

# GEHA Indemnity Benefit Plan

## Government Employees Health Association

[www.geha.com](http://www.geha.com)

Customer Service: 800-821-6136

# GEHA

Government Employees  
Health Association

# 2024

### A Fee-for-Service Plan (Elevate Plus and Elevate Options) with a Preferred Provider Network

This plan's health coverage qualifies as minimum essential coverage and meets the minimum value standard for the benefits it provides. See page 7 for details. This plan is accredited. See page 12.

**Sponsored and administered by:**  
Government Employees Health Association, Inc.

#### IMPORTANT

- Rates: Back Cover
- Changes for 2024: Page 14
- Summary of Benefits: Page 123

**Who may enroll in this Plan:** All Federal employees and annuitants who are eligible to enroll in the Federal Employees Health Benefits Program may become members of Government Employees Health Association, Inc. (GEHA). You must be, or must become a member of GEHA.

**To become a member:** You join simply by signing a completed Standard Form 2809, Health Benefits Registration Form, evidencing your enrollment in the Plan.

**Membership dues:** There are no membership dues for the Year 2024.

#### Enrollment codes for this Plan:

- 251 Elevate Plus Option - Self Only
- 253 Elevate Plus Option - Self Plus One
- 252 Elevate Plus Option - Self and Family
- 254 Elevate Option - Self Only
- 256 Elevate Option - Self Plus One
- 255 Elevate Option - Self and Family

Authorized for distribution by the:



United States  
Office of Personnel Management

Healthcare and Insurance  
<http://www.opm.gov/insure>



RI 71-018

**Important Notice from Government Employees Health Association, Inc. About  
Our Prescription Drug Coverage and Medicare**

The Office of Personnel Management (OPM) has determined that the Government Employees Health Association, Inc. prescription drug coverage is, on average, expected to pay out as much as the standard Medicare prescription drug coverage will pay for all plan participants and is considered Creditable Coverage. This means you do not need to enroll in Medicare Part D and pay extra for prescription drug coverage. If you decide to enroll in Medicare Part D later, you will not have to pay a penalty for late enrollment as long as you keep your FEHB coverage.

However, if you choose to enroll in Medicare Part D, you can keep your FEHB coverage and your FEHB plan will coordinate benefits with Medicare.

Remember: If you are an annuitant and you cancel your FEHB coverage, you may not re-enroll in the FEHB Program.

**Please be advised**

If you lose or drop your FEHB coverage and go 63 days or longer without prescription drug coverage that is at least as good as Medicare's prescription drug coverage, your monthly Medicare Part D premium will go up at least 1% per month for every month that you did not have that coverage. For example, if you go 19 months without Medicare Part D prescription drug coverage, your premium will always be at least 19% higher than what many other people pay. You will have to pay this higher premium as long as you have Medicare prescription drug coverage. In addition, you may have to wait until the next Annual Coordinated Election Period (October 15 through December 7) to enroll in Medicare Part D.

**Medicare's Low Income Benefits**

For people with limited income and resources, extra help paying for a Medicare prescription drug plan is available. Information regarding this program is available through the Social Security Administration (SSA) online at [www.socialsecurity.gov](http://www.socialsecurity.gov), or call the SSA at 800-772-1213, TTY: 800-325-0778.

**Potential Additional Premium for Medicare's High Income Members**

**Income-Related Monthly Adjustment Amount (IRMAA)**

The Medicare Income-Related Monthly Adjustment Amount (IRMAA) is an amount you may pay in addition to your FEHB premium to enroll in and maintain Medicare prescription drug coverage. **This additional premium is assessed only to those with higher incomes and is adjusted based on the income reported on your IRS tax return.** You do not make any IRMAA payments to your FEHB plan. Refer to the part D-IRMAA section of the <https://www.medicare.gov/drug-coverage-part-d/costs-for-medicare-drug-coverage/monthly-premium-for-drug-plans> to see if you would be subject to this additional premium.

You can get more information about Medicare prescription drug plans and the coverage offered in your area from these places:

- Visit [www.medicare.gov](http://www.medicare.gov) for personalized help.
- Call 800-MEDICARE (1-800-633-4227), (TTY: 1-877-486-2048).

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## Introduction

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This brochure describes the benefits of GEHA Indemnity Benefit Plan under contract (CS 2962) between Government Employees Health Association, Inc. and the United States Office of Personnel Management, as authorized by the Federal Employees Health Benefits law. This Plan is underwritten by Government Employees Health Association, Inc. (GEHA, Inc.) and Surety Life Insurance Company and administered by GEHA, Inc. The Carrier of the Plan is a voluntary association comprised of GEHA, Inc. and Surety Life Insurance Company. Customer service may be reached at 800-821-6136 or through our website: [www.geha.com](http://www.geha.com). The address for GEHA's administrative office is:

Government Employees Health Association, Inc.  
310 NE Mulberry St.  
Lee's Summit, MO 64086

This brochure is the official statement of benefits. No verbal statement can modify or otherwise affect the benefits, limitations, and exclusions of this brochure. It is your responsibility to be informed about your health benefits.

If you are enrolled in this Plan, you are entitled to the benefits described in this brochure. If you are enrolled in Self Plus One or Self and Family coverage, each eligible family member is also entitled to these benefits. You do not have a right to benefits that were available before January 1, 2024, unless those benefits are also shown in this brochure.

OPM negotiates benefits and rates for each plan annually. Benefit changes are effective January 1, 2024, and changes are summarized in Section 2, *Changes for 2024*. Rates are shown at the end of this brochure.

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## Plain Language

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All FEHB brochures are written in plain language to make them easy to understand. Here are some examples:

- Except for necessary technical terms, we use common words. For instance, “you” means the enrollee and each covered family member, “we” means Government Employees Health Association, Inc.
- We limit acronyms to ones you know. FEHB is the Federal Employees Health Benefits Program. OPM is the United States Office of Personnel Management. If we use others, we tell you what they mean.
- Our brochure and other FEHB plans’ brochures have the same format and similar descriptions to help you compare plans.

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## Stop Healthcare Fraud!

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Fraud increases the cost of healthcare for everyone and increases your Federal Employees Health Benefits Program premium.

OPM's Office of the Inspector General investigates all allegations of fraud, waste, and abuse in the FEHB Program regardless of the agency that employs you or from which you retired.

**Protect Yourself From Fraud** – Here are some things that you can do to prevent fraud:

- Do not give your plan identification (ID) number over the phone or to people you do not know, except for your healthcare provider, authorized health benefits plan, or OPM representative.
- Let only the appropriate medical professionals review your medical record or recommend services.
- Avoid using healthcare providers who say that an item or service is not usually covered, but they know how to bill us to get it paid.
- Carefully review Explanation of Benefits (EOBs) statements that you receive from us.
- Periodically review your claims history for accuracy to ensure we have not been billed for services you did not receive.
- Do not ask your doctor to make false entries on certificates, bills, or records in order to get us to pay for an item or service.
- If you suspect that a provider has charged you for services you did not receive, billed you twice for the same service, or misrepresented any information, do the following:

Call the provider and ask for an explanation. There may be an error.

If the provider does not resolve the matter, call us at 877-865-8254 or go to [www.mycompliancereport.com/report?cid=GEHA](http://www.mycompliancereport.com/report?cid=GEHA) and explain the situation.

If we do not resolve the issue:

**CALL - THE HEALTHCARE FRAUD HOTLINE  
877-499-7295**

**OR go to [www.opm.gov/our-inspector-general/hotline-to-report-fraud-waste-or-abuse/complaint-form](http://www.opm.gov/our-inspector-general/hotline-to-report-fraud-waste-or-abuse/complaint-form)**

The online reporting form is the desired method of reporting fraud in order to ensure accuracy, and a quicker response time.

**You can also write to:  
United States Office of Personnel Management  
Office of the Inspector General Fraud Hotline  
1900 E Street NW Room 6400  
Washington, DC 20415-1100**

- Do not maintain as a family member on your policy:

Your former spouse after a divorce decree or annulment is final (even if a court order stipulates otherwise); or

Your child over age 26 (unless they are disabled and incapable of self-support prior to age 26).

A carrier may request that an enrollee verify the eligibility of any or all family members listed as covered under the enrollee's FEHB enrollment.

- If you have any questions about the eligibility of a dependent, check with your personnel office if you are employed, with your retirement office (such as OPM) if you are retired, or with the National Finance Center if you are enrolled under Temporary Continuation of Coverage (TCC).
- Fraud or intentional misrepresentation of material fact is prohibited under the Plan. You can be prosecuted for fraud and your agency may take action against you. Examples of fraud include falsifying a claim to obtain FEHB benefits, trying to or obtaining service or coverage for yourself or for someone else who is not eligible for coverage, or enrolling in the Plan when you are no longer eligible.
- If your enrollment continues after you are no longer eligible for coverage (i.e., you have separated from Federal service) and premiums are not paid, you will be responsible for all benefits paid during the period in which premiums were not paid. You may be billed by your provider for services received. You may be prosecuted for fraud for knowingly using health insurance benefits for which you have not paid premiums. It is your responsibility to know when you or a family member is no longer eligible to use your health insurance coverage.

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## **Discrimination is Against the Law**

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The health benefits described in this brochure are consistent with applicable laws prohibiting discrimination.

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## Preventing Medical Mistakes

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Medical mistakes continue to be a significant cause of preventable deaths within the United States. While death is the most tragic outcome, medical mistakes cause other problems such as permanent disabilities, extended hospital stays, longer recoveries, and even additional treatments. Medical mistakes and their consequences also add significantly to the overall cost of healthcare. Hospitals and healthcare providers are being held accountable for the quality of care and reduction in medical mistakes by their accrediting bodies. You can also improve the quality and safety of your own healthcare and that of your family members by learning more about and understanding your risks. Take these simple steps:

### **1. Ask questions if you have doubts or concerns.**

- Ask questions and make sure you understand the answers.
- Choose a doctor with whom you feel comfortable talking.
- Take a relative or friend with you to help you take notes, ask questions, and understand answers.

### **2. Keep and bring a list of all the medications you take.**

- Bring the actual medication or give your doctor and pharmacist a list of all the medications and dosages that you take, including non-prescription (over-the-counter) medications and nutritional supplements.
- Tell your doctor and pharmacist about any drug, food, and other allergies you have, such as latex.
- Ask about any risks or side effects of the medication and what to avoid while taking it. Be sure to write down what your doctor or pharmacist says.
- Make sure your medication is what the doctor ordered. Ask the pharmacist about your medication if it looks different than you expected.
- Read the label and patient package insert when you get your medication, including all warnings and instructions.
- Know how to use your medication. Especially note the times and conditions when your medication should and should not be taken.
- Contact your doctor or pharmacist if you have any questions.
- Understand both the generic and brand names of your medication. This helps ensure you do not receive double dosing from taking both a generic and a brand. It also helps prevent you from taking a medication to which you are allergic.

### **3. Get the results of any test or procedure.**

- Ask when and how you will get the results of tests or procedures. Will it be in person, by phone, mail, through the Plan or Provider's portal?
- Don't assume the results are fine if you do not get them when expected. Contact your healthcare provider and ask for your results.
- Ask what the results mean for your care.

### **4. Talk to your doctor about which hospital or clinic is best for your health needs.**

- Ask your doctor about which hospital or clinic has the best care and results for your condition if you have more than one hospital or clinic to choose from to get the healthcare you need.
- Be sure you understand the instructions you get about follow-up care when you leave the hospital or clinic.

### **5. Make sure you understand what will happen if you need surgery.**

- Make sure you, your doctor, and your surgeon all agree on exactly what will be done during the operation.
- Ask your doctor, "Who will manage my care when I am in the hospital?"
- Ask your surgeon:
  - "Exactly what will you be doing?"

- “About how long will it take?”
- “What will happen after surgery?”
- “How can I expect to feel during recovery?”
- Tell the surgeon, anesthesiologist, and nurses about any allergies, bad reactions to anesthesia, and any medications or nutritional supplements you are taking.

### **Patient Safety Links**

For more information on patient safety, please visit

- [www.jointcommission.org/speakup.aspx](http://www.jointcommission.org/speakup.aspx). The Joint Commission's Speak Up™ patient safety program.
- [www.jointcommission.org/topics/patient\\_safety.aspx](http://www.jointcommission.org/topics/patient_safety.aspx). The Joint Commission helps healthcare organizations to improve the quality and safety of the care they deliver.
- [www.ahrq.gov/patients-consumers](http://www.ahrq.gov/patients-consumers). The Agency for Healthcare Research and Quality makes available a wide-ranging list of topics not only to inform consumers about patient safety but to help choose quality healthcare providers and improve the quality of care you receive.
- [www.npsf.org](http://www.npsf.org). The National Patient Safety Foundation has information on how to ensure safer healthcare for you and your family.
- [www.bemedwise.org](http://www.bemedwise.org). The National Council on Patient Information and Education is dedicated to improving communication about the safe, appropriate use of medications.
- [www.leapfroggroup.org](http://www.leapfroggroup.org). The Leapfrog Group is active in promoting safe practices in hospital care.
- [www.ahqa.org](http://www.ahqa.org). The American Health Quality Association represents organizations and healthcare professionals working to improve patient safety.

### **Preventable Healthcare Acquired Conditions (“Never Events”)**

When you enter the hospital for treatment of one medical problem, you do not expect to leave with additional injuries, infections, or other serious conditions that occur during the course of your stay. Although some of these complications may not be avoidable, patients do suffer from injuries or illnesses that could have been prevented if doctors or the hospital had taken proper precautions. Errors in medical care that are clearly identifiable, preventable and serious in their consequences for patients can indicate a significant problem in the safety and credibility of a healthcare facility. These conditions and errors are sometimes called “Never Events” or “Serious Reportable Events.”

We have a benefit payment policy that encourages hospitals to reduce the likelihood of hospital-acquired conditions such as certain infections, severe bedsores, and fractures, and to reduce medical errors that should never happen. When such an event occurs, neither you nor your FEHB plan will incur costs to correct the medical error.

You will not be billed for inpatient services related to treatment of specific hospital acquired conditions or for inpatient services needed to correct “Never Events.” “Never Event” is defined by your claims administrator using national standards. This policy helps to protect you from preventable medical errors and improve the quality of care you receive.



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## FEHB Facts

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### Coverage Information

- **No pre-existing condition limitation** We will not refuse to cover the treatment of a condition you had before you enrolled in this Plan solely because you had the condition before you enrolled.
- **Minimum essential coverage (MEC)** Coverage under this plan qualifies as minimum essential coverage. Please visit the Internal Revenue Service (IRS) website at [www.irs.gov/uac/Questions-and-Answers-on-the-Individual-Shared-Responsibility-Provision](http://www.irs.gov/uac/Questions-and-Answers-on-the-Individual-Shared-Responsibility-Provision) for more information on the individual requirement for MEC.
- **Minimum value standard (MVS)** Our health coverage meets the minimum value standard of 60% established by the ACA. This means that we provide benefits to cover at least 60% of the total allowed costs of essential health benefits. The 60% standard is an actuarial value; your specific out-of-pocket costs are determined as explained in this brochure.
- **Where you can get information about enrolling in the FEHB Program** See [www.opm.gov/healthcare-insurance/healthcare](http://www.opm.gov/healthcare-insurance/healthcare) for enrollment information as well as:
  - Information on the FEHB Program and plans available to you;
  - A health plan comparison tool;
  - A list of agencies that participate in Employee Express;
  - A link to Employee Express; and
  - Information on and links to other electronic enrollment systems.

