads, reagent strips and bandages purchased for general use); except that this exclusion does not apply to diabetic supplies covered under Section Ten.
15. **Hypnosis/Biofeedback.** The Benefit Plan will not provide coverage for hypnosis or biofeedback.
16. **Military Service-Connected Conditions.** The Benefit Plan will not provide coverage for any service or care related to any military service-connected disability or condition, if the Veterans Administration (VA) has the responsibility to provide the service or care.
17. **No-Fault Automobile Insurance.** The Benefit Plan will not provide coverage for any service or care for which benefits are available under mandatory no-fault automobile insurance, until you have used up all of the benefits of the mandatory no-fault policy. This exclusion applies even if you do not make a proper or timely claim for the benefits available to you under a mandatory no-fault policy. The Benefit Plan will provide benefits for services covered under this booklet when you have exceeded the maximum benefits of the no-fault policy. Should you be denied benefits under the no-fault policy because it has a deductible, the Benefit Plan will provide coverage for the services covered under this booklet, up to the amount of the deductible. The Benefit Plan will not provide benefits even if you bring a lawsuit against the person who caused your injury and even if you receive money from that lawsuit and you have repaid the medical expenses you received payment for under the mandatory automobile no-fault coverage.
18. **Non-Covered Service.** The Benefit Plan will not provide coverage for any service or care that is not specifically described in this booklet as a covered service; or that is related to service or care not covered under this Benefit Plan; even when an In-Network Provider considers the service or care to be Medically Necessary and appropriate.
19. **Personal Comfort Services.** The Benefit Plan will not provide coverage for any service or care that is for personal comfort or for uses not primarily medical in nature, including, but not limited to: radio, telephone, television, air conditioner, humidifier, dehumidifier, air purifiers, beauty and barber services, commodes, exercise equipment, arch supports, foot orthotics, or orthotics used solely for sports.
20. **Prescription Drugs.** The Benefit Plan will not provide coverage for service or care related to prescription drugs, over-the-counter (non-prescription) drugs or injections, except for: prescription drugs, and/or injections, that are administered to you in the course of a covered outpatient or inpatient treatment in a Facility or in a Professional Provider's office, or through home health care benefits, insulin and oral agents for controlling blood sugar; and contraceptive drugs covered under Section Nine or Section Ten .

21. **Routine Care of the Feet.** The Benefit Plan will not provide coverage for services related to routine care of the feet, including but not limited to corns, calluses, flat feet, fallen arches, weak feet, chronic foot strain, toenails, or symptomatic complaints of the feet.
22. **Self-Help Diagnosis, Training, and Treatment.** The Benefit Plan will not provide coverage for any service or care related to self-help or self-care diagnosis, training, and treatment for recreational, educational, vocational or employment purposes.
23. **Smoking Cessation Programs.** The Benefit Plan will not provide coverage for smoking cessation programs, unless otherwise covered as a preventive service in accordance with Section Ten.
24. **Special Charges.** The Benefit Plan will not provide coverage for charges billed to you for telephone consultations, missed appointments, new patient processing, interest, copies of provider records, or completion of claims forms. This exclusion applies to any late charges or extra day charges that you incur upon discharge from a Facility, because you did not leave the Facility before the Facility's discharge time.
25. **Social Counseling and Therapy.** The Benefit Plan will not provide coverage for any service or care related to family, marital, religious, sex, or other social counseling or therapy, except as otherwise provided under this booklet.
26. **Transsexual Surgery and Related Services.** The Benefit Plan will not provide coverage for any service or care related or leading up to transsexual surgery, including, but not limited to, hospitalizations, hormone therapies, procedures, treatments, or related services designed to alter the physical characteristics of your biologically determined gender to those of another gender, even if you have been diagnosed as having gender role or psychosexual orientation problems.
27. **Unlicensed Provider.** The Benefit Plan will not provide coverage for any service or care that is provided or prescribed by an unlicensed provider; or that is outside the scope of licensure of the duly licensed provider rendering the service or care.
28. **Vision and Hearing Examinations, Therapies and Supplies.** The Benefit Plan will not provide coverage for any service or care related to:
  - A. Routine eye or hearing examinations and/or visits for the purpose of prescribing, fitting, servicing, or changing eyeglasses, contact lenses, or hearing aids;
  - B. Eyeglasses, lenses, frames, contact lenses or hearing aids, except for the initial

prescription for contact lenses or lenses and frames as provided in Section Ten;  
and

C. Vision or hearing therapy, vision training, or orthoptics.

29. **Weight Loss Services.** The Benefit Plan will not provide coverage for any service or care in connection with weight loss programs. The Benefit Plan will also not provide benefits for any covered service or care set forth in this booklet when rendered in connection with weight reduction or dietary control, including, but not limited to, laboratory services, and gastric stapling, gastric by-pass, gastric bubble, lap band or other surgery for treatment of obesity.
30. **Workers' Compensation.** The Benefit Plan will not provide coverage for any service or care for which benefits are provided under a workers' compensation or similar law.

