Please read this contract carefully

This Evidence of Coverage (Contract) is a contract issued to you as our member (You) and states the coverage to which You are entitled and describes the health care plan terms including restrictions and limitations.

We agree to pay benefits for services rendered to You, subject to all the terms of this Contract.

This Contract is issued in consideration of the Contract Holder’s application, incorporated herein, and in consideration of the Contract Holder’s payment of premium as provided under this Contract.

Omissions or misstatements of material facts in the application may cause Your Contract to be voided and claims to be denied. Please check Your application for errors and write to Us if any information is not correct or is incomplete.

This Contract and the coverage it provides become effective 12:01 a.m. (Your time) of the Effective Date stated on Your Member Identification Card. This Contract and the coverage it provides terminates at 12:00 midnight (Your time) on the date of termination. The provisions stated above and on the following pages are part of this Contract.

This Consumer Choice Health Benefit Plan, either in whole or in part, does not provide state-mandated health benefits normally required in evidences of coverage in Texas. This standard health benefit plan may provide a more affordable health plan for you although, at the same time, it may provide you with fewer health plan benefits than those normally included as state-mandated health benefits in Texas. Please consult with your insurance agent to discover which state-mandated health benefits are excluded in this evidence of coverage.
Eligibility

To be eligible for coverage, the Contract Holder and dependents must reside, live or work in the Service Area unless due to an allowed exception such as college students.

Renewability

This Contract remains in effect at the option of the Contract Holder except as provided in the Renewability and Termination section of this Contract.

Right to Return Contract

You have the right to return this Contract within 10 calendar days of receiving it and to have the portion of premium You paid refunded if, after examination of the Contract, You are not satisfied with it for any reason. If You choose to return this Contract within the 10-day period, it is considered void from the beginning and the parties will be in the same position as if no contract had been issued. If services are rendered or We pay claims during the 10 days, You are responsible for repaying Us for such services or claims.

[Signature of Officer]
[Typed Name of Officer]
[Title of Officer]
IMPORTANT NOTICE

To obtain information or make a complaint:

You may call Community Health Choice, Inc.'s toll free telephone number for information or to make a complaint at:

1-855-315-5386

You may contact the Texas Department of Insurance to obtain information on companies, coverages, rights or complaints at:

1-800-252-3439

You may write the Texas Department of Insurance:

P.O. Box 149104
Austin, TX 78714-9104
Fax: (512) 490-1007
Web: www.tdi.texas.gov
E-mail: ConsumerProtection@tdi.texas.gov

PREMIUM OR CLAIM DISPUTES:

Should You have a dispute concerning Your premium or about a claim You should contact the company first. If the dispute is not resolved, You may contact the Texas Department of Insurance.

ATTACH THIS NOTICE TO YOUR CONTRACT:

This notice is for information only and does not become a part or condition of the attached.

AVISO IMPORTANTE

Para obtener información o para someter una queja:

Usted puede llamar al número de teléfono gratuito de Community Health Choice, Inc. para obtener información o para presentar una queja al:

1-855-315-5386

Usted puede comunicarse con el Departamento de Seguros de Texas para obtener información sobre compañías, coberturas, derechos, o quejas al:

1-800-252-3439

Usted puede escribir al Departamento de Seguros de Texas a:

P.O. Box 149104
Austin, TX 78714-9104
Fax: (512) 490-1007
Sitio web: www.tdi.texas.gov
E-mail: ConsumerProtection@tdi.texas.gov

DISPUTAS POR PRIMAS DE SEGUROS O RECLAMACIONES:

Si tiene una disputa relacionada con su prima de seguro o con una reclamación, usted debe comunicarse con la compañía primero. Si la disputa no es resuelta, puede comunicarse con el Departamento de Seguros de Texas.

ADJUNTE ESTE AVISO A SU PÓLIZA:

Este aviso es solamente para informativos y no se convierte en parte o en condición del documento adjunto.
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**SCHEDULE OF BENEFITS**
Welcome to Community Health Choice, Inc.

Thank You for choosing Community Health Choice, Inc. (Community) as Your health benefits plan. Community is committed to arranging to provide You with excellent care when You are sick or injured, and benefits to keep You healthy. We encourage You to read through this Evidence of Coverage and learn about the ways this plan can help You.

This Evidence of Coverage provides benefits established by the Federal Government in the Affordable Care Act. In Texas, a Federally Facilitated Health Insurance Marketplace was created through which Qualified Health Plans are offered to eligible persons. The Federal Government and the State of Texas have established rules for the general operation of this plan. To make this coverage more affordable, You may be eligible for Federal advance payment tax credits to help pay for Your cost of coverage. Please refer to the Premium Payment section of this Contract.

The Service Area is also listed at www.communitycares.com. You may also call Member Services at the telephone number on Your Member Identification Card.
1. Access to Care

a. How to Find a Participating Provider

An online directory of Participating Providers is accessible via www.communitycares.com. As provider status change often, please check the online directory of Participating Providers and verify with the provider that they participate in Community’s plan before obtaining services. If You do not have access to the online directory, please call the Member Services telephone number on Your Member Identification Card to assist You in finding a Participating Provider or to request a paper directory.

b. Use of Participating Providers

In most instances, there are Participating Providers available to provide Medically Necessary services. Participating Providers have agreed to accept discounted or negotiated fees. You are responsible for paying the Participating Provider for any applicable Deductible and/or Copayment for services received. We offer different managed care plans, and a provider who participates in one plan may not necessarily be a Participating Provider for other plans offered by Community.

When receiving services, You must make sure the provider participates as a Participating Physician or Participating Provider to avoid additional out-of-pocket expenses.

c. Selecting a Primary Care Physician or Provider (PCP)

You may select a Primary Care Physician or Provider (PCP) for Yourself and for each covered Dependent. Selecting a PCP will provide You with a Medical Home and is so important to Your overall health, We give You a number of choices to select for PCP services. The following Participating Provider types may serve as PCPs:

- Physicians from any of the following practice areas: General Practice, Family Practice, Internal Medicine, or Pediatrics.
- Obstetrical/Gynecology Physicians who notify the Health Plan that they are willing to serve as PCP for selected Members.
- Other Specialty Care Physicians who notify the Health Plan that they are willing serve as PCP for selected Members with chronic, disabling, or Life Threatening Illness.
- Federally Qualified Health Centers (FQHCs), Rural Health Clinics (RHCs) and similar community clinics.
- Advanced Practice Nurses (APNs) and Physician Assistants (PAs) when practicing under the supervision of a Physician designated as a PCP.
Enrollees may select, in addition to a PCP, an Obstetrical/Gynecology Physician to provide Medically Necessary services that are within the scope of the Physicians practice without first receiving a referral from your PCP.

If You have a chronic, disabling, or Life-Threatening Illness, You may apply to Our medical director to use a Specialty Care Physician as Your PCP. You may make this request by calling Our Member Services telephone number on Your Member Identification Card. If Your request is denied, You have the right to seek review of the denial through Our complaints process. Refer to the Appeals, Complaints and External Review Rights provision in the General Provisions section in this Contract for more information.

You may change Your PCP by calling Our Member Services Department. The effective date of the PCP change is on the first of the month; typically, if the request is received before the 15th of the month, the change is effective on the first day of the following month. If the request is received after the 15th of the month, the PCP change is effective on the first day of the month that is subsequent to the following month. In the meantime, Your current PCP will continue to coordinate Your care. For members selecting a PCP for the first time, the change is effective immediately as long as services have not been rendered by any other provider. You must arrange to have You/Your Dependent’s medical files transferred to the new PCP.

d. **Role of the PCP**

Your PCP is responsible for providing primary medical care and helping to guide and initiate referrals for any care You receive from other medical care providers, including Specialty Care Physicians.

e. **When a PCP is Not Available**

When Your PCP is unavailable, You may need to obtain services from the back-up Participating Provider designated by Your PCP. You must make sure the provider is a Participating Physician or Participating Provider to avoid additional out-of-pocket expenses. Please be sure to discuss these back-up arrangements with Your PCP.

f. **Seeing a Specialist**

All medical needs should be discussed with Your PCP. A wide range of Specialty Care Physicians are included in the Community network. Although We allow open access to Specialty Care Physicians without a referral from a PCP or authorization from Us. If a Covered Person and his or her PCP determine that there is a need to see a Specialty Care Physician, the PCP should refer You to Participating Providers.

We do require Prior Authorization for certain services. Visit our Web site at [www.communitycares.com](http://www.communitycares.com) or call the Member Services’ telephone number on
Your Member Identification Card for a list of services that require Prior Authorization.

g. **Seeking Emergency Care Services**

If You need Emergency Care:

1. Go to the nearest Participating Hospital emergency room; or
2. Find the nearest Hospital emergency room if Your condition does not allow You to go to a Participating Hospital.

You, or someone on Your behalf, must call Us within 48 hours after Your admission to a Non-Participating Hospital for Emergency Care. If Your condition does not allow You to call Us within 48 hours after Your admission, please contact Us as soon as Your condition allows. We may transfer You to a Participating Hospital in the Service Area when Your condition is stable. You must see a Participating Provider for any follow-up care. If emergency services are provided at a Non-Participating Hospital, We will pay for those services at the Usual and Customary rate or an agreed rate.

h. **Seeking Urgent Care Services**

The steps for seeking Urgent Care services are as follows:

1. Contact Your PCP or his/her back up.
2. If the Primary Care Physician is unavailable, You may go to an Urgent Care Center that is a Participating Provider. You can obtain the names of Participating Provider Urgent Care Centers by calling Us or accessing the Provider Directory on Our Web site at www.communitycares.com.
3. You must receive any services in follow-up to an Urgent Care Center visit from Your PCP or a Participating Provider.
4. You must pay any Deductible and/or Copayment required for Urgent Care.

i. **Use of Non-Participating Providers**

If Covered Services are not available through Participating Physicians or Participating Providers, upon Your Participating Physician’s or Participating Provider’s request and within the time appropriate to the circumstances, but not to exceed five (5) business days. We will allow a referral to a Non-Participating Physician or Provider and fully reimburse the Non-Participating Physician or Provider at the usual and customary rate or at an agreed rate.

Before denying a request for a referral to Non-Participating Provider, We will provide for review of the request by a specialist of the same or similar type of specialty as Non-Participating Provider to whom the referral is requested.

Not all Healthcare Practitioners who provide services at Participating Hospitals are Participating Providers. If services are provided by Non-Participating
Providers including but not limited to pathologists, anesthesiologists, radiologists, and emergency room physicians (facility based physicians) at a Participating Hospital, We will pay for those services at the Usual and Customary rate or an agreed rate.

It is Your responsibility to verify the network participation status of all providers prior to receiving all non-emergency services. You should verify network participation status, only from Us, by either calling the Member Services telephone number on the back of Your Member Identification Card or accessing Our Web site, at www.communitycares.com. We are not responsible for the accuracy or inaccuracy of network participation representations made by any PCP, Specialty Care Physician, Hospital, or other Provider whether contracted with Us or not. In other words, if the network Primary Care Physician, Specialty Care Physician, or other provider recommends that services be received from another entity, it is Your responsibility to verify the network participation status of that entity before receiving such services.
2. Utilization Management

a. Prior Authorization

Prior Authorization means a determination by Us that Services proposed to be provided to a Covered Person are Medically Necessary and appropriate. Prior Authorization does NOT guarantee coverage of or the payment for the service, or procedure or Prescription Drug reviewed if the Healthcare Practitioner, for those services, has materially misrepresented the proposed services or has substantially failed to perform the proposed services. For Prescription Drugs, Prior Authorization is a confirmation of the dosage, quantity, and duration as appropriate for the Covered Person's age, diagnosis and gender. For all other services or procedures, it is a confirmation of medical necessity and appropriateness only. Prior Authorization is not a representation that the healthcare services are covered or that the patient is a Covered Person.

All benefits payable under this Contract must be for services or Prescription Drugs that are Medically Necessary or for Preventive Services as stated in this Contract. Prior Authorization by Us is required for certain services and Prescription Drugs. Visit our Web site at www.communitycares.com or call the Member Services telephone number on Your Member Identification Card to obtain a list of services that requires Prior Authorization or the Prescription Drug Formulary that indicates when Prior Authorization is required for Prescription Drugs. The list of services and Prescription Drugs that require Prior Authorization is subject to change. Coverage provided in the past for services or Prescription Drugs that did not receive or require Prior Authorization is not a guarantee of future coverage of the same service or Prescription Drug.

You are responsible for informing Your Physician or Provider of the Prior Authorization requirements. Your Physician or Provider must contact Us by telephone, Electronically or in writing to request the appropriate authorization. The telephone number to call to request authorization is on Your Member Identification Card. No benefits are payable for services or Prescription Drugs that are not Covered Services.

We will issue a determination on a request for Prior Authorization within 3 calendar days of receiving the request. If the Prior Authorization involves a concurrent Hospital care, We will issue a determination within 24 hours of receiving the request. If the Prior Authorization involves post-stabilization treatment or a life threatening condition, We will issue a determination within the timeframe appropriate for the circumstances relating to the delivery of the services and conditions of the enrollee, but in no case to exceed one hour from receipt of the request.
b. **Reduction of Payment**

If we are not contacted for Prior Authorization for services or supplies that require Prior Authorization, but the services or supplies are ultimately determined to be Medically Necessary, the covered benefits may be reduced or denied.

The reduced amount, or any portion thereof, will not count toward satisfying any Deductible, Copayment or Out-of-Pocket Maximum,
3. Your Contract Benefits Management

We will pay benefits for Covered Services as stated in the Schedule of Benefits and this Contract section, and according to the General Exclusions and Prescription Drug Exclusions sections and any amendments or riders which are a part of Your Contract that may modify Your benefits.

If You obtain non-Covered Services, You are responsible for making the full payment to the Physician or Provider. The fact that a Physician or Provider has performed or prescribed a medically appropriate service, or the fact that it may be the only available treatment for a Bodily Injury or Illness, does not mean that the service is covered under this Contract.

If You have a Deductible under this Contract, You must pay Your Deductible in full before We make any payments. You are required to pay any Copayments directly to the Physician or Provider. Once You have met Your Out-of-Pocket Maximum, You will no longer be responsible for Copayments for Participating Providers for the remainder of the plan year. There are no Deductibles or Copayments for Preventive Services.

A Covered Person who has Special Circumstances may be eligible for continuation of services from a terminated provider through continuity of care. A terminated provider is a Participating Provider whose Contract is terminated or not renewed.

All terms and provisions of this Contract are applicable to Covered Services provided during the period of continued care by the terminated provider.

Continuity of care is not available:

a. If the provider was terminated due to reason of medical competence or professional behavior;

b. After the 90th day after the Effective Date of the provider’s termination; or

c. After the expiration of the nine-month period after the Effective Date of the provider’s termination if the Covered Person was diagnosed as having a terminal Illness at the time of the termination.

If a Covered Person who has Special Circumstances is past the 24th week of pregnancy at the time of the provider’s termination, continuity of care extends through delivery of the child and applies to the immediate postpartum care and follow-up checkup within the six-week period after delivery.

If a claim is denied as being Experimental, Investigational, You have the right to seek review of the denial by an Independent Review Organization. Refer to the Appeals, Complaints and External Review Rights provision in the General Provisions section in this Contract for more information.
BENEFITS

Refer to the General Exclusions and Prescription Drug Exclusions sections in this Contract. All terms and provisions of this Contract, including the Prior Authorization requirement specified in this Contract are applicable to Covered Services. Cost sharing and limitations depend on type and site of service.

a. **Acquired Brain Injury**

Rehabilitative and habilitative therapy and services that are Medically Necessary for the treatment of an Acquired Brain Injury, including Cognitive Rehabilitation Therapy, Cognitive Communication Therapy, Neurocognitive Therapy, Neurocognitive Rehabilitation, Neurobehavioral Testing, Neurobehavioral Treatment, Neuropsychological Testing, Neuropsychological Treatment Neuropsychological Testing, Neuropsychological Treatment, Psychophysiological Testing and Psychophysiological Treatment, Neurofeedback Therapy, Remediation and Post-Acute Transition Services, Community Reintegration Services, including outpatient day treatment services, or other Post-Acute Treatment services, if such services are necessary as a result of and related to an Acquired Brain Injury.

Reasonable expenses related to periodic reevaluation of the care of an individual who:

1. has incurred an Acquired Brain Injury;
2. has been unresponsive to treatment; and
3. becomes responsive to treatment at a later date.

Rehabilitative and habilitative therapy and services for an Acquired Brain Injury may be provided at a hospital, an acute or post-acute rehabilitation hospital, an assisted living facility or any other facility at which appropriate services or therapies may be provided.

Treatment goals for therapy or services related to the treatment of an Acquired Brain Injury may include maintenance of functioning or the prevention of or slowing of further deterioration.

In this section, therapy means the scheduled remedial treatment provided through direct interaction with the individual to improve a pathological condition resulting from an Acquired Brain Injury and service means the work of testing, treatment, and providing therapies to an individual with an Acquired Brain Injury.

b. **Autism Spectrum Disorder**

Generally recognized services prescribed in relation to Autism Spectrum Disorder by a Covered Person’s PCP in a treatment plan recommended by that physician.
c. **Dental Services**

Treatment for a Dental Injury to a Sound Natural Tooth. Covered Person must seek treatment within 24 hours of the Dental injury, or by the next business day if on a weekend or holiday. Treatment must begin within 90 days from the date of the Dental Injury and be completed within 12 months. We will limit Covered Services to the least expensive service that We determine will produce professionally adequate results. Cost sharing and limitations depend on type and site of service.

Services provided to a newborn child which are necessary for treatment or correction of a congenital defect.

d. **Diabetes Services**

The following services are for a Covered Person with diabetes:

1. Routine foot care; and
2. Outpatient self-management training and education, including medical nutritional therapy prescribed by a Healthcare Practitioner for the treatment of:
   a. Insulin-Dependent diabetes;
   b. Insulin-using diabetes;
   c. Gestational diabetes;
   d. Non-insulin using diabetes; and
   e. Medical conditions associated with elevated blood glucose levels.

Equipment and supplies for diabetes are covered under Durable Medical Equipment and Medical Supplies. Prescription Drugs for the treatment of diabetes are covered under the Prescription Drug provision.

e. **Durable Medical Equipment and Medical Supplies**

Equipment or devices specifically designed and intended for the care and treatment of a Bodily Injury or Illness for the following:

1. Non-motorized wheelchair;
2. Hospital bed;
3. Ventilator;
4. Hospital type equipment;
5. Oxygen and rental of equipment for its administration;
6. Initial prosthetic and orthotic devices or supplies, including, but not limited to, limbs and eyes. The benefit is limited to the most appropriate model of prosthetic or orthotic device that adequately meets the medical needs of the Covered Person as determined by the Covered Person's treating physician, podiatrist and prosthetist or orthotist. Replacement or repair of prosthetic and orthotic devices is a Covered Expense unless the repair or replacement is necessitated by misuse or loss;
7. Services related to the fitting and use of prosthetic devices and orthotic devices.
8. Casts, splints (other than dental), trusses, braces (other than orthodontic), and crutches;
9. Standard wigs following cancer treatment (not to exceed one per lifetime);
10. The following special supplies up to a 30-day supply, when prescribed by the Healthcare Practitioner:
    a. Surgical Dressings;
    b. Catheters;
    c. Colostomy bags, rings, and belts;
    d. Flotation pads;
11. Diabetic equipment and supplies; and
12. Other Durable Medical Equipment. Visit our Web site www.communitycares.com or call the HMO Member Services telephone line on Your Member Identification Card.
13. Hearing Aids

Costs for these items will be limited to the lesser of the rental cost or the purchase price. If We determine the lesser cost is the purchase option, any amount paid as rent for such Durable Medical Equipment shall be credited toward the purchase price.

If the equipment and device include comfort or convenience items or features that exceed what is Medically Necessary, We will not pay more than is Medically Necessary. For example, the reimbursement for a motorized wheelchair will be limited to the reimbursement for a standard wheelchair, when a standard wheelchair is all that is Medically Necessary. If the Covered Person chooses to upgrade the equipment or device, they will be responsible for the price difference between the cost of the standard item and the cost of the upgraded item.

No benefits will be provided for, or on account of:

1. Duplicate or similar rentals of Durable Medical Equipment.

f. Emergency Services

Covered Services for Emergency Care in a hospital emergency facility, a freestanding emergency medical care facility; or Comparable Emergency Facility. We will pay Non-Participating Physicians and Providers at the Usual and Customary rate or an agreed rate.

g. Healthcare Treatment Facility Services

1. Daily room and board and general nursing care up to the semi-private room rate for each day of Confinement, including, but not limited to:
    a. not less than 48 hours following a mastectomy and 24 hours following a lymph node dissection for the treatment of breast cancer
unless You and Your attending physician determines a shorter period is appropriate;

b. not less than 48 hours after an uncomplicated vaginal delivery and 96 hours after an uncomplicated delivery by cesarean section;

2. Confinement in a critical care unit or intensive care unit and related services;
3. Operating room and related facilities;
4. Ancillary services;
5. Administration of blood and blood products including blood extracts or derivatives;
6. Other Healthcare Treatment Facility charges;
7. Drugs, medicines and biologics that are provided or administered to the Covered Person while Confined in a Hospital or Skilled Nursing Facility;
8. Regularly scheduled treatment such as dialysis, chemotherapy, inhalation therapy or radiation therapy in a Healthcare Treatment Facility as ordered by the Covered Person’s Healthcare Practitioner;
9. Outpatient services in a Hospital or Free Standing Surgical Facility;
10. Short-term rehabilitation therapy services in an acute care Hospital setting;
11. Laboratory and other diagnostic tests;
12. Meals and special diets when Medically Necessary;
13. Special duty nursing when Medically Necessary;
14. Anesthesia and oxygen services; and
15. X-ray services.

h. Healthcare Practitioner Services

1. Healthcare Practitioner visits;
2. Diagnostic laboratory and radiology tests;
3. Diagnostic follow-up care related to the hearing impairment for a Dependent child from birth through 24 months of age;
4. Second surgical opinions;
5. Surgery;
6. Services of a surgical assistant and/or assistant;
7. Services of a physician assistant (P.A.), registered Nurse (R.N.), or a certified operating room technician when Medically Necessary. Physician assistants, registered Nurses (R.N.), and certified operating room technicians;
8. Anesthesia administered by a Healthcare Practitioner or certified registered anesthetist attendant to a Surgery;
9. Services of a pathologist;
10. Services of a radiologist;
11. Services related to the administration of amino acid-based elemental formulas as provided under the Prescription Drugs provision;
12. Allergy injections, therapy, testing, and serum. Therapy and testing for treatment of allergies must be approved by the America Academy of Allergy and Immunology or the Department of Health and Human Services or any of its offices or agencies;
13. Injections other than allergy;
14. Nutritional counseling;
15. Telemedicine Medical Services or Telehealth Medical Services.

A Healthcare Practitioner’s office visit includes only the following services:

1. Taking a history;
2. Performing an examination;
3. Making a diagnosis or medical decision and associated treatment;
4. Administering allergy shots; and
5. Diagnostic laboratory and radiology tests.

Advanced Imaging, pulmonary function studies, cardiac catheterization, electrocardiogram (EKG), or electroencephalogram (EEG) are not considered part of a Healthcare Practitioner’s office visit and a separate copayment may apply.

i. Home Healthcare

Services provided by a Home Healthcare Agency at the Covered Person’s home. Home Healthcare Services are subject to authorization guidelines. All home healthcare services must be provided on a part-time or intermittent basis in conjunction with a home healthcare plan.

No benefits will be provided for, or on account of:

1. Charges for mileage or travel time to and from the Covered Person’s home;
2. Wage or shift differentials for any representative of a Home Healthcare Agency;
3. Charges for supervision of home healthcare agencies;
4. Custodial care; and
5. Provision or administration of Self-Administered Injectable Drugs.

j. Hospice Care

Covered Services provided under a Hospice Care Program furnished in a Hospice Facility or in the Covered Person’s home by a Hospice Care Agency. A Healthcare Practitioner must certify that the Covered Person is terminally ill. These services must be in lieu of a Confinement in a Hospital or Skilled Nursing Facility.

1. Room and board in a Hospice Facility, when it is for management of acute pain or for an acute phase of chronic symptom;
2. Part-time nursing care provided by or supervised by a Nurse for up to eight hours per day;
3. Counseling for the Hospice Patient and his/her immediate Family Members by a licensed clinical social worker or pastoral counselor;
4. Medical social services for the terminally ill Covered Person or his/her immediate Family Members including:
a. Assessment of social, emotional, and medical needs and the home
   and family situation; and
b. Identification of the community resources available;
5. Psychological and dietary counseling;
6. Part-time home health aide services for up to eight hours in any one day;
   and
7. Medical supplies, drugs and medicines prescribed by a Healthcare
   Practitioner for Palliative Care.