Also, your employing or retirement office can answer your questions, give you other plans' brochures and other materials you need to make an informed decision about your FEHB coverage. These materials tell you:

- When you may change your enrollment;
- How you can cover your family members;
- What happens when you transfer to another Federal agency, go on leave without pay, enter military service or retire;
- What happens when your enrollment ends; and
- When the next Open Season for enrollment begins.

We do not determine who is eligible for coverage and, in most cases, cannot change your enrollment status without information from your employing or retirement office. For information on your premium deductions, you must also contact your employing or retirement office.

Once enrolled in your FEHB Program Plan, you should contact your carrier directly for updates and questions about your benefit coverage.

- **Enrollment types available for you and your family** Self Only coverage is only for the enrollee. Self Plus One coverage is for the enrollee and one eligible family member. Self and Family coverage is for the enrollee and one or more eligible family members. Family members include your spouse, and your dependent children under age 26, including any foster children authorized for coverage by your employing agency or retirement office. Under certain circumstances, you may also continue coverage for a disabled child 26 years of age or older who is incapable of self-support.

If you have a Self Only enrollment, you may change to a Self Plus One or Self and Family enrollment if you marry, give birth, or add a child to your family. You may change your enrollment 31 days before to 60 days after that event. The Self Plus One or Self and Family enrollment begins on the first day of the pay period in which the child is born or becomes an eligible family member. When you change to Self Plus One or Self and Family because you marry, the change is effective on the first day of the pay period that begins after your employing office receives your enrollment form. Benefits will not be available to your spouse until you are married. A carrier may request that an enrollee verify the eligibility of any or all family members listed as covered under the enrollee's FEHB enrollment.

Contact your employing or retirement office if you want to change from Self Only to Self Plus One or Self and Family. If you have a Self and Family enrollment, you may contact us to add a family.

Your employment or retirement office will **not** notify you when a family member is no longer eligible to receive benefits. Please tell us immediately of changes in family member status including your marriage, divorce, annulment, or when your child reaches age 26.

**If you or one of your family members is enrolled in one FEHB plan, you or they cannot be enrolled in or covered as a family member by another enrollee in another FEHB plan.**

If you have a qualifying life event (QLE) – such as marriage, divorce, or the birth of a child – outside of the Federal Benefits Open Season, you may be eligible to enroll in the FEHB Program, change your enrollment, or cancel coverage. For a complete list of QLEs, visit the FEHB website at [www.opm.gov/healthcare-insurance/life-events](http://www.opm.gov/healthcare-insurance/life-events). If you need assistance, please contact your employing agency, Tribal Benefits Officer, personnel/ payroll office, or retirement office.

- **Family member coverage**

Family members covered under your Self and Family enrollment are your spouse (including your spouse by a valid common-law marriage from a state that recognizes common-law marriages) and children as described below. A Self Plus One enrollment covers you and your spouse, or one other eligible family member as described below.

**Natural children, adopted children, and stepchildren**

**Coverage:** Natural children, adopted children, and stepchildren are covered until their 26th birthday.

**Foster children**

**Coverage:** Foster children are eligible for coverage until their 26th birthday if you provide documentation of your regular and substantial support of the child and sign a certification stating that your foster child meets all the requirements. Contact your human resources office or retirement system for additional information.

**Children incapable of self-support**

**Coverage:** Children who are incapable of self-support because of a mental or physical disability that began before age 26 are eligible to continue coverage. Contact your human resources office or retirement system for additional information.

**Married children**

**Coverage:** Married children (but NOT their spouse or their own children) are covered until their 26th birthday.

**Children with or eligible for employer-provided health insurance**

**Coverage:** Children who are eligible for or have their own employer-provided health insurance are covered until their 26th birthday.

Newborns of covered children are insured only for routine nursery care during the covered portion of the mother's maternity stay.

You can find additional information at [www.opm.gov/healthcare-insurance](http://www.opm.gov/healthcare-insurance).

- **Children's Equity Act**

OPM implements the Federal Employees Health Benefits Children's Equity Act of 2000. This law mandates that you be enrolled for Self Plus One or Self and Family coverage in the FEHB Program if you are an employee subject to a court or administrative order requiring you to provide health benefits for your child(ren).

If this law applies to you, you must enroll in Self Plus One or Self and Family coverage in a health plan that provides full benefits in the area where your children live or provide documentation to your employing office that you have obtained other health benefits coverage for your children. If this law applies to you, and only one child is involved in the court or administrative order, you may enroll for Self Plus One coverage in a health plan that provides full benefits in the area where your child lives or provide documentation to your employing office that you have obtained other health benefits coverage for the child. If you do not do so, your employing office will enroll you involuntarily as follows:

- If you have no FEHB coverage, your employing office will enroll you for Self Plus One or Self and Family coverage, as appropriate in the lowest-cost nationwide plan option as determined by OPM;
- If you have a Self Only enrollment in a fee-for-service plan or in an HMO that serves the area where your children live, your employing office will change your enrollment to Self Plus One or Self and Family, as appropriate, in the same option of the same plan; or
- If you are enrolled in an HMO that does not serve the area where the children live, your employing office will change your enrollment to Self Plus One or Self and Family, as appropriate, in the lowest-cost nationwide plan option as determined by OPM.

As long as the court/administrative order is in effect, and you have at least one child identified in the order who is still eligible under the FEHB Program, you cannot cancel your enrollment, change to Self Only, or change to a plan that does not serve the area in which your children live, unless you provide documentation that you have other coverage for the children.

If the court/administrative order is still in effect when you retire, and you have at least one child still eligible for FEHB coverage, you must continue your FEHB coverage into retirement (if eligible) and cannot cancel your coverage, change to Self Only, or change to a plan that does not serve the area in which your children live as long as the court/administrative order is in effect. Similarly, you cannot change to Self Plus One if the court/administrative order identifies more than one child. Contact your employing office for further information.

- **When benefits and premiums start**

The benefits in this brochure are effective January 1. If you joined this Plan during Open Season, your coverage begins on the first day of your first pay period that starts on or after January 1. **If you changed plans or plan options during Open Season and you receive care between January 1 and the effective date of coverage under your new plan or option, your claims will be processed according to the 2024 benefits of your prior plan or option.** If you have met (or pay cost-sharing that results in your meeting) the out-of-pocket maximum under the prior plan or option, you will not pay cost-sharing for services covered between January 1 and the effective date of coverage under your new plan or option. However, if your prior plan left the FEHB Program at the end of the year, you are covered under that plan's 2023 benefits until the effective date of your coverage with your new plan. Annuitants' coverage and premiums begin on January 1. If you joined at any other time during the year, your employing office will tell you the effective date of coverage.

If your enrollment continues after you are no longer eligible for coverage (i.e., you have separated from Federal service) and premiums are not paid, you will be responsible for all benefits paid during the period in which premiums were not paid. You may be billed for services received directly from your provider. You may be prosecuted for fraud for knowingly using health insurance benefits for which you have not paid premiums. It is your responsibility to know when you or a family member are no longer eligible to use your health insurance coverage.

- **When you retire**

When you retire, you can usually stay in the FEHB Program. Generally, you must have been enrolled in the FEHB Program for the last five years of your Federal service. If you do not meet this requirement, you may be eligible for other forms of coverage, such as Temporary Continuation of Coverage (TCC).

## When you lose benefits

- **When FEHB coverage ends**

You will receive an additional 31 days of coverage, for no additional premium, when:

- Your enrollment ends, unless you cancel your enrollment, or
- You are a family member no longer eligible for coverage.

Any person covered under the 31 day extension of coverage who is confined in a hospital or other institution for care or treatment on the 31st day of the temporary extension is entitled to continuation of the benefits of the Plan during the continuance of the confinement but not beyond the 60th day after the end of the 31 day temporary extension.

You may be eligible for spouse equity coverage or assistance with enrolling in a conversion policy (a non-FEHB individual policy).

- **Upon divorce**

If you are an enrollee, and your divorce or annulment is final, your ex-spouse cannot remain covered as a family member under your Self Plus One or Self and Family enrollment. You must contact us to let us know the date of the divorce or annulment and have us remove your ex-spouse. We may ask for a copy of the divorce decree as proof. In order to change enrollment type, you must contact your employing or retirement office. A change will not automatically be made.

If you were married to an enrollee and your divorce or annulment is final, you may not remain covered as a family member under your former spouse's enrollment. This is the case even when the court has ordered your former spouse to provide health coverage for you. However, you may be eligible for your own FEHB coverage under either the spouse equity law or Temporary Continuation of Coverage (TCC). If you are recently divorced or are anticipating a divorce, contact your ex-spouse's employing or retirement office to get additional information about your coverage choices, [www.opm.gov/healthcare-insurance/life-events/memy-family/im-separated-or-im-getting-divorced/#url=Health](http://www.opm.gov/healthcare-insurance/life-events/memy-family/im-separated-or-im-getting-divorced/#url=Health). We may request that you verify the eligibility of any or all family members listed as covered under the enrollee's FEHB enrollment.

- **Temporary Continuation of Coverage (TCC)**

If you leave Federal service, Tribal employment, or if you lose coverage because you no longer qualify as a family member, you may be eligible for Temporary Continuation of Coverage (TCC). For example, you can receive TCC if you are not able to continue your FEHB enrollment after you retire, if you lose your Federal or Tribal job, or if you are a covered child and you turn age 26, regardless of marital status, etc.

You may not elect TCC if you are fired from your Federal or Tribal job due to gross misconduct.

**Enrolling in TCC.** Get the RI 79-27, which describes TCC, from your employing or retirement office or from [www.opm.gov/healthcare-insurance/healthcare/plan-information/guides](http://www.opm.gov/healthcare-insurance/healthcare/plan-information/guides). It explains what you have to do to enroll.

Alternatively, you can buy coverage through the Health Insurance Marketplace where, depending on your income, you could be eligible for a tax credit that lowers your monthly premiums. Visit [www.HealthCare.gov](http://www.HealthCare.gov) to compare plans and see what your premium, deductible, and out-of-pocket costs would be before you make a decision to enroll. Finally, if you qualify for coverage under another group health plan (such as your spouse's plan), you may be able to enroll in that plan, as long as you apply within 30 days of losing FEHBP coverage.

- **Converting to individual coverage**

If you leave Federal or Tribal service, your employing office will notify you of your right to convert. You must contact us in writing within 31 days after you receive this notice. However, if you are a family member who is losing coverage, the employing or retirement office will not notify you. You must contact us in writing within 31 days after you are no longer eligible for coverage. Your benefits and rates will differ from those under the FEHB Program; however, you will not have to answer questions about your health, a waiting period will not be imposed, and your coverage will not be limited due to pre-existing conditions. When you contact us, we will assist you in obtaining information about health benefits coverage inside or outside the Affordable Care Act's Health Insurance Marketplace in your state. For assistance in finding coverage, please contact us at 800-821-6136 or visit our website at [www.geha.com](http://www.geha.com).

- **Health Insurance Marketplace**

If you would like to purchase health insurance through the ACA's Health Insurance Marketplace, please visit [www.HealthCare.gov](http://www.HealthCare.gov). This is a website provided by the U.S. Department of Health and Human Services that provides up-to-date information on the Marketplace.

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## Section 1. How This Plan Works

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This Plan is a fee-for-service (FFS) plan. You can choose your own physicians, hospitals, and other healthcare providers. We give you a choice of enrollment in the Elevate Plus Option or the Elevate Option. OPM requires that FEHB plans be accredited to validate that plan operations and/or care management meet nationally recognized standards. GEHA holds the following accreditations: Health Plan Accreditation with Accreditation Association for Ambulatory Health Care (AAAHC) and Dental Network Accreditation with URAC. To learn more about this plan's accreditations, please visit the following websites: Accreditation Association for Ambulatory Health Care ([www.aaahc.org](http://www.aaahc.org)) and URAC ([www.urac.org](http://www.urac.org)).

We reimburse you or your provider for your covered services, usually based on a percentage of the amount we allow. The type and extent of covered services, and the amount we allow, may be different from other plans. Read brochures carefully.

This Plan provides preventive services and screenings to you without any cost-sharing; you may choose any available in-network primary care provider for adult and pediatric care, and visits for specialists do not require a referral.

### General features of our Elevate Plus and Elevate Options

#### We have Point of Service (POS) benefits

Our fee-for-service plan offers in-network benefits through the UnitedHealthcare Choice Plus network. This means that we designate certain hospitals and other healthcare providers as "preferred providers." Providers in the network accept a contracted payment from us, and you will only be responsible for your cost-sharing (copayments, coinsurance, deductibles, and non-covered services and supplies). On the Elevate Option, you also have benefits to receive covered services from non-participating providers; however, out-of-network benefits may have higher out-of-pocket costs than the in-network benefits. Elevate Plus does not provide benefits for non-participating providers, except in cases of emergency medical care.

To find in-network providers, use the provider search tool on the [www.geha.com/find-care](http://www.geha.com/find-care) website or call GEHA at 800-821-6136. When you call your provider for an appointment, please remember to verify that the physician is a UnitedHealthcare Choice Plus provider. In-network providers are required to meet licensure and certification standards established by State and Federal authorities; however, inclusion in the network does not represent a guarantee of professional performance nor does it constitute medical advice.

On the Elevate Option, the out-of-network benefits are the standard benefits of this Plan. Elevate Plus does not provide out-of-network benefits. On both Elevate and Elevate Plus, in-network benefits apply only when you use an in-network provider. Provider networks may be more extensive in some areas than others. We cannot guarantee the availability of every specialty in all areas. If no network provider is available, or you do not use a network provider, the standard out-of-network benefits apply on the Elevate Option. However, if the services are rendered at an in-network hospital, the professionals who provide services to you in a hospital may not all be preferred providers. If the services are rendered by out-of-network providers at an in-network hospital, we will pay up to the Plan Allowance according to the No Surprises Act. In addition, providers outside the United States will be paid at the in-network level of benefits.

#### How we pay providers

Fee-for-service plans reimburse you or your provider for covered services. They do not typically provide or arrange for healthcare. Fee-for-service plans let you choose your own physicians, hospitals and other healthcare providers.

We offer Point of Service (POS) benefits through the UnitedHealthcare Choice Plus network of individual physicians, medical groups, and hospitals. These Plan providers accept a negotiated payment from us, and you will only be responsible for your cost-sharing (copayments, coinsurance, deductibles, and non-covered services and supplies), which may vary by plan.