## **SECTION FOURTEEN - WAITING PERIODS**

There are no waiting periods under this Benefit Plan.

## SECTION FIFTEEN - COORDINATION OF BENEFITS

This section applies only if you also have other group health benefits coverage with another plan.

1. **When You Have Other Health Benefits.** It is not unusual to find yourself covered by two health insurance contracts, plans, programs or policies (“plans”) providing similar benefits both issued through or to groups. When that is the case and you receive an item of service that would be covered by both plans, the Benefit Plan will coordinate benefit payments with any payment made under the other plan. One plan will pay its full benefit as the primary plan. The other plan will pay secondary benefits if necessary to cover all or some of your remaining expenses. This prevents duplicate payments and overpayments. The following are considered to be a health insurance plan:
  - A. Any group or blanket insurance contract, plan, program or policy, including HMO and other prepaid group coverage, except that blanket school accident coverage or such coverage offered to substantially similar groups (e.g., Boy Scouts, youth groups) shall not be considered a health insurance contract, plan or policy;
  - B. Any self-insured or noninsured plan or program, or any other plan or program arranged through any employer, trustee, union, employer organization or employee benefit organization;
  - C. Any Blue Cross, Blue Shield or other service type group plan;
  - D. Any coverage under governmental programs or any coverage required or provided by any statute. However, Medicaid and any plan whose benefits are, by law, excess to those of any private insurance plan or other non-governmental plan shall not be considered health insurance policies; and
  - E. Medical benefits coverage in group and individual mandatory automobile "no-fault" and traditional "fault" type contracts.
2. **Rules to Determine Payment.** In order to determine which plan is primary, certain rules have been established. The first of the rules listed below which applies shall determine which plan shall be primary:
  - A. If the other plan does not have a provision similar to this one, then it will be primary;



- B. If you are covered under one plan as an employee, subscriber, or primary member and you are only covered as a family member under the other plan, the plan which covers you as an employee, subscriber, or primary member will be primary; or
- C. Subject to the provisions regarding separated or unmarried parents below, if you are covered as a child under both plans, the plan of the parent whose birthday (month and date) falls earlier in the year is primary. If both parents have the same birthday, the plan that covered the parent longer is primary. If the other plan does not have the rule described immediately above, but instead has a rule based on gender of a parent and, as a result, the plans do not agree on which shall be primary, then the father's plan will be primary.

There are special rules for a child of separated or unmarried parents:

- (1) If the terms of a court decree specify which parent is responsible for the health care expenses of the child, and that parent's plan has actual knowledge of the court decree, then that parent's plan shall be primary.
- (2) If no such court decree exists or if the plan of the parent designated under such a court decree as responsible for the child's health care expenses does not have actual knowledge of the court decree, benefits for the child are determined in the following order:
  - (a) First, the plan of the parent with custody of the child;
  - (b) Then, the plan of the spouse of the parent with custody of the child;
  - (c) Finally, the plan of the parent not having custody of the child.
- D. If you are covered under one of the plans as an active employee, neither laid-off nor retired, or as the family member of such an active employee, and you are covered as a laid-off or retired employee or a laid-off or retired employee's family member under the other plan, the plan covering you as an active employee will be primary. However, if the other plan does not have this rule in its coordination of benefits provision, and as a result the plans do not agree on which shall be primary, this rule shall be ignored.
- E. If none of the above rules determine which plan shall be primary, then the plan that has covered you for the longest time will be primary.

3. **Payment of the Benefit When This Benefit Plan Is Secondary.** When this Benefit Plan is secondary, the benefits of this Benefit Plan will be reduced so that the total benefits payable under the other plan and this Benefit Plan do not exceed your expenses for an item of service. However, the Benefit Plan will not pay more than it would have paid if it were primary.

When services are rendered and billed by an In-Network Provider and this Benefit Plan is secondary according to this provision and Medicare secondary payer rules, In-Network Benefits will apply. In-Network Copayments will not apply.

The Benefit Plan counts as actually paid by the primary plan any items of expense that would have been paid if you had made the proper and timely claim. The Group and/or the Claims Administrator will request information from that plan so the Claims Administrator can process your claims. If the primary plan does not respond within 30 days, the Claims Administrator may assume that the primary plan's benefits are the same as the Benefit Plan's. If the primary plan sends the information after 30 days, the Benefit Plan will adjust its payment, if necessary.