No benefits will be provided for, or on account of:

1. Private duty nursing when Confined in a Hospice Facility;
2. Services relating to a Confinement that is not for management of acute
   pain control or other treatment for an acute phase of chronic symptom
   management;
3. Funeral arrangements;
4. Financial or legal counseling, including estate planning or drafting of a will;
5. Homemaker or caretaker services, including:
   a. Sitter or companion services;
   b. Housecleaning;
   c. Household maintenance; and
6. Services of a social worker other than a licensed clinical social worker;
7. Services by a licensed pastoral counselor to a member of his/her
   congregation. These are services in the course of the duties to which he/she
   is called as a pastor or minister; and
8. Respite care.

For this benefit only, immediate Family Member is considered to be the Covered
Person’s parent, spouse, and children, step-children or legally adopted children.

k. Mental Health

Covered Services provided by a:

1. Healthcare Practitioner;
2. Hospital; or
3. Healthcare Treatment Facility.

Covered Inpatient Mental Health Care Services for:

1. Inpatient services including room and board; and

Covered outpatient Mental Health care and office services for Mental Health
incurred for:

1. Office exams or consultations including laboratory tests and X-rays; and
2. Therapy.
Additional covered services for Mental Health:

1. A partial Hospitalization program;
2. A Residential Treatment Center.

No benefits will be provided for, or on account of:

1. A halfway house.

I. Maternity Care and Newborn Services

Prenatal, delivery and inpatient services for Maternity Care and postnatal Care.

Covered Services for a covered Dependent newborn child includes but is not limited to the following:

1. Bodily injury or Illness;
2. Care and treatment for premature birth; and
3. Medically diagnosed birth defects and abnormalities.

Congenital defects will be treated the same as any other Bodily Injury or Illness for which Covered Services are provided.

In the event You or Your newborn is discharged from inpatient care before a minimum of 48 hours following an uncomplicated vaginal delivery, and 96 hours following an uncomplicated delivery by cesarean section, Covered Services include post-delivery outpatient services.

Post-delivery care includes maternal and neonatal physical assessments (physical evaluations for both You and Your newborn); parent education, assistance and training in breast-feeding and bottle-feeding. Post-delivery outpatient visit may be provided at the mother’s home, health care provider’s office or a health care facility. A Physician, registered nurse, or other licensed health care professional may provide the services. This visit is in addition to Your coverage for outpatient postnatal obstetrical care.

m. Outpatient Therapies

Rehabilitative and habilitative Outpatient Services ordered and performed by a Healthcare Practitioner for the following:

1. Services for:
   a. Documented loss of physical function;
   b. Pain;
   c. Developmental defect; or
   d. Developmental delay;
2. Physical therapy services;
3. Occupational therapy services;
4. Chiropractic services such as spinal manipulations, adjustments and modalities;
5. Speech therapy or speech pathology services;
6. Cognitive Rehabilitation Services;
7. Audiology therapy services;
8. Radiation therapy services;
9. Chemotherapy;
10. Respiratory or pulmonary therapy services;
11. Cardiac Rehabilitation Services;
and
12. Nutritional counseling for a child with developmental delays.

Covered Services include therapies that result in a practical improvement in the level of functioning within a reasonable period of time and the therapy is not considered Maintenance Care. When determined to be Medically Necessary by the Healthcare Practitioner, therapy services for a Covered Person who has a physical disability will not be considered Maintenance Care. These therapy services are provided without regard as to whether the purpose of the therapy is to maintain or improve functional capacity.

Therapy services for a dependent child with a developmental delay must be provided in accordance with an individual family service plan issued by the Interagency Council on Early Childhood Intervention under Chapter 73 of the Texas Human Resources Code.

Therapy services rendered during a Home Healthcare Visit are covered under the Home Healthcare provision.

n. Prescription Drugs

Any payments under this provision apply toward the Covered Person’s Out-of-Pocket Maximum. Payments under this provision do not apply toward the Covered Person’s Contract Deductible. Deductible requirements do not apply to Prescription Drugs. Benefits may be subject to Dispensing Limits, Prior Authorization or Step Therapy requirements, if any.

If the dispensing Pharmacy’s charge is less than the Prescription Drug Copayment, the Covered Person will be responsible for the lesser amount.

The amount paid by Us to the dispensing Pharmacy may not reflect the ultimate cost to Us for the drug. Prescription Drug Copayments are made on a per Prescription or refill basis and will not be adjusted if We receive any retrospective volume discounts or Prescription Drug rebates.

Some retail pharmacies participate in Our program which allows a Covered Person to receive a 90-day supply of a Prescription or refill except for Specialty Drugs or
Self-Administered Injectable Drugs which are limited to a maximum of a 30-day supply. The cost is 3 times the applicable Copayment as shown on the Schedule of Benefits.

Tablet splitting is a voluntary program in which the PBM may designate certain Formulary drugs that the member can split the tablet of a higher strength dosage at home. Under this program, the member gets half the usual quantity for a 30 day supply, for example 15 tablets for a 30-day supply. Participants who use tablet splitting will pay half the normal Copayment amount.

We must be notified of any Cost Share that is applicable to a Covered Person's claim that is waived by the Pharmacy. Any amount thus waived and not paid by the Covered Person would not apply to any Prescription Drug Out-of-Pocket Maximum.

Members requesting higher tier drugs when a generic equivalent is available and the physician did not specifically prescribe the requested drug are responsible for the higher tier cost sharing amount plus any difference in cost. This cost difference does not apply to any out-of-pocket maximum. Physicians prescribing a higher tier drug when a generic equivalent is available must request Prior Authorization. Certain high cost generic drugs may be included in a higher tier and thus have a higher copay.

The Specialty Pharmacy program is part of your pharmacy benefit and is mandatory after your first fill at retail for all specialty prescriptions that meet the following criteria. We will allow enrollees to access prescriptions drug benefits at in-network retail pharmacies, unless:

1. The drug is subject to restricted distribution by the U.S. Food and Drug Administration; or

2. The drug requires special handling, provider coordination, or patient education that cannot be provided by a retail pharmacy.

We may charge enrollees a different cost-sharing amount for obtaining a covered drug at a retail pharmacy, but all cost sharing will count towards the plan's annual limitation on cost sharing.

Additional information can be obtained by calling Navitus Customer Care at 866-333-2757. Navitus SpecialtyRx works with a specialty pharmacy to offer services with the highest standard of care. Should you wish to use an alternative Specialty Pharmacy, please contact Navitus Customer Care at 866-333-2757. With Navitus SpecialtyRx, delivery of your specialty medications is free, and right to your door or prescriber’s office via FedEx. Local courier service is available for emergency, same-day medication needs. To start using Navitus SpecialtyRx, please call toll-free 800-218-1488. We will work with your prescriber for current or new specialty prescriptions.
Covered Prescription Drugs are:

1. Drugs prescribed to treat a chronic, disabling, or life-threatening illness that:
   a. have been approved by the United States and Drug Administration for at least one indication; and
   b. are recognized by the following for the treatment of the indication for which drug is prescribed (1) a prescription drug reference compendium approved by the Department of Insurance, or (2) substantially accepted peer reviewed medical literature.
2. Drugs, medicines or medications that under Federal or state law may be dispensed only by Prescription from a Healthcare Practitioner;
3. Drugs, medicines or medications that are included on the Drug Formulary;
4. Insulin and Diabetic Supplies that are included on the Drug Formulary;
5. Hypodermic needles or syringes when prescribed by a Healthcare Practitioner for use with insulin or Self-Administered Injectable Drugs that are included on the Drug Formulary. Hypodermic needles and syringes used in conjunction with covered drugs may be available at no cost to the Covered Person;
6. Hypodermic needles, syringes or other method of delivery necessary for administration of a Specialty Drug, if included with the charge for the Specialty Drug. These may be available at no cost to the Covered Person;
7. Specialty drugs and Self-Administered Injectable Drugs that are included on the Drug Formulary approved by Us limited to a 30-day supply, unless otherwise determined by Us;
8. Drugs, medicines or medications required under the Affordable Care Act with a Prescription from a Healthcare Practitioner;
9. Enteral formulas and nutritional supplements necessary for the treatment of phenylketonuria (PKU) or other inherited metabolic diseases that are included on the Drug Formulary, or as otherwise determined by Us;
10. Prescribed, orally administered anticancer medication that is used to kill or slow the growth of cancerous cells;
11. Amino acid-based elemental formulas, regardless of delivery method, when prescribed or ordered by a Healthcare Practitioner as Medically Necessary for the treatment of:
   a. Immunoglobulin E and non-immunoglobulin E mediated allergies to multiple food proteins;
   b. Severe food protein-induced enterocolitis syndrome;
   c. Eosinophilic disorders, as evidenced by the results of a biopsy;
   d. Impaired absorption of nutrients caused by disorders affecting the absorptive surface, functional length, and motility of the gastrointestinal tract; and
12. Spacers and/or peak flow meters for the treatment of asthma.

The most commonly prescribed drugs, medicines, and medications covered by Us are specified on our Drug Formulary. The Drug Formulary identifies categories of drugs, medicines or medications by levels. It also indicates
Dispensing Limits and any applicable prior authorization or Step Therapy requirements. This information is reviewed on a regular basis by a Pharmacy and Therapeutics committee made up of physicians and Pharmacists. Placement on the Drug Formulary does not guarantee Your Healthcare Practitioner will prescribe that Prescription Drug, medicine or medication for a particular medical or Mental Health condition.

You can obtain a copy of Our Drug Formulary by visiting Our Web site at www.navitus.com or calling Navitus Member Services telephone number on Your Member Identification Card. If a specific drug, medicine or medication is not listed on the Drug Formulary, You may contact Us orally or in writing with a request to determine whether a specific drug is included on Our Drug Formulary. We will respond to Your request no later than the third business day after the receipt date of the request. If We do not approve coverage for a Prescription Drug because it is not on the Drug Formulary, You have the right to appeal that decision. Please refer to Appeals, Complaints and External Review Rights process in the General Provisions section. For expedited reviews, providers will be notified within 24 hours based on exigent circumstances for prescription drugs. In addition, the plan will provide coverage of the non-formulary drug for the duration of the exigency.

Prescription Drug coverage is subject to change. Based on state law, advanced written notice to You is required for the following modification that affects Prescription Drug coverage:

1. Removal of a drug from the Drug Formulary;
2. Requirement that You receive prior authorization for a drug;
3. An imposed or altered quantity limit;
4. An imposed step-therapy restriction;
5. Moving a drug to a higher cost-sharing level unless a generic alternative to the drug is available.

These types of changes to Prescription Drug coverage will only be made by Us at renewal of the Contract. We will provide written notice no later than 60 days prior to the Effective Date of the change.

**o. Preventive Care Services**

Services for well child and adult care Preventive Services recommended by the U.S. Department of Health and Human Services (HHS) or as mandated by the State on the date the service is incurred. This does not include Routine Nursery Care.

For the recommended Preventive Services that apply to Your Contract, refer to the HHS Web site at www.HHS.gov or call the HMO Member Services telephone number on the back of Your Member Identification Card.
Deductible and Copayment requirements do not apply to Preventive Services.

Covered Services include, but are not limited to, the following:

1. Office visit to a Healthcare Practitioner for a routine or annual physical exam to detect or prevent Illness;
2. Routine radiology, laboratory and/or, endoscopic services to detect or prevent Illness related to routine or annual exam;
3. Routine mammogram every 1 year for a female Covered Person age 35 years of age or older;
4. An annual medically recognized diagnostic examination for a female Covered Person 18 years of age or older for the early detection of cervical cancer in accordance with guidelines adopted by the American College of Obstetricians and Gynecologists or another similar national organization of medical professionals recognized by the Commissioner. Minimum requirements for the diagnostic examination to detect the human papillomavirus include a conventional Pap smear screening and CA 125 blood test, alone or in combination with a test approved by the United States Food and Drug Administration;
5. An annual prostate cancer detection exam, including a Prostate Specific Antigen test (PSA) for a male Covered Person age 40 or older;
6. A medically recognized screening examination for the detection of colorectal cancer for a Covered Person 50 years of age or older and at normal risk for developing colon cancer. Covered Services include:
   a. An annual fecal occult blood test;
   b. An annual stool DNA test;
   c. A flexible sigmoidoscopy every five years; or
   d. A colonoscopy for a computed tomography (CT) colonography (virtual colonoscopy) every 10 years;
7. Non-invasive screening tests for atherosclerosis and abnormal artery structure and function for a Covered Person who is:
   a. A male over 45 and under 76 years of age; or
   b. A female over 55 and under 76 years of age; and
      i. Is a diabetic; or
      ii. Is at risk of developing heart disease based on a score derived from Framingham Health Study coronary prediction algorithm that is immediate or higher.
    Covered Services include one of the following screenings every five years:
   a. A computed tomography (CT) scanning measuring coronary artery calcification; or
   b. An ultrasonography measuring carotid intima-media thickness and plaque;
8. Routine immunizations (TB tine and allergy desensitization injections are not considered routine immunizations);
9. Immunizations against influenza and pneumonia;
10. Alcohol Misuse screening and counseling;
11. Blood Pressure screening;
12. Diabetes screening;
13. Diet counseling for Covered Persons at higher risk for chronic disease;
14. Depression screening
15. HIV screening;
16. Obesity screening and counseling;
17. Sexually Transmitted Infection (STI) prevention counseling
18. Tobacco use screening for all adults and cessation interventions for tobacco users;
19. Syphilis screening for all adults
20. Anemia screening on a routine basis for pregnant women;
21. Bacteriuria urinary tract or other infection screening for pregnant women;
22. BRCA counseling about genetic testing for women at higher risk;
23. Breast Cancer Chemoprevention for women at higher risk;
24. Breastfeeding comprehensive support and counseling from trained providers, as well as access to breastfeeding supplies, for pregnant and nursing women;
25. Cervical Cancer screening for sexually active women;
26. Chlamydia Infection screening for younger women and other women at a higher risk;
27. Contraception -- Food and Drug Administration-approved contraceptive methods, sterilization procedures, and patient education and counseling, not including abortifacient drugs;
28. Domestic and interpersonal violence screening and counseling for all women;
29. Folic Acid supplements for women who may become pregnant;
30. Gestational diabetes screening for women 24 to 28 weeks pregnant and those at high risk of developing gestational diabetes;
31. Gonorrhea screening for all women at higher risk;
32. Hepatitis B screening for pregnant women at their first prenatal visit;
33. Human Immunodeficiency Virus (HIV) screening and counseling for sexually active women;
34. Human Papillomavirus (HPV) DNA Test--high risk HPV DNA testing every three years for women with normal cytology results who are 30 or older;
35. Osteoporosis screening for women over age 60 depending on risk factors;
36. Rh Incompatibility screening for all pregnant women and follow-up testing for women at higher risk;
37. Tobacco Use screening and interventions for all women, and expanding counseling for pregnant tobacco users;
38. Sexually Transmitted Infections (STI) counseling for sexually active women;
39. Syphilis screening for all pregnant women or other women at increased risk;
40. Well-woman visits to obtain recommended preventive services;
41. Alcohol and Drug Use assessment for adolescents;
42. Autism screening for children at 18 and 24 months;
43. Behavioral assessments for children of all ages;
44. Blood Pressure screening for children;
45. Cervical Dysplasia screening for sexually active females;
46. Congenital Hypothyroidism screening for newborns;
47. Depression screening for adolescents;
48. Developmental screening for children under age 3, and surveillance throughout childhood;
49. Dyslipidemia screening for children at higher risk of lipid disorders;
50. Fluoride Chemoprevention supplements for children without fluoride in their water source;
51. Gonorrhea preventive medication for the eyes of all newborns;
52. A hearing impairment screening for a Dependent child from birth through 30 days of age;
53. Height, Weight and Body Mass Index measurements for children;
54. Hematocrit and Hemoglobin screening for children;
55. Hemoglobinopathies or sickle cell screening for newborns;
56. HIV screening for adolescents at higher risk;
57. Immunization vaccines for children from birth to age 18--doses, recommended ages, and recommended populations vary;
58. Iron supplements for children ages 6 to 12 months for anemia;
59. Lead screening for children at risk of exposure;
60. Medical History for all children throughout development;
61. Obesity screening and counseling;
62. Oral Health risk assessment for young children;
63. Phenylketonuria (PKU) screening for this genetic disorder in newborns;
64. Sexually Transmitted Infection (STI) prevention counseling and screening for adolescents at higher risk;
65. Tuberculin testing for children at higher risk of tuberculosis; and

p. **Reconstructive Surgery**

We will provide benefits for Covered Services for Reconstructive Surgery incurred for the following:

1. To restore function for conditions resulting from a Bodily Injury provided the Bodily Injury occurred while the Covered Person is covered under this Contract;
2. That is incidental to or follows a covered Surgery resulting from Illness or a Bodily Injury of the involved part if the trauma, infection or other disease occurred or had its onset while the Covered Person is covered under this Contract;
3. Following a Medically Necessary mastectomy. Reconstructive Surgery includes all stages and revisions of reconstruction of the breast on which the mastectomy has been performed, reconstruction of the other breast to establish symmetry, prostheses and physical complications in all stages of mastectomy, including lymphedemas; and
4. Because of a congenital Illness or anomaly of a Dependent child that resulted in a functional defect for a covered Dependent child to improve the function of or attempt to create a normal appearance of the abnormal body structure.
No benefits are available for Surgery or treatment to change the texture or appearance of the skin or to change the size, shape or appearance of facial or body features (including but not limited to a Covered Person’s nose, eyes, ears, cheeks, chin, chest or breasts).

Except as otherwise provided in this Contract, Cosmetic services and services for complications from cosmetic services are not covered regardless of whether the initial Surgery occurred while the Covered Person was covered under this Contract or under any prior coverage.

**q. Routine Care During Clinical Trials**

We will pay for Covered Services that are Routine Patient Care Costs furnished to a Covered Person participating in a Phase I, Phase II, Phase III, or Phase IV Clinical Trial if the service, item or drug is otherwise covered under this Contract.

No benefits will be provided for services that are a part of the subject matter of the Clinical Trial and that are customarily paid for by the Research Institution conducting the Clinical Trial.

**r. Skilled Nursing Facility and Rehabilitation Services**

Covered Services include:

1. Daily room and board;
2. General nursing services for each day of Confinement; and
3. Rehabilitation services,

Rendered while Confined in a Sub-Acute Rehabilitation Facility or Skilled Nursing Facility, provided the Covered Person is under the regular care of a Healthcare Practitioner who has reviewed and approved the Confinement.

Services in a Sub-Acute Rehabilitation Facility or Skilled Nursing Facility must be:

1. Provided in lieu of care in a Hospital; or
2. For the same condition that required Confinement in a Hospital. The Covered Person must enter the Sub-Acute Rehabilitation Facility or Skilled Nursing Facility within 14 days after discharge from the Hospital.

Coverage for Sub-Acute Rehabilitation Facility or Skilled Nursing Facility will cease when measurable and significant progress toward expected and reasonable outcomes has been achieved or has plateaued.

Rehabilitation services provided in a skilled nursing facility include but are not limited to:
1. Treatment of complications of the condition that required an inpatient Hospital stay;
2. Physical therapy, occupational therapy and speech therapy;
3. Pulmonary rehabilitation programs; and
4. The evaluation of the need for the services listed above.

s. Transplant Services

If a Covered Person requires an organ transplant or is a donor to a Covered Person, all related services including, but not limited to the following, must be preauthorized in advance by Us;

1. Hospital and Healthcare Practitioner services; and
2. Organ acquisition and donor costs, including pre-transplant services, the acquisition procedure, and any complications resulting from the acquisition.

Donor costs will not exceed the Organ Transplant Treatment Period. After the benefits of a Covered Person who is a recipient have been paid, We will provide reimbursement of Covered Services of a live donor to the extent that the benefits remain and are available under this Contract. Any existing benefits available through the health coverage of the donor will be secondary to the benefits available under this Contract.

Prior Authorization from Us is required in advance of the organ transplant. The Covered Person’s Healthcare Practitioner must notify Us in advance of the need for an initial evaluation for the organ transplant in order for Us to determine if the organ transplant will be covered. For approval of the organ transplant itself, We must be given a reasonable opportunity to review the clinical results of the evaluation before rendering a determination.

Once coverage for the organ transplant is approved, We will advise the Healthcare Practitioner. Benefits are payable only if the pre-transplant services, the organ transplant and post-discharge services are approved by Us. Coverage for post-discharge services and treatment of complications after transplantation are limited to the Organ Transplant Treatment Period.

Covered Services for a Covered Organ Transplant includes pre-transplant services, transplant inclusive of any chemotherapy and associated services, post- discharge services and treatment of complications after transplantation of the following organs or procedures only:

1. Heart;
2. Lung(s);
3. Liver;
4. Kidney;
5. Bone marrow;
6. Pancreas;
7. Auto-islet cell;  
8. Intestine;  
9. Multiviseral;  
10. Any combination of the above listed organs; and  
11. Any organ not listed above, if required by state or federal law.

Corneal transplants and porcine heart valve implants, which are tissues rather than organs, are considered part of regular Contract benefits and are subject to other applicable provisions of this Contract.

No benefits will be provided for, or on account of:

1. Transplants which are Experimental or Investigational;  
2. A transplant that does not meet Our pre-transplant criteria;  
3. Expenses that are eligible to be paid under any private or public research fund, government program except Medicaid, or another funding program, whether or not such funding was applied for or received;  
4. Expenses related to a transplant for which We do not approve coverage based on Our established criteria;  
5. Expenses related to the transplantation of any non-human organ or tissue except as expressly provided in this Contract;  
6. A denied transplant. This includes the pre-transplant evaluation, pre-transplant services, the transplant procedure, post discharge services, immunosuppressive drugs and expenses related to complications of such transplant;  
7. Expenses related to the storage of cord blood and stem cells unless it is an integral part of an organ transplant approved by Us; or  
8. Expenses related to an organ transplant performed outside of the United States and any care resulting from that organ transplant.

t. Transplant Transportation and Lodging

Direct non-medical costs for:

1. The Covered Person receiving the organ transplant when the Hospital performing the Covered Organ Transplant is more than 100 miles away from the Covered Person’s residence; and  
2. One designated caregiver or support person (two, if the Covered Person receiving the Covered Organ Transplant is under 18 years of age), if they live more than 100 miles from the Hospital performing the Covered Organ Transplant.

Direct non-medical costs include:

1. Transportation Covered Services to and from the Hospital where the Covered Organ Transplant is performed limited to two round trips per Covered Organ Transplant; and
2. Temporary lodging at a prearranged location when requested by the Hospital performing the Covered Organ Transplant and approved by Us. All direct, non-medical costs for the Covered Person receiving the Covered Organ Transplant and the designated caregiver(s) or support person(s) are limited to a combined maximum per Covered Organ Transplant as shown on the Schedule of Benefits.

u. **Transportation**

Professional Air and Ground Ambulance service from the scene of a medical emergency to the nearest appropriate medical facility equipped to provide treatment for Emergency Care. We will pay Non-Participating providers at the Usual and Customary rate or an agreed rate.

v. **Urgent Care Services**

Covered services include Urgent Care Services in an Urgent Care Center participating in the Provider Network.

w. **Vision Services**

Covered services include one routine eye exam visit annually for children 18 (up to the end of the month in which the enrollee turns 19) and under.

Covered services include select frames and lenses for children 18 (up to the end of the month in which the enrollee turns 19) and under, or contact lenses for children 18 (up to the end of the month in which the enrollee turns 19) and under.

This includes choice of glass or plastic lenses, all lens powers (single vision, bifocal, trifocal, lenticular), fashion and gradient tinting, ultraviolet protective coating, oversized and glass-grey #3 prescription sunglass lenses, polycarbonate lenses, scratch resistant coating and low vision items as well as Medically Necessary contact lenses for the following conditions (after obtaining prior authorization): keratoconus; pathological myopia; aphakia; anisometropia; aniseikonia; aniridia; corneal disorders; post-traumatic disorders; and, irregular astigmatism.

x. **Teladoc**

Community offers Teladoc to all of its members providing You access to medical care via telephone consultants.

Teladoc provides treatment for many routine conditions, including cold and flu symptoms, respiratory infections, sinus problems, bronchitis, allergies, ear infections, urinary tract infections, skin problems, and more.

You should use Teladoc:
1. If Your PCP is unavailable
2. If You are considering the ER or Urgent Care Center for a non-emergency issues after hour
3. If you are sick while on vacation, a business trip, or away from home
4. For non-narcotic, short-term prescriptions or refills, when medically appropriate.
4. **General Exclusions and Limitations**

Below is a list of limitations and exclusions on Covered Services. Please review the entire document, as there may be multiple limitations applicable to a particular service. These limitations and exclusions apply even if a Physician or Provider has performed or prescribed a medically appropriate service. This does not prevent Your Healthcare Practitioner from providing or performing the service, however, the service will not be a Covered Service paid for by Us.