We reserve the right to audit medical expenses to ensure that the provider's billed charges match the services that you received.

## **Health education resources**

GEHA offers on-site wellness events and ongoing communications by print, social media, email and web to help federal employees live healthier. This includes general health topics, healthcare news, cancer and other specific diseases, drugs/medication interactions, children's health and patient safety information.

## **Your rights and responsibilities**

OPM requires that all FEHB plans provide certain information to their FEHB members. You may get information about us, our networks, and our providers. OPM's FEHB website ([www.opm.gov/insure](http://www.opm.gov/insure)) lists the specific types of information that we must make available to you. Some of the required information is listed below.

- GEHA was founded in 1937 as the Railway Mail Hospital Association. For over 85 years, GEHA has provided health insurance benefits to Federal employees and retirees.
- GEHA is incorporated as a General Not-For-Profit Corporation pursuant to Chapter 355 of the Revised Statutes of the State of Missouri.
- GEHA's provider network includes over 10,000 hospitals and over 4 million in-network physician locations throughout the United States. In circumstances where there is limited access to network providers, GEHA may negotiate discounts with some providers, which will reduce your overall out-of-pocket expenses.

You are also entitled to a wide range of consumer protections and have specific responsibilities as a member of this Plan. You can view the complete list of these rights and responsibilities by visiting our website, GEHA at [www.geha.com](http://www.geha.com). You can also contact us to request that we mail a copy to you.

If you wish to make a suggestion, file a formal complaint, require language translation services, or if you want more information about us, call 800-821-6136, or write to GEHA, P. O. Box 21542, Eagan, MN 55121. You may also visit our website at [www.geha.com](http://www.geha.com).

By law, you have the right to access your protected health information (PHI). For more information regarding access to PHI, visit our website GEHA at [www.geha.com/PHI](http://www.geha.com/PHI) to obtain our Notice of Privacy Practices. You can also contact us to request that we mail you a copy of that Notice.

## **Your medical and claims records are confidential**

We will keep your medical and claims records confidential. Please note that we may disclose your medical and claims information (including your prescription drug utilization) to any of your treating physicians or dispensing pharmacies.

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## Section 2. Changes for 2024

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Do not rely only on these change descriptions; this Section is not an official statement of benefits. For that, go to Section 5 *Benefits*. Also, we edited and clarified language throughout the brochure; any language change not shown here is a clarification that does not change benefits.

### Changes to Elevate Plus

- **Premium:** Your share of the premium rate will increase for Self Only, Self Plus One and Self and Family. See back cover.
- **Deductible:** The deductible will increase for Self Only enrollment from \$150 to \$200 and from \$300 to \$400 for Self Plus One and Family enrollments. See Section 4, *Your Costs for Covered Services*, page 25.
- **Out-of-Pocket Maximum:** The out-of-pocket maximum will increase from \$6,000 to \$7,000 for Self Only enrollment and from \$12,000 to \$14,000 for Self Plus One and Self and Family enrollments. See Section 4, *Your Costs for Covered Services*, page 27.
- **Specialist Copayment:** The specialist copayment will increase from \$45 per visit to \$50 per visit. See Section 5(a), *Medical Services and Supplies*, page 33: *Diagnostic and treatment services, Telehealth, Infertility services, Allergy care, Physical, occupational, and speech therapy, Cognitive rehabilitation, Hearing services, Vision services, and Foot care*. See Section 5(d), *Emergency Services: Telehealth*, page 76.
- **Skilled Nursing Facility:** The Plan will remove the Skilled Nursing Facility (SNF) requirement for transfer from an authorized acute care confinement. See Section 5(c), *Services Provided by a Hospital or Other Facility*, page 68.

### Changes to Elevate

- **Premium:** Your share of the premium rate will increase for Self Only, Self Plus One and Self and Family. See back cover.

### Changes to Elevate Plus and Elevate Options

- **ABA Therapy:** The Plan will move coverage for ABA Therapy from Section 5(a), *Treatment therapies* to Section 5(e), *Mental Health and Substance Use Disorder Benefits*. The Elevate cost share after the deductible in-network is 25% of the Plan allowance and out-of-network is 50% of the Plan allowance, and the difference between Plan allowance and the billed amount. The Plan will now apply only the PCP copay of \$30 for ABA services under the Elevate Plus Option and no out-of-network benefit. See Section 5(e), *Mental Health and Substance Use Disorder*, page 78.
- **Maternity:** The Plan will now cover one personal use, double channel electric breast pump with double suction capability every twelve (12) months when purchased with a prescription for birth/delivery. In addition, the Plan will provide the initial kit and replacement kits and supplies with no limits. See Section 5(a), *Medical Services and Supplies*, page 33.
- **Manipulative Therapy:** The following services will no longer be covered: acupressure, aroma therapy, biofeedback, clinical ecology, cupping, dry needling, environmental medicine, hypnotherapy, massage therapy, naturopathic services and Rolfing. See Section 5(a), *Medical Services and Supplies*, page 33.
- **Alternative Treatment:** The following services will no longer be covered: cupping, dry needling. See Section 5(a), *Medical Services and Supplies*, page 33.
- **Mental Health and Substance Use Disorder:** Hypnotherapy will no longer be covered. See Section 5(e), *Mental Health and Substance Use Disorder*, page 79.
- **Infertility Services:** The Plan will add medical/surgical coverage for artificial insemination (AI) procedures of intracervical insemination (ICI), and intrauterine insemination (IUI). The Plan will also provide coverage for intravaginal insemination (IVI), except if performed outside of a clinical setting. In addition, the Plan will provide coverage for sperm collection and preparation related to the AI procedures when the sperm-producing person is a covered member under the Plan. Coverage of AI procedures will require preauthorization. The Elevate cost share after the deductible in-network is 25% of the Plan allowance and out-of-network is 50% of the Plan allowance, and the difference between Plan allowance and the billed amount. The Elevate Plus cost share after the deductible in-network is 15% of the Plan allowance and no out-of-network benefit. See Section 5(a), *Medical Services and Supplies*, page 33.



- **Prescription Drugs:** The Plan will add coverage of fertility drugs associated with AI. In addition, the Plan will add coverage for the cost of IVF-related drugs for (3) cycles annually of in vitro fertilization (IVF) treatment. Prior authorization is required. Regular Plan benefits apply based on the drug formulary. See Section 5(f), *Prescription Drug Benefits*, page 84.
- **Prescription Drugs:** The Plan will include coverage for generic metformin 850mg tablets for individuals aged 35-70 years with no prior use of anti-diabetic medications at no cost share. See Section 5(f), *Prescription Drug Benefits*, page 84.
- **Health Incentive:** The Plan will add a \$50 health reward for completion of an A1C home screening kit as an incentive. See Section 5(h), *Wellness and Other Special Features*, page 95.
- **Wellness:** The Plan will add a Family Planning Care Program to assist members through their infertility journey. The Program will provide members with guidance regarding fertility treatment benefits and related resources and services. There will be no cost share for members. See Section 5(h), *Wellness and Other Special Features*, page 95.
- **Educational Classes and Programs:** The Plan will add coverage up to \$150 for one series of childbirth education classes per pregnancy when a covered provider is used. See Section 5(a), *Medical Services and Supplies*, page 33.
- **Reconstructive Surgery:** The Plan will add coverage for any medically necessary rhinoplasty, blepharoplasty, brow ptosis repair; and facial gender affirming surgeries. In addition, for genital reconstructive surgeries the following changes will apply: One letter of support from a qualified mental health professional will be required instead of two; and Living in a gender role congruent with gender identity for 12 months instead of greater than 12 months. There is no change to member cost share. The Elevate cost share after the deductible in-network is 25% of the Plan allowance and out-of-network is 50% of the Plan allowance, and the difference between Plan allowance and the billed amount. The Elevate Plus cost share after the deductible in-network is 15% of the Plan allowance and no out-of-network benefit. See Section 5(b), *Surgical and Anesthesia Services*, page 55.

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## Section 3. How You Get Care

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### Identification cards

We will send you an identification (ID) card when you enroll. You should carry your ID card with you at all times. You must show it whenever you receive services from a Plan provider or fill a prescription at a Plan pharmacy. Until you receive your ID card, use your copy of the Health Benefits Election Form, SF-2809, your health benefits enrollment confirmation (for annuitants), or your electronic enrollment system (such as Employee Express) confirmation letter.

If you do not receive your ID card within 30 days after the effective date of your enrollment, or if you need replacement cards, call us at 800-821-6136 or write to us at GEHA, P. O. Box 21542, Eagan, MN 55121. You may also request replacement cards through our website: [www.geha.com/Contact](http://www.geha.com/Contact).

### Where you get covered care

You get care from “Plan providers” and “Plan facilities.” You will only pay copayments, deductibles, and/or coinsurance if you use our network providers. You can also get care from non-Plan providers, but it will cost you more.

### Balance Billing Protection

FEHB Carriers must have clauses in their in-network (participating) provider agreements. These clauses provide that, for a service that is a covered benefit in the plan brochure or for services determined not medically necessary, the in-network provider agrees to hold the covered individual harmless (and may not bill) for the difference between the billed charge and the in-network contracted amount. If an in-network provider bills you for covered services over your normal cost share (deductible, copay, co-insurance) contact your Carrier to enforce the terms of its provider contract.

### • Covered providers

Covered providers are physicians and other healthcare professionals in our service area that are contracted to provide covered services to our members when acting within the scope of their license or certification under applicable state law. Plan providers are credentialed according to national standards. A listing of plan providers can be found on our website at [www.geha.com/Find-Care](http://www.geha.com/Find-Care). These covered providers may include: a licensed doctor of medicine (M.D.) or a licensed doctor of osteopathy (D.O.); chiropractor; nurse midwife; nurse anesthetist; audiologist; dentist; optometrist; licensed clinical social worker; licensed clinical psychologist; licensed professional counselor; licensed marriage and family therapist; podiatrist; speech, physical and occupational therapist; nurse practitioner/clinical specialist; nursing school administered clinic; physician assistant; registered nurse first assistants; certified surgical assistants; board certified behavior analyst; board certified assistant behavior analyst; registered behavior technician; and a dietitian as long as they are providing covered services which fall within the scope of their state licensure or statutory certification.

The terms "doctor", "physician", "practitioner", “professional provider”, or “primary care provider” includes any provider when the covered service is performed within the scope of their license or certification. The term "primary care provider", as outlined in the benefit plan, includes family or general practitioners, pediatricians, obstetricians/gynecologists, medical internists, and mental health/substance use disorder treatment providers.

**Telehealth with MDLIVE - Practitioners must be licensed in the state where the patient is physically located at the time services are rendered.**

Benefits are provided under under this Plan for the services of covered providers in accordance with Section 2706(a) of the Public Health Service Act. Coverage of practitioners is not determined by your state's designation as a medically underserved area.

We list network-contracted covered providers in our network provider directory, which we update periodically, and make available on our website.

This plan recognizes that transgender, non-binary, and other gender diverse members require health care delivered by healthcare providers experienced in gender affirming health. Benefits described in this brochure are available to all members meeting medical necessity guidelines regardless of race, color, national origin, age, disability, religion, sex or gender.

This plan provides Care Coordinators for complex conditions and can be reached at 888-216-8246 ext. 3984 for assistance.

- **Plan facilities**

Plan facilities are hospitals and other facilities in our service area that are contracted to provide covered services to our members. The plan facilities list is also on our web site at [www.geha.com/find-care](http://www.geha.com/find-care). You should also contact that provider to verify that they participate with the Plan.

Covered facilities include:

- Freestanding ambulatory facility:
  - A facility which is licensed by the state as an ambulatory surgery center or has Medicare certification as an ambulatory surgical center, has permanent facilities and equipment for the primary purpose of performing surgical and/or renal dialysis procedures on an outpatient basis; provides treatment by or under the supervision of doctors and nursing services whenever the patient is in the facility; does not provide inpatient accommodations; and is not, other than incidentally, a facility used as an office or clinic for the private practice of a doctor or other professional.
  - If the state does not license Ambulatory Surgical Centers and the facility is not Medicare certified as an ambulatory surgical center, then they must be accredited with AAAHC (Accreditation Association for Ambulatory Health Care), AAAASF (American Association for Accreditation for Ambulatory Surgery Facilities), IMQ (Institute for Medical Quality) or TJC (The Joint Commission).
  - Ambulatory Surgical Facilities in the state of California do not require a license if they are physician owned. To be covered these facilities must be accredited by one of the following: AAAHC (Accreditation Association for Ambulatory Health Care), AAAASF (American Association for Accreditation for Ambulatory Surgery Facilities), IMQ (Institute for Medical Quality) or TJC (The Joint Commission).
- Hospital:
  - An institution, or distinct portion of an institution, that is primarily engaged in providing: (1) general inpatient acute care and treatment of sick and injured persons through medical, diagnostic, and major surgical facilities; or (2) specialized inpatient acute medical care and treatment of sick or injured persons through medical and diagnostic facilities (including X-ray and laboratory); or (3) comprehensive specialized services relating to the individual's specific medical, physical, mental health, and/or substance use disorder therapy needs, and has, for each patient, an individualized written treatment plan, which includes diagnostic assessment of the patient and a description of the treatment to be rendered, and provides for follow-up assessments by, or under, the direction of the supervising doctor.
  - All services must be provided on its premises, under its control, or through a written agreement with a hospital or with a specialized provider of those facilities.
  - A hospital must be operated pursuant to law, accredited as a hospital under the Hospital Accreditation Program of The Joint Commission (TJC) or meet the states' applicable licensing or certification requirements for a hospital, and is operating under the supervision of a staff of physicians with 24-hour-a-day registered nursing services.