Although it is not a requirement of this section, when you have coverage under more than one health plan, you can help to maximize the benefits available to you by following the rules and protocols of both the primary and secondary plans.

4. **Right to Receive and Release Necessary Information.** The Benefit Plan, the Group and the Claims Administrator have the right to release or obtain information that they believe necessary to carry out the purpose of this section. The Benefit Plan, the Group and the Claims Administrator need not tell you or obtain anyone's consent to do this except as required by Article 25 of the New York General Business Law. The Benefit Plan, the Group and the Claims Administrator will not be legally responsible to you or anyone else for releasing or obtaining this information. You must furnish any information that the Benefit Plan, the Group and the Claims Administrator request. If you do not furnish the information, the Benefit Plan has the right to deny payments.
5. **Payments to Others.** The Benefit Plan may repay to any other person, insurance company or organization the amount which it paid for your covered services and which the Group and/or the Claims Administrator decide the Benefit Plan should have paid. These payments are the same as benefits paid.
6. **The Benefit Plan's Right to Recover Overpayment.** In some cases the Benefit Plan may have made payment even though you had coverage under another plan. Under these circumstances, it will be necessary for you to refund to the Benefit Plan the amount by which it should have reduced the payment it made. The Benefit Plan also has the right to recover the overpayment from the other health benefits plan if the Benefit Plan has not already received payment from that other plan. You must sign any document that the

Group and/or the Claims Administrator deems necessary to help the Benefit Plan recover any overpayment.

## SECTION SIXTEEN - TERMINATION OF YOUR COVERAGE

Described below are the reasons why your coverage under this Benefit Plan may terminate. All terminations are effective on the date specified.

1. **Termination of the Benefit Plan.** Your benefits under the Benefit Plan may be terminated at any time if the Group ends the Benefit Plan.
2. **Termination of Your Coverage under This Benefit Plan.** In the following instances, the Benefit Plan will continue in force, but your coverage under the Benefit Plan will be terminated:
  - A. You experience a qualifying event and as a result you choose to terminate your coverage. You must give the Group thirty (30) days' written notice. Your coverage will terminate on the date to which your contributions are paid;
  - B. You are no longer a Member of the Group. Your coverage will terminate on the date in which your employment terminates or you no longer satisfy the eligibility requirements for the Benefit Plan;
  - C. You make an intentional misrepresentation of material fact or commit fraud in applying for coverage or in filing a claim under this Benefit Plan. Your coverage will terminate 30 days from the date notice is provided to you;
  - D. On your death or the death of the employee of the Group. Your coverage under this Benefit Plan will automatically terminate on the date after your death or the death of the employee of the Group;
  - E. Termination of the employee of the Group's marriage. If the employee of the Group becomes divorced, or the employee of the Group's marriage is annulled, coverage of the employee of the Group's spouse under this Benefit Plan will automatically terminate on the date of the divorce or annulment; or
  - F. Termination of coverage of a child. Coverage of an employee of the Group's child under this Benefit Plan will terminate on the date the child no longer qualifies under Section Two of this booklet or, if later, the next contributions due date after the Group and/or the Claims Administrator receives notice of termination.
3. **Temporary Continuation of Coverage.** Under the continuation of coverage provisions of the Federal Consolidated Omnibus Budget Reconciliation Act of 1985 (COBRA), most employer sponsored group health plans must offer employees and their families the

opportunity for a temporary continuation of health insurance coverage when their coverage would otherwise end. Call or write your Group to find out if you are entitled to temporary continuation of coverage under COBRA.

## SECTION SEVENTEEN - RIGHT TO NEW CONTRACT AFTER TERMINATION

You have the right to a new contract if your coverage under this Benefit Plan terminates under the circumstances described below.

1. **Termination of the Benefit Plan.** If the Benefit Plan is terminated as set forth in Section Sixteen, paragraph 1, and the Group has not replaced the coverage with similar and continuous health care coverage, whether insured or self-insured, you are entitled to purchase a new contract from the Claims Administrator as a direct payment member.
2. **If You Are No Longer in the Group.** If your coverage under this Benefit Plan terminates under Section Sixteen, subparagraph 2.B because you are no longer a member of the Group, you are entitled to purchase a new contract from the Claims Administrator as a direct payment member.
3. **On the Death of the Employee of the Group.** If your coverage under this Benefit Plan terminates under Section Sixteen, subparagraph 2.D because of the death of the employee of the Group, you are entitled to purchase a new contract from the Claims Administrator as a direct payment member.
4. **Termination of Your Marriage.** If your coverage under this Benefit Plan terminates under Section Sixteen, subparagraph 2.E because you become divorced from the employee of the Group or your marriage is annulled, you are entitled to purchase a new contract from the Claims Administrator as a direct payment member.
5. **Termination of Coverage of a Child.** If your coverage under this Benefit Plan terminates under Section Sixteen, subparagraph 2.F because you no longer qualify as a child, you are entitled to purchase a new contract from the Claims Administrator as a direct payment member.