If a claim is denied as being Experimental or Investigational, You have the right to seek review of the denial by an Independent Review Organization. Refer to the Appeals, Complaints and External Review Rights provision in the General Provisions section in this Contract for more information.

Unless specifically stated otherwise, no benefits will be provided for, or on account of, the following items:

1. Services provided by a non-Participating Provider, except when:
   a. Authorized by Us; or
   b. The following services are Medically Necessary to render Emergency Care:
      i. Professional ambulance service; or
      ii. Services in a Hospital emergency room, freestanding emergency medical care facility or Comparable Emergency Facility;

2. Services incurred before the Effective Date or after the termination date of this Contract;

3. Services not Medically Necessary to prevent, alleviate, cure or heal Bodily Injury or Illness, except for the specified routine Preventive Services;

4. Charges for prophylactic services including, but not limited to, prophylactic mastectomy or any other services performed to prevent a disease process from becoming evident in the organ tissue at a later date;

5. Services which are Experimental or Investigational, or related to such, whether incurred prior to, in connection with, or subsequent to the service which is Experimental or Investigational except as expressly provided in this Contract. The fact that a service is the only available treatment for a condition may not make it eligible for coverage if We deem it to be Experimental or Investigational;

6. Complications directly related to a service that is not a Covered Service under this Contract because it was determined by Us to be Experimental or Investigational or not Medically Necessary, except as expressly provided in this Contract. Directly related means that the service occurred as a direct result of the Experimental or Investigational or not Medically Necessary service and would not have taken place in the absence of the Experimental or Investigational or not Medically Necessary service;

7. Services exceeding the amount of benefits available for a particular service;
8. Services for, or the treatment of complications of, non-covered procedures or services;
9. Services, except for Emergency Care, relating to an Illness or Bodily Injury incurred as a result of the Covered Person:
   a. Being intoxicated, as defined by applicable state law in the state in which the loss occurred; or
   b. Being under the influence of illegal narcotics or controlled substance unless administered or prescribed by a Healthcare Practitioner,
10. Services relating to an Illness or Bodily Injury as a result of:
    a. Intentionally self-inflicted bodily harm or attempted suicide whether sane or insane, when not specifically the result of mental illness;
    b. War or an act of war, whether declared or not;
    c. Taking part in a riot;
    d. Engaging in an illegal occupation; or
    e. Any act of armed conflict, or any conflict involving armed forces or any authority;
11. Services:
    a. For charges which are not authorized, furnished or prescribed by a Participating Provider;
    b. For which no charge is made, or for which the Covered Person would not be required to pay if he/she did not have this coverage, unless charges are received from and reimbursable to the United States government, or any of its agencies as required by law;
    c. Furnished by or payable under any plan or law through a government or any political subdivision, except Medicaid, unless prohibited by law which You or the Covered Person is not legally obligated to pay;
    d. Furnished while a Covered Person is Confined in a Hospital or institution owned or operated by the United States government or any of its agencies for any service-connected Illness or Bodily Injury;
    e. Which are not rendered or not substantiated in the medical records;
    f. Provided by a Family Member or person who resides with the Covered Person;
    g. Performed in association with a non-covered service.
12. Hospital Inpatient Services when the Covered Person is in Observation Status;
13. Except as otherwise provided in this Contract, cosmetic services, or any complication there from;
14. Custodial care and Maintenance Care;
15. Ambulance services for routine transportation to, from or between medical facilities and/or a Healthcare Practitioner’s office;
16. Elective medical or surgical abortion unless:
    a. The pregnancy would endanger the life of the mother;
    b. The pregnancy is a result of rape or incest.
17. Reversal of sterilization;
18. Infertility Treatment;
19. Sexual dysfunction;
20. Vision examinations or testing for the purposes of prescribing corrective lenses; radial keratotomy; refractive keratoplasty; or any other Surgery or procedure to correct myopia, hyperopia or stigmatic error; orthoptic treatment (eye exercises); or the purchase or fitting of eyeglasses or contact lenses, unless specified in this Contract;

21. Dental services, appliances or supplies for treatment of the teeth, gums, jaws or alveolar processes including, but not limited to, excision of partially or completely un-erupted impacted teeth, any oral or periodontal Surgery and preoperative and postoperative care, implants and related procedures, orthodontic procedures, and any dental services related to a Bodily Injury or Illness except as expressly provided in this Contract;

22. Pre-surgical/procedural testing duplicated during a Hospital Confinement;

23. Any treatment for obesity, regardless of any potential benefits for co-morbid conditions, including but not limited to:
   a. Surgical procedures for Morbid Obesity;
   b. Services or procedures for the purpose of treating an Illness or Bodily Injury caused by, complicated by, or exacerbated by the obesity; or
   c. Complications related to any services rendered for weight reduction;

24. Surgical procedures for the removal of excess skin and/or fat in conjunction with or resulting from weight loss or a weight loss Surgery;

25. Foot care services, in the absence of diabetes, circulatory disorders of the lower extremities, peripheral vascular disease, peripheral neuropathy, or chronic arterial or venous insufficiency, including but not limited to:
   a. Shock wave therapy of the feet;
   b. Treatment of Weak, strained, flat, unstable or unbalanced feet;
   c. Hygienic care, and the treatment of superficial lesions of the feet, such as corns, calluses or hyperkeratosis;
   d. Tarsalgia, metatarsalgia or bunion treatment, except Surgery which involves exposure of bones, tendons or ligaments;
   e. Cutting of toenails, except removal of nail matrix; and
   f. Arch supports, heel wedges, lifts, shoe inserts, the fitting or provision of foot orthotics or orthopedic shoes, (unless orthopedic shoe is an integral part of a covered leg brace).

26. Hair prosthesis, hair transplants or implants;

27. Hearing care that is routine, including but not limited to exams and tests, any artificial hearing device, cochlear implant, auditory prostheses or other electrical, digital, mechanical or surgical means of enhancing, creating or restoring auditory comprehension, except as expressly provided in this Contract;

28. Services rendered in a premenstrual syndrome clinic or holistic medicine clinic;

29. Transplant services except as expressly provided in this Contract;

30. Over the counter medical items or supplies that can maybe prescribed by a Healthcare Practitioner but are also available without a written order or Prescription, except for Preventive Services;

31. Immunizations including those required for foreign travel for Covered Persons of any age except as expressly provided in this Contract;
32. Genetic testing, counseling or services, when not Medically Necessary including when:
   a. the diagnosis can be made clinically or by biochemical or other laboratory test;
   b. testing of family member not covered under this plan;
   c. testing for screening purposes or without a reasonable suspicion of genetic disorder;
   d. testing does not impact medical management;
   e. the test has not been established by clear and convincing evidence in the scientific literature to be reliably associated with a specific disease, disorder, or specific therapy;
33. Expense for employment, school, sports or camp physical examinations or for the purpose of obtaining insurance, premarital tests/examinations;
34. Services received in an emergency room unless Emergency Care;
35. Any Expense Incurred for services received outside of the United States except for Emergency Care services;
36. Services received during an inpatient stay when the stay is primarily related to behavioral, social maladjustment, lack of discipline or other antisocial actions which are not specifically the result of Mental Illness;
37. Services and supplies which are:
   a. Rendered in connection with mental Illnesses not classified in the current Diagnostic and Statistical Manual of Mental Disorders;
   b. Extended beyond the period necessary for evaluation and diagnosis of learning and behavioral disabilities or for mental retardation; and
   c. Specifically excluded is marriage counseling;
38. No benefits will be provided for:
   a. Immunotherapy for recurrent abortion;
   b. Chemonucleolysis;
   c. Biliary lithotripsy;
   d. Home uterine activity monitoring;
   e. Sleep therapy;
   f. Light treatment for Seasonal Affective Disorder (S.A.D.);
   g. Immunotherapy for food allergy;
   h. Prolotherapy;
   i. Cranial banding;
   j. Hyperhydrosis Surgery; and
   k. Sensory integration therapy;
39. Charges for alternative medicine, including medical diagnosis, treatment and therapy. Alternative medicine services includes, but is not limited to:
   a. Acupressure;
   b. Acupuncture;
   c. Aromatherapy;
   d. Ayurveda;
e. Biofeedback (except to the extent it includes Neurofeedback Therapy that is Medically Necessary for the treatment of an Acquired Brain Injury);

f. Faith healing;

g. Guided mental imagery;

h. Herbal medicine; i. Holistic medicine; j. Homeopathy;

k. Hypnosis;

l. Macrobiotic;

m. Massage therapy;

n. Naturopathy;

o. Ozone therapy;

p. Reflexology;

q. Relaxation response;

r. Rolfing;

s. Shiatsu; and

t. Yoga;

40. Private duty nursing;

41. Living expenses; travel; transportation, except as expressly provided in the Ambulance services provision or Transplants provision in the Your Contract Benefits section of this Contract; and

42. Charges for services that are primarily and customarily used for a non-medical purpose or used for environmental control or enhancement (whether or not prescribed by a Healthcare Practitioner) including but not limited to:

a. Common household items such as air conditioners, air purifiers, water purifiers, vacuum cleaners, waterbeds, hypoallergenic mattresses or pillows, or exercise equipment;

b. Scooters or motorized transportation equipment, escalators, elevators, ramps, modifications or additions to living/working quarters or transportation vehicles;

c. Personal hygiene equipment including bath/shower chairs, transfer equipment or supplies or bed side commodes;

d. Personal comfort items including cervical pillows, gravity lumbar reduction chairs, swimming pools, whirlpools or spas or saunas;

e. Medical equipment including blood pressure monitoring devices, PUVA lights and stethoscopes;

f. Charges for any membership fees or program fees paid by a Covered Person, including but not limited to, health clubs, health spas, aerobic and strength conditioning, work-hardening programs and Weight loss or similar programs and any related material or products related to these programs;

g. Communication system, telephone, television or computer systems and related equipment or similar items or equipment; and

h. Communication devices except after surgical removal of the larynx or a diagnosis of permanent lack of function of the larynx.

43. Services for in vitro fertilization and promotion of fertility through extra-coital reproductive technologies including, but not limited to, artificial insemination,
intrauterine insemination, super ovulation uterine capacitation enhancement, direct intra-peritoneal insemination, trans-uterine tubal insemination, gamete intra-fallopian transfer, pronuclear oocyte stage transfer, zygote intra-fallopian transfer, and tubal embryo transfer.

44. Blood and blood products.
5. Prescription Drug Exclusions

Except as expressly stated otherwise, no benefit will be provided for, or on account of, the following items:

1. Drugs which are not included on the Drug Formulary;
2. Dietary supplements except enteral formulas and nutritional supplements for the treatment of phenylketonuria (PKU) or certain other inherited metabolic diseases and amino acid-based elemental formulas as expressly provided in this Contract;
3. Nutritional products;
4. Fluoride supplements except when prescribed to preschool children older than 6 months of age whose primary water source is deficient in fluoride;
5. Minerals;
6. Herbs and vitamins
7. Legend (prescription) drugs which are not deemed Medically Necessary by Us;
8. Any drug prescribed for any Illness or Bodily Injury for which services are not covered under this Contract;
9. Any drug prescribed for intended use other than for:
   a. Indications approved by the FDA; or
   b. Off-label indications recognized through peer-reviewed medical literature;
10. Any drug, medicine or medication that is either:
    a. Labeled "Caution-limiting by Federal law to investigational use"; or
    b. Experimental or investigational, even though a charge is made to the Covered Person;
11. Allergen extracts;
12. The administration of covered medication(s);
13. Therapeutic devices or appliances, except as expressly provided in this Contract, including, but not limited to:
    a. Hypodermic needles and syringes except needles and syringes for use with insulin, and Self-Administered Injectable Drugs whose coverage is approved by Us;
    b. Support garments;
    c. Mechanical pumps for delivery of medication; and
    d. Other non-medical substances;
14. Anorectic or any drug used for the purpose of Weight control;
15. Abortifacients (drugs used to induce abortions);
16. Any drug used for cosmetic purposes, including, but not limited to:
    a. Tretinoin, e.g. Retin A, except if the Covered Person is under the age of 35 or is diagnosed as having adult acne;
    b. Dermatologicals or hair growth stimulants; or
    c. Pigmenting or de-pigmenting agents, e.g. Solaquin;
17. Contrary to any other provisions of this Contract, We may decline coverage or, if applicable, exclude from the Drug Formulary any and all drugs, including new indications for an existing drug, until the conclusion
of a review period not to exceed 6 months following FDA approval for the use and release of the drug, including new indications for an existing drug into the market;
18. Any drug or medicine that is:
a. Lawfully obtainable without a Prescription (over the counter drugs), except insulin; or drugs, medicines or medications required as part of Healthcare reform with a Prescription from a Healthcare Practitioner;
b. Available in Prescription strength without a Prescription;
19. Compounded testosterone for the treatment of hormone replacement therapy;
20. Infertility Treatment including medications;
21. Any drug prescribed for impotence and/or sexual dysfunction, e.g. Viagra;
22. Any drug, medicine or medication that is consumed or injected at the place where the Prescription is given or dispensed by the Healthcare Practitioner;
23. Drug delivery implants;
24. Prescriptions that are to be taken by or administered to the Covered Person, in whole or in part, while he/she is a patient in a facility where drugs are ordinarily provided by the facility on an inpatient basis. Inpatient facilities include, but are not limited to:
a. Hospital;
b. Skilled nursing facility; or
c. Hospice facility;
25. Injectable drugs, including, but not limited to:
a. Immunizing agents;
b. Biological sera;
c. Blood;
d. Blood plasma; or
e. Self-administered injectable drugs or Specialty Drugs for which coverage is not approved by Us.
26. Prescription refills:
a. In excess of the number specified by the Healthcare Practitioner, or
b. Dispensed more than one year from the date of the original order;
27. Any portion of a Prescription or refill that exceeds a 90-day supply when received from either a mail-order Pharmacy or from a retail Pharmacy that participates in Our program which allows a Covered Person to receive a 90-day supply of a Prescription or refill;
28. Any portion of a Prescription or refill that exceeds a 30-day supply when received from a retail Pharmacy that does not participate in our program which allows a Covered Person to receive a 30-day supply of a Prescription or refill;
29. Any portion of a Specialty Drug or Self-Administered Injectable Drug that exceeds a 30-day supply;
30. Any portion of a drug for which Prior Authorization or Step Therapy is required and not obtained;
31. Any drug for which a charge is customarily not made;
32. Any portion of a Prescription or refill that:
a. Exceeds our drug specific Dispensing Limit (i.e. IMITREX);
b. Is dispensed to a Covered Person whose age is outside the drug specific age limits defined by Us;
c. Is refilled early, as defined by Us; or
d. Exceeds the duration-specific Dispensing Limit;

33. Any drug, medicine or medication received by the Covered Person:
a. Before becoming covered under this benefit; or
b. After the date the Covered Person’s coverage under this Contract has ended;

34. Any costs related to the mailing, sending or delivery of Prescription Drugs;

35. Any intentional misuse of this benefit, including Prescriptions purchased for consumption by someone other than the Covered Person;

36. Any Prescription or refill for drugs, medicines or medications that are lost, stolen, spilled, spoiled or damaged;

37. Any amount the Covered Person paid for a Prescription that has been filled, regardless of whether the Prescription is revoked or changed due to adverse reaction or change in dosage or Prescription;

If a claim is denied as being Experimental Investigation, You have the right to seek review of the denial by an Independent Review Organization. Refer to the Appeal Complaints and External Review provision in the General Provisions section in this Contract for more information.
6. **Premium Payment**

a. **Your Duty to Pay Premium**

   You must pay the required premium to Us as it becomes due. If You do not pay Your premium on time, subject to the grace period, We will terminate coverage.

b. **Cost-Sharing Reduction**

   You may qualify for a Cost-Sharing Reduction (CSR) to help reduce Your out-of-pocket costs. This is a payment made to Us by the Federal Government to Us to make coverage more affordable. To qualify you generally must meet certain financial criteria and select a “silver” plan. CSRs are separate from Advance Premium Tax Credits.

   If You have any questions regarding the CSR, please contact the Marketplace.

c. **Advance Premium Tax Credit**

   You may qualify for an Advance Premium Tax Credit (APTC) to help reduce Your premium. This is a monthly payment made on Your behalf by the Federal Government to Us to make this coverage more affordable. You are generally eligible for the APTC if You:

   1. Are enrolled in an eligible Plan;
   2. Expect to have a household income below 400% of the Federal Poverty Level (FPL) during the Calendar Year;
   3. Are not eligible for Medicare Part A, Medicaid or other minimum essential coverage; and
   4. Attest that, for the Calendar Year:
      - You will file an income tax return or joint tax return (if You are married);
      - No other taxpayer will be able to claim You as a tax dependent; and
      - You will claim a personal exemption deduction on Your tax return for the members of Your family, including You and Your spouse.

   Your APTC may change based on Your household income, family size or changes in state or federal law. If your APTC changes or is eliminated, We will be notified by the Marketplace, and you will continue to be responsible for payment of your premium.

   If You have any questions regarding the APTC, please contact the Marketplace or consult with a tax professional.
d. **Grace Period**

Contract Holders who do not receive any APTC have 31 days from the premium due date to remit the required funds. If premium is not paid, We will terminate coverage effective the last day of the premium period for which premium was paid and You may be held liable for cost of services received during the grace period.

e. **Special Provision for Covered Persons receiving Advance Premium Tax Credits**

If You previously paid at least one month’s premium during the Calendar Year and received an APTC, Your grace period is three months. Community will notify the Federal Government and providers of the nonpayment and may pay all appropriate claims during the grace period. Community will terminate coverage effective the last day of the premium period for which premium was paid after the grace period expires, recoup claims paid in months two and three of the grace period and You may be held liable for the cost of services received during the grace period. Community may deny pharmacy claims during months two and three of the grace period.

f. **Changes to Your Premium**

Premium may change when:

1. Family members are added or deleted;
2. A new rate table applies;
3. Any Covered Person’s rating classification changes;
4. The Covered Person moves to a different zip code or county; or
5. A misstatement on the application resulting in the proper amount due not being charged.

A 60-day notice will be provided prior to premium rate changes based on a new rate table, a Covered Person’s rating classification changing or if a misstatement on the application results in the proper amount due not being charged.

Your continued payment of premium will constitute Your agreement to the change.

g. **Return of Premium**

In no event, except for the following reasons will premium be returned:

1. The Contract Holder returns the Contract as described in the Right to Return Contract provision;
2. Rescission of coverage as described in the Incontestability provision in the General Provisions section; or
3. The Contract Holder requests in writing for coverage to end and premium
has been paid for any period of time after the later of the date requested by You or the date We receive Your notice to cancel.

In the event that You cancel this Contract, the premium shall be computed pro rata.

Cancellation of this Contract will not affect claims incurred prior to the cancellation.
7. **Changes to Contract**

a. **Your Rights to Make Changes to the Contract**

You have several rights to make changes to Your Contract.

1. **Change in Residence**

   We must be notified of any change in Your resident address.

   At least 14 days prior to Your move, call or write Us informing Us of Your new address and phone number. When We receive this information, We will inform You of any changes to Your plan on such topics as new networks, benefits, and premium. If You move outside of this Contract’s Service Area, We will terminate this Contract. If a Covered Person moves outside of this Contract’s Service Area, coverage for that Covered Person will terminate. See the Renewability and Termination section for the events that will cause this Contract and/or a Covered Person’s coverage to end. Such change will be effective on the date We assign.

   We have the right to change Your resident address in Our records upon Our receipt of an address change from a third party and after confirmation from You that Your address changed.

   If you purchased your coverage on the Marketplace please contact the Marketplace to provide notification of any change in Your resident address.

2. **Changes to Covered Persons**

   You may request a change to the persons covered under Your Contract due to certain changes in Your family.

   i. **Removing Dependents**

      If You wish to remove a Covered Person from Your Contract, simply call or write Us at the address on Your Member Identification Card.

      If you purchased your coverage on the Marketplace, please contact the Marketplace to request a change to the persons Covered under Your contract.

   ii. **Adding Dependents**

      If a child is born to a Contract Holder, or any Covered Person, a Contract Holder adopts a child, or a child is placed with the Contract Holder for the purpose of adoption, or the Contract Holder is a party in a suit in which adoption of a child is sought, We must be notified
of the event verbally or in writing and receive any required premium on or before 60 days of the event. If We do not receive notice and premium for the first 60 days and forward, the child will not be a Covered Person under this Contract.

If a Dependent child is the subject of a medical support order, coverage will be automatic for the first 60 days after receipt or date of the medical support order or notice of the medical support order and any required premium.

A Dependent not falling under the previous paragraph must apply to be added as a Covered Person and be accepted by Us during the annual open enrollment period. A Dependent child is eligible to apply if they are under age 26. If accepted the Covered Person will be covered on the date We specify.

If you purchased your coverage on the Marketplace, please contact the Marketplace to request a change to the persons Covered under Your contract.

iii. Effective Date of Dependent Changes

(a) Coverage for a newborn or adopted child will be effective for the first 31 days following the date of the birth, placement, adoption, or date the court grants the petition for adoption. To continue coverage for the newborn or adopted child beyond the initial period, You must provide notice to Us and remit the premium within 31 days of the child’s date of birth or adoption;

(b) Coverage of a Dependent child who is the subject of a medical support order will be effective for the first 31 days after receipt of the medical support order or notice of the medical support order;

(c) If We receive the application or notification as applicable, and any required premium more than 31 days after the newborn’s date of birth or the child’s adoption, placement for adoption, or date the court grants the petition for adoption, such child will not be eligible;

(d) For changes for other Dependents, the Dependent will not be eligible for coverage until receipt of premium and acceptance by Us, or until the next open enrollment period, qualifying event or special enrollment.

b. Our Rights to Make Changes to the Contract

We have the right to make certain changes to Your Contract. Changes to this Contract can be made by Us at any time without prior consent when the changes are required by state or federal law.
c. **Continuation of Coverage for Surviving Dependents**

If this Contract has been in-force for at least 90 days and the Contract Holder dies while Dependent coverage is in-force, the surviving Dependents that are covered under this Contract on the date of death may be eligible to continue coverage under this Contract.

The surviving spouse or legal guardian of the covered Dependent child(ren) must notify Us in writing within 31 days of the Contract Holder’s death. Premium must continue to be paid in order for coverage to continue. The premium may change and will be based upon the classification of age of those continuing coverage.

The surviving Dependent spouse will become the Contract Holder if covered under this Contract on the date of death. In the case of child-only coverage, the surviving Dependent’s parent or legal guardian will become the Contract Holder of the continued Contract.

All conditions, limitations, exclusions, and maximums of this Contract will continue to apply.

**d. Continuation of Coverage Due to Marital Change**

If a Covered Person is no longer eligible due to change in marital status, We will offer coverage that most nearly approximates the coverage in effect prior to change in marital status including the expiration date.
8. Renewability and Termination

a. Reasons We Will Terminate Your Contract

This Contract is renewable at the option of the Contract Holder, except for the conditions stated below. We will terminate Your Contract at the end of the billing period in which the following events occur unless stated otherwise:

1. The required premium was due to Us and not received by Us, including any grace period. Termination will be effective on the last day for which the premium was paid.
2. The Contract Holder commits fraud or makes an intentional misrepresentation of a material fact, in which case, We will provide 30 days’ notice of Our intent to Rescind this Contract. The Contract Holder will have the right to Appeal the rescission.
3. You no longer reside, live or work within the Service Area as determined by Us. A map of the Service Area is located at www.communitycares.com, in the Provider Directory, or You may call Our Member Services telephone number on Your Member Identification Card. Termination will be effective not less than 30 days after written notice. This provision does not apply to children who are subject of a medical support order. The Contract Holder requests termination of the Contract in writing. Termination will be effective on the later of the date requested by You or the date We receive Your notice to cancel; or
4. We cease to offer a particular type of coverage or cease to do business in the individual basic health care market, as allowed by federal or state law.
5. If coverage was purchased through the Marketplace and You cease to be eligible for coverage through the Marketplace or this Contract ceases to be a Qualified Health Plan and is decertified by the Marketplace.

If We decide to cease to offer particular type of individual coverage, the Contract Holder will be:

1. Notified of such discontinuation at least 90 days prior to the date of discontinuation of such coverage; and
2. Given the option to purchase any other individual Hospital, medical or surgical Contract providing medical benefits that are being offered by Us at such time.

If We decide to cease doing business in the individual Hospital, medical or surgical market, the Contract Holders covered by such policies and the Commissioner of Insurance will be notified of such discontinuation at least 180 days prior to the date of discontinuation of such coverage.