- The term hospital does not include a convalescent home, extended care facility, skilled nursing facility, or any institution or part thereof which: a) is used principally as a convalescent facility, nursing facility, or long-term care; b) furnishes primarily domiciliary or custodial care, including training in the routines of daily living; or c) is operating as or is licensed as a school or residential treatment facility (except as listed in Section 5(e)).
- Hospice: A facility which meets all of the following:
  - Primarily provides inpatient hospice care to terminally ill persons;
  - Is certified by Medicare as such, or is licensed or accredited as such, by the jurisdiction it is in;
  - Is supervised by a staff of M.D.'s or D.O.'s, at least one of whom must be on call at all times;
  - Provides 24-hour-a-day nursing services under the direction of an R.N. and has a full-time administrator; and
  - Provides an ongoing quality assurance program.
- Skilled Nursing Facility licensed by the state or certified by Medicare if the state does not license these facilities. See limitations in Section 5(c), *Services Provided by a Hospital or Other Facility, and Ambulance Services*.
- Birth Center:
  - A birth center is a health facility that is not a hospital or physician's office, where childbirth is planned to occur away from the pregnant woman's residence, that is licensed or otherwise approved by the state to provide prenatal labor and delivery or postpartum care that is covered by the plan.
- Residential Treatment Center (RTCs):
  - An institution that is primarily engaged in providing: (1) 24-hour residential evaluation, treatment, and comprehensive specialized services relating to the individual's specific mental health, and/or substance use disorder therapy needs, all under the active participation and direction of a licensed physician who is practicing within the scope of the physician's license; and (2) specialized programs for persons who need short-term services designed to achieve predicted outcomes focused on fostering improvement or stability in mental health and/or substance use disorder, recognizing the individuality, strengths, and needs of the persons served; and (3) care that meets evidence-based treatment guidelines or criteria as determined by the plan.
  - The services are provided for a fee from its patients and include both: (1) room and board; and (2) 24-hour-a-day registered nursing services. Additionally, the RTC keeps adequate patient records which include: (1) the individualized treatment plan; and (2) the person's progress; and (3) discharge summary; and (4) follow-up programs. Benefits are available for services performed and billed by RTCs, as described in Section 5(e), *Mental Health and Substance Use Disorder Benefits*.
  - RTCs must be: (1) operated pursuant to law; and (2) accredited by a nationally recognized organization, and licensed by the state, district or territory to provide residential treatment for mental health conditions and/or substance use disorder, or (3) credentialed by a network partner.
  - The term RTC does not include a convalescent home, extended care facility, skilled nursing facility, group home, halfway house, sober home, transitional living center or treatment, or any institution or part thereof which: 1) is used principally as a convalescent facility, nursing facility, or long-term care; 2) furnishes primarily domiciliary or custodial care, including training in the routines of daily living; or 3) is operating or licensed as a school.

- **Transitional care** **Specialty care:** If you have a chronic or disabling condition and
  - lose access to your specialist because we drop out of the Federal Employees Health Benefits (FEHB) Program and you enroll in another FEHB plan, or
  - lose access to your in-network specialist because we terminate our contract with your specialist for reasons other than for cause,

you may be able to continue seeing your specialist and receiving any in-network benefits for up to 90 days after you receive notice of the change. Contact us or, if we drop out of the Program, contact your new plan.

If you are in the second or third trimester of pregnancy and you lose access to your in-network specialist based on the above circumstances, you can continue to see your specialist and your in-network benefits will continue until the end of your postpartum care, even if it is beyond the 90 days.

- **If you are hospitalized when your enrollment begins** We pay for covered services from the effective date of your enrollment. However, if you are in the hospital when your enrollment in our Plan begins, call our customer service department immediately at 800-821-6136. If you are new to the FEHB Program, we will reimburse you for your covered services while you are in the hospital beginning on the effective date of your coverage.

If you changed from another FEHB plan to us, your former plan will pay for the hospital stay until:

- You are discharged, not merely moved to an alternative care center;
- The day your benefits from your former plan run out; or
- The 92<sup>nd</sup> day after you become a member of this Plan, whichever happens first.

These provisions apply only to the benefits of the hospitalized person. If your plan terminates participation in the FEHB in whole or in part, or if OPM orders an enrollment change, this continuation of coverage provision does not apply. In such cases, the hospitalized person's benefits under the new plan begin on the effective date of enrollment.

**You need prior Plan approval for certain services**

**Precertification** is the process by which we evaluate the medical necessity of your hospital stay and the number of days required to treat your condition. In most cases, your network physician will make necessary hospital arrangements and supervise your care. If you are using a non-network provider or facility, you are responsible for contacting the Plan at 866-257-0721.

- **Inpatient facility admission** Your plan physician or specialist will make necessary inpatient arrangements and supervise your care. This includes admission for a Hospital, Long Term Acute Care, Residential Treatment Center (RTC), Skilled nursing Facility (SNF) or Rehabilitation Facility stay.

Because you are still responsible for ensuring that we are asked to precertify your care, always ask your physician or hospital whether or not they have contacted the Plan.

If you are using a non-network provider or facility, you are responsible for contacting the Plan at 866-257-0721 to determine coverage and obtain precertification for these types of admissions.

**Warning**

Network Plan physicians must provide or arrange your in-network care and get precertification or preauthorization for certain services and/or procedures, including but not limited to those noted below in *Other services that require preauthorization*. For out-of-network facilities on the Elevate Option, you are responsible for obtaining precertification for these services.

**Note: Avoid paying providers for services prior to preauthorization. It is important to assure services are authorized and provided by a covered provider or facility.**

**You must get precertification for certain services prior to admission.** Failure to do so will result in the following penalties, unless due to a medical emergency:

- Out-of-network (Elevate Option only):
  - We will reduce our benefits for the Inpatient Hospital stay, Long Term Acute Care, Residential Treatment Center (RTC), Skilled Nursing (SNF), or Rehabilitation Facility stay by **\$500 per day for each day that is not precertified prior to admission, limited to a maximum penalty of \$5,000 per admission.** If the stay is not medically necessary, we will only pay for any covered medical services and supplies that are otherwise payable on an outpatient basis.
  - Out-of-network facilities must, prior to admission, agree to abide by the terms established by the Plan for the care of the particular member and for the submission and processing of related claims.

#### **Exceptions**

You do not need precertification in these cases:

- You are admitted to a hospital outside the United States, or the procedure is performed outside the United States;
- You have another health insurance policy that is the primary payor for the hospital stay or other services, including Medicare Part A and B or Part B only;
- The procedure is performed when you are an inpatient in a hospital or observation stay; or
- The procedure is performed as an emergency.

Note: If you exhaust your Medicare hospital benefits and do not want to use your Medicare lifetime reserve days, then we will become the primary payor and you **do** need precertification.

- **Other services that require preauthorization**

Some surgeries and procedures, services and equipment require a precertification or preauthorization such as, but not limited to, the following list. Please note this list is subject to change upon notification to Plan providers. Please call to verify if your procedure/ services require preauthorization. Refer to the back of your member ID card under the heading *Prior Authorization* for contact information.

Services requiring preauthorization or medical necessity determination may be reviewed with guidelines as described at [www.geha.com/CriteriaSourcesElevate](http://www.geha.com/CriteriaSourcesElevate).

- Applied Behavioral Analysis (ABA)
- Arthroplasty
- Artificial insemination (AI) drugs and IVF-related drugs
- Artificial insemination procedures (intravaginal insemination, intracervical insemination, intrauterine insemination)
- Bariatric surgery - Severe obesity surgery
- Bone growth stimulators
- Certain prescription drugs
- Chemotherapy and/or radiation therapy
- Clinical trials
- Computed tomography (CT) scans
- Congenital anomaly repair
- Discectomy/fusion
- Durable medical equipment over \$1,000
- Electro-convulsive therapy
- Genetic testing

- Growth hormone therapy (GHT)
- Harvesting of sperm/eggs and storage of sperm/embryos/eggs for iatrogenic infertility diagnosis
- Hysterectomy except for diagnosis of cancer
- Implantable cardiac monitoring
- Inpatient admissions
- Intensive outpatient therapy
- Lower extremity angiography
- Lower extremity invasive diagnostic and endovascular procedures
- Magnetic resonance imaging (MRI)
- Magnetic resonance angiogram (MRA)
- Non-emergency/air ambulance services
- Nuclear medicine studies including nuclear cardiology
- Orthognathic surgery
- Orthopedic and prosthetic devices over \$1,000
- Partial hospitalization
- PET scans
- Psychological and neuropsychological testing exceeding 8 hours/calendar year
- Reconstructive surgery
- Sleep apnea evaluation:
  - Surgery
  - Sleep studies (in-lab) - attended or performed in a healthcare facility (home sleep studies do not require preauthorization)
- Substance use disorder treatment
- Surgical treatment of gender dysphoria
- Transplants
- Vein ablation

**How to request precertification for an admission or get preauthorization for Other Services**

If the admission is non-urgent or to a non-network inpatient facility (Elevate Option only), you must get the admission authorized by calling the Plan at 866-257-0721. This must be done at least four business days before the admission. If the admission is an emergency or an urgent admission, you, your provider, your representative, or the hospital must notify us by calling 866-257-0721 within one business day, the same day of admission, or as soon as reasonably possible.

Provide the following information:

- Enrollee's name and plan identification number;
- Patient's name, birth date, and phone number;
- Reason for hospitalization, proposed treatment, or surgery;
- Name and phone number of admitting doctor;
- Name of hospital or facility; and
- Number of days requested for hospital stay.

- **Non-urgent care claims**

For non-urgent care claims, we will tell the physician and/or hospital the number of approved inpatient days, or the care that we approve for other services that must have precertification. We will make our decision within 15 days of receipt of the pre-service claim.

If matters beyond our control require an extension of time, we may take up to an additional 15 days for review and we will notify you of the need for an extension of time before the end of the original **15-day** period. Our notice will include the circumstances underlying the request for the extension and the date when a decision is expected.

If we need an extension because we have not received necessary information from you, our notice will describe the specific information required and we will allow you up to 60 days from the receipt of the notice to provide the information.

- **Urgent care claims**

If you have an **urgent care claim** (i.e., when waiting for the regular time limit for your medical care or treatment could seriously jeopardize your life, health, or ability to regain maximum function, or in the opinion of a physician with knowledge of your medical condition, would subject you to severe pain that cannot be adequately managed without this care or treatment), we will expedite our review and notify you of our decision within 72 hours. If you request that we review your claim as an urgent care claim, we will review the documentation you provide and decide whether or not it is an urgent care claim by applying the judgment of a prudent layperson that possesses an average knowledge of health and medicine.

If you fail to provide sufficient information, we will contact you within 24 hours after we receive the claim to let you know what information we need to complete our review of the claim. You will then have up to 48 hours to provide the required information. We will make our decision on the claim within 48 hours of (1) the time we received the additional information, or (2) the end of the time frame, whichever is earlier.

We may provide our decision orally within these time frames, but we will follow up with written or electronic notification within three days of oral notification.

You may request that your urgent care claim on appeal be reviewed simultaneously by us and OPM. Please let us know that you would like a simultaneous review of your urgent care claim by OPM either in writing at the time you appeal our initial decision, or by calling us at 800-821-6136. You may also call OPM's FEHB 3 at 202-606-0737 between 8 a.m. and 5 p. m. Eastern Time to ask for the simultaneous review. We will cooperate with OPM so they can quickly review your claim on appeal. In addition, if you did not indicate that your claim was a claim for urgent care, then call us at 800-821-6136. If it is determined that your claim is an urgent care claim, we will expedite our review (if we have not yet responded to your claim).

- **Concurrent care claims**

A concurrent care claim involves care provided over a period of time or over a number of treatments. We will treat any reduction or termination of our pre-approved course of treatment before the end of the approved period of time or number of treatments as an appealable decision. This does not include reduction or termination due to benefit changes or if your enrollment ends. If we believe a reduction or termination is warranted, we will allow you sufficient time to appeal and obtain a decision from us before the reduction or termination takes effect.

A reduction or termination of care can occur due to lack of medical necessity or the member's failure to demonstrate measurable progress towards the established treatment goals and further medical professional intervention is not expected to result in a significant improvement of the patient's condition.

If you request an extension of an ongoing course of treatment at least 24 hours prior to the expiration of the approved time period and this is also an urgent care claim, we will make a decision within 24 hours after we receive the claim.



- **Emergency inpatient admission** If you have an emergency admission due to a condition that you reasonably believe puts your life in danger or could cause serious damage to bodily function, you, your representative, the physician, or the hospital must phone us within one business day, the same day of admission, or as soon as reasonably possible following the emergency admission, even if you have been discharged from the hospital.
- **Maternity care** You do not need precertification of a maternity admission for a routine delivery. However, if your medical condition requires you to stay more than 48 hours after a vaginal delivery or 96 hours after a cesarean section, then your physician or the hospital must contact us for precertification of additional days. Further, if your baby stays after you are discharged, your physician or the hospital must contact us for precertification of additional days for your baby.  
  
Note: When a newborn requires definitive treatment during or after the mother’s hospital stay, the newborn is considered a patient in their own right. If the newborn is eligible for coverage, regular medical or surgical benefits apply rather than maternity benefits.
- **If your hospital stay needs to be extended** If your hospital stay - including for maternity care - needs to be extended, you, your representative, your doctor or the hospital must ask us to approve the additional days. If you remain in the hospital beyond the number of days we approved and did not get the additional days precertified, then
  - for the part of the admission that was medically necessary, we will pay inpatient benefits, but,
  - for the part of the admission that was not medically necessary, we will pay only medical services and supplies otherwise payable on an outpatient basis and will not pay inpatient benefits.
- **If your treatment needs to be extended** If you request an extension of an ongoing course of treatment at least 24 hours prior to the expiration of the approved time period and this is also an urgent care claim, we will make a decision within 24 hours after we receive the claim.
- If you disagree with our pre-service claim decision** If you have a **pre-service claim** and you do not agree with our decision regarding precertification of an inpatient admission or preauthorization of other services, you may request a review in accord with the procedures detailed below. If your claim is in reference to a contraceptive, call 844.4.GEHARX or 844-443-4279.  
  
If you have already received the service, supply, or treatment, then you have a **post-service claim** and must follow the entire disputed claims process detailed in Section 8.
- **To reconsider a non-urgent care claim** Within 6 months of our initial decision, you may ask us in writing to reconsider our initial decision. Follow Step 1 of the disputed claims process detailed in Section 8 of this brochure.  
  
In the case of a pre-service claim and subject to a request for additional information, we have 30 days from the date we receive your written request for reconsideration to:
  1. Precertify your hospital stay or, if applicable, arrange for the healthcare provider to give you the care or grant your request for preauthorization for a service, drug, or supply; or
  2. Ask you or your provider for more information. You or your provider must send the information so that we receive it within 60 days of our request. We will then decide within 30 more days. If we do not receive the information within 60 days, we will decide within 30 days of the date the information was due. We will base our decision on the information we already have. We will write to you with our decision.
  3. Write to you and maintain our denial.

- To reconsider an urgent care claim**

In the case of an appeal of a pre-service urgent care claim, within 6 months of our initial decision, you may ask us in writing to reconsider our initial decision. Follow Step 1 of the disputed claims process detailed in Section 8 of this brochure.

Unless we request additional information, we will notify you of our decision within 72 hours after receipt of your reconsideration request. We will expedite the review process, which allows oral or written requests for appeals and the exchange of information by phone, electronic mail, facsimile, or other expeditious methods.
- To file an appeal with OPM**

After we reconsider your **pre-service claim**, if you do not agree with our decision, you may ask OPM to review it by following Step 3 of the disputed claims process detailed in Section 8 of this brochure.

**Overseas claims**

For covered services you receive by physicians and hospitals outside the United States and Puerto Rico, send a completed Overseas Claim Form and the itemized bills to: GEHA, Foreign Claims Department, P.O. Box 21542, Eagan, MN 55121. You may obtain overseas claim forms from [www.geha.com/Claim](http://www.geha.com/Claim).

If you have questions about the processing of overseas claims, contact us at 877-320-9469 or by email [overseas@geha.com](mailto:overseas@geha.com). Covered providers outside the United States will be paid at the in-network level of benefits, subject to the plan deductible, copays and/or coinsurance. We will provide translation and currency conversion for claims for overseas (foreign) services. The conversion rate will be based on the date services were rendered.