## SECTION EIGHTEEN - GENERAL PROVISIONS

1. **No Assignment.** You cannot assign any benefits or monies due under the Benefit Plan to any person, corporation or other organization. Any assignment by you will be void. Assignment means the transfer to another person or to an organization of your right to the services provided under this Benefit Plan or your right to collect money from it for those services.
2. **Notice.** Any notice that the Group or the Claims Administrator give to you under this Benefit Plan will be mailed to your address as it appears on the Claims Administrator's records or to the address of the Group. If you have to give the Claims Administrator any notice, it should be mailed to: 165 Court Street, Rochester, NY 14647.
3. **Your Medical Records.** In order to provide your coverage under this Benefit Plan, it may be necessary for the Group and/or the Claims Administrator to obtain your medical records and information from Facilities, Professional Providers or Providers of Additional Health Services, and pharmacy who provided services to you. Actions to provide that coverage include processing your claims, reviewing grievances or complaints involving your care, and quality assurance reviews of your care, whether based on a specific complaint or a routine audit of randomly selected cases. When you become covered under this Benefit Plan, you automatically give the Group and/or the Claims Administrator permission to obtain and use those records for those purposes.

The Group and the Claims Administrator agree to maintain that information in accordance with state and federal confidentiality requirements. However, you automatically give the Group and the Claims Administrator permission to share that information with the New York State Department of Health, quality oversight organizations and third parties with which the Group and the Claims Administrator contract to assist them in administering this Benefit Plan, so long as they also agree to maintain the information in accordance with state and federal confidentiality requirements.

4. **Who Receives Payment under This Benefit Plan.** Payments under this Benefit Plan for service provided by an In-Network Provider will be made directly by the Benefit Plan (or by the Claims Administrator on behalf of the Benefit Plan) to the provider. If you receive services from an Out-of-Network Provider, payment may be made to either you or the provider at the option of the Group or the Claims Administrator.
5. **Time to File Claims.** Claims for services under this Benefit Plan must be submitted for payment within 12 months after you receive the services for which payment is being requested.

6. **Time to Sue.** No action at law or in equity may be maintained against the Benefit Plan or the Claims Administrator to recover benefits under the Benefit Plan prior to the expiration of 60 days after written submission of a claim for such benefits has been furnished to the Benefit Plan as required in this booklet. In addition, no legal action may be commenced or maintained to recover benefits under the Benefit Plan more than twenty-four months after the date you received the service for which you want the Benefit Plan to pay.
7. **Venue for Legal Action.** If a dispute arises under this Benefit Plan, it must be resolved in Federal court or a court located in the State of New York. You agree not to start a lawsuit against the Benefit Plan or the Claims Administrator in a court anywhere else. You also consent to these courts having personal jurisdiction over you. That means that, when the proper procedures for starting a lawsuit in those courts have been followed, the courts can order you to defend any action the Benefit Plan or the Claims Administrator brings against you.
8. **Choice of Law.** All disputes relating to this Benefit Plan shall be governed by Federal law and, as applicable, the laws of the State of New York.
9. **Recovery of Overpayments.** On occasion a payment will be made when you are not covered, for a service that is not covered, or which is more than is proper. When this happens the Group and/or the Claims Administrator will explain the problem to you and you must return the amount of the overpayment within 60 days after receiving notification.
10. **Right to Offset.** If the Benefit Plan makes a claim payment to you or on your behalf in error or you owe the Benefit Plan any money, you must repay the amount you owe. If the Benefit Plan owes you a payment for other claims received, the Benefit Plan has the right to subtract any amount you owe to the Benefit Plan from any payment the Benefit Plan owes you.
11. **Continuation of Benefit Limitations.** Some of the benefits under this Benefit Plan are limited to a specific number of visits, and/or subject to a Deductible . You will not be entitled to any additional benefits if your coverage status should change during the Plan Year. For example, if your coverage status changes from covered family member to employee of the Group, all benefits previously utilized when you were a covered family member will be applied toward your new status as an employee of the Group.
12. **Subrogation.** The purpose of this Benefit Plan is to provide benefits for expenses that are not covered by another party. All payments made under this Benefit Plan are conditioned on the understanding that the Benefit Plan will be repaid (either through reimbursement or subrogation) for benefits that related to an illness, injury or health condition for which you (or your estate, legal guardian or legal representative), may have



or assert for a tort or contractual recovery. Recovery rights apply to any sums you receive by settlement, verdict, or otherwise for the illness, injury or health condition.