If coverage was purchased through the Marketplace, You must request termination of the Contract through the Marketplace. The Marketplace will notify Us and a termination date will be assigned.
b. **Reasons We Will Terminate a Covered Person**

We will terminate coverage for a Covered Person at the end of the billing period in which the following events occur unless stated otherwise:

1. When the Covered Person no longer qualifies as a Dependent as defined in the Definitions section of this Contract or no longer meets eligibility criteria;
2. The date the Covered Person no longer resides, lives or works within the Service Area. A map of the Service Area is located at [www.communitycares.com](http://www.communitycares.com), in the Provider Directory, or You may call Our Member Services telephone number on Your Member Identification Card. This provision does not apply to children who are subject of a medical support order;
3. The Covered Person commits fraud or makes an intentional misrepresentation of a material fact, in which case, We will provide 30 days’ notice of Our intent to Rescind this Contract with regard to the Covered Person. The Covered Person will have the right to Appeal the Rescission.
4. The date this Contract terminates.
5. If coverage was purchased through the Marketplace, the Covered Person ceases to be eligible for coverage through the Marketplace. The Marketplace will initiate the termination and notify Us of the event. The termination date will be assigned.

If We accept premium for any Covered Person extending beyond the date, age or event specified in this section as a reason for termination, then coverage for that Covered Person will continue during the period for which an identifiable premium was accepted.

c. **Your Duty to Notify Us**

You are responsible to notify Us of any of the events stated above which would result in termination of this Contract or a Covered Person.

d. **Reinstatement**

If this Contract is terminated due to lack of premium payment, other than Your initial premium payment, You may request reinstatement. We will reinstate Your Contract provided all of the following are met:

1. A new application is submitted by You;
2. Coverage has not been terminated for more than 90 days; and
3. We approve the reinstatement.

If Your request for reinstatement is approved, coverage will be reinstated on the date We approve the reinstatement.
e. **Fraud**

You commit fraud against Us, or make an intentional misrepresentation of a material fact by intentionally not telling Us the correct facts or withholding information which is necessary for Us to administer this Contract.

Fraud may be criminal offense that can be prosecuted. Any person(s) who willingly and knowingly engages in an activity intended to defraud Us by filing a claim or form that contains a false or deceptive statement may be committing insurance fraud.

If You or the Covered Person commits fraud against Us, as determined by a court of law, coverage will be terminated. We will provide 15 days’ notice of Our intent to terminate. Such termination may be made on a retroactive basis as of the date the fraud was committed or as of the date otherwise determined by Us.

f. **Reasons You May Terminate Your Contract**

You may terminate Your Contract after not less than 30 days’ written notice to Us in the case of a material change by Us to any provision of the Contract that is required to be disclosed to You or a Covered Person pursuant to state or federal law.

If coverage was purchased through the Marketplace, You must request termination of the Contract through the Marketplace. The Marketplace will notify Us and a termination date will be assigned.
9. **General Provisions**

a. **Appeals, Complaints and External Review Rights**

You have a right to Appeal any decision We make that denies payment on Your claim or Your request for coverage of a health care service or treatment. Included in Your rights are the right to appeal an Adverse Determination to Us and to External Review, to appeal a Contractual Denial, and to file a Complaint. We may not engage in any retaliatory action against You for filing a complaint against Us or appealing an Adverse Determination.

**Appeal from an Adverse Determination**

If We determine that health care services provided or proposed to be provided are not Medically Necessary or appropriate, We will notify You or an individual acting on Your behalf and Your provider of record of Our determination and of Your right to Appeal the Adverse Determination and the process for requesting an Appeal. We will notify You, the individual acting on Your behalf and Your provider of record of the Adverse Determination within the time appropriate to the circumstances relating to the delivery of the services and Your condition, but in no case to exceed one hour from notification when denying post-stabilization care subsequent to emergency treatment as requested by a treating Healthcare Practitioner. If You are hospitalized, notification will be provided within one working day by telephone or electronic transmission. If You are not hospitalized, written notification will be provided within three working days. Notice of Adverse Determination for concurrent review of provision of prescription drugs or intravenous infusions for which You are receiving benefits, will be provided will be provided not later than the 30th day before the date on which the provision of prescription drugs or intravenous infusion will be discontinued. If a retrospective review is conducted, notification will be provided within 30 days of the request. Certain extensions for retrospective review may be made as permitted by state law.

If Your case involves a life-threatening condition, circumstances involving the provision of prescription drugs or intravenous infusions for which You are receiving benefits, or if We do not meet internal timeframes, You are entitled to an immediate appeal to an Independent Review Organization (IRO). You are not required to comply with procedures for an internal review.

You or an individual acting on Your behalf or Your provider of record may ask for an expedited (fast) Appeal for emergency care denials, denials of care for life-threatening conditions, denials of continued stays for hospitalization and denials of prescription drugs and intravenous infusions for which You are receiving benefits. The expedited review will be a review by a Healthcare Practitioner who has not previously reviewed the case and who is of the same or a similar specialty as the health care provider that typically manages the medical condition, procedure, or treatment under review. Expedited Appeal requests will be decided based on the medical immediacy of Your condition, procedure or treatment, but in
no event will the decision exceed one working day from the date all information
necessary to complete the appeal is received. A determination may be provided
by telephone or electronic transmission, but will be followed with a letter within
three (3) working days of the initial telephone or electronic notification.

When We receive an Appeal, We will, within five working days from the receipt of
the Appeal, send to the appealing party a letter acknowledging the date of Our
receipt of the Appeal. This letter will include the Appeal procedures, a request for
required documentation, and the time frames required for resolution. If an Appeal
of an adverse determination is received orally, included in the acknowledgement
letter will be a one-page Appeal form to the appealing party.

After review of the Appeal of an Adverse Determination, We will issue a response
letter to You or the person acting on Your behalf and Your Healthcare
Practitioner explaining the resolution of the appeal as soon as practical, but in no
case later than the 30th calendar day after the date We receive the Appeal. If the
Appeal is for Emergency Care, or denial of a continued stay for Hospitalized
Covered Person, the time frame for resolution will be based on the medical or dental
immediacy of the condition, procedure or treatment, but may not exceed one
working day from the date the request is received. The resolution letter will contain
the clinical basis for the Appeal determination, the specialty of the Healthcare
Practitioner making the denial, and notice of the appealing party’s right to seek
review of the denial by an IRO.

If the Appeal of Adverse Determination is denied, Your provider within 10 working
days, sets forth in writing good cause for having a particular type of specialty
provider review the case, the Appeal denial shall be reviewed by a Participating
Provider in the same or similar specialty who typically treats the medical
condition, performs the procedure, or provides the treatment under discussion for
review in the Appeal, and such specialty review will be completed within 15
business days of receipt of the request from the provider.

**Review by an Independent Review Organization (IRO)**

You or an individual acting on Your behalf or Your provider has the right to
request an immediate review of Our appeal decision by an IRO by submitting a
request to Us within 4 months after receipt of the notice of the determination of Your
appeal. The notice of Our determination of the appeal will include a form and
instructions for making a request for an IRO. Once We receive Your request, within
one working day, We will send it to the Texas Department of Insurance (TDI). The
TDI will randomly assign Your case to an IRO and You will receive a letter
notifying You of the IRO that Your case has been assigned to. No later than
the third business day, We will send all applicable records to the IRO. The IRO
must issue a decision for a life-threatening condition to US and You within three
business days or less from the IRO’s receipt of the request for review. For
conditions other than life-threatening conditions, the IRO must issue a decision
not later than the earlier of the 15th day after the date the IRO receives the
information necessary to make the determination; or the 20th day after the date

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the IRO receives the request that the determination be made. The IRO will notify You of their decision. There is no cost to You for the independent review.

You will not be required to exhaust Our Appeal process before requesting an IRO if:

(a) the Appeal process timelines are not met; or
(b) in an urgent care situation.

Appeal from Denial of Benefits

If We determine that a health care service provided or proposed to be provided is not covered for reasons other than an Adverse Determination, for example, it is not covered or it is expressly excluded, You have the right to appeal that determination by requesting an appeal orally or in writing. In which case, We will follow the procedure below for Complaints.

Request for Additional Information

You may request more explanation when You receive Denial of Benefits. Contact Us when You:

• Do not understand the reason for the denial;
• Do not understand why the health care service or treatment was not fully covered;
• Do not understand why a request for coverage of a health care service or treatment was denied;
• Cannot find the applicable provision in Your Evidence of Coverage;
• Want a copy (free of charge) of the guideline, criteria or clinical rationale that We used to make Our decision; or
• Disagree with the denial or the amount not covered and You want to Appeal.

If Your claim was denied due to missing or incomplete information, You or Your health care provider may resubmit the claim to Us with the necessary information to complete the claim.

The appeal process does not prohibit the Covered Person from pursuing other appropriate remedies, including injunctive relief, a declaratory judgment, or relief available under law, if the requirement of exhausting the process for appeal and review places the Covered Person’s health in serious jeopardy.

For questions on appeal and external review rights, a Covered Person can call Our Member Services Department at the number on his/her Member Identification Card.
Complaint Process

If You notify Us orally or in writing of a Complaint, We will, not later than the fifth business day after the date of the receipt of the Complaint, send to You a letter acknowledging the date We received the complaint. This letter will also include Our complaint procedures and time frames for resolution. If the complaint was received orally, We will enclose a one-page complaint form clearly stating that the complaint form must be returned to Us for prompt resolution of the complaint.

After receipt of the written Complaint or one-page Complaint Form the Covered Person, We will investigate and send a letter with Our resolution to the Covered Person. We will notify You of Our determination within 30 calendar days after the date We received the complaint.

If a Complaint involves an emergency or denial of continued hospitalization, We will investigate and resolve the Complaint within one business day of receiving the complaint.

Appeals from a Complaint to the Plan

If the complaint is not resolved to the Covered Person’s satisfaction, the Covered Person has the right either to appear in person before a complaint appeal panel where the Covered Person normally receives healthcare services, unless another site is agreed to by the Covered Person, or to address a written appeal to the complaint appeal panel. We shall complete the complaint appeal process not later than the 30th calendar day after the date of the receipt of the request for appeal.

a. We shall send an acknowledgment letter to the Covered Person not later than the fifth business day after the date of receipt of the request for appeal.
b. We shall appoint members to the complaint appeal panel, which shall advise Us on the resolution of the dispute. The complaint appeal panel shall be composed of an equal number of Our staff, Healthcare Practitioners, and other persons covered under a health plan provided by Us. A member of the complaint appeal panel may not have been previously involved in the disputed decision.
c. Not later than the fifth business day before the scheduled meeting of the panel, unless the Covered Person agrees otherwise, We shall provide to the Covered Person or Covered Person’s designated representative:
   1. Any documentation to be presented to the panel by Our staff;
   2. The specialization of any Healthcare Practitioner consulted during the investigation; and
   3. The name and affiliation of each of Our representatives on the panel.
d. The Covered Person or the Covered Person’s designated representative if the Covered Person is a minor or disabled, are entitled to:
   1. Appear in person before the complaint appeal panel;
   2. Present alternative expert testimony; and
   3. Request the presence of and question any person responsible for making prior determination that resulted in the appeal.

Where to Send Appeals, Complaints and Requests for IRO

All Appeals, Complaints and Requests for IRO must be sent to:

   Community Health Choice, Inc.
   2636 South Loop West, Suite 125,
   Houston, TX 77054

Filing Complaints with the Texas Department of Insurance

Any Covered Person, including persons who have attempted to resolve complaints through Our complaint and appeal process and who are dissatisfied with the resolution, may report the information to:

   Texas Department of Insurance 1-800-252-3439
   P.O. Box 149104
   Austin, TX 78714-9104
   Fax: (512) 490-1007
   Web: www.tdi.texas.gov
   E-mail: ConsumerProtection@tdi.texas.gov

The Commissioner will investigate a complaint against Us to determine compliance within 60 days after the TDI’s receipt of the compliant and all information necessary for the department to determine compliance. The Commissioner may extend the time necessary to complete an investigation in the even any of the following circumstances occur:

   1. Additional information is needed;
   2. An on-site review is necessary;
   3. We, the Healthcare Practitioner, or the Covered Person does not provide all documentation necessary to complete the investigation; or
   4. Other circumstances beyond the control of the department occur.

b. Exhaustion of Remedies

You must complete levels of the Appeal, Complaints and External Review Rights process applicable to You and any regulatory/statutory review process available to You under state or federal law before You file a legal action. Completion of
these administrative and/or regulatory processes assures that both You and We have a full and fair opportunity to resolve any disputes regarding the terms and conditions contained in this Contract.

c. **Assignment of Benefits**

Assignment of benefits may be made only with Our consent. An assignment is not binding until We receive and acknowledge in writing the original or copy of the assignment before payment of the benefit. We do not guarantee the legal validity or effect of such assignment.

d. **Conformity with State Statutes**

If the Contract contains any provision not in conformity with Texas Insurance Code section 1271 or other applicable laws it shall not be rendered invalid but shall be construed and applied as if it were in full compliance with the Insurance Code Chapter 1271 and other applicable laws.

e. **Cost of Legal Representation**

The costs of Our legal representation in matters related to Our rights under this Contract shall be borne solely by Us. The costs of legal representation incurred by or on behalf of a Covered Person shall be borne solely by You or the Covered Person, unless We were given timely notice of the claim and an opportunity to protect Our Own interests and We failed or declined to do so.

f. **Duplicating Provisions**

If any charge is described as covered under two or more benefit provisions, We will pay only under the provision allowing the greater benefit. This may require Us to make a recalculation based upon both the amounts already paid and the amounts due to be paid. We have no obligation to pay for benefits other than those this Contract provides.

g. **Entire Contract**

The application, endorsements, amendments, riders and Contract constitute the entire agreement between the parties.

No modification or amendment to this Contract will be valid unless approved by the President, Secretary or a Vice-President of Our company. The approval must be endorsed on or attached to this Contract. No agent has authority to modify this Contract, waive any of the Contract provisions, extend the time for premium payment, or bind Us by making any promise or representation.
h. **Incontestability**

All statements made by You on Your application are considered to be representations, not warranties. A statement may not be used to contest or void, cancel or non-renew this Contract unless it is in the written enrollment application signed by You and a signed copy of the enrollment application was furnished to You or Your personal representative. A Contract may only be contested because of fraud or intentional misrepresentation of material fact on an enrollment application.

i. **Legal Action**

The Covered Person must have exhausted his or her rights under the Appeal, Complaints and External Review Rights provisions before bringing legal action against Us. No lawsuit with respect to benefits under this Contract may be brought after the expiration of three years after the later of:

1. The date on which We first denied the service or claim, paid less than You believe appropriate, or failed to timely pay the claim; or
2. 180 days after a final determination of a timely filed appeal.

j. **Premium Adjustment**

If it is determined that information about the age or smoking status of a Covered Person was omitted or misstated, We will make an equitable premium adjustment. This provision applies equally to the Covered Person and to Us.

k. **Notice of Claim**

Generally, any services the Covered Person receives will be billed to Us by the Physician or Provider.

If the Covered Person receives a service which will not be billed to Us by the Physician or Provider, the Covered Person must send Us a letter with his/her name, the service received and the Contract number. The Covered Person should mail the letter to Our address shown on the Member Identification Card. We must receive a letter from the Covered Person informing Us of the claim within 30 days from the date the service was received or as soon as reasonably possible but no later than 90 days after the date of service.

For Emergency Care received provided outside the United States, the information to be submitted by a Covered Person along with their complete claim includes but is not limited to:

1. Proof of payment to the foreign provider for the services provided;
2. Complete medical information and/or records;
3. Proof of travel to the foreign country such as airline tickets or passport stamps; and
4. The foreign provider’s fee schedule if the provider uses a billing agency.

Not later than the 15th day after which We receive the claim, We will acknowledge receipt of the claim and investigate the claim. We may need to obtain additional information We reasonably believe will be required, including, but is not limited to:

1. Authorizations for the release of medical information including the names of all providers from whom the Covered Person received services;
2. Medical information and/or records from any provider;
3. Information about other insurance coverage; and
4. Any information We need to administer the terms of this Contract.

We will notify You in writing of the acceptance or rejection of the claim no later than 15 business days after the date We receive all information required to make a determination. If We reject the claim, We will state the reason(s). If We are unable to accept or reject the claim by the end of the 15th business day, We will notify You of the reasons why We need additional time. We will accept or reject the claim no later than the 45th day after the date of Our notice.

If We notify You We will pay the claim or part of the claim, We will pay not later than the 5th business day after Our notice. If payment is conditioned on an act to be performed by You, We will pay the claim no later than the 5th business day after You perform.

If You fail to cooperate or provide the necessary information, We may recover payments made by Us and deny any pending or subsequent claims for which the information is requested, unless the services were preauthorized by Us and determined to be Medically Necessary or appropriate.

However, Your claims will not be reduced or denied if it was not reasonably possible to give such proof.

I. Our Relationship with Providers

Participating Providers are not Our agents, employees or partners. Participating Providers are independent contractors. We do not endorse or control the clinical judgment or treatment recommendation made by Participating Physician or Participating Providers.

Nothing contained in this Contract or any agreement or reimbursement document shall, nor is it intended to, interfere with communication between You and Your Healthcare Practitioner regarding Your medical condition or treatment options. When requesting authorizations and ordering services, Participating Physicians or Participating Providers are acting on Your behalf. All decisions related to patient care are the responsibility of the patient and the treating Participating Physicians or Participating Providers regardless of any coverage determination(s) We have made or will make. We are not responsible for any misstatements
made by any provider with regard to the scope of Covered Services and/or non-Covered Services under Your Contract. If You have any questions concerning Your coverage, please call the Member Services Department at the telephone number on Your Member Identification Card.

m. **Rights That Affect Our Obligation to Pay**

1. **Your obligation to assist in the recovery process**

   The Covered Person is obligated to cooperate and assist Us and Our agents in order to protect Our recovery rights by:

   a. Promptly notifying Us that You may have a claim;
   b. Obtaining our consent before releasing any party from liability for payment of medical expenses;
   c. Providing Us with a copy of any legal notices arising from the Covered Person's injury and its treatment;
   d. Taking all action to assist our enforcement of recovery rights and doing nothing after the Illness, Bodily Injury or accident to prejudice our recovery rights; and
   e. Refraining from designating all (or any disproportionate part) of any recovery as exclusively for pain and suffering.

   If You fail to cooperate with Us, We shall be entitled to recover from You any payments made by Us.

2. **Right to Request Information**

   The Covered Person must cooperate with Us and when asked, assist Us by:

   a. Authorizing the release of medical information including the names of all providers from whom medical attention was received;
   b. Obtaining medical information/or records from any Physician or Provider as requested by Us;
   c. Providing information regarding the circumstances of the Illness, Bodily Injury or accident;
   d. Providing information about other coverage benefits, including information related to any Bodily Injury or Illness for which another party may be liable to pay compensation or benefits; and
   e. Providing information We request to administer the Contract.

   If You fail to cooperate or provide the necessary information, We may recover payments made by Us and deny any pending or subsequent claims for which the information is requested, unless the services were approved by Us in advance.
3. **Non-duplication of Medicare benefits**

We will not duplicate benefits for expenses that are paid by Medicare if it is the primary payer.

In all cases, coordination of benefits with Medicare and the provisions of Title XVIII of the Social Security Act as amended will conform with Federal Statutes and Regulations.

For purposes of this section, Medicare means Title XVIII, Part B, of the Social Security Act, as enacted or amended.

4. **Coordination of Benefits**

This Coordination of Benefits (COB) provision applies when a person has health care coverage under more than one plan. Plan is defined below.

a. Following are definitions applicable to this COB provision, Section 9.3, Coordination of Benefits

“Plan” is any of the following that provides benefits or services for medical or dental care or treatment.

Plan includes: group, blanket, or franchise accident and health insurance policies, excluding disability income protection coverage; individual and group health maintenance organization evidences of coverage; individual accident and health insurance policies; individual and group preferred provider benefit plans and exclusive provider benefit plans; group insurance contracts, individual insurance contracts and subscriber contracts that pay or reimburse for the cost of dental care; medical care components of individual and group long-term care contracts; limited benefit coverage that is not issued to supplement individual or group in-force policies; uninsured arrangements of group or group-type coverage; the medical benefits coverage in automobile insurance contracts; and governmental benefits, as permitted by law.

Plan does not include: disability income protection coverage; the Texas Health Insurance Pool; workers' compensation insurance coverage; hospital confinement indemnity coverage or other fixed indemnity coverage; specified disease coverage; supplemental benefit coverage; accident only coverage; specified accident coverage; school accident-type coverages that cover students for accidents only, including athletic injuries, either on a "24-hour" or a "to and from school" basis; benefits provided in long-term care insurance contracts for non-medical services, for example, personal care, adult day care, homemaker services, assistance with activities of daily living, respite care, and custodial care or for contracts that pay a fixed daily benefit without regard to expenses incurred or the receipt of services; Medicare
supplement policies; a state plan under Medicaid; a governmental plan that, by law, provides benefits that are in excess of those of any private insurance plan; or other nongovernmental plan; or an individual accident and health insurance policy that is designed to fully integrate with other policies through a variable deductible.

Each contract for coverage is a separate plan. If a plan has two parts and COB rules apply only to one of the two, each of the parts is treated as a separate plan. Also, if an arrangement has two parts and COB rules apply only to one of the two, each of the parts is a separate plan.

"This Plan" is the part of the contract providing the health care benefits to which the COB provision applies.

The order of benefit determination rules determines whether this Plan is a primary plan or secondary plan when the person has health care coverage under more than one plan. When this Plan is primary, it determines payment for its benefits first before those of any other plan without considering any other plan's benefits. When this Plan is secondary, it determines its benefits after those of another plan and may reduce the benefits it pays so that all plan benefits equal 100 percent of the total allowable expense.

"Allowable expense" is a health care expense, including deductibles and copayments, that is covered at least in part by any plan covering the Member. When a plan provides benefits in the form of services, the reasonable cash value of each service will be considered an allowable expense and a benefit paid. An expense that is not covered by any plan covering the person is not an allowable expense. In addition, any expense that a health care provider or physician by law or in accord with a contractual agreement is prohibited from charging a covered person is not an allowable expense.

The difference between the cost of a semi-private hospital room and a private hospital room is not an allowable expense, unless one of the plans provides coverage for private hospital room expenses.

b. Order of Benefit Determination Rules

When a Member is covered by two or more plans, the rules for determining the order of benefit payments are as follows:

1. The primary plan pays or provides its benefits according to its terms of coverage and without regard to the benefits under any other plan.
2. Except as provided in Section 8(2)(h), a plan that does not contain a COB provision that is consistent with this policy is always primary unless the provisions of both plans state that the complying plan is primary.

3. Coverage that is obtained by virtue of membership in a group that is designed to supplement a part of a basic package of benefits and provides that this supplementary coverage must be excess to any other parts of the plan provided by the contract holder. Examples of these types of situations are major medical coverages that are superimposed over base plan hospital and surgical benefits, and insurance type coverages that are written in connection with a closed panel plan to provide out-of-network benefits.

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

5. If the primary plan is a closed panel plan and the secondary plan is not, the secondary plan must pay or provide benefits as if it were the primary plan when a covered person uses a noncontracted health care provider or physician, except for emergency services or authorized referrals that are paid or provided by the primary plan.

6. When multiple contracts providing coordinated coverage are treated as a single plan under this subchapter, this section applies only to the plan as a whole, and coordination among the component contracts is governed by the terms of the contracts. If more than one carrier pays or provides benefits under the plan, the carrier designated as primary within the plan must be responsible for the plan’s compliance with this subchapter.

7. If a person is covered by more than one secondary plan, the order of benefit determination rules of this subchapter decide the order in which secondary plans’ benefits are determined in relation to each other. Each secondary plan must take into consideration the benefits of the primary plan or plans and the benefits of any other plan that, under the rules of this contract, has its benefits determined before those of that secondary plan.

8. Each plan determines its order of benefits using the first of the following rules that apply.

i. Nondependent or Dependent. The plan that covers the Member other than as a dependent, for example as an employee, member, policyholder, subscriber, or retiree, is the primary plan, and the plan that covers the Member
as a dependent is the secondary plan. However, if the Member is a Medicare beneficiary and, as a result of federal law, Medicare is secondary to the plan covering the Member as a dependent and primary to the plan covering the Member as other than a dependent, then the order of benefits between the two plans is reversed so that the plan covering the Member as an employee, member, policyholder, subscriber, or retiree is the secondary plan and the other plan is the primary plan.

ii. Dependent Child Covered Under More Than One Plan. Unless there is a court order stating otherwise, plans covering a dependent child must determine the order of benefits using the following rules that apply.

(a) For a dependent child whose parents are married or are living together, whether or not they have ever been married:

   (1) the plan of the parent whose birthday falls earlier in the calendar year is the primary plan; or
   (2) if both parents have the same birthday, the plan that has covered the parent the longest is the primary plan.