Eligibility and/or medical necessity review is required when procedures are performed or you are admitted to a hospital, outside of the United States. Review includes the procedure/service to be performed, the number of days required to treat your condition, and any other applicable benefit criteria.

When members living abroad are stateside and seeking medical care, contact us at 800-821-6136, or visit [www.geha.com/find-care](http://www.geha.com/find-care) to locate an in-network provider. When you are seeking treatment stateside, all precertification and authorization requirements are applicable. If you utilize an out-of-network provider, out-of-network benefits would apply on the Elevate Option. Elevate Plus does not provide benefits for out-of-network providers, except in cases of emergency medical care.

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## Section 4. Your Costs for Covered Services

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This is what you will pay out-of-pocket for your covered care:

### **Coinsurance**

Coinsurance is the percentage of our allowance that you must pay for your care. Coinsurance doesn't begin until you meet your deductible. We will base this percentage on either the billed charge or the Plan allowance, whichever is less.

Example: Under the Elevate Option, you pay 50% of our allowance for out-of-network office visits and any difference between our allowance and the billed amount.

### **Copayments**

A copayment is a fixed amount of money you pay to the provider, facility, pharmacy, etc., when you receive certain services.

Example: When you see your in-network primary care provider (PCP), under the Elevate Plus Option you pay a copayment of \$30 per visit.

Note: If the billed amount (or the Plan allowance that providers we contract with have agreed to accept as payment in full) is less than your copayment, you pay the lower amount.

### **Cost-sharing**

Cost-sharing is the general term used to refer to your out-of-pocket costs (e.g., deductible, coinsurance, and copayments) for the covered care you receive.

### **Deductible**

A deductible is a fixed amount of covered expenses you must incur for certain covered services and supplies before we start paying benefits for them. Copayments and coinsurance amounts do not count toward any deductible. When a covered service or supply is subject to a deductible, only the Plan allowance for the service or supply counts toward the deductible.

#### **Elevate Plus Option**

**In-Network:** Under a Self Only enrollment, the deductible is considered satisfied and benefits are payable for you when your covered expenses applied to the calendar year deductible for your enrollment reach \$200. Under the Self Plus One and Self and Family enrollments, once the calendar year deductible amount of \$200 is satisfied for an individual, covered benefits are payable for that individual; the calendar year deductible is met for all family members when the covered expenses accumulated to the calendar year deductible for any combination of family members reaches the Self Plus One or the Self and Family limit of \$400.

**Out-of-Network:** Elevate Plus does not provide out-of-network benefits.

#### **Elevate Option**

**In-Network:** Under a Self Only enrollment, the deductible is considered satisfied and benefits are payable for you when your covered expenses applied to the calendar year deductible for your enrollment reach \$500. Under the Self Plus One and the Self and Family enrollments, once the calendar year deductible amount of \$500 is satisfied for an individual, covered benefits are payable for that individual; the calendar year deductible is met for all family members when the covered expenses accumulated to the calendar year deductible for any combination of family members reaches the Self Plus One or the Self and Family limit of \$1,000.

**Out-of-Network:** Under a Self Only enrollment, the deductible is considered satisfied and benefits are payable for you when your covered expenses applied to the calendar year deductible for your enrollment reach \$1,000. Under the Self Plus One and the Self and Family enrollments, once the calendar year deductible amount of \$1,000 is satisfied for an individual, covered benefits are payable for that individual; the calendar year deductible is met for all family members when the covered expenses accumulated to the calendar year deductible for any combination of family members reaches the Self Plus One or the Self and Family limit of \$2,000.

If the billed amount (or the Plan allowance that providers we contract with have agreed to accept as payment in full) is less than the remaining portion of your deductible, you pay the lower amount.

Example: If the billed amount is \$100, the provider has an agreement with us to accept \$80, and you have not paid any amount toward meeting your Elevate Option calendar year deductible, you must pay \$80. We will apply \$80 to your deductible. We will begin paying benefits once the remaining portion of your calendar year deductible (\$500 per person under Elevate Option for in-network providers) has been satisfied.

Note: If you change plans during Open Season and the effective date of your new plan is after January 1 of the next year, you do not have to start a new deductible under your prior plan between January 1 and the effective date of your new plan. If you change plans at another time during the year, you must begin a new deductible under your new plan.

If you change enrollment options in this Plan during the year, we will credit the amount of covered expenses already applied toward the deductible of your old option to the deductible of your new option.

**If your provider routinely waives your cost**

If your provider routinely waives (does not require you to pay) your copayments, deductibles, or coinsurance, the provider is misstating the fee and may be violating the law. In this case, when we calculate our share, we will reduce the provider's fee by the amount waived.

For example, under Elevate Plus, if your physician ordinarily charges \$100 for a service but routinely waives your 15% coinsurance, the actual charge is \$85. We will pay \$72.25 (85% of the actual charge of \$85).

**Waivers**

In some instances, a provider may ask you to sign a "waiver" prior to receiving care. This waiver may state that you accept responsibility for the total charge for any care that is not covered by your health plan. If you sign such a waiver, whether or not you are responsible for the total charge depends on the contracts that the Plan has with its providers. If you are asked to sign this type of waiver, please be aware that if benefits are denied for the services, you could be legally liable for the related expenses. If you would like more information about waivers, please contact us at 800-821-6136 or write to GEHA, P. O. Box 21542, Eagan, MN 55121.

**Differences between our allowance and the bill**

Our "Plan allowance" is the amount we use to calculate our payment for covered services. Fee-for-service plans arrive at their allowances in different ways, so their allowances vary. For more information about how we determine our Plan allowance, see the definition of Plan allowance in Section 10.

Often, the provider's bill is more than a fee-for-service plan's allowance. Whether or not you have to pay the difference between our allowance and the bill will depend on the provider you use. For more information about out-of-area services, see We have Point of Service (POS) benefits in Section 1.

- **In-network providers** agree to limit what they will bill you. Because of that, when you use a network provider, your share of covered charges consists only of your deductible and coinsurance or copayment. Here is an example about coinsurance: You see a network physician who charges \$150, but our allowance is \$100. If you have met your deductible, you are only responsible for your coinsurance. That is, with the Elevate Option, you pay just 25% of our \$100 allowance (\$25). Because of the agreement, your network physician will not bill you for the \$50 difference between our allowance and the bill.

- **Out-of-network providers**, on the other hand, have no agreement to limit what they will bill you. When you use a non-network provider, you will pay your deductible and coinsurance - plus any difference between our allowance and charges on the bill. Here is an example. You see an out-of-network physician who charges \$150 and our allowance is again \$100. Because you've met your deductible, you are responsible for your coinsurance, so with the Elevate Option you pay 50% of our \$100 allowance (\$50). Plus, because there is no agreement between the non-network physician and us, the physician can bill you for the \$50 difference between our allowance and the bill. Elevate Plus does not provide benefits for out-of-network providers, so you would pay 100% of the provider's billed charges.

The following example illustrates how much you have to pay out-of-pocket, under the Elevate Option, for services from an in-network physician vs. an out-of-network physician. This is an example of a service for which the physician charges \$150 and our allowance is \$100. The example shows the amount you pay if you have met your calendar year deductible under the Elevate Plan.

**EXAMPLE- Elevate**

**In-network physician**

Physician's charge: \$150

Our allowance: We set it at: \$100

We pay: 75% of our allowance: \$75

You owe: Coinsurance: 25% of our allowance: \$25

+Difference up to charge?: No: \$0

**TOTAL YOU PAY: \$25**

**Out-of-network physician**

Physician's charge: \$150

Our allowance: We set it at: \$100

We pay: 50% of our allowance: \$50

You owe: Coinsurance: 50% of our allowance: \$50

+Difference up to charge?: Yes: \$50

**TOTAL YOU PAY: \$100**

You should also see Section Important Notice About Surprise Billing - Know Your Rights below that describes your protections against surprise billing under the No Surprises Act.

For Elevate Plus and Elevate medical and surgical services, we pay 100% of our allowable amount for the remainder of the calendar year after out-of-pocket expenses for deductibles, coinsurance and copayments exceed:

**Your catastrophic protection out-of-pocket maximum for deductibles, coinsurance, and copayments**

• **In-network**

- For the Elevate Plus Option, the out-of-pocket maximum is \$7,000 for Self Only enrollment; \$14,000 when enrollment is Self Plus One or Self and Family when you use in-network providers.
- For the Elevate Option, the out-of-pocket maximum is \$8,500 for Self Only enrollment; \$17,000 when enrollment is Self Plus One or Self and Family if you use in-network providers.
- Only eligible out-of-pocket expenses from in-network providers count toward these limits.
- An individual under Self Plus One and Self and Family enrollment will never have to satisfy more than what is required for the out-of-pocket maximum under a Self only enrollment.

• **Out-of-network**

- Elevate Plus does not provide out-of-network benefits.
- For the Elevate Option, the out-of-pocket maximum is \$17,000 for Self Only enrollment; \$34,000 when enrollment is Self Plus One or Self and Family if you use out-of-network providers. Only eligible out-of-pocket expenses from out-of-network providers count toward these limits.
- An individual under Self Plus One and Self and Family enrollment will never have to satisfy more than what is required for the out-of-pocket maximum under a Self only enrollment.

Out-of-pocket expenses for in-network and out-of-network benefits are the expenses you pay for covered services.

The following cannot be counted toward catastrophic protection out-of-pocket expenses:

- Expenses you pay for non-covered services;
- Expenses in excess of our allowable amount or maximum benefit limitations;
- Charges incurred by failure to obtain pre-certification when using non-network facilities and other amounts you pay because benefits have been reduced/denied for non-compliance with the plans requirements (see Section 3);
- Expenses in excess of plan limits for dental;
- The cost for non-approved medication and drugs that we exclude; and
- The difference (Elevate Plus and Elevate Options) between the cost of the generic and brand name medication.

**Carryover**

If you changed to this Plan during Open Season from a plan with a catastrophic protection benefit and the effective date of the change was after January 1, any expenses that would have applied to that plan's catastrophic protection benefit during the prior year will be covered by your prior plan if they are for care you received in January before your effective date of coverage in this Plan. If you have already met your prior plan's catastrophic protection benefit level in full, it will continue to apply until the effective date of your coverage in this Plan. If you have not met this expense level in full, your prior plan will first apply your covered out-of-pocket expenses until the prior year's catastrophic level is reached and then apply the catastrophic protection benefit to covered out-of-pocket expenses incurred from that point until the effective date of your coverage in this Plan. Your prior plan will pay these covered expenses according to this year's benefits; benefit changes are effective January 1.

Note: If you change enrollment options in this Plan during the year, we will credit the amount of covered expenses already accumulated toward the catastrophic out-of-pocket limit of your old option to the catastrophic protection limit of your new option.

**If we overpay you**

We will make diligent efforts to recover benefit payments we made in error but in good faith. We may reduce subsequent benefit payments to offset overpayments.

**When Government facilities bill us**

Facilities of the Department of Veteran Affairs, the Department of Defense, and the Indian Health Service are entitled to seek reimbursement from us for certain services and supplies they provide to you or a family member. They may not seek more than their governing laws allow. You may be responsible to pay for certain services and charges. Contact the government facility directly for more information.

**Important Notice About Surprise Billing - Know Your Rights**

The No Surprises Act (NSA) is a federal law that provides you with protections against "surprise billing" and "balance billing" for out-of-network emergency services; out-of-network non-emergency services provided with respect to a visit to a participating health care facility; and out-of-network air ambulance services.

A surprise bill is an unexpected bill you receive for:

- emergency care - when you have little or no say in the facility or provider from whom you receive care, or for

- non-emergency services furnished by nonparticipating providers with respect to patient visits to participating health care facilities, or for
- air ambulance services furnished by nonparticipating providers of air ambulance services.

Balance billing happens when you receive a bill from the nonparticipating provider, facility, or air ambulance service for the difference between the nonparticipating provider's charge and the amount payable by your health plan.

Your health plan must comply with the NSA protections that hold you harmless from surprise bills.

For specific information on surprise billing, the rights and protections you have, and your responsibilities go to [www.geha.com](http://www.geha.com) or contact the health plan at 800-821-6136.

**The Federal Flexible Spending Account Program - FSAFEDS**

- **Healthcare FSA (HCFSA)** - Reimburses you for eligible out-of-pocket healthcare expenses (such as copayments, deductibles, **physician prescribed** over-the-counter drugs and medications, vision and dental expenses, and much more) for you, your tax dependents, and your adult children (through the end of the calendar year in which they turn 26).
- FSAFEDS offers paperless reimbursement for your HCFSA through a number of FEHB and FEDVIP plan, FSAFEDS will automatically reimburse your eligible out-of-pocket expenses based on the claim information it receives from your plan.

**Section 5. Elevate Plus and Elevate Benefits**

See Section 2, *Changes for 2024* for how our benefits changed this year. Pages 123 and 124 have benefits summaries of each option. Make sure that you review the benefits that are available under the option in which you are enrolled.

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## Elevate Plus and Elevate Overview

This Plan offers both an Elevate Plus Option and an Elevate Option. Both benefit packages are described in Section 5. Make sure that you review the benefits that are available under the option in which you are enrolled.

The Elevate Plus and Elevate Options Section 5 is divided into subsections. Please read *Important things you should keep in mind* about these benefits at the beginning of the subsections. For more information about services, see *We have Point of Service (POS) benefits* in Section 1. Also read the *General Exclusions* in Section 6; they apply to the benefits in the following subsections. To obtain claim forms, claims filing advice, or more information about Elevate Plus and Elevate benefits, contact us at 800-821-6136 or on our website at [www.geha.com/my-elevate](http://www.geha.com/my-elevate).

Each option offers unique features.

### Elevate Plus

- You must use in-network providers for your care to be eligible for benefits, except in certain circumstances, such as emergency care.
- Generic drugs: \$10 copay at an in-network retail pharmacy for a 30-day supply, \$20 for mail order up to a 90-day supply.
- Calendar year deductible of \$200 for Self Only enrollment and \$400 Self Plus One or Self and Family enrollment.
- 15% Coinsurance of our allowance after the deductible for certain inpatient and outpatient services.
- Predictable out-of-pocket copayments for many in-network healthcare services:
  - Telehealth visits at \$0 through MDLIVE.
  - MinuteClinic<sup>®</sup> copay of \$10/visit.
  - Office visit copay of \$30 to any primary care provider including family or general practitioners, pediatricians, OB/GYN and medical internists; specialist provider copay is \$50.
  - Urgent Care Facility copay of \$50.
- Extensive provider network and freedom to choose any doctor with extra savings when you see a preferred provider.
- No requirement to choose a single doctor as your primary physician.
- No referral needed to see a specialist. However, you might need preauthorization for certain services.