This Benefit Plan is always secondary to any recovery you make from Worker's Compensation (no matter how the settlement or award is characterized for damages) and is always secondary to any automobile coverage for first party benefits.

If you assert a claim against or receive money from another responsible person or insurance company or other party in connection with an illness, injury or health condition for which you have received benefits under this Benefit Plan, you must contact the Group immediately.

The Benefit Plan will be subrogated to all claims, demands, actions and rights of recovery against any entity including, but not limited to, third parties and insurance companies and carriers (including your own). The amount of such subrogation will equal the total amount paid under the Benefit Plan arising out of the illness, injury or health condition that is the basis for any claim you (or your estate, legal guardian or legal representative) may have or assert. The Benefit Plan may assert its subrogation rights independently of you or it may choose to assert its reimbursement rights against your recovery.

The Benefit Plan has the right to reimbursement to the extent of benefits paid related to the illness, injury or health condition from any recovery you may receive from these sources regardless of how your recovery is characterized or regardless of whether medical expenses are specifically included in your recovery. The Benefit Plan shall recover the full amount of benefits advanced and paid for the illness, accident, or injury without regard to any claim or fault on the your part.

The Benefit Plan's subrogation and reimbursement rights are a first priority lien on any recovery meaning the Benefit Plan is entitled to recover up to the full amount of benefits it has paid without regard to whether you (or your estate, legal guardian or legal representative) have been made whole or received full compensation for your other damages and without regard to any legal fees or costs that you (or your estate, legal guardian or legal representative) have paid or owe. In other words, the Benefit Plan's right of recovery shall not be reduced due to the "Double Recovery Rule", "Made Whole Rule", "Common Fund Rule" or any other legal or equitable doctrine. The Benefit Plan's right of recovery takes preference over any other claims against the recovery and is enforceable regardless of how settlement proceeds are characterized.

You (or your estate, legal guardian or legal representative or other person acting on your behalf) who receives the recovery funds from any person or party must hold the funds in constructive trust for the benefit of the Benefit Plan.

You agree to cooperate with the Benefit Plan's reimbursement and subrogation rights as the Benefit Plan may request and you agree not to prejudice the Benefit Plan's rights under this provision in any manner.

13. **Who May Change This Benefit Plan.** The Benefit Plan may not be modified; amended; or changed, except in writing, and signed by the Chief Operating Officer ("COO") of the Group or a person duly authorized in writing by the COO of the Group to make changes to this Benefit Plan. No employee; agent; or other person is authorized to interpret; amend; modify; or otherwise change the Benefit Plan in a manner that expands or limits the scope of coverage; or the conditions of eligibility; enrollment; or participation, unless in writing and signed by the COO of the Group or by a person duly authorized in writing by the COO of the Group.
14. **Changes in This Benefit Plan.** The Group may unilaterally change this Benefit Plan at any time in accordance with Section Eighteen, paragraph 13.
15. **Agreements between the Claims Administrator and In-Network Providers.** Any agreement between the Claims Administrator and In-Network Providers may only be terminated by the Claims Administrator or the providers. This Benefit Plan and the Claims Administrator do not require any provider to accept a Member as a patient. Neither the Benefit Plan, nor the Group nor the Claims Administrator guarantees a Member's admission to any In-Network Provider or any health benefits program.
16. **Notice of Claim.** Claims for services under this Benefit Plan must include all information designated by the Group and/or the Claims Administrator as necessary to process the claim, including, but not limited to, Member identification number, name, date of birth, social security number, and supporting medical records, when necessary. A claim that fails to contain all necessary information may be denied.
17. **Identification Cards.** Identification cards are issued for identification only. Possession of any identification card confers no right to services or benefits under this Benefit Plan. To be entitled to such services or benefits the Member's contributions must be paid in full at the time that the services are sought to be received. Coverage under this Benefit Plan may be terminated if the Member allows another person to wrongfully use the identification cards.
18. **Right to Develop Guidelines and Administrative Rules.** The Group and/or the Claims Administrator may develop or adopt standards that describe in more detail when payment will or will not be made under this Benefit Plan. Examples of the use of the standards are: to determine whether Hospital inpatient care was Medically Necessary; whether emergency care in the outpatient department of a Facility was necessary; or whether certain services are Skilled Care. Those standards will not be contrary to the

descriptions in this booklet. If you have a question about the standards that apply to a particular benefit, you may contact the Claims Administrator and it will explain the standards or send you a copy of the standards. The Group and/or the Claims Administrator may also develop administrative rules pertaining to enrollment and other administrative matters. The Group and/or the Claims Administrator shall have all the powers necessary or appropriate to enable them to carry out their duties in connection with the administration of their respective duties under this Benefit Plan.