(b) For a dependent child whose parents are divorced, separated, or not living together, whether or not they have ever been married:

   (1) if a court order states that one of the parents is responsible for the dependent child's health care expenses or health care coverage and the plan of that parent has actual knowledge of those terms, that plan is primary. This rule applies to plan years commencing after the plan is given notice of the court decree.

   (2) if a court order states that both parents are responsible for the dependent child's health care expenses or health care coverage, the provisions of Section 8.ii.(a) must determine the order of benefits.

   (3) if a court order states that the parents have joint custody without specifying that one parent has responsibility for the health care expenses or health care coverage of the
dependent child, the provisions of Section 8.i.(a) must determine the order of benefits.

(4) if there is no court order allocating responsibility for the dependent child's health care expenses or health care coverage, the order of benefits for the childcare as follows:

(i) the plan covering the custodial parent;
(ii) the plan covering the spouse of the custodial parent;
(iii) the plan covering the noncustodial parent; then
(iv) the plan covering the spouse of the noncustodial parent.

(c) For a dependent child covered under more than one plan of individuals who are not the parents of the child, the provisions of Section 8.i.(a) or 8.i.(b) must determine the order of benefits as if those individuals were the parents of the child.

(d) For a dependent child who has coverage under either or both parents' plans and has his or her own coverage as a dependent under a spouse's plan, Section 8.v. applies.

(e) In the event the dependent child's coverage under the spouse's plan began on the same date as the dependent child's coverage under either or both parents' plans, the order of benefits must be determined by applying the birthday rule in Section 8.i.(a) to the dependent child's parent(s) and the dependent's spouse.

iii. Active, Retired, or Laid-off Employee. The plan that covers a Member as an active employee, that is, an employee who is neither laid off nor retired, is the primary plan. The plan that covers that same Member as a retired or laid-off employee is the secondary plan. The same would hold true if a person is a dependent of an active employee and that same person is a dependent of a retired or laid-off employee. If the plan that covers the same person as a retired or laid-off employee or as a dependent of a retired or laid-off employee does not have this rule, and as a result, the plans do not agree on the order of benefits, this rule does not apply. This rule does not apply if 8.i. can determine the order of benefits.
iv. COBRA or State Continuation Coverage. If a Member whose coverage is provided under COBRA or under a right of continuation provided by state or other federal law is covered under another plan, the plan covering the person as an employee, member, subscriber, or retiree or covering the Member as a dependent of an employee, member, subscriber, or retiree is the primary plan, and the COBRA, state, or other federal continuation coverage is the secondary plan. If the other plan does not have this rule, and as a result, the plans do not agree on the order of benefits, this rule does not apply. This rule does not apply if 8.i. can determine the order of benefits.

Longer or Shorter Length of Coverage. If none of the above rules determine the order of benefits, the plan that has covered the Member as an employee, member, policyholder, subscriber, or retiree longer is the primary plan, and the plan that has covered the person the shorter period is the secondary plan.

v. If the preceding rules do not determine the order of benefits, the allowable expenses must be shared equally between the plans meeting the definition of plan. In addition, this Plan will not pay more than it would have paid had it been the primary plan.

c. Effect on the Benefits of This Plan

This section applies when this Plan is secondary in accordance with the order of benefits determination outlined above. In this event, the benefits of this Plan may be reduced so that the total benefits paid or provided by all plans are not more than the total allowable expenses. In determining the amount to be paid for any claim, the secondary plan will calculate the benefits it would have paid in the absence of other health care coverage and apply that calculated amount to any allowable expense under its plan that is unpaid by the primary plan. The secondary plan may then reduce its payment by the amount so that, when combined with the amount paid by the primary plan, the total benefits paid or provided by all plans for the claim equal 100 percent of the total allowable expense for that claim. In addition, the secondary plan must credit to its plan deductible any amounts it would have credited to its deductible in the absence of other health care coverage.
d. Facility of Payment

A payment made under another plan may include an amount that should have been paid under this Plan. If it does, Community may pay that amount to the organization that made that payment. That amount will then be treated as though it were a benefit paid under this Plan. Community will not have to pay that amount again. The term "payment made" includes providing benefits in the form of services, in which case "payment made" means the reasonable cash value of the benefits provided in the form of services.

e. Release of Information

For purposes of this Evidence of Coverage, Community may, subject to applicable confidentiality requirements set forth in this Evidence of Coverage, release to or obtain from any insurance company or other organization necessary information to implement these Coordination of Benefit provisions. Any Member claiming benefits under this Evidence of Coverage must furnish to Community all information deemed necessary by it to implement these Coordination of Benefits provisions.

5. Right of Reimbursement

If We pay benefits and You recover or are entitled to recover benefits from other coverage or from any legally responsible party, We have the right to recover from You the amount We paid.

You must notify Us, in writing, within 31 days of any benefit payment, settlement, compromise or judgment. If You waive or impair Our right to reimbursement, We will suspend payment of past or future services until all outstanding lien(s) are resolved.

If You recover payment from and release any legally responsible party for future medical expenses relating to an Illness or Bodily Injury, We shall have a continuing right to seek reimbursement from You. This right, however, shall apply only to the extent allowed by law.

This reimbursement obligation exists in full regardless of whether the settlement, compromise, or judgment designates the recovery as including or excluding medical expenses.

6. Our Right of Subrogation

To the extent allowed by Texas law, We have the right to recover payments acquired by You against any person or organization for negligence or any willful act resulting in Illness or Bodily Injury to the extent we have paid for services. As a condition of receiving benefits from Us, You agree to assign to
Us any rights You may have to make a claim, take legal action or recover any expenses paid for benefits covered under this Contract.

If We are precluded from exercising our right of subrogation, We may exercise our right of reimbursement.

7. **Assignment of Recovery Rights**

If Your claim against the another insurer is denied or partially paid, We will process such claim according to the terms and conditions of this Contract. If payment is made by Us on behalf of a You, You agree that any right You have against the other insurer for medical expenses We pay will be assigned to Us.

n. **Right to Request Overpayments**

We reserve the right to recover any payments made by Us that were:

1. Made in error;
2. Made to You and/or any party on Your behalf, where We determine that such payment made is greater than the amount payable under this Contract;
3. Made to You and/or any party on Your behalf, based on fraudulent or intentional misrepresentation of a material fact; or
4. Made to You and/or any party on Your behalf for charges that We discounted, waived or rebated.

We reserve the right to adjust any amount applied in error to any Deductible or Out-of-Pocket Maximum.

o. **Right to Require Medical Examinations**

We have the right to have the Covered Person examined or autopsied during the pendency of a claim, unless prohibited by law. These procedures will be conducted as often as We deem reasonably necessary to determine Contract benefits, at our expense.

p. **State Public Medical Assistance**

If a Covered Person received medical assistance from a program under the Texas Health and Human Services Commission while insured under this Contract, We will reimburse the program for the actual cost of medical expenses the program pays through medical assistance, if such assistance was paid for a Covered Expense for which benefits are payable under this Contract, and if We received timely notice from the Commission, or its designed health plan, of payment of such assistance. Any reimbursement to the Commission or its designated health plan made by Us will discharge Us to the extent of the reimbursement. This provision applies only to the extent We have not already made payment of the claim to You or to the provider.
If the Texas Health and Human Services Commission is paying financial and medical assistance for a child and You are a parent who purchased this Contract or a parent covered by this Contract and have possession or access to the child, or are not entitled to access or possession of the child but are required by the court to pay child support, all benefits paid on behalf of the child or children under this Contract must be paid to the Texas Health and Human Services Commission.

We must receive written notice affixed to the claim when first submitted that benefits must be paid directly to the Texas Health and Human Services Commission.

q. **Time of Payment of Claims**

Payments due under this Contract to Participating Physicians and Participating Providers will be paid in accordance with applicable Texas Prompt Payment of Claims laws.

r. **Workers' Compensation**

This Contract is not in lieu of any Workers' Compensation or Occupational Disease insurance.
10. Definitions

The following are definitions of terms as they are used in this Contract. Defined terms are capitalized wherever found in this Contract.

**Acquired Brain Injury** means a neurological insult to the brain, which is not hereditary, congenital or degenerative. The injury to the brain has occurred after birth and results in a change in neuronal activity, which results in an impairment of physical functioning, sensory processing, cognition, or psychosocial behavior.

**Advanced Imaging** for the purpose of this definition, includes Magnetic Resonance Imaging (MRI), Magnetic Resonance Angiography (MRA), Positron Emission Tomography (PET), Single Photon Emission Computed Tomography (SPECT), Computed Tomography (CT) imaging, and nuclear medicine.

**Advanced Premium Tax Credit** means payments made monthly on Your behalf by the Federal Government directly to Community, decreasing Your monthly premium payment.

**Adverse Determination** means a determination by Us or a designee that the healthcare services furnished or proposed to be furnished to a Covered Person are not Medically Necessary or are Experimental or Investigational. The term does not include a denial of health care services due to the failure to request prospective or concurrent utilization review. In the case of a prescription drug, it is an Adverse Determination if We refuse to provide benefits if the drug is not included in the Drug Formulary and Your Physician has determined that the drug is Medically Necessary.

**Affordable Care Act** means the Patient Protection and Affordable Care Act of 2010 (Pub. L. 111-148), as amended by the Health Care and Education Reconciliation Act of 2010 (Pub. L. 111-152).

**Appeal** means Our formal process by which a Covered Person, an individual acting on behalf of a Covered Person or a Covered Person’s provider of record may request reconsideration of an Adverse Determination or Denial of Benefits.

**Autism Spectrum Disorder** means a neurobiological disorder that includes autism, Asperger’s syndrome, or pervasive developmental disorder—not otherwise specified. A neurobiological disorder means an illness of the nervous system caused by genetic, metabolic, or other biological factors.

**Bodily Injury** means bodily damage other than Illness, including all related conditions and recurrent symptoms, resulting from sudden physical trauma which could not be avoided or predicted in advance. The Bodily Injury must be the direct cause of the loss, independent of disease, bodily infirmity or any other cause. Bodily damage resulting from infection or muscle strain due to athletic or physical activity is considered an Illness and not a Bodily Injury.
**Bone Marrow Transplant** means the transplant of human blood precursor cells which are administered to a patient following high-dose, ablative or myelosuppressive chemotherapy. Such cells may be derived from bone marrow, circulating blood, or a combination of bone marrow and circulating blood obtained from the patient in an autologous transplant from a matched related or unrelated donor or cord blood. If chemotherapy is an integral part of the treatment involving a Covered Organ Transplant of bone marrow, the term bone marrow includes the harvesting, the transplantation, and the chemotherapy components.

**Brand-Name Drug** means a drug, medicine or medication that is manufactured and distributed by only one pharmaceutical manufacturer, or any drug product that has been designed as brand-name by an industry recognized source used by Us.

**Calendar Year** means the period of time beginning on any January 1st and ending on the following December 31st. The first Calendar Year begins for a Covered Person on the date benefits under this Contract first become effective for that Covered Person and ends on the following December 31st.

**Cognitive Communication Therapy** means services designed to address modalities of comprehension and expression, including understanding, reading, writing, and verbal expression of information.

**Cognitive Rehabilitative Therapy** means services designed to address therapeutic cognitive activities, based on an assessment and understanding of the individual's brain-behavioral deficit.

**Community** means Community Health Choice, Inc., a licensed health maintenance organization.

**Community Reintegration Therapy** means services that facilitate the continuum of care as an affected individual transitions into the community.

**Chemical Dependency** means the abuse of, or psychological or physical dependence on, or addiction to alcohol or a controlled substance.

**Clinical Trial** means a clinical research study or clinical investigation that is conducted in relation to the prevention, detection, or treatment of cancer or other Life-Threatening Disease and is approved by:

1. The Centers for Disease Control (CDC) and Prevention of the U.S. Department of Health and Human Services;
2. The National Institutes of Health (NIH);
3. The U.S. Food and Drug Administration (FDA);
4. The U.S. Department of Defense (DOD);
5. The U.S. Department of Veterans Affairs (VA); or
6. An Institutional review board of an institution in this state that has an agreement with the Office for Human Research Protection (OHRP) of the U.S. Department of Health and Human Services (HHS);
7. The Agency for Health Care Research and Quality;
8. The Centers for Medicare and Medicaid Services;
9. The Department of Energy.

**Comparable Emergency Facility** means (i) any stationary or mobile facility, including, but not limited to, Level V Trauma Faculties and Rural Health Clinics which have licensed and/or certified personnel and equipment to provide Advanced Cardiac Life Support (ACLS) consistent with American Heart Association (AHA) and American Trauma Society (ATS) standards of care; (ii) for purposes of emergency care related to mental illness, mental health facility that can provide 24-hour residential and psychiatric services and that is: (I) a facility operated by the Texas Department of State Health Services; (II) a private mental hospital licensed by the Texas Department of State Health Services; (III) a community center as defend by the Texas Health and Safety Code section 534.001; (IV) a facility operated by a community center or other entity the Texas Department of State Health Services designates to provide mental healthcare; (V) an identifiable part of a general hospital in which diagnosis, treatment, and care for persons with mental illness is provided and that is licensed by the Texas Department of State Health Services; or (VI) a hospital operated by a federal agency.

**Complaint** means any dissatisfaction expressed orally or in writing by a complainant to a health maintenance organization regarding any aspect of the health maintenance organization’s operation. The term includes dissatisfaction relating to plan administration, procedures related to review or appeal of an adverse determination, the denial, reduction, or termination of a service for reasons not related to medical necessity, the manner in which a service is provided, and a disenrollment decision. A Complaint does not include: a misunderstanding or a problem of misinformation that is resolved promptly by clearing up the misunderstanding or supplying the appropriate information to the satisfaction of the enrollee; or a Provider’s or Covered Person’s oral or written expression of dissatisfaction or disagreement with an adverse determination.

**Complainant** means a Covered Person, or a Physician, Provider, or other person designated to act on behalf of a Covered Person, who files a complaint.

**Complications of Pregnancy** means conditions, requiring Hospital confinement (when a pregnancy is not terminated), whose diagnoses are distinct from pregnancy but are adversely affected by pregnancy or are caused by pregnancy, such as acute nephritis, nephrosis, cardiac decompensation, missed abortion, and similar medical and surgical conditions of comparable severity. Complications of Pregnancy do not include false labor, occasional spotting, Physician prescribed rest during the period of pregnancy, morning sickness, hyperemesis gravidarum, pre-eclampsis, and similar conditions associated with the management of a difficult pregnancy not constituting a nosologically distinct complication of pregnancy.

**Confined/Confinement** means the status of being a resident patient in a Hospital or Healthcare Treatment Facility receiving Inpatient Services. Confinement does not mean detainment in Observation Status.

Successive Confinements are considered to be one Confinement if they are:
1. Due to the same Bodily Injury or Illness; and
2. Separated by fewer than 30 consecutive days when the Covered Person is not Confined.

**Consumer Choice Health Benefit Plan** means group or individual accident or sickness insurance policy, or evidence of coverage that, in whole or in part, does not offer or provide state-mandated health benefits, but provides creditable coverage as defined by the Texas Insurance Code § 1205.004(a) or 1501.102(a).

**Contract** means this document, together with any amendments, riders, and endorsements which describe the agreement between You and Us.

**Contract Holder** means the person to whom this Contract is issued.

**Contractual Denial** means any of the following: a denial, reduction, or termination of, or a failure to provide or make payment (in whole or in part) for, a benefit, including any such denial, reduction, termination, or failure to provide or make payment that is based on a determination of the Contract Holder or Your eligibility to participate in a plan and rescission of this Contract.

**Copayment/Copay** means a specified dollar amount or amount expressed as a percentage shown on the Schedule of Benefits You are obligated to pay to a Physician or Provider toward covered expenses of certain benefits specified in this Contract each time a covered service is received, regardless of any amounts that may be paid by Us. [Any Copayments do not apply toward the Deductible.]

**Cosmetic Surgery** means Surgery, procedure, injection, medication, or treatment primarily designed to improve appearance, self-esteem or body image and/or to relieve or prevent social, emotional or psychological distress.

**Cost Share** means the Deductible and/or Copayment that must be paid by the Covered Person for Prescription Drugs.

**Covered Service** means a service or supply that is covered under this Contract and is Medically Necessary and appropriate. To be a Covered Service, the Service must not be Experimental or Investigational or otherwise excluded or limited by this Contract or by any amendment.

**Covered Organ Transplant** means only the services, care and treatment received for or in connection with the pre-approved transplant of the organs identified in the Your Contract Benefits section, which are Medically Necessary services and which are not Experimental or Investigational. Transplantation of multiple organs, when performed simultaneously, is considered one organ transplant.

**Covered Person** means anyone eligible to receive Contract benefits as a Covered Person.
Custodial Care means services given to a Covered Person if:

1. The Covered Person needs services that include, but are not limited to, assistance with dressing, bathing, preparation and feeding of special diets, walking, supervision of medication which is ordinarily self-administered, getting in and out of bed and maintaining continence; or
2. The services are required to primarily maintain and not likely to improve the Covered Person’s condition.

Services may still be considered Custodial Care by Us even if:

1. The Covered Person is under the care of a Healthcare Practitioner,
2. The services are prescribed by a Healthcare Practitioner to support or maintain the Covered Person’s condition;
3. Services are being provided by a Nurse; or
4. The services involve the use of skills which can be taught to a layperson and do not require the technical skills of a Nurse.

Deductible means the amount of covered expense that an individual and/or family must incur in a Plan Year and is responsible to pay before any Copayment is applied. This amount will be applied on a Plan Year basis and does not apply to certain Services. The Deductible is shown on the Schedule of Benefits.

One or more of the following Deductibles may apply to Covered Services:

1. Medical Deductible. The amount of Covered Expense an individual and/or a family must incur in the plan year before benefits become payable and before any Copayment is applied. Medical Deductible does not apply to Preventive Services, Prescription Drugs, or the first 3 Primary Care office visits.
2. Family Deductible. Each Calendar Year, once the number of individual Deductibles, as shown on the Schedule of Benefits is fulfilled, no further individual Deductibles will have to be paid for the rest of that same Calendar Year.
3. Prescription Drug Deductible. The amount of Prescription Drug expenses that each Covered Person must incur each Plan Year before any Copayment is applied. These expenses do not apply toward any other Deductible stated in this Contract.

Denial of Benefits means any of the following: a denial, reduction, or termination of, or a failure to provide or make payment (in whole or in part) for, a benefit, including any such denial, reduction, termination, or failure to provide or make payment that is based on a determination of the Contract Holder or Your eligibility to participate in a plan and rescission of this Contract.

Dental Injury means an injury to a Sound Natural Tooth caused by a sudden and external force that could not be predicted in advance and could not be avoided. It does not include biting or chewing injuries.
**Dependent** means Contract Holder’s legally recognized spouse, natural born child, step-child, legally adopted child, a child placed for adoption or a child for whom the Contract Holder is a party in a suit in which adoption of the child is sought by the Contract Holder, whose age is less than the limiting age, a child whose age is less than the limiting age and for whom You have received a court or administrative order to provide coverage until such court or administrative order is no longer in effect, the child is enrolled for comparable health insurance or will be enrolled in comparable coverage that will take effect no later than the Effective Date of the cancellation or non-renewal, an unmarried grandchild, if the grandchild is a dependent for Federal Income Tax purposes at the time of application, whose age is less than the limiting age or the Contract Holder’s adult child who meets the following conditions:

1. Is beyond the limiting age of a child;
2. Is unmarried;
3. Is permanently mentally or physically handicapped; and

In order for the covered adult Dependent child to remain eligible as specified above, We must receive notification within 31 days of the covered Dependent child’s attainment of the limiting age of these conditions.

Each child, other than the child who qualifies because of a court or administrative order, must meet all of the qualifications of a Dependent as determined by Us.

You must furnish satisfactory proof to Us upon Our request that the condition as defined in the items above, continuously exists on and after the date the limiting age is reached. After two years from the date the first proof was furnished, We may not request such proof more often than annually. If satisfactory proof is not submitted to Us, the child’s coverage will not continue beyond the last date of eligibility.

The limiting age for each child to be considered a Dependent under this Contract is the child’s 26th birthday.

**Diabetes Equipment** means:

1. Blood glucose monitors, including noninvasive glucose monitors and glucose monitors designed to be used by blind individuals;
2. Insulin pumps and associated appurtenances;
3. Insulin infusion devices; and

**Diabetic Supplies** means:

1. Test strips for blood glucose monitors;
2. Visual reading and urine test strips;
3. Lancets and lancet devices;
4. Insulin and insulin analogs;
5. Injection aids;
6. Syringes;
7. Prescriptive and non-prescription oral agents for controlling blood sugar levels;
8. Glucagon emergency kits; and
9. Alcohol swabs.

**Dispensing Limit** means the monthly drug dosage limit and/or the number of months the drug usage is usually needed to treat a particular condition.

**Drug Formulary** means a list of Prescription Drugs, medicines, medications, and supplies specified by Us and indicates applicable Dispensing Limits and/or any Prior Authorization or Step Therapy requirements. Visit Our Web site at [www.communitycares.com](http://www.communitycares.com) or call Our Member Services Department at the telephone number on Your Member Identification Card to obtain the Drug Formulary. The Drug Formulary is subject to change without notice.

**Durable Medical Equipment** means equipment, defined by Medicare Part B, which meets the following criteria:

1. It can withstand repeated use;
2. It is primarily and customarily used to serve a medical purpose rather than being primarily for comfort or convenience;
3. It is usually not useful to a person except to treat a Bodily Injury or Illness;
4. It is Medically Necessary and necessitated by the Covered Person’s Bodily Injury or Illness;
5. It is not typically furnished by a Hospital or Skilled Nursing Facility; and
6. It is prescribed by a Healthcare Practitioner as appropriate for use in the home.

**Effective Date** means the first date all the terms and provisions of this Contract apply. It is the date that appears on Your Member Identification Card.

**Electronic/Electronically** means relating to technology having electrical, digital, magnetic, wireless, optical, electromagnetic or similar capabilities.

**Emergency Care** means any service provided for a Bodily Injury or Illness 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 that individual in serious jeopardy;
2. Serious impairment of bodily functions;
3. Serious disfigurement; or
4. Serious dysfunction of any bodily organ or part; or
5. For pregnant women, result in serious jeopardy to the health of the fetus
Emergency Care does not mean any service for the convenience of the Covered Person or the provider of treatment or services.

Experimental or Investigational means any procedure, treatment, supply, device, equipment, facility or drug (all services) determined by Our Medical Director or his/her designee to:

1. Not be a benefit for diagnosis or treatment of an Illness or a Bodily Injury;
2. Not be as beneficial as any established alternative; or
3. Not show improvement outside the investigational setting.

A drug, biological product, device, treatment or procedure that meets any one of the following criteria will be considered Experimental or Investigational:

1. Cannot be lawfully marketed without the final approval of the United States Food and Drug Administration (FDA) for the particular Illness or Bodily Injury and which lacks such final FDA approval for the use or proposed use, unless:
   a. Found to be accepted for that use in the most recently published edition of the United States Pharmacopoeia-Drug Information for Healthcare Professional (USP-DI) or in the most recently published edition of the American Hospital Formulary Service (AHFS) Drug Information;
   b. Identified as safe, widely used and generally accepted as effective for that use as reported in nationally recognized peer reviewed medical literature published in the English language as of the date of service; or
   c. Is mandated by state law;
2. Is a device required to receive Premarket Approval (PMA) or 510K approval by the FDA, but has not received a PMA or 510K approval;
3. Is not identified as safe, widely used, and generally accepted as effective for the proposed use as reported in nationally recognized peer reviewed medical literature published in the English language as of the date of service;
4. Is the subject of a National Cancer Institute (NCI) Phase I, II or III trial, or any trial not recognized by NCI regardless of the Phase except as expressly provided in this Contract;
5. Is identified as not covered by the Centers for Medicare and Medicaid Services (CMS) Medicare Coverage Issues Manual, a CMS Operational Policy Letter or a CMS National Coverage Decision except as required by state or federal law;
6. The FDA has not determined the device to be contraindicated for the particular Illness or Bodily Injury for which the device has been prescribed; or
7. The treatment, services or supplies are:
   a. Not as effective in improving health outcomes and not as cost effective as established technology; or
b. Not usable in appropriate clinical contexts in which established technology is not employable.

Any service which is not covered due to being Experimental or Investigational is eligible for review of that determination by an Independent Review Organization (IRO). See the Appeals Process to Independent Review Organization provision in the General Provisions section of this Contract.

**Family Member** means You or Your spouse, or You or Your spouse’s child, brother, sister or parent.

**Family Out-of-Pocket Maximum** means each Plan Year once a family has fulfilled the Family Out-of-Pocket Maximum amount, as shown on the Schedule of Benefits, no Covered Person in that family will have any additional out-of-pocket responsibility for Covered Services for the rest of that same Plan Year. The maximum amount any one Covered Person in a family can contribute toward the Family Out-of-Pocket Maximum in a Calendar Year is the amount applied toward the individual Out-of-Pocket Maximum.