### Elevate

- Generic drugs: \$4 copay at an in-network retail pharmacy for a 30-day supply. This plan does not include a benefit for mail order.
- Low cost access to a wide variety of in-network providers for wellness and acute care visits:
  - Telehealth visits at \$0 through MDLIVE.
  - Copay of \$10/visit for:
    - MinuteClinic<sup>®</sup>
    - Primary care provider including family or general practitioners, pediatricians, OB/GYN and medical internists
    - Chiropractic and acupuncture services
  - Specialist office visit copay is \$30.
  - Urgent Care Facility copay of \$50.
- Extensive provider network and freedom to choose any doctor with extra savings when you see a preferred provider.
- No requirement to choose a single doctor as your primary physician.
- No referral needed to see a specialist. However, you might need preauthorization for certain services.

**Section 5(a). Medical Services and Supplies Provided by Physicians and Other Healthcare Professionals**

**Important things you should keep in mind about these benefits:**

- Please remember that all benefits are subject to the definitions, limitations, and exclusions in this brochure and are payable only when we determine they are medically necessary.
- Under the Elevate Plus Option, the calendar year deductible is \$200 per person (\$400 if enrollment is Self Plus One or Self and Family). We state whether or not the calendar year deductible applies for each benefit listed in this section.
- Under the Elevate Option, the calendar year deductible is \$500 per person (\$1,000 if enrollment is Self Plus One or Self and Family). If you use an out-of-network provider, the calendar year deductible is \$1,000 per person (\$2,000 if enrollment is Self Plus One or Self and Family). We state whether or not the calendar year deductible applies for each benefit listed in this section.
- Under the Elevate Option, the out-of-network benefits are the standard benefits of the Plan. In-network benefits apply only when you use an in-network provider. When no in-network provider is available, out-of-network benefits apply. Under the Elevate Plus Option, the in-network benefits are the standard benefits of the Plan.
- When you use an in-network hospital, the professionals who provide services to you in a hospital may not all be preferred providers. If the services are rendered by out-of-network providers at an in-network hospital, we will pay up to the Plan Allowance according to the No Surprises Act.
- We will provide in-network benefits if you are admitted to an out-of-network hospital due to a medical emergency. We will also provide in-network benefits for professionals who provide services in a non-network hospital, when admitted due to a medical emergency.
- **YOUR NETWORK PHYSICIAN MUST GET PREAUTHORIZATION FOR SOME IN-NETWORK SERVICES AND/OR PROCEDURES.** You are responsible for obtaining preauthorization for out-of-network services under the Elevate Option, and failure to do so may result in penalties. Please refer to the preauthorization information shown in Section 3 or call customer service to be sure which services require preauthorization.
- Be sure to read Section 4, *Your Costs for Covered Services*, for valuable information about how cost-sharing works. Also, read Section 9 for information about how we pay if you have other coverage, or if you are age 65 or over.
- The coverage and cost-sharing listed below are for services provided by physicians and other healthcare professionals for your medical care. See Section 5(c), for cost-sharing associated with the facility (i.e., hospital, surgical center, etc.).
- The services listed below are for the charges billed by a physician or other healthcare professional for your surgical care. See Section 5(c) for charges associated with a facility (i.e., hospital, or other outpatient facility, etc.).
- Medications may be available under the prescription drug benefit and may require prior authorization. Specialty drugs obtained outside of the pharmacy benefit may be subject to additional cost share as outlined in Section 5(f), *Specialty drug benefits*.
- Benefits for certain self-injectable (self-administered) drugs are available for coverage only when dispensed by a pharmacy, under the pharmacy benefit.

## Elevate Plus and Elevate Options

Benefits Description	You pay	
<p><b>Note: For both the Elevate Plus and Elevate Options, we state whether or not the calendar year deductible applies for each benefit listed in this Section.</b></p>		
Diagnostic and treatment services	Elevate Plus	Elevate
<p>Professional services of physicians</p> <ul style="list-style-type: none"> <li>• In physician's office</li> <li>• Office medical consultations</li> <li>• Home visits by a physician</li> <li>• Second surgical opinions</li> <li>• Advance care planning</li> </ul>	<p>In-network: \$30 copayment for office visits to primary care providers (no deductible); \$50 copayment for office visits to specialists (no deductible)</p> <p>Out-of-network: You pay all charges</p>	<p>In-network: \$10 copayment for office visits to primary care providers (no deductible); \$30 copayment for office visits to specialists (no deductible)</p> <p>Out-of-network: 50% of the Plan allowance (deductible applies) and any difference between our allowance and the billed amount</p>
<p><b>MinuteClinic®</b></p> <p>MinuteClinic® is available in several states and the District of Columbia. Walk-in medical clinics are located inside select CVS pharmacy locations and no appointment is necessary.</p> <p>MinuteClinic® is staffed by certified family nurse practitioners and physician assistants who diagnose, treat and write prescriptions for common illnesses, injuries and skin conditions. MinuteClinic® also offers physical exams, routine vaccinations and screenings for disease monitoring. To locate a MinuteClinic®, visit <a href="http://www.cvs.com/minuteclinic/clinic-locator">www.cvs.com/minuteclinic/clinic-locator</a> or call 866-389-2727.</p>	<p>\$10 copayment for office visit (no deductible)</p> <p>Note: Other services rendered may take additional cost share.</p>	<p>\$10 copayment for office visit (no deductible)</p> <p>Note: Other services rendered may take additional cost share.</p>
Telehealth	Elevate Plus	Elevate
<p>MDLIVE Telehealth professional services for:</p> <ul style="list-style-type: none"> <li>• Minor acute conditions (see Section 10 for definition)</li> <li>• Dermatology conditions (see Section 10 for definition)</li> </ul> <p>Note: Services must be provided through MDLIVE at <a href="https://members.mdlive.com/geha-callmd/">https://members.mdlive.com/geha-callmd/</a> or call 888-912-1183.</p> <p>Note: For more information on telehealth benefits, please see Section 5(h), <i>Wellness and Other Special Features</i>.</p>	<p>Nothing (no deductible)</p>	<p>Nothing (no deductible)</p>
<p>Telehealth visit provided by a healthcare provider other than MDLIVE.</p>	<p>In-network: \$30 copayment for office visits to primary care providers (no deductible); \$50 copayment for office visits to specialist (no deductible)</p> <p>Out-of-network: You pay all charges</p>	<p>In-network: \$10 copayment for office visits to primary care providers (no deductible); \$30 copayment for office visits to specialist (no deductible)</p> <p>Out-of-network: 50% of the Plan allowance (deductible applies) and any difference between our allowance and the billed amount</p>

## Elevate Plus and Elevate Options

Benefits Description	You pay	
Lab, X-ray and other diagnostic tests	Elevate Plus	Elevate
<p>Diagnostic tests, such as but not limited to:</p> <ul style="list-style-type: none"> <li>• Blood tests</li> <li>• Urinalysis</li> <li>• Pathology</li> <li>• Non-routine Pap test</li> </ul> <p>Note: We cover up to 16 tests for Urine Drug Testing (UDT) per person per calendar year.</p> <p>Note: See Section 5(c) for any applicable outpatient facility charges.</p> <p>Note: On the Elevate Option, if your in-network provider uses an out-of-network lab, imaging facility or radiologist, we will pay out-of-network benefits for lab and radiology charges.</p>	<p>In-network: \$0 (no deductible)</p> <p>Out-of-network: You pay all charges</p>	<p>In-network: 25% of the Plan allowance (deductible applies)</p> <p>Out-of-network: 50% of the Plan allowance (deductible applies) and any difference between our allowance and the billed amount</p>
<p>Diagnostic tests, such as but not limited to:</p> <ul style="list-style-type: none"> <li>• X-ray</li> <li>• Ultrasound</li> <li>• Electrocardiogram and EEG</li> <li>• Non-routine mammogram</li> <li>• Neurological testing</li> </ul> <p>Note: See Section 5(c) for any applicable outpatient facility charges.</p> <p>Note: See Section 5(b) and 5(c) for applicable charges for non-routine colonoscopy procedures.</p> <p>Note: On the Elevate Option, if your in-network provider uses an out-of-network lab, imaging facility or radiologist, we will pay out-of-network benefits for lab and radiology charges.</p>	<p>In-network: \$50 copayment (no deductible)</p> <p>Out-of-network: You pay all charges</p>	<p>In-network: 25% of the Plan allowance (deductible applies)</p> <p>Out-of-network: 50% of the Plan allowance (deductible applies) and any difference between our allowance and the billed amount</p>
<p>Diagnostic tests, such as but not limited to:</p> <ul style="list-style-type: none"> <li>• Double-contrast barium enemas</li> <li>• Bone density tests</li> <li>• Diagnostic genetic testing and screening (preauthorization required for genetic testing)</li> </ul> <p>Note: See Section 5(c) for any applicable outpatient facility charges.</p> <p>Note: Preauthorization may be required for these tests.</p> <p>Note: Benefits are available for diagnostic genetic testing and genetic screenings when it is medically necessary to diagnose and/or manage a patient's existing medical condition. Medical necessity is determined by the plan using evidence-based medicine. Benefits are not provided for genetic panels when some or all of the tests included in the panel are experimental or investigational or are not medically necessary.</p>	<p>In-network: 15% of the Plan allowance (deductible applies)</p> <p>Out-of-network: You pay all charges</p>	<p>In-network: 25% of the Plan allowance (deductible applies)</p> <p>Out-of-network: 50% of the Plan allowance (deductible applies) and any difference between our allowance and the billed amount</p>

*Lab, X-ray and other diagnostic tests - continued on next page*

## Elevate Plus and Elevate Options

Benefits Description	You pay	
<b>Lab, X-ray and other diagnostic tests (cont.)</b>	<b>Elevate Plus</b>	<b>Elevate</b>
<p>Note: On the Elevate Option, if your in-network provider uses an out-of-network lab, imaging facility or radiologist, we will pay out-of-network benefits for lab and radiology charges.</p>	<p>In-network: 15% of the Plan allowance (deductible applies)</p> <p>Out-of-network: You pay all charges</p>	<p>In-network: 25% of the Plan allowance (deductible applies)</p> <p>Out-of-network: 50% of the Plan allowance (deductible applies) and any difference between our allowance and the billed amount</p>
<p>Diagnostic tests, such as but not limited to:</p> <ul style="list-style-type: none"> <li>• CT, MRI, MRA, Nuclear Cardiology and PET studies</li> </ul> <p>Note: See Section 5(c) for any applicable outpatient facility charges.</p> <p>Note: Preauthorization may be required for these tests.</p> <p>Note: On the Elevate Option, if your in-network provider uses an out-of-network lab, imaging facility or radiologist, we will pay out-of-network benefits for lab and radiology charges.</p>	<p>In-network: \$100 copayment (no deductible)</p> <p>Out-of-network: You pay all charges</p>	<p>In-network: 25% of the Plan allowance (deductible applies)</p> <p>Out-of-network: 50% of the Plan allowance (deductible applies) and any difference between our allowance and the billed amount</p>
<p>Sleep Study (Polysomnography)</p> <ul style="list-style-type: none"> <li>• Home</li> <li>• In-Lab</li> </ul> <p>Note: In-Lab requires preauthorization.</p> <p>Note: Refer to Section 5(c) for outpatient facility fees associated with in-lab sleep studies.</p>	<p>In-network: 15% of the Plan allowance (deductible applies)</p> <p>Out-of-network: You pay all charges</p>	<p>In-network: 25% of the Plan allowance (deductible applies)</p> <p>Out-of-network: 50% of the Plan allowance (deductible applies) and any difference between our allowance and the billed amount</p>
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <li>• <i>Professional fees for automated lab tests.</i></li> <li>• <i>Physical, psychiatric, or psychological exams and testing required for obtaining or continuing employment or insurance, attending schools or camps, sports physicals, travel, related to judicial or administrative proceedings or orders, or required to obtain or maintain a license of any type.</i></li> <li>• <i>Immunizations, boosters, and medications required for obtaining, continuing, or maintaining insurance, a license of any type, employment and/or work-related exposure, attending camps, sports physicals, or for travel; unless Section 5(a), Preventive Care coverage criteria are met.</i></li> <li>• <i>Home test kits including but not limited to HIV and drug home test kits, except as specified by the brochure.</i></li> <li>• <i>Testing ordered by or on behalf of third parties (e.g., schools, courts, employers, etc.)</i></li> </ul>	<p><i>All charges</i></p>	<p><i>All charges</i></p>

Benefits Description	You pay	
Preventive care, adult	Elevate Plus	Elevate
<p>Routine physical every year.</p> <p><b>The following preventive services are covered at the age and frequency limits recommended at each of the links below.</b></p> <ul style="list-style-type: none"> <li>• Immunizations such as Pneumococcal pneumonia, influenza, varicella/shingles, tetanus/Tdap, and human papillomavirus (HPV). For a complete list of immunizations go to the Centers for Disease Control and prevention (CDC) website at <a href="https://www.cdc.gov/vaccines/schedules/">https://www.cdc.gov/vaccines/schedules/</a></li> <li>• Preventive screenings recommended by the U.S. Preventive Services Task Force (USPSTF) with A or B rating, such as: <ul style="list-style-type: none"> <li>- Lung cancer</li> <li>- Osteoporosis</li> <li>- Depression</li> <li>- Diabetes</li> <li>- High blood pressure</li> <li>- Total blood cholesterol</li> <li>- HIV</li> <li>- Hepatitis C virus infection</li> <li>- Colorectal cancer screening, including fecal occult blood test, colonoscopy, sigmoidoscopy, FIT DNA</li> <li>- For a complete list of A/B recommended screenings go the USPSTF website at <a href="https://shorturl.at/hovHM">https://shorturl.at/hovHM</a>.</li> </ul> </li> <li>• Individual counseling on prevention and reducing health risks</li> <li>• Preventive care benefits for women such as: <ul style="list-style-type: none"> <li>- Breast cancer screening</li> <li>- Cervical cancer screening (Pap smears)</li> <li>- Contraceptive methods and counseling</li> <li>- Annual counseling for sexually transmitted infections (including chlamydia, gonorrhea, HPV, HIV)</li> <li>- Gonorrhea prophylactic medication to protect newborns</li> <li>- Screening for interpersonal and domestic violence</li> <li>- Perinatal depression counseling and interventions</li> <li>- For a complete list of preventive care benefits for women go to the Health and Human Services (HHS) website at <a href="http://www.healthcare.gov/preventive-care-women/">www.healthcare.gov/preventive-care-women/</a></li> </ul> </li> <li>• Medical Nutrition Therapy and Intensive Behavioral Therapy for the prevention of obesity related comorbidities as recommended under the U.S. Preventive Services Task Force (USPSTF) A and B recommendations.</li> </ul> <p>Note: Screenings subject to appropriate age and gender requirements, see additional online references below.</p>	<p>In-network: Nothing (no deductible)</p> <p>Out-of-network: You pay all charges</p>	<p>In-network: Nothing (no deductible)</p> <p>Out-of-network: 50% of the Plan allowance (deductible applies) and any difference between our allowance and the billed amount</p>
<p>Routine mammogram - covered, including 3D mammograms</p>	<p>In-network: Nothing (no deductible)</p>	<p>In-network: Nothing (no deductible)</p>