19. **Furnishing Information and Audit.** All persons covered under this Benefit Plan will promptly furnish the Group and/or the Claims Administrator with all information and records that they may require from time to time to perform their obligations under this Benefit Plan. You must provide the Group and/or the Claims Administrator with information over the telephone for reasons such as the following: to allow the Group and/or the Claims Administrator to determine the level of care you need; so that the Group and/or the Claims Administrator may certify care authorized by your physician; or to make decisions regarding the Medical Necessity of your care.
20. **Enrollment.** The Group will develop and maintain complete and accurate payroll records, as well as any other records of the names, addresses, ages and social security numbers of all group members covered under this Benefit Plan, and any other information required to confirm their eligibility for coverage. The Group will provide the Claims Administrator with the enrollment form including your name, address, age and social security number and advise the Claims Administrator in writing when you are to be added to or subtracted from the list of covered persons, on a monthly basis. In no event will retroactive additions to or deletions from coverage be made for periods in excess of 30 days.

The “plan administrator” is the Group, or a third party appointed by the Group. The Claims Administrator is not the plan administrator.

21. **Reports and Records.** The Group and the Claims Administrator are entitled to receive from any provider of services to Members, information reasonably necessary to administer this Benefit Plan subject to all applicable confidentiality requirements as defined in the General Provisions Section of this booklet. By accepting coverage under this Benefit Plan, the employee of the Group, for himself or herself, and for all family members covered hereunder, authorizes each and every provider who renders services to a Member hereunder to:
  - A. Disclose all facts pertaining to the care, treatment and physical condition of the Member to the Group and/or the Claims Administrator, or a medical, dental, or mental health professional that the Group and/or the Claims Administrator may engage to assist the Group and the Claims Administrator in reviewing a treatment or claim, or in connection with a complaint or quality of care review;

- B. Render reports pertaining to the care, treatment and physical condition of the Member to the Group and/or the Claims Administrator, or a medical, dental, or mental health professional, that the Group and/or the Claims Administrator may engage to assist the Group and the Claims Administrator in reviewing a treatment or claim; and
  - C. Permit copying of the Member's records by the Group and the Claims Administrator.
22. **Service Marks.** Excellus Health Plan, Inc. ("Excellus") is an independent corporation organized under the Insurance Law of New York State. Excellus also operates under licenses with the Blue Cross and Blue Shield Association, an Association of Independent Blue Cross and Blue Shield Plans, which licenses Excellus to use the Blue Cross and Blue Shield service marks in a portion of New York State. Excellus does not act as an agent of the Blue Cross and Blue Shield Association. Excellus is solely responsible for its obligations created under the Administrative Services Contract between the Group and Excellus.
23. **Inter-Plan Arrangements Disclosure - 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.

Typically, when accessing care outside the Service Area, you will obtain care from health care providers that have a contractual agreement (i.e., are "In-Network 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 Out-of-Network Providers. The Claims Administrator's payment practices in both instances are described below.

- A. **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 to Group for fulfilling its contractual obligations. However, the Host Blue is responsible for contracting with and generally handling all interactions with its In-Network 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:

- (1) The provider's billed covered charges for your covered services; or
- (2) The negotiated price that the Host Blue makes available to the Claims

Administrator. This negotiated price will be one of the following:

- (a) Often, a simple discount that reflects an actual price that the Host Blue pays to your provider;
- (b) Sometimes, an estimated price that takes into account special arrangements with your provider or provider group that may include types of settlements, incentive payments, and/or other credits or charges; or
- (c) Occasionally, an average price, based on a discount that result in expected average savings for similar types of 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.

- B. Calculation of Member Liability for Services of Out-of-Network Providers outside the Claims Administrator’s Service Area.** The Allowable Expense definition in this booklet, as amended from time-to-time, describes how the Claims Administrator’s payment (the “Allowable Expense”) for covered services of Out-of-Network Providers outside its Service Area is calculated. The Allowable Expense may be based upon the amount provided to the Claims Administrator by the Host Blue or the payment it would make to Out-of-Network Providers inside its Service Area. Regardless of how the Allowable Expense is calculated, you will be liable for the amount, if any, by which the provider’s actual charge exceeds the Allowable Expense, which amount is in addition to any other cost sharing (Deductible, Copayment or Coinsurance) required by this Benefit Plan.

24. **Grievance Procedures.** A grievance procedure has been established to resolve Member grievances. These procedures make sure that your questions, concerns, and complaints are resolved in a timely, fair manner.

- A. Filing a Grievance.** The Grievance Procedure applies to any issue not relating to a Medical Necessity or experimental or investigational determination. Appeals

regarding those decisions are handled pursuant to paragraph 25. To initiate a grievance, just contact the Claims Administrator. The Claim Administrator keeps all requests and discussions confidential and it will take no discriminatory action because of your issue. The Claims Administrator has a process for both standard and expedited grievances, depending on the nature of your inquiry. It maintains a file on each grievance.