**Federally Facilitated Health Insurance Marketplace** means a structured marketplace created by the Affordable Care Act where qualified individuals and small business can shop for private health insurance coverage.

**Free-Standing Surgical Facility** means any licensed public or private establishment which has permanent facilities that are equipped and operated primarily for the purpose of performing outpatient Surgery. It does not provide services or accommodations for patients to stay overnight.

**Generic Drug** means a drug, medicine or medication that is manufactured, distributed, and available from a pharmaceutical manufacturer and identified by a chemical name, or any drug product that has been designated as generic by an industry-recognized source used by Us.

**Healthcare Practitioner** means an individual practitioner, professionally licensed by the appropriate state agency, to diagnose or treat a Bodily Injury or Illness, and who provides services within the scope of that license. A Healthcare Practitioner’s services are not covered if the practitioner resides in the Covered Person’s home or is a Family Member.

**Healthcare Treatment Facility** means only a facility, institution or clinic duly licensed by the appropriate state agency, and is primarily established and operating within the scope of its license. Healthcare treatment facility does not include a Residential Treatment Center or halfway house.

**Home Healthcare Agency** means a Home Healthcare Agency or Hospital which meets all of the following requirements:

1. It must primarily provide skilled nursing services and other therapeutic services under the supervision of Healthcare Practitioners or Nurses;
2. It must be operated according to established processes and procedures by a group of professional medical people, including Healthcare Practitioners and Nurses;
3. It must maintain clinical records on all patients; and
4. It must be licensed by the jurisdiction where it is located, if licensure is required. It must be operated according to the laws of that jurisdiction which pertains to agencies providing home healthcare.

**Home Healthcare Plan** means a plan of healthcare established with a home healthcare provider. The home healthcare plan must consist of:

1. Care by or under the supervision of a Nurse or another Healthcare Practitioner and not for Custodial Care;
2. Physical, speech, occupational and respiratory therapy;
3. Medical social work and nutrition services; or
4. Medical appliances, equipment and laboratory services, if expenses incurred for such supplies would have been Covered Services during a Confinement.

A Healthcare Practitioner must:

1. Review and approve the Home Healthcare Plan;
2. Certify and verify that the Home Healthcare Plan is required in lieu of Confinement or a continued Confinement; and
3. Not be related to the Home Healthcare Agency by ownership or Contract.

**Home Healthcare Visit** means home healthcare services provided by any one Healthcare Practitioner for four consecutive hours or any portion thereof.

**Hospice Care Agency** means an agency which:

1. Has the primary purpose of providing hospice services to Hospice Patients;
2. Is licensed and operated according to the laws of the state in which it is located; and
3. Meets the following requirements:
   a. Has obtained any required certificate of need;
   b. Provides 24-hour-a-day, seven-day-a-Week service, supervised by a Healthcare Practitioner,
   c. Has a full-time administrator;
   d. Keeps written records of services provided to each patient; and
   e. Has a coordinator who:
      i. Is a Nurse; and
      ii. Has four years of full-time clinical experience, of which at least two were involved in caring for terminally ill patients; and
4. Has a licensed social service coordinator.
Hospice Care Program means a coordinated, interdisciplinary program provided by a hospice designed to meet the special physical, psychological, spiritual, and social needs of a terminally ill Covered Person and his/her immediate Family Members, by providing Palliative Care and supportive medical, nursing, and other services through at-home or inpatient care. A hospice must:

1. Be licensed by the laws of the jurisdiction where it is located and run as a hospice as defined by those laws; and
2. Provide a program of treatment for at least two unrelated individuals who have been medically diagnosed as having no reasonable prospect for cure for their Illness; and as estimated by their Healthcare Practitioners, are expected to live less than six months as a result of that Illness.

For purposes of the Hospice Care benefit only, immediate Family Member is considered to be the Covered Person’s parent, spouse, and children or step-children.

Hospice Facility means a licensed facility or part of a facility which:

1. Principally provides hospice care;
2. Keeps medical records of each patient;
3. Has an ongoing quality assurance program;
4. Has a Healthcare Practitioner on call at all times;
5. Provides 24-hour-a-day skilled nursing services under the direction of a Nurse; and
6. Has a full-time administrator.

Hospice Patient means a terminally ill person who has six months or less to live, as certified by a Healthcare Practitioner.

Hospital means an institution that meets all of the following requirements:

1. It must provide, for a fee, medical care and treatment of sick or injured patients on an inpatient basis;
2. It must provide or operate, either on its premises or in facilities available to the Hospital on a pre-arranged basis, medical, diagnostic, and surgical facilities;
3. Care and treatment must be given by and supervised by Healthcare Practitioners. Nursing services must be provided on a 24-hour basis and must be given by or supervised by Nurses;
4. It must be licensed by the laws of the jurisdiction where it is located; and
5. It must be operated as a Hospital as defined by those laws; and
   a. It must not be primarily a convalescent, rest or nursing home; or
   b. Facility providing custodial, educational or rehabilitative care.

The Hospital must be accredited by one of the following:

1. The Joint Commission on the Accreditation of Hospitals;
2. The American Osteopathic Hospital Association;
3. The Commission on the Accreditation of Rehabilitative Facilities; or
4. DNV (Det Norske Veritas).

**Identification or ID Cards** means cards each Covered Person receives which contain Our address and telephone number.

**Illness** means disturbance in function or structure of the Covered Person’s body which causes physical signs or symptoms which if left untreated, will result in a deterioration of the health state of the structure or system(s) of the Covered Person’s body Congenital defects will be treated the same as any other Illness. Complications of Pregnancy will be treated the same as any other Illness.

**Infertility Treatment** means any treatment, supply, medication or service given to achieve pregnancy or to achieve or maintain ovulation. This includes, but is not limited to:

1. Artificial insemination;
2. In vitro fertilization;
3. GIFT;
4. ZIFT;
5. Tubal ovum transfer;
6. Embryo freezing or transfer;
7. Sperm storage or banking;
8. Ovum storage or banking;
9. Embryo or zygote banking;
10. Diagnostic and/or therapeutic laparoscopy;
11. Hysterosalpingography;
12. Ultrasonography;
13. Endometrial biopsy; and
14. Any other assisted reproductive techniques or cloning methods.

**Inpatient Services** are services rendered to a Covered Person during their Confinement.

**Legend Drug** means any medicinal substance the label of which, under the Federal Food, Drug and Cosmetic Act, is required to bear the legend: Caution: Federal Law prohibits dispensing without Prescription.

**Life-Threatening Disease** means a disease or condition from which the likelihood of death is probable unless the course of the disease is interrupted.

**Limiting Age** means the Dependent’s 26th birthday.

**Mail-Order Pharmacy** means a Pharmacy that provides covered mail-order Pharmacy services, as defined by Us and delivers covered Prescriptions or refills through the mail to Covered Persons.

**Maintenance Care** means services furnished mainly to:
1. Maintain, rather than improve, a level of physical or mental function; or
2. Provide a protected environment free from exposure that can worsen the Covered Person’s physical or mental condition.

**Marketplace** means the Federally Facilitated Health Insurance Marketplace through which Qualified Health Plans are offered to eligible persons in Texas.

**Medical Home** is a team health care delivery model led by a physician, P.A., or N.P. that provides comprehensive and continuous medical care to patients with the goal of obtaining maximized health outcomes.

**Medically Necessary** means the required extent of a healthcare service, treatment or procedure that a Healthcare Practitioner would provide to his/her patient for the purpose of diagnosing, palliating, or treating an Illness or Bodily Injury or its symptoms. The fact that a Healthcare Practitioner may prescribe, authorize or direct a service does not of itself make it Medically Necessary or covered under this Illness. Such healthcare service, treatment or procedure must be:

1. In accordance with nationally recognized standards of medical practice and identified as safe, widely used, and generally accepted as effective for the proposed use;
2. Clinically appropriate in terms of type, frequency, intensity, toxicity, extent, setting, and duration;
3. Not primarily for the convenience of the patient or Healthcare Practitioner;
4. Clearly substantiated and supported by the medical records and documentation concerning the patient’s condition;
5. Performed in the most cost effective setting required by the patient’s condition;
6. Supported by the preponderance of nationally recognized peer reviewed medical literature, if any, published in the English language as of the date of service; and
7. Not Experimental or Investigational.

**Mental Health** means Mental Illness and Chemical Dependency.

**Mental Illness** means the diagnostic testing and treatment of a neurosis, psycheoneurosis, psychopathy, psychosis or mental or emotional disease or disorder of any kind. This is true regardless of the original cause of the disorder.

**Morbid Obesity** (clinically severe obesity) means a body mass index (BMI) as determined by a Healthcare Practitioner as of the date of service of:

1. 40 kilograms or greater per meter squared (kg/m²); or
2. 35 kilograms or greater per meter squared (kg/m²) with an associated co-morbid condition such as hypertension, type II diabetes, life-threatening cardiopulmonary conditions or joint disease that is treatable, if not for the obesity.
**Neurobehavioral Testing** means an evaluation of the history of neurological and psychiatric difficulty, current symptoms, current mental status, and premorbid history, including the identification of problematic behavior and the relationship between behavior and the variables that control behavior. This may include interviews of the individual, family, or others.

**Neurobehavioral Treatment** means interventions that focus on behavior and the variables that control behavior.

**Neurocognitive Rehabilitation** means services designed to assist cognitively impaired individuals to compensate for deficits in cognitive functioning by rebuilding cognitive skills and/or developing compensatory strategies and techniques.

**Neurocognitive Therapy** means services designed to address neurological deficits in informational processing and to facilitate the development of higher level cognitive abilities.

**Neurofeedback Therapy** means services that utilize operant conditioning learning procedures based on electroencephalography (EEG) parameters, and are designed to result in improved mental performance and behavior, and stabilized mood.

**Neurophysiological Testing** means an evaluation of the functions of the nervous system.

**Neurophysiological Treatment** means interventions that focus on the functions of the nervous system.

**Neuropsychological Testing** means the administering of a comprehensive battery of tests to evaluate neurocognitive, behavioral, and emotional strengths and weaknesses and their relationship to normal and abnormal central nervous system functioning.

**Neuropsychological Treatment** means interventions designed to improve or minimize deficits in behavioral and cognitive processes.

**Non-Participating Pharmacy** means a Pharmacy that has not signed a direct agreement with Us or has not signed a direct agreement with Us as an independent contractor or been contracted by Us to provide covered Pharmacy services, covered Specialty Pharmacy services or covered Mail-Order Pharmacy services as defined by Us, to Covered Persons including covered Prescription or refills delivered through the mail.

**Non-Participating Physician** means a Physician who has not signed a direct agreement with Us as an independent Contractor or been Contracted by Us as a Participating Provider.

**Non-Participating Provider** means a Hospital, Healthcare Treatment Facility, Healthcare Practitioner, or other provider who has not signed a direct agreement with Us as an independent Contractor or been Contracted by Us as a Participating Provider.
**Nuclear Medicine** means radiology in which radioisotopes (compounds containing radioactive forms of atoms) are introduced into the body for the purpose of imaging, evaluating organ function or localizing disease or tumors.

**Nurse** means a registered Nurse (R.N.), a licensed practical Nurse (L.P.N.), or a licensed vocational Nurse (L.V.N.).

**Observation Status** means a stay in a Hospital or Healthcare Treatment Facility for less than 24 hours if the Covered Person:

1. Has not been admitted as a resident inpatient;
2. Is physically detained in an emergency room, treatment room, observation room or other such area; or
3. Is being observed to determine whether a Confinement will be required.

**Off Label Drug** means an approved drug legally prescribed for a purpose for which it has not been specifically approved by the United States Food and Drug Administration.

**Organ Transplant Treatment Period** means 365 days from the date of discharge from the Hospital following a Covered Organ Transplant received while covered by Us.

**Out-of-Pocket Maximum** means the maximum amount an individual and/or family pays each Plan Year for services covered under this Contract. This amount includes Copayments, Prescription Drug Deductibles and Medical Deductibles but does not include:

1. Utilization management or Prescription Drug penalties;
2. Non-covered services; or
3. Other Contract limits.

There are separate individual and family Participating Provider Out-of-Pocket Maximums. See the Schedule of Benefits for the specific amounts.

**Outpatient Day Treatment Services** means structured services provided to address deficits in physiological, behavioral, and/or cognitive functions. Such services may be delivered in settings that include transitional residential, community integration, or nonresidential treatment settings.

**Outpatient Services** means services that are rendered to a Covered Person while they are not Confined as a registered inpatient. Outpatient services include, but are not limited to, services provided in:

1. A Healthcare Practitioner’s office;
2. A Hospital outpatient setting;
3. A free-standing surgical facility;
4. A licensed birthing center; or
5. An independent laboratory or clinic.
**Palliative Care** means care given to a Covered Person to relieve, ease or alleviate, but not to cure, a Bodily Injury or Illness.

**Partial Hospitalization** means services provided in an outpatient program by a Hospital or Healthcare Treatment Facility in which patients do not reside for a full 24-hour period.

1. For a comprehensive and intensive interdisciplinary psychiatric treatment for a minimum of five hours a day, five days per week;
2. That provides for social, psychological, and rehabilitative training programs with a focus on reintegration back into the community and admits children and adolescents who must have a treatment program designed to meet the special needs of that age range; and
3. That has Healthcare Practitioners readily available for the emergent and urgent needs of the patients.

The partial Hospitalization program must be accredited by the Joint Commission of the Accreditation of Hospitals or in compliance with an equivalent standard.

Licensed drug abuse rehabilitation programs and alcohol rehabilitation programs accredited by the Joint Commission on the Accreditation of Health Care Organizations or approved by the appropriate state agency are also considered partial Hospitalization services.

Partial Hospitalization does not include services that are for:

1. Custodial care; or
2. Day care.

**Participating Pharmacy** means a Pharmacy that has signed a direct agreement with Us or has been Contracted by Us to provide covered Pharmacy services, covered Specialty Pharmacy services or covered Mail-Order Pharmacy services as defined by Us, to Covered Persons including covered Prescription or refills delivered through the mail.

**Participating Physician** means a Physician that is designated as such and has signed a direct agreement with Us as an independent contractor, or who has been contracted by Us to provide services to Covered Persons.

**Participating Provider** means a Hospital, Healthcare Treatment Facility, Healthcare Practitioner or other provider who is designated as such and has signed a direct agreement with Us as an independent contractor, or who has been contracted by Us to provide services to Covered Persons.

**Pharmacist** means a person who is licensed to prepare, compound, and dispense medication and who is practicing within the scope of his/her license.
Pharmacy means a licensed establishment where Prescription medications are dispensed by a Pharmacist.

Physician means: 1) an individual licensed to practice medicine in this state; 2) a professional association organized under the Texas Professional Association Act (Article 1528f, Vernon’s Texas Civil Statutes); 3) an approved nonprofit health corporation certified under Chapter 162, Occupations Code; 4) a medical school or medical and dental unit, as defined or described by Section 61.003, 61.501, or 74.601, Education Code, that employs or contracts with physicians to teach or provide medical services or employs physicians and contracts with physicians in a practice plan; or 5) another person wholly owned by physicians.

Plan Year means the period of time beginning on the date benefits under this Contract become effective for that Covered Person and end December 31 of that year.

Post-Acute Care Treatment Services means services provided after acute-care confinement and/or treatment that are based on an assessment of the individual’s physical, behavioral, or cognitive functional deficits, which include a treatment goal of achieving functional changes by reinforcing, strengthening, or reestablishing previously learned patterns of behavior and/or establishing new patterns of cognitive activity or compensatory mechanisms.

Post-Acute Transition Services means services that facilitate the continuum of care beyond the initial neurological insult through rehabilitation and community reintegration.

Prescription means a direct order for the preparation and use of a drug, medicine, or medication, or biological. The drug, medicine, or medication, or biological must be obtainable only by Prescription.

The Prescription must be given by a Healthcare Practitioner to a Pharmacist for the benefit of and use by a Covered Person for the treatment of a Bodily Injury or Illness which is covered under this Contract. The Prescription may be given to the Pharmacist verbally, Electronically, or in writing by the Healthcare Practitioner.

The Prescription must include at least:

1. The name of the Covered Person;
2. The type and quantity of the drug, medicine, medication, or biological prescribed and the directions for its use;
3. The date the Prescription was prescribed; and
4. The name and address of the prescribing Healthcare Practitioner.

Pre-Surgical/Procedural Testing means:

1. Laboratory tests or radiological examinations done on an outpatient basis in a Hospital or other facility accepted by the Hospital before Hospital Confinement or outpatient Surgery or procedures; and
2. The tests must be for the same Bodily Injury or Illness causing the Covered Person to be Hospital Confined or to have the outpatient Surgery or procedure.

**Preventive Services** means services in the following recommendations appropriate for a Covered Person:

1. Services with an A or B rating in the current recommendations of the U.S. Preventive Services Task Force (USPSTF). The recommendations by the USPSTF for breast cancer screenings, mammography and preventions issued prior to November 2009 will be considered current;

2. Immunizations recommended by the Advisory Committee on Immunizations Practices of the Centers for Disease Control and Prevention (CDC);

3. Preventive care for infants, children and adolescents provided in the comprehensive guidelines supported by the Health Resources and Services Administration (HRSA); and Preventive care for women provided in the comprehensive guidelines supported by HRSA.

For the recommended Preventive Services that apply to Your policy, refer to the U. S. Department of Health and Human Services (HHS) Web site at www.HHS.gov or call the Member Services telephone number on the back of Your ID card.

**Primary Care Physician or Primary Care Provider (PCP)** (PCP) means a Physician or Provider who has agreed with Community to provide a medical home to You and who is responsible for providing initial and primary care to patients, maintaining the continuity of patient care, and initiating referral for care. Provider types that can be PCPs are from any of the following practice areas: General Practice, Family Practice, Internal Medicine, Pediatrics, Obstetrics/Gynecology (OB/GYN), Advanced Practice Nurses (APNs) and Physician Assistants (when APNs and PAs are practicing under the supervision of a physician specializing in Family Practice, Internal Medicine, Pediatrics or Obstetrics/Gynecology who also qualifies as a PCP under this contract), Federally Qualified Health Centers (FQHCs), Rural Health Clinics (RHCs) and similar community clinics; and specialist physicians who are willing to provide a Medical Home to selected Members with special needs and conditions.

**Prior Authorization** means a determination by Us, or Our designee, that a Service or Prescription Drug is Medically Necessary prior to it being provided. Prior Authorization does not guarantee that the proposed service or Prescription Drug is covered under this Contract.

**Provider** means:

1. A person, other than a physician, who is licensed or otherwise authorized to provide a health care service in this state, including:
   a. a chiropractor, registered nurse, pharmacist, optometrist, registered optician, or acupuncturist; or
   b. a pharmacy, hospital, or other institution or organization;
2. A person who is wholly owned or controlled by a provider or by a group of providers who are licensed or otherwise authorized to provide the same health care service; or
3. A person who is wholly owned or controlled by one or more hospitals and physicians, including a physician-hospital organization.

**Psychophysiological Testing** means an evaluation of the interrelationships between the nervous system and other bodily organs and behavior.

**Psychophysiological Treatment** means interventions designed to alleviate or decrease abnormal physiological responses of the nervous system due to behavioral or emotional factors.

**Qualified Health Plan** means a health benefit plan that is certified by the Federally Facilitated Health Insurance Marketplace to be offered in Texas.

**Reconstructive Surgery** means Surgery performed on an abnormal body structure caused by congenital defects, developmental abnormalities, trauma, infection, tumor or disease in order to improve function.

**Rehabilitation Services** means specialized treatment for Illness or a Bodily Injury which meets all of the following requirements:

1. Is a program of services provided by one or more members of a multi-disciplinary team;
2. Is designed to improve the patient’s function and independence;
3. Is under the direction of a qualified Healthcare Practitioner,
4. Includes a formal written treatment plan with specific attainable and measurable goals and objections; and
5. May be provided in either an inpatient or outpatient setting.

**Remediation** means the process or processes of restoring or improving a specific function.

**Rescission** means the cancellation or discontinuance of coverage that has retroactive effect. It is a cancellation that treats a policy as void from the time of the Contract Holder or Your enrollment.

**Research Institution** means the institution or other person or entity conducting a phase I, phase II, phase III or phase IV Clinical Trial.

**Residential Treatment Center** means an institution which:

1. Is licensed as a 24-hour residential, intensive, inpatient facility, although NOT licensed as a Hospital;
2. Provides a multidisciplinary treatment plan in a controlled environment, with periodic supervision of a licensed Healthcare Practitioner or Ph.D. psychologist; and
3. Provides programs such as social, psychological, and rehabilitative training, age appropriate for the special needs of the age group of patients, with a focus on reintegration back into the community.

Residential treatment is utilized to provide structure, support, and reinforcement of the treatment required to reverse the course of behavioral deterioration.

**Routine Nursery Care** means the charges made by a Hospital or licensed birthing center for the use of the Nursery. It includes normal services and supplies given to well newborn children following birth. Healthcare practitioner visits are not considered Routine Nursery Care. Treatment of Bodily Injury, Illness, birth abnormality or congenital defect following birth and care resulting from prematurity are not considered routine Nursery care.

**Routine Patient Care Costs** mean the costs of any Medically Necessary healthcare service for which coverage is provided under this Contract, without regard to whether the Covered Person is participating in a Clinical Trial.

Routine patient care costs do not include:

1. The cost of an investigational new drug or device that is not approved for any indication by the U.S. Food and Drug Administration (FDA), including a drug or device that is the subject of the Clinical Trial;
2. The cost of a service that is not a healthcare service, regardless of whether the service is required in connection with participation in a Clinical Trial;
3. The cost of a service that is clearly inconsistent with widely accepted and established standards of care for a particular diagnosis;
4. The cost associated with managing a Clinical Trial; or
5. The cost of a healthcare service that is specifically excluded from coverage under this Contract.

**Self-Administered Injectable Drug** means an FDA approved medication which a person may administer to himself/herself by means of intramuscular, intravenous or subcutaneous injection excluding insulin, and prescribed for use by the Covered Person.

**Service Area** means the geographic area designated by Us and approved by the Department of Insurance of the state in which this Contract is issued, if such approval is required. The Service Area is the geographic area within which direct service benefits are available and accessible to Covered Persons who live, reside or work within the geographic area. The Service Area is listed at [www.communitycares.com](http://www.communitycares.com), in the HMO Provider Directory, and You may call the HMO Member Services Department at the telephone number on Your Member Identification Card.

**Services** means procedures, surgeries, consultations, advice, diagnosis, referrals, treatment, supplies, drugs, devices or technologies.
**Skilled Nursing Facility** means a facility that provides continuous skilled nursing services on an inpatient basis for persons recovering from an Illness or a Bodily Injury. The facility must meet all of the following requirements:

1. Be licensed by the state to provide skilled nursing services;
2. Be staffed by an on call Healthcare Practitioner 24 hours per day;
3. Provide skilled nursing services supervised by an on duty Nurse 24 hours per day;
4. Maintain full and complete daily medical records for each patient; and
5. Not primarily be a place for rest, for the aged or for Custodial Care or provide care for Mental Health although these services may be provided in a distinct section of the same physical facility. The facility may also provide extended care or Custodial Care which would not be covered under this Contract.

**Sound Natural Tooth** means a tooth that:

1. Is organic and formed by the natural development of the body (not manufactured, capped, crowned or bonded);
2. Has not been extensively restored;
3. Has not become extensively decayed or involved in periodontal disease; and
4. Is not more susceptible to injury than a whole natural tooth (for example a tooth that has been previously broken, chipped, filled, cracked or fractured).

**Special Circumstances** means a condition for which the treating Healthcare Practitioner or healthcare provider reasonably believes that discontinuing care by the treating Healthcare Practitioner or provider could cause harm to the Covered Person. Examples of Special Circumstances include:

1. A Covered Person with a disability;
2. A Covered Person with an acute condition; or
3. A Covered Person with a Life-Threatening Disease.
4. A Covered Person who is past the 24th week of pregnancy.

**Specialty Care Physician** means a network Healthcare Practitioner who has received training in a specific medical field other than the specialties listed for a PCP.

**Specialty Drug** means a drug, medicine, or medication, or biological used as a specialized therapy developed for chronic, complex Illnesses or bodily injuries. Specialty drugs may:

1. Require nursing services or special programs to support patient compliance;
2. Require disease-specific treatment programs;
3. Have limited distribution requirements; or
4. Have special handling, storage or shipping requirements.
Specialty Pharmacy means a Pharmacy that provides covered specialty Pharmacy services, as defined by Us, to Covered Persons.