*Preventive care, adult - continued on next page*

## Elevate Plus and Elevate Options

Benefits Description	You pay	
Preventive care, adult (cont.)	Elevate Plus	Elevate
<ul style="list-style-type: none"> <li>This coverage will include breast ultrasound performed after inconclusive breast cancer screening exam.</li> </ul> <p>To build your personalized list of preventive services go to <a href="https://health.gov/myhealthfinder">https://health.gov/myhealthfinder</a></p>	<p>In-network: Nothing (no deductible)</p> <p>Out-of-network: You pay all charges</p>	<p>In-network: Nothing (no deductible)</p> <p>Out-of-network: 50% of the Plan allowance (deductible applies) and any difference between our allowance and the billed amount</p>
<p>Adult immunizations endorsed by the Centers for Disease Control and Prevention (CDC) based on the Advisory Committee on Immunization Practices (ACIP) schedule</p> <p>Note: See Section 5(a), under <i>Educational classes and programs</i>, for coverage of tobacco cessation treatment.</p> <p>Note: Any procedure, injection, diagnostic service, laboratory, or X-ray service done in conjunction with a routine examination and is not included in the preventive listing of services will be subject to the applicable member copayments, coinsurance, and deductible.</p>	<p>In-network: Nothing (no deductible)</p> <p>Out-of-network: You pay all charges</p>	<p>In-network: Nothing (no deductible)</p> <p>Out-of-network: 50% of the Plan allowance (deductible applies) and any difference between our allowance and the billed amount</p>
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <li><i>Professional fees for automated lab tests</i></li> <li><i>Physical, psychiatric, or psychological exams and testing required for obtaining or continuing employment or insurance, attending schools or camps, sports physicals, travel, related to judicial or administrative proceedings or orders, or required to obtain or maintain a license of any type.</i></li> <li><i>Immunizations, boosters, and medications required for obtaining, continuing, or maintaining insurance, a license of any type, employment and/or work-related exposure, attending camps, sports physicals, or for travel; unless Section 5(a), Preventive Care coverage criteria are met.</i></li> </ul>	<p><i>All charges</i></p>	<p><i>All charges</i></p>
Preventive care, children	Elevate Plus	Elevate
<p><b>The following preventive services are covered at the time interval recommended at each of the links below.</b></p> <ul style="list-style-type: none"> <li>- Well-child visits, examinations, and other preventive services as described in the Bright Future Guidelines provided by the American Academy of Pediatrics. For a complete list of the American Academy of Pediatrics Bright Futures Guidelines go to <a href="https://brightfutures.aap.org">https://brightfutures.aap.org</a></li> <li>- Immunizations such as DTaP/Tdap, Polio, Measles, Mumps, and Rubella (MMR), and Varicella/Shingles. For a complete list of immunizations go to the Centers for Disease Control (CDC) website at <a href="https://www.cdc.gov/vaccines/schedules/index.html">https://www.cdc.gov/vaccines/schedules/index.html</a></li> <li>- You may also find a complete list of preventive care services recommended under the U.S. Preventive Services <a href="https://shorturl.at/hovHM">https://shorturl.at/hovHM</a>.</li> <li>• To build your personalized list of preventive services go to <a href="https://health.gov/myhealthfinder">https://health.gov/myhealthfinder</a></li> </ul>	<p>In-network: Nothing (no deductible)</p> <p>Out-of-network: You pay all charges</p>	<p>In-network: Nothing (no deductible)</p> <p>Out-of-network: 50% of the Plan allowance (deductible applies) and any difference between our allowance and the billed amount</p>



## Elevate Plus and Elevate Options

Benefits Description	You pay	
Preventive care, children (cont.)	Elevate Plus	Elevate
<p>Note: See Section 5(a), under <i>Educational classes and programs</i>, for coverage of tobacco cessation treatment.</p> <p>Note: Any procedure, injection, diagnostic service, laboratory, or X-ray service done in conjunction with a routine examination and is not included in the preventive recommended listing of services will be subject to the applicable member copayments, coinsurance, and deductible.</p> <p>Note: Screening and counseling for childhood obesity is covered as preventive.</p>	<p>In-network: Nothing (no deductible)</p> <p>Out-of-network: You pay all charges</p>	<p>In-network: Nothing (no deductible)</p> <p>Out-of-network: 50% of the Plan allowance (deductible applies) and any difference between our allowance and the billed amount</p>
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <li>• <i>Professional fees for automated lab tests</i></li> <li>• <i>Physical, psychiatric, or psychological exams and testing required for obtaining or continuing employment or insurance, attending schools or camps, sports physicals, travel, related to judicial or administrative proceedings or orders, or required to obtain or maintain a license of any type.</i></li> <li>• <i>Immunizations, boosters, and medications required for obtaining, continuing, or maintaining insurance, a license of any type, employment and/or work-related exposure, attending camps, sports physicals, or for travel; unless Section 5(a), Preventive Care coverage criteria are met.</i></li> </ul>	<p><i>All charges</i></p>	<p><i>All charges</i></p>
Maternity care	Elevate Plus	Elevate
<p>Complete maternity (obstetrical) care, such as:</p> <ul style="list-style-type: none"> <li>• Screening for gestational diabetes</li> <li>• Prenatal and Postpartum care</li> <li>• Delivery professional fees</li> <li>• Bacteriuria screening</li> <li>• Screening and counseling for prenatal and postpartum depression</li> </ul> <p>Note: Refer to Section 5(c) for applicable maternity inpatient facility fees.</p> <p>Note: Here are some things to keep in mind:</p> <ul style="list-style-type: none"> <li>• You do not need to precertify your vaginal delivery; see Section 3, <i>How You Get Care</i> for other circumstances, such as extended stays for you or your baby.</li> <li>• You may remain in the hospital up to 48 hours after a vaginal delivery and 96 hours after a cesarean delivery. We will cover an extended stay if medically necessary.</li> <li>• Skilled nursing services, intravenous/infusion therapy, and injections are covered the same as other medical (not maternity) benefits for diagnostic and treatment services.</li> <li>• We cover routine nursery care of the newborn child during the covered portion of the mother's maternity stay.</li> </ul>	<p>In-network: Nothing for routine, preventive prenatal care or the first postpartum care visit (no deductible)</p> <p>Out-of-network: You pay all charges</p>	<p>In-network: Nothing for routine, preventive prenatal care or the first postpartum care visit (no deductible)</p> <p>Out-of-network: 50% of the Plan allowance (deductible applies) and any difference between our allowance and the billed amount</p>

*Maternity care - continued on next page*

## Elevate Plus and Elevate Options

Benefits Description	You pay	
	Elevate Plus	Elevate
<p><b>Maternity care (cont.)</b></p> <ul style="list-style-type: none"> <li>We will cover other care of an infant who requires non-routine treatment if we cover the infant under Self Plus One or Self and Family enrollment. Surgical benefits, not maternity benefits, apply to circumcision.</li> <li>We pay hospitalization and surgeon services for non-maternity care the same as for illness and injury. See hospital benefits, Section 5(c), and surgery benefits, Section 5(b).</li> </ul> <p>Note: When a newborn requires non-routine or definitive treatment during or after the mother’s hospital stay, the newborn is considered a patient in their own right. If the newborn is eligible for coverage, regular medical or surgical benefits apply rather than maternity benefits.</p> <p>Note: Maternity care expenses incurred by a Plan member serving as a surrogate mother are covered by the Plan subject to reimbursement from the other party according to the surrogacy contract or agreement. The involved Plan member must execute our Reimbursement Agreement against any payment she may receive under a surrogacy contract or agreement. Expenses of the newborn child are not covered under this or any other benefit in a surrogate mother situation.</p> <p>Note: Refer to Section 5(a), Educational classes and programs for information on Childbirth education classes.</p> <p>Note: See Section 5(h) for information on GEHA's Family Planning Care Program.</p>	<p>In-network: Nothing for routine, preventive prenatal care or the first postpartum care visit (no deductible)</p> <p>Out-of-network: You pay all charges</p>	<p>In-network: Nothing for routine, preventive prenatal care or the first postpartum care visit (no deductible)</p> <p>Out-of-network: 50% of the Plan allowance (deductible applies) and any difference between our allowance and the billed amount</p>
<p>Breastfeeding support and counseling for each birth.</p> <p>Breast pump and supplies:</p> <ul style="list-style-type: none"> <li>One personal use, double channel electric breast pump with double suction capability every 12 months when purchased with a prescription for birth/delivery.</li> <li>An initial, all-inclusive supply kit is provided with a new pump order. Replacement supplies and supply kits are allowed when necessary for pump operation.</li> <li>There is no cost to the member when the designated pump is obtained through a contracted provider. For more information visit <a href="http://www.geha.com/Maternity">www.geha.com/Maternity</a>.</li> </ul>	<p>In-network: Nothing (no deductible)</p> <p>Out-of-network: You pay all charges</p>	<p>In-network: Nothing (no deductible)</p> <p>Out-of-network: 50% of the Plan allowance (deductible applies) and any difference between our allowance and the billed amount</p>
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <li><i>Home uterine monitoring devices</i></li> <li><i>Services for birth coaching or labor support</i></li> </ul>	<p><i>All charges</i></p>	<p><i>All charges</i></p>

## Elevate Plus and Elevate Options

Benefits Description	You pay	
Family planning	Elevate Plus	Elevate
<p>A range of voluntary family planning services, limited to:</p> <ul style="list-style-type: none"> <li>• Contraceptive methods and annual counseling</li> <li>• Voluntary sterilizations, limited to               <ul style="list-style-type: none"> <li>- Vasectomy</li> <li>- Tubal ligation</li> </ul> </li> <li>• Surgically implanted contraceptives</li> <li>• Injectable contraceptive drugs</li> <li>• Intrauterine devices (IUDs)</li> <li>• Diaphragms</li> </ul> <p>Note: We cover other oral contraceptives under the <i>Prescription drug benefits</i> in Section 5(f).</p>	<p>In-network: Nothing (no deductible)</p> <p>Out-of-network: You pay all charges</p>	<p>In-network: Nothing (no deductible)</p> <p>Out-of-network: 50% of the Plan allowance (deductible applies) and any difference between our allowance and the billed amount</p>
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <li>• <i>Reversal of voluntary surgical sterilizations</i></li> <li>• <i>Genetic counseling</i></li> <li>• <i>Preimplantation genetic diagnosis (PGD)</i></li> <li>• <i>Expenses for sperm storage except in cases of iatrogenic infertility</i></li> </ul>	<i>All charges</i>	<i>All charges</i>
Infertility services	Elevate Plus	Elevate
<p>Infertility is defined as the inability to conceive pregnancy within a 12-month period for individuals under age 35 (6 months for persons aged 35 or older) through unprotected intercourse or artificial insemination. Infertility may also be established through evidence of medical history and diagnostic testing.</p> <p>Diagnosis and treatment of infertility is covered and is specific to procedures listed below, except as shown in the <i>Not covered</i> section below.</p> <ul style="list-style-type: none"> <li>• Artificial insemination is a surgical procedure for the introduction of sperm or semen into the vagina, cervix, or uterus to produce pregnancy. Artificial insemination procedures and related services and supplies may be covered when medically necessary, including:               <ul style="list-style-type: none"> <li>- Intravaginal insemination (IVI), except if performed outside of clinical setting</li> <li>- Intracervical insemination (ICI)</li> <li>- Intrauterine insemination (IUI)</li> </ul> </li> <li>• Fertility drugs (See Section 5(f), <i>Prescription Drug Benefits</i>, Plan limits apply.)</li> </ul> <p>Note: See Section 5(a), <i>Lab, X-ray and other diagnostic tests</i> for cost share associated with diagnostic testing.</p> <p>Note: See Section 5(b), <i>Surgical procedures</i> for cost share associated with covered surgical services.</p>	<p>In-network: 15% of the Plan allowance (deductible applies)</p> <p>Out-of-network: You pay all charges</p>	<p>In-network: 25% of the Plan allowance (deductible applies)</p> <p>Out-of-network: 50% of the Plan allowance (deductible applies) and any difference between our allowance and the billed amount</p>

*Infertility services - continued on next page*

## Elevate Plus and Elevate Options

Benefits Description	You pay	
Infertility services (cont.)	Elevate Plus	Elevate
<p>Note: See Section 5(h) for information on GEHA's Family Planning Care Program.</p> <p>Note: Preauthorization is required, see Section 3.</p>	<p>In-network: 15% of the Plan allowance (deductible applies)</p> <p>Out-of-network: You pay all charges</p>	<p>In-network: 25% of the Plan allowance (deductible applies)</p> <p>Out-of-network: 50% of the Plan allowance (deductible applies) and any difference between our allowance and the billed amount</p>
<p><b>Iatrogenic infertility (see definition in Section 10)</b></p> <ul style="list-style-type: none"> <li>• Standard fertility preservation procedures (retrieval of and freezing of eggs and sperm) for members who have been diagnosed with iatrogenic infertility include: <ul style="list-style-type: none"> <li>- collection of sperm</li> <li>- cryopreservation of sperm</li> <li>- cryopreservation of embryo</li> <li>- collection of oocyte</li> <li>- cryopreservation of oocyte</li> <li>- benefits limited to up to 12 months of storage of sperm, oocytes and embryo</li> </ul> </li> <li>• Also includes infertility associated with medical and surgical gender affirmation.</li> </ul> <p>Note: Requires Preauthorization. See Section 3.</p> <p>Note: See Section 5(c) for facility-related benefits.</p> <p>Note: See Section 5(h) for information on GEHA's Family Planning Care Program.</p>	<p>In-network: \$30 copayment for office visits to primary care providers (no deductible); \$50 copayment for office visits to specialists (no deductible)</p> <p>Out-of-network: You pay all charges</p>	<p>In-network: \$10 copayment for office visits to primary care providers (no deductible); \$30 copayment for office visits to specialists (no deductible)</p> <p>Out-of-network: 50% of the Plan allowance (deductible applies) and any difference between our allowance and the billed amount</p>
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <li>• <i>Assisted reproductive technology (ART), See Section 10, Definitions. (Procedures which involve surgically removing eggs from the ovaries, combining them with sperm in the laboratory, and returning them to the birthing person's body or donating them to another person), including:</i> <ul style="list-style-type: none"> <li>- <i>In vitro fertilization (IVF), See Section 10, Definitions. (A method of assisted reproduction that involves combining an egg with sperm in a laboratory), including IVF needed due to iatrogenic infertility.</i></li> <li>- <i>Embryo transfer and gamete intrafallopian transfer (GIFT) and zygote intrafallopian transfer (ZIFT)</i></li> </ul> </li> <li>• <i>Charges for gestational carrier or surrogacy, including antenatal appointments and labor/delivery services</i></li> <li>• <i>Charges for procedures to collect, analyze, manipulate, or otherwise treat gametes (sperm and ova) when the partner or donor who produces the gamete is not a covered patient on the plan</i></li> </ul>	<p><i>All charges</i></p>	<p><i>All charges</i></p>