You can either contact the Claims Administrator's Customer Service Department by phone, in person or in writing to file a grievance. You or your designee has up to 180 calendar days from when you received the decision you are asking the Claims Administrator to review to file the grievance.

When the Claims Administrator receives your grievance, it will mail an acknowledgment letter within 15 business days. This acknowledgment letter will include the name, address and telephone number of the person handling your grievance, and indicate what additional information, if any, must be provided.

If your grievance is related to a pre-service claim (a request for a service that has not yet been received), the Claims Administrator will decide your grievance and notify you of its determination in writing within 15 calendar days of receipt of your grievance request.

If your grievance relates to an urgent matter, the Claims Administrator will decide the grievance and notify you of its determination by phone within the earlier of 48 hours of receipt of the necessary information or 72 hour of receipt your grievance. Written notice will be provided within 72 hours of receipt of your grievance.

If your grievance is related to a post-service claim (a claim for a service or treatment that has already been provided), or related to a matter unrelated to a claim or request for service, the Claims Administrator will decide the grievance within 30 calendar days of receipt of your request.

Qualified personnel will review your grievance, or if it is a clinical matter, a licensed, certified or registered health care professional will look into it.

- B. **Notice of Determination.** The notice of determination of your grievance will include detailed reasons for the determination and, if a clinical matter is involved, the clinical rationale, or a written statement that insufficient information was presented or available to reach a determination, and further appeal rights, if any. The Claims Administrator will send notices to you or your representative and to your health care provider.
25. **Utilization Review.** The Claims Administrator reviews proposed and rendered health services to determine whether the services are or were Medically Necessary or experimental or investigational (“Medically Necessary”). This process is called Utilization Review (UR). Utilization Review includes all review activities, whether they

take place prior to the service being rendered (prospective); when the service is being rendered (concurrent); or after the service is rendered (retrospective).

The Claims Administrator has developed Utilization Review policies to assist it in administering the Utilization Review program. These policies describe the process and procedures of Utilization Review activities. Reviews are conducted by registered nurses and the Medical Directors. All determinations that services are not Medically Necessary will be made by licensed physicians. The Claims Administrator does not compensate or provide financial incentives to its employees or reviewers for determining that services are not or were not Medically Necessary. The Claims Administrator has developed guidelines and protocols to assist it in this process. Specific guidelines and protocols are available for your review at the Claims Administrator's office. For more information, you can contact the Claims Administrator.

- A. **Prospective Reviews.** All requests for prior authorization of care are reviewed for Medical Necessity (including the appropriateness of the proposed level of care and/or provider). The initial review is performed by a nurse. If the nurse determines that the proposed care is Medically Necessary, the nurse will authorize the care. If the nurse determines that the proposed care is not Medically Necessary or that further evaluation is needed, the nurse will refer the case to a licensed physician.

If the Claims Administrator has all the information necessary to make a determination regarding a prospective review, it will make a determination and provide notice to you (or your designee) and your provider, by telephone and in writing, within three business days of receipt of the request. If the Claims Administrator needs additional information, it will request it within three business days. You or your provider will then have 45 calendar days to submit the information. The Claims Administrator will make a determination and provide notice to you (or your designee) and your provider, by telephone and in writing, within three business days of the earlier of its receipt of the information or the end of the 45-day time period.

With respect to urgent prospective claims, if the Claims Administrator has all information necessary to make a determination, it will make a determination and provide notice to you (or your designee) and your provider, by telephone and in writing, within 72 hours of receipt of the request. If the Claims Administrator needs additional information, it will request it within 24 hours. You or your provider will then have 48 hours to submit the information. The Claims Administrator will make a determination and provide notice to you and your provider by telephone and in writing within 48 hours of the earlier of its receipt of the information or the end of the 48-hour time period. A claim or other matter is "urgent" if it could seriously jeopardize your life or health or the ability to regain maximum function; or if your provider determines that it is urgent, it must be treated as such.

- B. **Concurrent Reviews.** Utilization Review decisions for services during the course of care (concurrent reviews) will be made, and notice provided to you (or your designee) and your provider, by telephone and in writing, within one business day of receipt of all information necessary to make a decision. If additional information is needed, the Claims Administrator will request it within one business day. You or your provider will then have 45 calendar days to submit the information. The Claims Administrator will make a determination and provide notice to you (or your designee) and your provider, by telephone and in writing, within the earlier of one business day of receipt of the information or, if the Claims Administrator does not receive the information, within 15 calendar days of the end of the 45-day time period.