Step Therapy means a type of Prior Authorization. We may require a Covered Person to follow certain steps prior to Our coverage of some high-cost drugs, medicines, or medications, or biologicals. We may require a Covered Person to try a similar drug, medicine or medication that has been determined to be safe, effective, and less costly for most people that have the same condition as the Covered Person. Alternatives may include over-the-counter drugs, Generic Medications, and brand-name medications.

Sub-Acute Medical Care means a short-term comprehensive inpatient program of care for a Covered Person who has an Illness or a Bodily Injury that:

1. Does not require the Covered Person to have a prior admission as an inpatient in a Healthcare Treatment Facility;
2. Does not require intensive diagnostic and/or invasive procedures; and
3. Requires Healthcare Practitioner direction, intensive nursing care, significant use of ancillaries, and an outcome-focused, interdisciplinary approach using a professional medical team to deliver complex clinical interventions.

Sub-Acute Rehabilitation Facility means a facility that provides Sub-Acute Medical Care for Rehabilitation Services for Illness or a Bodily Injury on an inpatient basis. This type of facility must meet all of the following requirements:

1. Be licensed by the state in which the services are rendered to provide Sub-Acute Medical Care for Rehabilitation Services;
2. Be staffed by an on call Healthcare Practitioner 24 hours per day;
3. Provide nursing services supervised by an on duty Nurse 24 hours per day;
4. Maintain full and complete daily medical records for each patient; and
5. Not primarily provide care for Mental Health although these services may be provided in a distinct section of the same physical facility. The facility may also provide extended care or Custodial Care which would not be covered under this Contract.

Surgery means categorized as Surgery in the Current Procedural Terminology (CPT) Manuals published by the American Medical Association. The term Surgery includes, but is not limited to:

1. Excision or incision of the skin or mucosal tissues or insertion for exploratory purposes into a natural body opening;
2. Insertion of instruments into any body opening, natural or otherwise, done for diagnostic or other therapeutic purposes; and
3. Treatment of fractures.

Telehealth Medical Services mean a health Service, other than a telemedicine medical service, delivered by a health care practitioner who does not perform a telemedicine
medical service that requires the use of advanced telecommunication technology, other than by telephone or facsimile, including:

1. Compressed digital interactive video, audio, or data transmission;

2. Clinical data transmission using computer imaging by way of still-image capture and store and forward; and

3. Other technology that facilitates access to health care services or medical specialty expertise;

**Telemedicine Medical Services** means a health care Service by a health care practitioner for purposes of patient assessment, diagnosis, consultation, treatment, or the transfer of medical data, that requires the use of advanced telecommunications technology, other than by telephone or facsimile, including:

1. Compressed digital interactive video, audio, or data transmission;

2. Clinical data transmission using computer imaging by way of still-image capture and store and forward;

3. Other technology that facilitates access to health care services or medical specialty expertise.

**Urgent Care** means health services or Mental Health services provided in other than an emergency which are typically provided in a setting such as a Physician or provider’s office or Urgent Care Center, as a result of acute injury or illness that is severe or painful enough to lead a prudent layperson, possessing an average knowledge of medicine and health, to believe that his or her condition, Illness or injury is of such nature that failure to obtain treatment within a reasonable period of time would result in serious deterioration of the condition of his or her health.

**Urgent Care Center** means any licensed public or private non-Hospital free standing facility which has permanent facilities equipped to provide urgent care services on an outpatient basis.

**Usual and Customary** means the customary fee in the geographic area in which Services are provided, which is reasonably based on the circumstances.

**We, Us or Our** means or otherwise refers to the insurer as shown on the cover page of this Contract.

**You/Your** means the Covered Person.
This Schedule of Benefits summarizes benefit information for Covered Services that are more fully described in the Contract Benefit Management section of this Contract. Please read Your entire Contract carefully to fully understand all terms, conditions, exclusions, and limitations that apply. A single individual would never be responsible for more than the individual's deductible. However, a combination of all enrolled members within a policy could accumulate to reach the family's maximum.

<table>
<thead>
<tr>
<th>Medical Deductible</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical Deductible, per individual, per Plan Year</td>
<td>$5,000</td>
</tr>
<tr>
<td>Medical Deductible, per family, per Plan Year</td>
<td>$10,000</td>
</tr>
<tr>
<td>Prescription Drug Deductible</td>
<td></td>
</tr>
<tr>
<td>Prescription Drug Deductible, per individual, per Plan Year</td>
<td>$200</td>
</tr>
<tr>
<td>Out-of-Pocket Maximum</td>
<td></td>
</tr>
<tr>
<td>Out-of-Pocket Maximum, per individual, per Plan Year</td>
<td>$7,150</td>
</tr>
<tr>
<td>Out-of-Pocket Maximum, per family, per Plan Year</td>
<td>$14,300</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Benefit</th>
<th>Description</th>
<th>Copayment/ Percentage of Allowed Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ambulatory Patient Services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Primary Care office visit</td>
<td>Physician Office Visit not for Preventive Care Services. (See Section 3(h).)</td>
<td>$40 per visit (Deductible applies after 3 visits)</td>
</tr>
<tr>
<td>Specialist Visit</td>
<td>See Section 3(h).</td>
<td>$65 per visit after deductible</td>
</tr>
<tr>
<td>Outpatient Surgery Facility Fee</td>
<td>Outpatient Hospital Services performed in an outpatient facility or in a hospital without admission. See Section 3(g).</td>
<td>$250 after deductible</td>
</tr>
<tr>
<td>Outpatient Surgery Physician/Surgical services</td>
<td>Professional fees for outpatient or ambulatory surgical procedures. See Section 3(h).</td>
<td>$250 after deductible</td>
</tr>
<tr>
<td>Outpatient Laboratory</td>
<td>See Section 3(g) and 3(h).</td>
<td>$40 after deductible</td>
</tr>
<tr>
<td>Outpatient X-rays and Diagnostic Imaging</td>
<td>See Section 3(g) and 3(h).</td>
<td>$40 after deductible</td>
</tr>
<tr>
<td>Service Description</td>
<td>Fee Details</td>
<td>Copayment Amount</td>
</tr>
<tr>
<td>------------------------------------------------------------------------------------</td>
<td>------------------------------------------------------------------------------</td>
<td>--------------------------</td>
</tr>
<tr>
<td>Outpatient CT/PET/MRI and other Outpatient Diagnostic Procedures</td>
<td>See Section 3(g) and 3(h).</td>
<td>$500 after deductible</td>
</tr>
<tr>
<td>Dialysis</td>
<td>Per Visit for Dialysis. See Section 3(g).</td>
<td>$65 per visit after deductible</td>
</tr>
<tr>
<td>Allergy Testing and Treatments</td>
<td>Per Visit for Allergy Treatments. See Section 3(h).</td>
<td>$40 per visit after deductible</td>
</tr>
<tr>
<td>Chemotherapy, Radiation, and Infusion Therapy</td>
<td>See Section 3(m).</td>
<td>$65 per visit after deductible</td>
</tr>
<tr>
<td>Nutritional Counseling</td>
<td>See Section 3(h).</td>
<td>$40 per visit after deductible</td>
</tr>
<tr>
<td><strong>Preventive Care Services</strong></td>
<td>Preventive Care Services are covered by the Plan at 100%, with no deductible. Refer to <a href="https://www.healthcare.gov/what-are-my-preventive-care-benefits/">https://www.healthcare.gov/what-are-my-preventive-care-benefits/</a> for current list of covered Preventive Care Services. See Section 3(o).</td>
<td>$0</td>
</tr>
<tr>
<td>Immunizations</td>
<td>Age appropriate immunizations are covered by the Plan at 100%, with no deductible. Refer to <a href="https://www.healthcare.gov/what-are-my-preventive-care-benefits/">https://www.healthcare.gov/what-are-my-preventive-care-benefits/</a> for current list of covered Preventive Care. See Section 3(o).</td>
<td>$0</td>
</tr>
<tr>
<td><strong>Hospital Services</strong></td>
<td></td>
<td>$500/day for first 5 days after deductible</td>
</tr>
<tr>
<td>Inpatient Hospital Services</td>
<td>Copayment for each day of inpatient services. Maximum number of days per admission for which copayment is due is 5 days. See Section 3(g).</td>
<td>$500 after deductible</td>
</tr>
<tr>
<td>Inpatient Physician and Surgical Services</td>
<td>Professional fees for inpatient surgery and other inpatient physician services. See Section 3(h).</td>
<td>$65 after deductible</td>
</tr>
<tr>
<td><strong>Emergency Services</strong></td>
<td></td>
<td>$500 after deductible</td>
</tr>
<tr>
<td>Emergency Room Services</td>
<td>Per episode of Emergency Room Services. See Section 3(f). Copay waived if admitted to the Hospital (Inpatient hospital expenses apply).</td>
<td>$500 after deductible</td>
</tr>
<tr>
<td>Emergency Transportation Services</td>
<td>See Section 3(u).</td>
<td>$65 after deductible</td>
</tr>
<tr>
<td><strong>Urgent Care Services</strong></td>
<td></td>
<td>$65 after deductible</td>
</tr>
<tr>
<td>Urgent Care Facility</td>
<td>See Section 3(v).</td>
<td>$65 after deductible</td>
</tr>
<tr>
<td><strong>Outpatient Mental Health Care and Substance Abuse Disorder Treatment</strong></td>
<td></td>
<td>$65 per visit after deductible</td>
</tr>
<tr>
<td>Outpatient Mental Health Services</td>
<td>Outpatient mental health care visit to or by a Health Professional. See Section 3(k)</td>
<td>$65 per visit after deductible</td>
</tr>
<tr>
<td>Service</td>
<td>Description</td>
<td>Fee</td>
</tr>
<tr>
<td>---------------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>----------------------</td>
</tr>
</tbody>
</table>
| **Outpatient Substance Abuse Disorder Services** | Outpatient substance abuse disorder visit to or by a Health Professional.  
See Section 3(k).                                                                                                                                                                           | $65 per visit after deductible |
<p>| <strong>Inpatient Mental Health Care</strong>             |                                                                                                                                                                                                              |                      |
| Inpatient Mental Health Care Services        | Copayment for each day of inpatient services. Maximum number of days for which copayment is due is 5 days. See Section 3(k).                                                                                     | $500/day for first 5 days after deductible |
| Inpatient Mental Health Physician Services   | Professional fees for inpatient mental health physician services. See Section 3(k).                                                                                                                           | $65 after deductible  |
| Inpatient Substance Abuse Disorder Services  | Copayment for each day of inpatient substance abuse disorder services. Maximum number of days for which copayment is due is 5 days. See Section 3(k)                                                            | $500/day for first 5 days after deductible |
| Inpatient Substance Abuse Disorder Physician Services | Professional fees for inpatient substance abuse disorder physician services. See Section 3(k).                                                                                                           | $65 after deductible  |
| <strong>Rehabilitative Therapy</strong>                  |                                                                                                                                                                                                              |                      |
| Outpatient Rehabilitative Therapy            | Limited to Medically Necessary outpatient Rehabilitative Therapy visits to or by a Participating Provider other than a Primary Care Physician.                                                             | $65 per visit after deductible |
| Habilitation Services                        | Limited to 35 visits per year. These benefit limits do not apply to the extent treatment or care is determined to be Medically Necessary as a result of and related to an Acquired Brain Injury or Autism Spectrum Disorder. See Section 3(m). | $65 per visit after deductible |</p>
<table>
<thead>
<tr>
<th>Service</th>
<th>Description</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Speech Therapy</strong></td>
<td>Limited to Medically Necessary.</td>
<td>$65 per visit after deductible</td>
</tr>
<tr>
<td><strong>Rehabilitative Occupational and Physical Therapy</strong></td>
<td>Limited to Medically Necessary Rehabilitative Therapy, including occupational and physical therapy.</td>
<td>$65 per visit after deductible</td>
</tr>
<tr>
<td><strong>Chiropractic Care</strong></td>
<td>Chiropractic Care is limited to 35 visits per year. See Section 3(m).</td>
<td>$65 per visit after deductible</td>
</tr>
<tr>
<td><strong>Home Healthcare</strong></td>
<td>Home health visit to or by a Participating Provider other than a Primary Care Physician. Coverage for all Home Health Services is limited to 60 visits per Plan Year. See Section 3(i).</td>
<td>$65 per visit after deductible</td>
</tr>
<tr>
<td><strong>Skilled Nursing Facility</strong></td>
<td>Copayment for each day of skilled nursing facility services. Maximum number of days per admission for which copayment is due is 5 days. Coverage is limited to 25 days per Plan Year. See Section 3(r).</td>
<td>$500/day for first 5 days after deductible</td>
</tr>
<tr>
<td><strong>Hospice Services</strong></td>
<td>See Section 3(j). Cost sharing and limitations depends on type and site of service. Inpatient copays apply per day up to 5 days of inpatient stay.</td>
<td>$65 per day after deductible</td>
</tr>
<tr>
<td><strong>Maternity Services</strong></td>
<td>Copayment for maternity care by a Participating Provider. See Section 3(l).</td>
<td>$40 after deductible per occurrence</td>
</tr>
<tr>
<td><strong>Delivery and all Inpatient Facility Services for Maternity Care</strong></td>
<td>Copayment for each day of inpatient services. Maximum number of days for which copayment is due is 5 days. See Section 3(l).</td>
<td>$500/day for first 5 days after deductible</td>
</tr>
<tr>
<td><strong>Pediatric Vision Services</strong></td>
<td>See Section 3(w).</td>
<td>$40 after deductible</td>
</tr>
<tr>
<td><strong>Routine Eye Exam for Children 18 (until child turns 19) and under</strong></td>
<td>See Section 3(w).</td>
<td>$65 after deductible</td>
</tr>
<tr>
<td><strong>Eyeglasses for Children 18 (until child turns 19) and under</strong></td>
<td>See Section 3(w).</td>
<td>$65 after deductible</td>
</tr>
<tr>
<td>DME/Orthotics/Prosthetic Medical Appliances and Hearing Aids</td>
<td></td>
<td></td>
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<tr>
<td>---------------------------------------------------------</td>
<td>------------------</td>
<td>------------------</td>
</tr>
<tr>
<td>Durable Medical Equipment</td>
<td>See Section 3(e).</td>
<td>30% coinsurance after deductible</td>
</tr>
<tr>
<td>Hearing Aids</td>
<td>See Section 3(e).</td>
<td>30% coinsurance after deductible</td>
</tr>
<tr>
<td>Diabetic Services and Education</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Routine Foot Care</td>
<td>See Section 3(d).</td>
<td>$40 per visit after deductible</td>
</tr>
<tr>
<td>Diabetes Education</td>
<td>See Section 3(d).</td>
<td>$40 after deductible</td>
</tr>
<tr>
<td>Diabetes Care Management</td>
<td>See Section 3(d).</td>
<td>$40 after deductible</td>
</tr>
<tr>
<td>Transplant Services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Inpatient Transplant Services</td>
<td>Copayment for each day of inpatient services for transplant. Maximum number of days per admission for which copayment is due is 5 days. For other covered transplant services, copayments for other benefits will apply, as appropriate. See Section 3(s).</td>
<td>$500/day for first 5 days after deductible</td>
</tr>
<tr>
<td>Prescription Drugs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Prescription Drug Deductible</td>
<td>Prescription Drug Deductible, per person, per plan year. The amount of Prescription Drug expenses for Brand Name Drugs that each Covered Person must incur each Plan Year before any Copayment is applied. These expenses do not apply toward Medical Deductible.</td>
<td>$200</td>
</tr>
<tr>
<td>Preventive Drugs</td>
<td>Certain Preventive drugs are covered by the Plan at 100%, with no deductible. Refer to <a href="https://www.healthcare.gov/what-are-my-preventive-care-benefits/">https://www.healthcare.gov/what-are-my-preventive-care-benefits/</a> for current covered preventive drugs. See Section 3(n).</td>
<td>$0</td>
</tr>
<tr>
<td>Generic Drugs</td>
<td>See Section 3(n).</td>
<td>$10 after Prescription Drug Deductible</td>
</tr>
<tr>
<td>Preferred Brand Drugs</td>
<td>See Section 3(n).</td>
<td>$85 after Prescription Drug Deductible</td>
</tr>
<tr>
<td>Non-Preferred Brand Drugs</td>
<td>See Section 3(n).</td>
<td>$110 after Prescription Drug Deductible</td>
</tr>
<tr>
<td>Specialty Drugs</td>
<td>See Section 3(n).</td>
<td>40% coinsurance after Prescription Drug Deductible</td>
</tr>
<tr>
<td>Mail Order Prescription Drugs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Services</td>
<td>Description</td>
<td>Cost</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>-----------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Generic drugs</strong></td>
<td>Formulary Generic Drugs obtained through Mail Order Service. See Section 3(n).</td>
<td>$10 30 day supply after Prescription Drug Deductible $25 90 day supply after Prescription Drug Deductible</td>
</tr>
<tr>
<td><strong>Preferred Brand Drugs</strong></td>
<td>Formulary Preferred Brand Drugs obtained through Mail Order Service. See Section 3(n).</td>
<td>$85 30 day supply after Prescription Drug Deductible $212.5 90 day supply after Prescription Drug Deductible</td>
</tr>
<tr>
<td><strong>Non-Preferred Brand Drugs</strong></td>
<td>Formulary Non-Preferred Brand Drugs obtained through Mail Order Service. See Section 3(n).</td>
<td>$110 30 day supply after Prescription Drug Deductible $275 90 day supply after Prescription Drug Deductible</td>
</tr>
<tr>
<td><strong>Not Covered Services</strong></td>
<td></td>
<td>Review Evidence of Coverage for complete list under “General Exclusions and Limitations”. See Section 5.</td>
</tr>
<tr>
<td>Services Your Plan Does NOT Cover</td>
<td></td>
<td>- Acupuncture</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Bariatric Surgery</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Dental Care (Adult and Child)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Vision (Adult)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Long-Term Care</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Non-emergency care when traveling outside the U.S.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Private-Duty Nursing</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Routine Eye Care (Adult)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Weight Loss Programs</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Infertility Treatment</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Cosmetic Surgery</td>
</tr>
</tbody>
</table>
This Schedule of Benefits summarizes benefit information for Covered Services that are more fully described in the Contract Benefit Management section of this Contract. Please read Your entire Contract carefully to fully understand all terms, conditions, exclusions, and limitations that apply.

<table>
<thead>
<tr>
<th>Benefit</th>
<th>Description</th>
<th>Copayment/Percentage of Allowed Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Ambulatory Patient Services</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Primary Care office visit</td>
<td>Physician Office Visit not for Preventive Care Services. (See Section 3(h).)</td>
<td>$30/30/15/10 per visit (Deductible applies after 3 visits)</td>
</tr>
<tr>
<td>Specialist Visit</td>
<td>See Section 3(h).</td>
<td>$50/50/50/20 per visit after deductible</td>
</tr>
<tr>
<td>Outpatient Surgery Facility Fee</td>
<td>Outpatient Hospital Services performed in an outpatient facility or in a hospital without admission. See Section 3(g).</td>
<td>$200/200/150/30 after deductible</td>
</tr>
<tr>
<td>Outpatient Surgery Physician/Surgical services</td>
<td>Professional fees for outpatient or ambulatory surgical procedures. See Section 3(h).</td>
<td>$200/200/150/30 after deductible</td>
</tr>
<tr>
<td>Outpatient Laboratory</td>
<td>See Section 3(g) and 3(h).</td>
<td>$30/30/15/10 after deductible</td>
</tr>
<tr>
<td>Outpatient Xrays and Diagnostic Imaging</td>
<td>See Section 3(g) and 3(h).</td>
<td>$30/30/15/10 after deductible</td>
</tr>
<tr>
<td>Service</td>
<td>Description</td>
<td>Charges</td>
</tr>
<tr>
<td>------------------------------------------------------------------------</td>
<td>-----------------------------------------------------------------------------</td>
<td>------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Outpatient CT/PET/MRI and other Outpatient Diagnostic Procedures</td>
<td>See Section 3(g) and 3(h).</td>
<td>[$500/500/300/100] after deductible</td>
</tr>
<tr>
<td>Dialysis</td>
<td>Per Visit for Dialysis. See Section 3(g).</td>
<td>[$50/50/50/20] per visit after deductible</td>
</tr>
<tr>
<td>Allergy Testing and Treatments</td>
<td>Per Visit for Allergy Treatments. See Section 3(h).</td>
<td>[$30/30/15/10] per visit after deductible</td>
</tr>
<tr>
<td>Chemotherapy, Radiation, and Infusion Therapy</td>
<td>See Section 3(m).</td>
<td>[$50/50/50/20] per visit after deductible</td>
</tr>
<tr>
<td>Nutritional Counseling</td>
<td>See Section 3(h).</td>
<td>[$30/30/15/10] per visit after deductible</td>
</tr>
<tr>
<td><strong>Preventive Care Services</strong></td>
<td>Preventive Care Services are covered by the Plan at 100%, with no deductible. Refer to <a href="https://www.healthcare.gov/what-are-my-preventive-care-benefits/">https://www.healthcare.gov/what-are-my-preventive-care-benefits/</a> for current list of covered Preventive Care Services. See Section 3(o).</td>
<td>[$0/0/0/0]</td>
</tr>
<tr>
<td>Immunizations</td>
<td>Age appropriate immunizations are covered by the Plan at 100%, with no deductible. Refer to <a href="https://www.healthcare.gov/what-are-my-preventive-care-benefits/">https://www.healthcare.gov/what-are-my-preventive-care-benefits/</a> for current list of covered Preventive Care. See Section 3(o).</td>
<td>[$0/0/0/0]</td>
</tr>
<tr>
<td><strong>Hospital Services</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Inpatient Hospital Services</td>
<td>Copayment for each day of inpatient services. Maximum number of days per admission for which copayment is due is 5 days. See Section 3(g).</td>
<td>[$500/500/300/200] per day for first 5 days after deductible</td>
</tr>
<tr>
<td>Inpatient Physician and Surgical Services</td>
<td>Professional fees for inpatient surgery and other inpatient physician services. See Section 3(h).</td>
<td>[$50/50/50/20] after deductible</td>
</tr>
<tr>
<td><strong>Emergency Services</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Emergency Room Services</td>
<td>Per episode of Emergency Room Services. See Section 3(f). Copay waived if admitted to the Hospital (Inpatient hospital expenses apply).</td>
<td>[$500/500/300/100] after deductible</td>
</tr>
<tr>
<td>Emergency Transportation Services</td>
<td>See Section 3(u).</td>
<td>[$50/50/50/20] after deductible</td>
</tr>
<tr>
<td><strong>Urgent Care Services</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Urgent Care Facility</td>
<td>See Section 3(v).</td>
<td>[$50/50/50/20] after deductible</td>
</tr>
<tr>
<td>Outpatient Mental Health Care and Substance Abuse Disorder Treatment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Outpatient Mental Health Services</td>
<td>Outpatient mental health care visit to or by a Health Professional. See Section 3(k).</td>
<td>[$50/50/50/20] per visit after deductible</td>
</tr>
<tr>
<td>Service</td>
<td>Description</td>
<td>Copay or Fee</td>
</tr>
<tr>
<td>-----------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Outpatient Substance Abuse Disorder Services</strong></td>
<td>Outpatient substance abuse disorder visit to or by a Health Professional. See Section 3(k).</td>
<td>[$50/50/50/20] per visit after deductible</td>
</tr>
<tr>
<td><strong>Inpatient Mental Health Care</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Inpatient Mental Health Care Services</td>
<td>Copayment for each day of inpatient services. Maximum number of days for which copayment is due is 5 days. See Section 3(k).</td>
<td>[$500/500/300/200] per day for first 5 days after deductible</td>
</tr>
<tr>
<td>Inpatient Mental Health Physician Services</td>
<td>Professional fees for inpatient mental health physician services. See Section 3(k).</td>
<td>[$50/50/50/20] after deductible</td>
</tr>
<tr>
<td>Inpatient Substance Abuse Disorder Services</td>
<td>Copayment for each day of inpatient substance abuse disorder services. Maximum number of days for which copayment is due is 5 days. See Section 3(k)</td>
<td>[$500/500/300/200] per day for first 5 days after deductible</td>
</tr>
<tr>
<td>Inpatient Substance Abuse Disorder Physician Services</td>
<td>Professional fees for inpatient substance abuse disorder physician services. See Section 3(k).</td>
<td>[$50/50/50/20] after deductible</td>
</tr>
<tr>
<td><strong>Rehabilitative Therapy</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Outpatient Rehabilitative Therapy</td>
<td>Limited to Medically Necessary Outpatient Rehabilitative Therapy visits to or by a Participating Provider other than a Primary Care Physician.</td>
<td>[$50/50/50/10] per visit after deductible</td>
</tr>
<tr>
<td>Habilitation Services</td>
<td>Limited to 35 visits per year. These benefit limits do not apply to the extent treatment or care is determined to be Medically Necessary as a result of and related to an Acquired Brain Injury or Autism Spectrum Disorder. See Section 3(m).</td>
<td>[$50/50/50/10] per visit after deductible</td>
</tr>
<tr>
<td>Service Description</td>
<td>Description</td>
<td>Cost</td>
</tr>
<tr>
<td>------------------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Speech Therapy</strong></td>
<td>Limited to Medical Necessity</td>
<td>[$50/50/50/10] per visit after deductible</td>
</tr>
<tr>
<td><strong>Rehabilitative Occupational and Rehabilitative Physical Therapy</strong></td>
<td>Limited to Medically Necessary Rehabilitative Therapy, including occupational and physical therapy.</td>
<td>[$50/50/50/10] per visit after deductible</td>
</tr>
<tr>
<td><strong>Chiropractic Care</strong></td>
<td>Chiropractic Care is limited to 35 visits per year. See Section 3(m).</td>
<td>[$50/50/50/20] per visit after deductible</td>
</tr>
<tr>
<td><strong>Home Healthcare</strong></td>
<td>Home health visit to or by a Participating Provider other than a Primary Care Physician. Coverage for all Home Health Services is limited to 60 visits per Plan Year. See Section 3(i).</td>
<td>[$50/50/50/20] per visit after deductible</td>
</tr>
<tr>
<td><strong>Skilled Nursing Facility</strong></td>
<td>Copayment for each day of skilled nursing facility services. Maximum number of days per admission for which copayment is due is 5 days. Coverage is limited to 25 days per Plan Year. See Section 3(r).</td>
<td>[$500/500/300 /200] per day for first 5 days after deductible</td>
</tr>
<tr>
<td><strong>Hospice Services</strong></td>
<td>See Section 3(j). Cost sharing and limitations depends on type and site of service. Inpatient copays apply per day up to 5 days of inpatient stay.</td>
<td>[$50/50/50/20] per day after deductible</td>
</tr>
<tr>
<td><strong>Maternity Services</strong></td>
<td>Copayment for maternity care by a Participating Provider. See Section 3(l).</td>
<td>[$30/30/15/10] after deductible per occurrence</td>
</tr>
<tr>
<td><strong>Professional Services for Prenatal and Postnatal care</strong></td>
<td>Copayment for each day of inpatient services. Maximum number of days for which copayment is due is 5 days. See Section 3(l).</td>
<td>[$500/500/300 /200] per day for first 5 days after deductible</td>
</tr>
<tr>
<td><strong>Delivery and all Inpatient Facility Services for Maternity Care</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Pediatric Vision Services</strong></td>
<td>Routine Eye Exam for Children 18 (until child turns 19) and under.</td>
<td>[$30/30/15/10] per visit after deductible</td>
</tr>
<tr>
<td>Category</td>
<td>Description</td>
<td>Percentage after Deductible</td>
</tr>
<tr>
<td>---------------------------------------------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------</td>
<td>------------------------------</td>
</tr>
<tr>
<td><strong>Eyeglasses for Children 18 (until child turns 19) and under</strong></td>
<td>See Section 3(w).</td>
<td>[$50/50/50/20] after deductible</td>
</tr>
<tr>
<td><strong>DME/Orthotics/Prosthetic Medical Appliances and Hearing Aids</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Durable Medical Equipment</td>
<td>See Section 3(e).</td>
<td>[30%,20%,15%,10%] after deductible</td>
</tr>
<tr>
<td>Hearing Aids</td>
<td>See Section 3(e).</td>
<td>[30%,20%,15%,10%] after deductible</td>
</tr>
<tr>
<td><strong>Diabetic Services and Education</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Routine Foot Care</td>
<td>See Section 3(d).</td>
<td>[$30/30/15/10] per visit after deductible</td>
</tr>
<tr>
<td>Diabetes Education</td>
<td>See Section 3(d).</td>
<td>[$30/30/15/10] per visit after deductible</td>
</tr>
<tr>
<td>Diabetes Care Management</td>
<td>See Section 3(d).</td>
<td>[$30/30/15/10] per visit after deductible</td>
</tr>
<tr>
<td><strong>Transplant Services</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Inpatient Transplant Services</td>
<td>Copayment for each day of inpatient services for transplant. Maximum number of days per admission for which copayment is due is 5 days. For other covered transplant services, copayments for other benefits will apply, as appropriate. See Section 3(s).</td>
<td>[$500/500/300 /200] per day for first 5 days after deductible</td>
</tr>
<tr>
<td><strong>Prescription Drugs</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Prescription Drug Deductible</td>
<td>Prescription Drug Deductible, per person, per plan year. The amount of Prescription Drug expenses for Brand Name Drugs that each Covered Person must incur each Plan Year before any Copayment is applied. These expenses do not apply toward Medical Deductible.</td>
<td>[$0/0/0/0]</td>
</tr>
<tr>
<td>Preventive Drugs</td>
<td>Certain Preventive drugs are covered by the Plan at 100%, with no deductible. Refer to <a href="https://www.healthcare.gov/what-are-my-preventive-care-benefits/">https://www.healthcare.gov/what-are-my-preventive-care-benefits/</a> for current covered preventive drugs. See Section 3(n).</td>
<td>[$0/0/0/0]</td>
</tr>
<tr>
<td>Generic Drugs</td>
<td>See Section 3(n).</td>
<td>[$10/10/10/5]</td>
</tr>
<tr>
<td>Preferred Brand Drugs</td>
<td>See Section 3(n).</td>
<td>[$50/40/35/20]</td>
</tr>
<tr>
<td>Non-Preferred Brand Drugs</td>
<td>See Section 3(n).</td>
<td>[$100/90/70/40]</td>
</tr>
<tr>
<td>Specialty Drugs</td>
<td>See Section 3(n).</td>
<td>[45%/40%/30%/20%]</td>
</tr>
<tr>
<td><strong>Mail Order Prescription Drugs</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Generic drugs</td>
<td>Formulary Generic Drugs obtained through Mail Order Service. See Section 3(n).</td>
<td>[$10/10/10/5] 30 day supply [$25/25/25/12.50] 90 day supply</td>
</tr>
<tr>
<td>Preferred Brand Drugs</td>
<td>Formulary Preferred Brand Drugs obtained through Mail Order Service. See Section 3(n).</td>
<td>[$50/40/35/20] 30 day supply [$125/100/87.5/50] 90 day supply</td>
</tr>
<tr>
<td>Non-Preferred Brand Drugs</td>
<td>Formulary Non-Preferred Brand Drugs obtained through Mail Order Service. See Section 3(n).</td>
<td>[$100/90/70/40] 30 day supply [$250/225/175/100] 90 day supply</td>
</tr>
</tbody>
</table>

**Not Covered Services**

**Services Your Plan Does NOT Cover**
- Acupuncture
- Bariatric Surgery
- Dental Care (Adult and Child)
- Vision (Adult)
- Long-Term Care
- Non-emergency care when traveling outside the U.S.
- Private-Duty Nursing
- Routine Eye Care (Adult)
- Weight Loss Programs
- Infertility Treatment
- Cosmetic Surgery

Review Evidence of Coverage for complete list under “General Exclusions and Limitations”. See Section 5.
Schedule of Benefits – HMO Gold 005

This Schedule of Benefits summarizes benefit information for Covered Services that are more fully described in the Contract Benefit Management section of this Contract. Please read Your entire Contract carefully to fully understand all terms, conditions, exclusions, and limitations that apply.

<table>
<thead>
<tr>
<th>Medical Deductible</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical Deductible, per individual, per Plan Year</td>
<td>$500</td>
</tr>
<tr>
<td>Medical Deductible, per family, per Plan year</td>
<td>$1,000</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Prescription Drug Deductible</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Prescription Drug Deductible, per individual, per Plan Year</td>
<td>$0</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Out-of-Pocket Maximum</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Out-of-Pocket Maximum, per individual, per Plan Year</td>
<td>$5,000</td>
</tr>
<tr>
<td>Out-of-Pocket Maximum, per family, per Plan Year</td>
<td>$10,000</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Benefit</th>
<th>Description</th>
<th>Copayment/ Percentage of Allowed Amount</th>
</tr>
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<tbody>
<tr>
<td>Ambulatory Patient Services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Primary Care office visit</td>
<td>Physician Office Visit not for Preventive Care Services. (See Section 3(h)).</td>
<td>$20 per visit (Deductible applies after 3 visits)</td>
</tr>
<tr>
<td>Specialist Visit</td>
<td>See Section 3(h).</td>
<td>$45 per visit after deductible</td>
</tr>
<tr>
<td>Outpatient Surgery Facility Fee</td>
<td>Outpatient Hospital Services performed in an outpatient facility or in a hospital without admission. See Section 3(g).</td>
<td>$150 after deductible</td>
</tr>
<tr>
<td>Outpatient Surgery Physician/Surgical services</td>
<td>Professional fees for outpatient or ambulatory surgical procedures. See Section 3(h).</td>
<td>$150 after deductible</td>
</tr>
<tr>
<td>Outpatient Laboratory</td>
<td>See Section 3(g) and 3(h).</td>
<td>$20 after deductible</td>
</tr>
<tr>
<td>Outpatient X-rays and Diagnostic Imaging</td>
<td>See Section 3(g) and 3(h).</td>
<td>$20 after deductible</td>
</tr>
<tr>
<td>Outpatient CT/PET/MRI and other Outpatient Diagnostic Procedures</td>
<td>See Section 3(g) and 3(h).</td>
<td>$400 after deductible</td>
</tr>
<tr>
<td>Dialysis</td>
<td>Per Visit for Dialysis. See Section 3(g).</td>
<td>$45 per visit after deductible</td>
</tr>
<tr>
<td>Service Type</td>
<td>Description</td>
<td>Cost</td>
</tr>
<tr>
<td>--------------------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>---------------</td>
</tr>
<tr>
<td><strong>Allergy Testing and Treatments</strong></td>
<td>Per Visit for Allergy Treatments. See Section 3(h).</td>
<td>$20 per visit after deductible</td>
</tr>
<tr>
<td><strong>Chemotherapy, Radiation, and Infusion Therapy</strong></td>
<td>See Section 3(m).</td>
<td>$45 per visit after deductible</td>
</tr>
<tr>
<td><strong>Nutritional Counseling</strong></td>
<td>See Section 3(h).</td>
<td>$20 per visit after deductible</td>
</tr>
<tr>
<td><strong>Preventive Care Services</strong></td>
<td>Preventive Care Services are covered by the Plan at 100%, with no deductible. Refer to <a href="https://www.healthcare.gov/what-are-my-preventive-care-benefits/">https://www.healthcare.gov/what-are-my-preventive-care-benefits/</a> for current list of covered Preventive Care Services. See Section 3(o).</td>
<td>$0</td>
</tr>
<tr>
<td><strong>Immunizations</strong></td>
<td>Age appropriate immunizations are covered by the Plan at 100%, with no deductible. Refer to <a href="https://www.healthcare.gov/what-are-my-preventive-care-benefits/">https://www.healthcare.gov/what-are-my-preventive-care-benefits/</a> for current list of covered Preventive Care. See Section 3(o).</td>
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</tr>
<tr>
<td><strong>Hospital Services</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Inpatient Hospital Services</strong></td>
<td>Copayment for each day of inpatient services. Maximum number of days per admission for which copayment is due is 5 days. See Section 3(g).</td>
<td>$400/day for first 5 days after deductible</td>
</tr>
<tr>
<td><strong>Inpatient Physician and Surgical Services</strong></td>
<td>Professional fees for inpatient surgery and other inpatient physician services. See Section 3(h).</td>
<td>$45 after deductible</td>
</tr>
<tr>
<td><strong>Emergency Services</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Emergency Room Services</strong></td>
<td>Per episode of Emergency Room Services. See Section 3(f). Copay waived if admitted to the Hospital (Inpatient hospital expenses apply).</td>
<td>$400 after deductible</td>
</tr>
<tr>
<td><strong>Emergency Transportation Services</strong></td>
<td>See Section 3(u).                                                                peace</td>
<td>$45 after deductible</td>
</tr>
<tr>
<td><strong>Urgent Care Services</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Urgent Care Facility</strong></td>
<td>See Section 3(v).</td>
<td>$45 after deductible</td>
</tr>
<tr>
<td><strong>Outpatient Mental Health Care and Substance Abuse Disorder Treatment</strong></td>
<td>Outpatient mental health care visit to or by a Health Professional. See Section 3(k)</td>
<td>$45 per visit after deductible</td>
</tr>
<tr>
<td><strong>Outpatient Mental Health Services</strong></td>
<td>Outpatient mental health care visit to or by a Health Professional. See Section 3(k)</td>
<td>$45 per visit after deductible</td>
</tr>
<tr>
<td><strong>Outpatient Substance Abuse Disorder Services</strong></td>
<td>Outpatient substance abuse disorder visit to or by a Health Professional. See Section 3(k)</td>
<td>$45 per visit after deductible</td>
</tr>
<tr>
<td>Inpatient Mental Health Care</td>
<td></td>
<td></td>
</tr>
<tr>
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<td>---</td>
<td>---</td>
</tr>
<tr>
<td>Inpatient Mental Health Care Services</td>
<td>Copayment for each day of inpatient services. Maximum number of days for which copayment is due is 5 days. See Section 3(k).</td>
<td>$400/day for first 5 days after deductible</td>
</tr>
<tr>
<td>Inpatient Mental Health Physician Services</td>
<td>Professional fees for inpatient mental health physician services. See Section 3(k).</td>
<td>$45 after deductible</td>
</tr>
<tr>
<td>Inpatient Substance Abuse Disorder Services</td>
<td>Copayment for each day of inpatient substance abuse disorder services. Maximum number of days for which copayment is due is 5 days. See Section 3(k)</td>
<td>$400/day for first 5 days after deductible</td>
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<tr>
<td>Inpatient Substance Abuse Disorder Physician Services</td>
<td>Professional fees for inpatient substance abuse disorder physician services. See Section 3(k).</td>
<td>$45 after deductible</td>
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<td><strong>Rehabilitative Therapy</strong></td>
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<tr>
<td>Outpatient Rehabilitative Therapy</td>
<td>Limited to Medically Necessary Outpatient Rehabilitative Therapy visits to or by a Participating Provider other than a Primary Care Physician.</td>
<td>$45 per visit after deductible</td>
</tr>
<tr>
<td>Habilitation Services</td>
<td>Limited to 35 visits per year. These benefit limits do not apply to the extent treatment or care is determined to be Medically Necessary as a result of and related to an Acquired Brain Injury or Autism Spectrum Disorder. See Section 3(m).</td>
<td>$45 per visit after deductible</td>
</tr>
<tr>
<td>Speech Therapy</td>
<td>Limited to Medical Necessity.</td>
<td>$45 per visit after deductible</td>
</tr>
<tr>
<td>Service Type</td>
<td>Description</td>
<td>Cost</td>
</tr>
<tr>
<td>-------------------------------------------------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>-------------------------------</td>
</tr>
<tr>
<td><strong>Rehabilitative Occupational and Physical Therapy</strong></td>
<td>Limited to Medically Necessary Therapy, including occupational, and physical therapy.</td>
<td>$45 per visit after deductible</td>
</tr>
<tr>
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<td>Chiropractic Care is limited to 35 visits per year. See Section 3(m).</td>
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<tr>
<td><strong>Home Healthcare</strong></td>
<td>Home health visit to or by a Participating Provider other than a Primary Care Physician. Coverage for all Home Health Services is limited to 60 visits per Plan Year. See Section 3(i).</td>
<td>$45 per visit after deductible</td>
</tr>
<tr>
<td><strong>Skilled Nursing Facility</strong></td>
<td>Copayment for each day of skilled nursing facility services. Maximum number of days per admission for which copayment is due is 5 days. Coverage is limited to 25 days per Plan Year. See Section 3(l).</td>
<td>$400/day for first 5 days after deductible</td>
</tr>
<tr>
<td><strong>Hospice Services</strong></td>
<td>See Section 3(j). Cost sharing and limitations depends on type and site of service. Inpatient copays apply per day up to 5 days of inpatient stay</td>
<td>$45 per day after deductible</td>
</tr>
<tr>
<td><strong>Maternity Services</strong></td>
<td>Copayment for maternity care by a Participating Provider. See Section 3(l).</td>
<td>$20 after deductible per occurrence</td>
</tr>
<tr>
<td><strong>Delivery and all Inpatient Facility Services for Maternity Care</strong></td>
<td>Copayment for each day of inpatient services. Maximum number of days for which copayment is due is 5 days. See Section 3(l).</td>
<td>$400/day for first 5 days after deductible</td>
</tr>
<tr>
<td><strong>Pediatric Vision Services</strong></td>
<td>Routine Eye Exam for Children 18 (until child turns 19) and under. See Section 3(w).</td>
<td>$20 after deductible</td>
</tr>
<tr>
<td></td>
<td>Eyeglasses for Children 18 (until child turns 19) and under. See Section 3(w).</td>
<td>$45 after deductible</td>
</tr>
<tr>
<td><strong>DME/Orthotics/Prosthetic Medical Appliances and Hearing Aids</strong></td>
<td>See Section 3(e).</td>
<td>30% after deductible</td>
</tr>
<tr>
<td><strong>Durable Medical Equipment</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Hearing Aids</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| **Diabetic Services and Education** | Description | Cost  
<table>
<thead>
<tr>
<th></th>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>Routine Foot Care</td>
<td>See Section 3(d).</td>
<td>$20 per visit after deductible</td>
</tr>
<tr>
<td>Diabetes Education</td>
<td>See Section 3(d).</td>
<td>$20 after deductible</td>
</tr>
<tr>
<td>Diabetes Care Management</td>
<td>See Section 3(d).</td>
<td>$20 after deductible</td>
</tr>
</tbody>
</table>

| **Transplant Services** | Description | Cost  
<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>Inpatient Transplant Services</td>
<td>Copayment for each day of inpatient services for transplant. Maximum number of days per admission for which copayment is due is 5 days. For other covered transplant services, copayments for other benefits will apply, as appropriate. See Section 3(s).</td>
<td>$400/day for first 5 days after deductible</td>
</tr>
</tbody>
</table>

| **Prescription Drugs** | Description | Cost  
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Prescription Drug Deductible</td>
<td>Prescription Drug Deductible, per person, per plan year. The amount of Prescription Drug expenses for Brand Name Drugs that each Covered Person must incur each Plan Year before any Copayment is applied. These expenses do not apply toward Medical Deductible.</td>
<td>$0</td>
</tr>
<tr>
<td>Preventive Drugs</td>
<td>Certain Preventive drugs are covered by the Plan at 100%, with no deductible. Refer to <a href="https://www.healthcare.gov/what-are-my-preventive-care-benefits/">https://www.healthcare.gov/what-are-my-preventive-care-benefits/</a> for current covered preventive drugs. See Section 3(n).</td>
<td>$0</td>
</tr>
<tr>
<td>Generic Drugs</td>
<td>See Section 3(n).</td>
<td>$10</td>
</tr>
<tr>
<td>Preferred Brand Drugs</td>
<td>See Section 3(n).</td>
<td>$40</td>
</tr>
<tr>
<td>Non-Preferred Brand Drugs</td>
<td>See Section 3(n).</td>
<td>$70</td>
</tr>
<tr>
<td>Specialty Drugs</td>
<td>See Section 3(n).</td>
<td>30%</td>
</tr>
</tbody>
</table>

| **Mail Order Prescription Drugs** | Description | Cost  
<table>
<thead>
<tr>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>Generic drugs</td>
<td>Formulary Generic Drugs obtained through Mail Order Service. See Section 3(n).</td>
<td>$10 30 day supply</td>
</tr>
<tr>
<td>Preferred Brand Drugs</td>
<td>Formulary Preferred Brand Drugs obtained through Mail Order Service. See Section 3(n).</td>
<td>$40 30 day supply</td>
</tr>
<tr>
<td>Non-Preferred Brand Drugs</td>
<td>Formulary Non-Preferred Brand Drugs obtained through Mail Order Service. See Section 3(n).</td>
<td>$70 30 day supply</td>
</tr>
<tr>
<td>Not Covered Services</td>
<td></td>
<td>Services Your Plan Does NOT Cover</td>
</tr>
<tr>
<td>----------------------</td>
<td>-------------</td>
<td>----------------------------------</td>
</tr>
</tbody>
</table>
| **Services Your Plan Does NOT Cover** | | - Acupuncture  
- Bariatric Surgery  
- Dental Care (Adult and Child)  
- Vision (Adult)  
- Long-Term Care  
- Non-emergency care when traveling outside the U.S.  
- Private-Duty Nursing  
- Routine Eye Care (Adult)  
- Weight Loss Programs  
- Infertility Treatment  
- Cosmetic Surgery |
| **Review Evidence of Coverage for complete list under “General Exclusions and Limitations”. See Section 5.** | |
# Language Assistance

Community Health Choice, Inc. is required by federal law to provide the following information.

<p>| | |</p>
<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td><strong>1. Arabic</strong></td>
<td>نعم، نحن ملزمون مطلقاً بتزويدك بالدعم المطلوب. ونتمنى منكcollaboration لا تحاول أن تعطي نظريات غير دقيقة أو خطأ، ونكلاً تمتلكان بحثًا بشكل صحيح للأطباء وأخصائيي العلاج ونقدم لك خدماتنا بشكل صحيح. Community Health Choice للدكتور الموظف ونقدم لكم طريقة لوصولكم إلى هذه الخدمات بطرق متساوية. نحن مرحبين بك. على سبيل المثال، للدكتور الموظف 1.855.315.5386.</td>
</tr>
<tr>
<td><strong>2. Chinese</strong></td>
<td>本通知有重要信息。本通知包含关于您透过Community Health Choice提交的申请或保险的重要讯息。请留意本通知内的重要日期。您可能需要在截止日期之前采取行动，以保留您的健康保险或费用补贴。您有权免费以您的母语得到本讯息和帮助。请拨打 1.855.315.5386.</td>
</tr>
<tr>
<td><strong>3. English</strong></td>
<td>This Notice has Important Information. This notice has important information about your application or coverage through Community Health Choice. Look for key dates in this notice. You may need to take action by certain deadlines to keep your health coverage or help with costs. You have the right to get this information and help in your language at no cost. Call 1.855.315.5386.</td>
</tr>
<tr>
<td><strong>4. French</strong></td>
<td>Cet avis contient d'importantes informations. Cet avis contient d'importantes informations concernant votre demande ou votre couverture avec Community Health Choice. Consultez les dates figurant dans le présent avis car il est possible que vous ayez à prendre certaines mesures avant ces dates pour conserver votre assurance santé ou profiter de meilleurs coûts. Vous êtes en droit de recevoir ces informations et de bénéficier gratuitement d'une aide dans votre langue. Appelez le 1.855.315.5386.</td>
</tr>
<tr>
<td><strong>6. Gujarati</strong></td>
<td>આ નોટિસમાં મહત્તાઈ મહત્તાઈ છે. આ નોટિસમાં Community Health Choice સ્થાપના તમારી આવશ્યકતા અને સુરક્ષા કાર્યક્રમને વિશે મહત્તાઈ આવશ્યક છે. આ નોટિસમાં મહત્તાઈ તરીકોમાં મોટે પુસ્તક, તમારા આવશ્યક કાર્યક્રમને સામાન્ય અથવા અન્ય તમારા આવશ્યક પ્રસ્તાવો માટે મહત્તાઈ મુખ્તા સંદર્ભ માટે લેવાની તમારી જરૂર થઈ શકે છે. તમે ક્લિનિક પણ અન્ય વિના તમારી ભાષામાં આ પાસે અલગ મેળવવાનો અધિકાર છે. 1.844.515.4877 પર કોલ કરો.</td>
</tr>
</tbody>
</table>
Community Health Choice

1. Community Health Choice

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11. Community Health Choice

12. Community Health Choice
Non-Discrimination Statement: Community Health Choice, Inc. complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Community Health Choice, Inc. does not exclude people or treat them differently because of race, color, national origin, age, disability or sex. Community Health Choice, Inc. provides free aids and services to people with disabilities to communicate effectively with us, such as: qualified sign language interpreters and written information in other formats (large print, audio, accessible electronic formats, other formats). Community Health Choice, Inc. provides free language services to people whose primary language is not English such as: qualified interpreters and information written in other languages. If you need these services, contact the Community Health Choice, Inc. Customer Care Center at 1.855.315.5386. If you believe that Community Health Choice, Inc. has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance.

If you need help filing a grievance, Nike Otuyelu, Vice President-Corporate Compliance & Risk Management, is available to help you. You can file a grievance in person or by mail, fax, or email:

Nike Otuyelu, Vice President-Corporate Compliance & Risk Management
2636 South Loop West, Suite 125
Houston, Texas 77054
Phone: 713.295.6704
Email: Marketplace_Grievances@communitycares.com

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1.800.368.1019, 800.537.7697 (TDD)