For concurrent reviews that involve urgent matters, the Claims Administrator will make a determination and provide notice to you (or your designee) and your provider within 24 hours of receipt of the request if the request for additional benefits is made at least 24 hours prior to the end of the period to which benefits have been approved. Requests that are not made within this time period will be determined within the timeframes specified above for prospective urgent claims.

If the Claims Administrator has approved a course of treatment, the Claims Administrator will not reduce or terminate the approved services unless you have been given enough prior notice of the reduction or termination so that you can complete the appeal process before the services are reduced or terminated.

- C. **Retrospective Reviews.** At the Claims Administrator's option, a nurse will review retrospectively the Medical Necessity of claims that are subject to Utilization Review. If the nurse determines that care you received was Medically Necessary, the nurse will authorize the benefits. If the nurse determines that Medical Necessity was lacking, the nurse will refer the case to a licensed physician.

If the Claims Administrator has all information necessary to make a determination regarding a retrospective claim, it will make a determination and provide notice to you and your provider within 30 calendar days of receipt of the claim. If the Claims Administrator needs additional information, it will request it within 30 calendar days. You or your provider will then have 45 calendar days to provide the information. The Claims Administrator will make a determination and provide notice to you and your provider within 15 calendar days of the earlier of its receipt of the information or the end of the 45-day time period.

- D. **Notice of Initial Adverse Determination.** A notice of adverse determination (notice that a service is not Medically Necessary or is experimental/investigational) will include the reasons, including clinical criteria and clinical rationale, for the Claims Administrator's determination, date of service, provider name, and claim amount (if applicable). The notice will indicate that the diagnosis code and treatment code, and corresponding meaning of these



codes, are available upon request. The notice will also advise you of your right to appeal the determination, and give instructions for requesting a standard or expedited internal appeal and initiating an external appeal. The notice will specify that you may request a copy of the clinical review criteria used to make the determination. The notice will specify additional information, if any, needed for the Claims Administrator to review an appeal and an explanation of why the information is necessary. The notice will also refer to the plan provision on which the denial is based. The Claims Administrator will send notices of determination to you (or your designee) and, as appropriate, to your health care provider.

- E. **Internal Appeals of Adverse Determinations.** You, your designee and/or your health care provider, may request an internal appeal of an adverse determination, either by phone, in person or in writing. You have up to 180 calendar days after you receive notice of the adverse determination to file an appeal. The Claims Administrator will acknowledge your request for an internal appeal within 15 calendar days of receipt. This acknowledgment will include the name, address and phone number of the person handling your appeal and, if necessary, inform you of any additional information needed before a decision can be made. A clinical peer reviewer who is in the same or similar specialty as the provider who typically manages the disease or condition at issue and who is not subordinate to the clinical peer reviewer who made the initial adverse determination will perform the appeal.

The Claims Administrator will decide internal appeals related to prospective reviews within 30 calendar days of receipt of the appeal request. Written notice of the determination will be provided to you or your designee (and your health care provider if he or she requested the review) within two business days after the determination is made, but no later than 30 calendar days after receipt of the appeal request.

The Claims Administrator will decide internal appeals related to retrospective reviews within 60 calendar days of receipt of the appeal request. Written notice of the determination will be provided to you or your designee (and your health care provider if he or she requested the review) within two business days after the determination is made, but no later than 60 calendar days after receipt of the appeal request.

Reviews of continued or extended health care services, additional services rendered in the course of continued treatment, services in which a provider requests an immediate review, or any other urgent matter, will be handled on an expedited basis. Expedited appeals are not available for retrospective reviews.

For expedited appeals, your provider will have reasonable access to the clinical peer reviewer assigned to the appeal within one business day of receipt of the request for an appeal. Your provider and a clinical peer reviewer may exchange

information by telephone or fax. Expedited appeals will be determined within the lesser of 72 hours or two business days of receipt of the appeal request. Written notice will follow within 24 hours of the determination but no later than 72 hours of receipt of the appeal request.

If you are not satisfied with the resolution of your expedited appeal, you may file a standard internal appeal.

- F. **Notice of Determination of Internal Appeal.** The notice of determination of your internal appeal will indicate that it is a “final adverse determination” and will include the clinical rationale for the Claims Administrator's decision. Notices of determination will be sent to you or your designee and to your health care provider.
  
- G. **Your Right to an Immediate External Appeal.** If the Claims Administrator fails to adhere to the utilization review requirements described above, you will be deemed to have exhausted the internal claims and appeals process and may initiate an external appeal. However, you will not be deemed to have exhausted the internal process if the Claims Administrator makes a minor error which is beyond its control or due to good cause, is made in the context of an ongoing good faith exchange of information and does not reflect a pattern or practice of non-compliance.