*Infertility services - continued on next page*

## Elevate Plus and Elevate Options

Benefits Description	You pay	
Infertility services (cont.)	Elevate Plus	Elevate
<ul style="list-style-type: none"> <li>• Collection of unfertilized eggs/sperm and storage of fertilized and/or unfertilized eggs/sperm except in cases of iatrogenic infertility</li> <li>• Cost of donor sperm</li> <li>• Cost of donor egg</li> <li>• Elective preservation for reasons other than listed above, such as egg freezing sought due to natural aging</li> <li>• Fertility drugs, provided by facilities or physicians, including ovulation induction cycles while on injectable medication to stimulate the ovaries. Fertility drugs must be obtained through the pharmacy benefit, see Section 5(f), Prescription Drug Benefits and Specialty Drug Benefits. Medications will not be covered when dispensed by other sources, including physician offices, home health agencies and outpatient hospitals.</li> <li>• Genetic counseling</li> <li>• Infertility services after voluntary sterilizations</li> <li>• Preimplantation diagnosis, testing, and/or screening of eggs, sperm, or embryos</li> <li>• Reversal of voluntary surgical sterilizations</li> <li>• Services and supplies related to non-covered ART procedures, such as in vitro fertilizations or home insemination procedures</li> <li>• Treatments such as artificial insemination, assisted reproductive technology, and/or in vitro fertilization prior to establishing diagnosis of infertility. See Section 10, Definitions.</li> </ul>	<p><i>All charges</i></p>	<p><i>All charges</i></p>
Allergy care	Elevate Plus	Elevate
<ul style="list-style-type: none"> <li>• Testing and treatment, including materials (such as allergy serum)</li> <li>• Allergy injections</li> </ul> <p>Note: When billed with an office visit on the same day by the same provider, only one copay applies.</p>	<p>In-network: \$30 copayment for primary care providers (no deductible); \$50 copayment for specialists (no deductible)</p> <p>Out-of-network: You pay all charges</p>	<p>In-network: \$10 copayment for primary care providers (no deductible); \$30 copayment for specialists (no deductible)</p> <p>Out-of-network: 50% of the Plan allowance and any difference (deductible applies) between our allowance and the billed amount</p>
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <li>• Clinical ecology and environmental medicine</li> <li>• Provocative food testing</li> <li>• Non-FDA approved sublingual allergy desensitization drugs</li> </ul>	<p><i>All charges</i></p>	<p><i>All charges</i></p>

## Elevate Plus and Elevate Options

Benefits Description	You pay	
Treatment therapies	Elevate Plus	Elevate
<ul style="list-style-type: none"> <li>Intravenous (IV)/Infusion Therapy - Outpatient and home IV/infusion and antibiotic therapy</li> <li>Total Parenteral Nutrition (TPN)</li> <li>Intrathecal pump refills</li> <li>Enteral/Tube feeding nutrition, including Medical Foods for Inborn Errors of Metabolism (IEM). See Section 10 for definition.</li> </ul> <p>Note: The per diem (daily) rate for intrathecal pump refill will only be reimbursed on the day of the refill. No daily per diems will be allowed.</p> <ul style="list-style-type: none"> <li>Chemotherapy and radiation therapy</li> </ul> <p>Note: See Section 5(c) for applicable outpatient facility charges for the therapies listed above.</p> <p>Note: Preauthorization required for chemotherapy and radiation therapy.</p> <p>Note: High-dose chemotherapy in association with autologous bone marrow transplants is limited to those transplants listed in Section 5(b), <i>Surgical and Anesthesia Services</i> and Section 5(f), <i>Prescription Drug Benefits</i>.</p> <ul style="list-style-type: none"> <li>Outpatient cardiac and pulmonary rehabilitation, 36 visit maximum each per year.</li> <li>Respiratory and inhalation therapies</li> </ul> <p>Note: Growth hormone therapy (GHT) is covered under the prescription drug benefit. We only cover GHT when we preauthorize the treatment. Call 800-821-6136 for preauthorization. We will ask you to submit information that establishes GHT is medically necessary. Ask us to authorize GHT before you begin treatment; otherwise, we will only cover GHT services from the date you submit the information. If you do not ask or if we determine GHT is not medically necessary, we will not cover the GHT or related services and supplies. See <i>Other services that require preauthorization</i> in Section 3.</p> <p>Note: Medications required for treatment therapies may be available under the <i>Prescription drug benefits</i> in Section 5(f).</p> <p>Note: Applied Behavioral Analysis Therapy is available under the Mental Health and Substance Use Disorder Benefits in Section 5(e).</p>	<p>In-network: \$30 copayment for primary care providers (no deductible); \$50 copayment for specialists (no deductible)</p> <p>Out-of-network: You pay all charges</p> <p>You pay 10% of the Plan allowance for drugs and/or medical nutrition administered or obtained in connection with your treatment (excludes drugs obtained under the Prescription drug benefit in Section 5(f)). (deductible applies)</p> <p>Note: Specialty drugs obtained outside of the pharmacy benefit from other sources (physicians offices, home health agencies, outpatient hospitals) may be subject to additional cost share as outlined in Section 5(f), <i>Specialty drug benefits</i>.</p>	<p>In-network: 25% of the Plan allowance (deductible applies)</p> <p>Out-of-network: 50% of the Plan allowance (deductible applies) and any difference between our allowance and the billed amount</p> <p>Note: For both in-network and out-of-network, specialty drugs obtained outside of the pharmacy benefit from other sources (physician offices, home health agencies, outpatient hospitals) may be subject to additional cost share as outlined in Section 5(f), <i>Specialty drug benefits</i>.</p>
<ul style="list-style-type: none"> <li>Dialysis - hemodialysis and peritoneal dialysis: Up to three outpatient dialysis treatments are covered each week (any combination of hemodialysis and peritoneal dialysis).</li> </ul> <p>Note: Notification for all dialysis requests is required, even when an extension is being requested. Refer to GEHA's dialysis notification form located at <a href="http://www.geha.com/Dialysis">www.geha.com/Dialysis</a>.</p>	<p>In-network: \$30 copayment for primary care providers (no deductible); \$50 copayment for specialists (no deductible)</p> <p>Out-of-network: You pay all charges</p>	<p>In-network: 25% of the Plan allowance (deductible applies)</p> <p>Out-of-network: 50% of the Plan allowance (deductible applies) and any difference between our allowance and the billed amount</p>

*Treatment therapies - continued on next page*

## Elevate Plus and Elevate Options

Benefits Description	You pay	
Treatment therapies (cont.)	Elevate Plus	Elevate
<p>Note: For out-of-network services on the Elevate Option, we bundle charges for dialysis; labs drawn during the week of dialysis treatments, and drugs supplies provided on the day of dialysis, are part of the bundled payment.</p> <p>Note: For out-of-network services on the Elevate Option, home dialysis training for the member and a helper are covered outside of the bundled payment.</p> <p>Note: Medications required for treatment therapies may be available under the Prescription drug benefits in Section 5(f).</p>	<p>In-network: \$30 copayment for primary care providers (no deductible); \$50 copayment for specialists (no deductible)</p> <p>Out-of-network: You pay all charges</p> <p>Note: Specialty drugs obtained outside of the pharmacy benefit from other sources (physicians offices, home health agencies, outpatient hospitals) may be subject to additional cost share as outlined in Section 5(f), <i>Specialty drug benefits</i>.</p>	<p>In-network: 25% of the Plan allowance (deductible applies)</p> <p>Out-of-network: 50% of the Plan allowance (deductible applies) and any difference between our allowance and the billed amount</p> <p>Note: For both in-network and out-of-network, specialty drugs obtained outside of the pharmacy benefit from other sources (physicians offices, home health agencies, outpatient hospitals) may be subject to additional cost share as outlined in Section 5(f), <i>Specialty drug benefits</i>.</p>
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <li>• <i>Chelation therapy except for acute arsenic, gold or lead poisoning</i></li> <li>• <i>"Grocery" food items that can routinely be obtained online or in stores (e.g., gluten-free breads)</i></li> <li>• <i>Maintenance cardiac and pulmonary rehabilitation</i></li> <li>• <i>Topical hyperbaric oxygen therapy</i></li> <li>• <i>Prolotherapy</i></li> <li>• <i>ABA therapy services provided by the school are not reimbursable by the health plan</i></li> </ul>	<p><i>All charges</i></p>	<p><i>All charges</i></p>
Physical, occupational, and speech therapy	Elevate Plus	Elevate
<p>Elevate Plus Option: Up to 60 outpatient therapy visits per person per calendar year for the combined services of each of the following:</p> <p>Elevate Option: Up to 30 outpatient therapy visits per person per calendar year for the combined services of each of the following:</p> <ul style="list-style-type: none"> <li>• Qualified physical therapists</li> <li>• Qualified occupational therapists</li> <li>• Qualified speech therapists</li> </ul> <p>Note: Inpatient therapy services are not applied to the visit limits above.</p> <p>Note: Combined therapy visits may be used for rehabilitative therapy or habilitative therapy.</p> <ul style="list-style-type: none"> <li>• <b>Rehabilitative:</b> Therapy is initiated to restore bodily function when there has been a total or partial loss of bodily function due to illness, surgery, or injury.</li> </ul>	<p>In-network: \$30 copayment per visit to primary care providers (no deductible); \$50 copayment per visit to specialists (no deductible)</p> <p>Out-of-network: You pay all charges</p>	<p>In-network: \$10 copayment per visit to primary care providers (no deductible); \$30 copayment per visit to specialists (no deductible)</p> <p>Out-of-network: 50% of the Plan allowance (deductible applies) and any difference between our allowance and the billed amount</p>

*Physical, occupational, and speech therapy - continued on next page*

## Elevate Plus and Elevate Options

Benefits Description	You pay	
Physical, occupational, and speech therapy (cont.)	Elevate Plus	Elevate
<ul style="list-style-type: none"> <li>Habilitative: Therapy is initiated to address a genetic, congenital, or early acquired disorder resulting in significant deficit of Activities of Daily Living (ADL), fine motor, or gross motor skills. Therapy services are provided to enhance functional status and is focused on developing skills that were never present.</li> </ul>	<p>In-network: \$30 copayment per visit to primary care providers (no deductible); \$50 copayment per visit to specialists (no deductible)</p> <p>Out-of-network: You pay all charges</p>	<p>In-network: \$10 copayment per visit to primary care providers (no deductible); \$30 copayment per visit to specialists (no deductible)</p> <p>Out-of-network: 50% of the Plan allowance (deductible applies) and any difference between our allowance and the billed amount</p>
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <li><i>Exercise programs</i></li> <li><i>Long-term rehabilitation therapy</i></li> <li><i>Maintenance therapy-measurable improvement is not expected, or progress is no longer demonstrated</i></li> <li><i>Hot and cold packs</i></li> <li><i>Computers, tablets, computer programs/games used in association with communication aides, internet or phone services used in conjunction with communication devices</i></li> <li><i>Hippotherapy</i></li> <li><i>Rehabilitative services intended to teach or enhance Instrumental Activities of Daily Living (therapy to promote skills associated with independent living, such as shopping, using a phone, cleaning, laundry, preparing meals, managing medications, driving, or managing money/finances)</i></li> <li><i>Sensory, Auditory, or Sensory Integration Therapy</i></li> <li><i>Biofeedback, educational, recreational or milieu therapy</i></li> </ul>	<i>All charges</i>	<i>All charges</i>
Cognitive rehabilitation	Elevate Plus	Elevate
<p>Provided when medically necessary following brain injury or traumatic brain injury.</p> <p>Services will only be covered when provided by the following while practicing within their scope of care:</p> <ul style="list-style-type: none"> <li>Speech, occupational and/or physical therapists</li> <li>Psychologists</li> <li>Physicians</li> </ul>	<p>In-network: \$30 copayment for office visits to primary care providers (no deductible); \$50 copayment for office visits to specialists (no deductible)</p> <p>Out-of-network: You will pay charges</p>	<p>In-network: \$10 copayment for office visits to primary care providers (no deductible); \$30 copayment for office visits to specialists (no deductible)</p> <p>Out-of-network: 50% of the Plan allowance (deductible applies) and any difference between our allowance and the billed amount</p>



## Elevate Plus and Elevate Options

Benefits Description	You pay	
Hearing services (testing, treatment and supplies)	Elevate Plus	Elevate
<ul style="list-style-type: none"> <li>For treatment related to illness or injury, including evaluation and diagnostic hearing tests performed by an M.D., D.O., or audiologist</li> </ul> <p>Note: For routine hearing screening performed during a child's preventive care visit, see Section 5(a), <i>Preventive care, children</i>.</p> <ul style="list-style-type: none"> <li>Implanted hearing-related devices, such as bone anchored hearing aids (BAHA) and cochlear implants</li> </ul> <p>Note: For benefits for the devices, see Section 5(a), <i>Orthopedic and prosthetic devices</i>.</p>	<p>In-network: \$30 copayment for office visits to primary care providers (no deductible); \$50 copayment for office visits to specialists (no deductible)</p> <p>Out-of-network: You pay all charges</p>	<p>In-network: \$10 copayment for office visits to primary care providers (no deductible); \$30 copayment for office visits to specialists (no deductible)</p> <p>Out-of-network: 50% of the Plan allowance (deductible applies) and any difference between our allowance and the billed amount</p>
<ul style="list-style-type: none"> <li>External hearing aids</li> </ul> <p>Note: Elevate Plus Option benefit is payable per person every 36 months for adults and every 12 months for children up to age 22.</p> <p>Note: See <i>Non-FEHB Benefits Available to Plan Members</i> for additional hearing aid discount program information.</p>	<p>All charges in excess of \$1,500 (no deductible)</p>	<p><i>All charges</i></p>
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <li><i>Hearing services that are not shown as covered</i></li> <li><i>Over-the-counter hearing aids, enhancement devices, accessories or supplies</i></li> </ul>	<p><i>All charges</i></p>	<p><i>All charges</i></p>
Vision services (testing, treatment and supplies)	Elevate Plus	Elevate
<ul style="list-style-type: none"> <li>Diagnosis and treatment of diseases of the eye</li> <li>Outpatient vision therapy for treatment of convergence insufficiency up to a maximum of 24 visits per year for ages 5-18.</li> </ul> <p>Note: See <i>Preventive care, children</i> for eye exams for children.</p>	<p>In-network: \$30 copayment for office visits to primary care providers (no deductible); \$50 copayment for office visits to specialists (no deductible)</p> <p>Out-of-network: You pay all charges</p>	<p>In-network: \$10 copayment for office visits to primary care providers (no deductible); \$30 copayment for office visits to specialists (no deductible)</p> <p>Out-of-network: 50% of the Plan allowance (deductible applies) and any difference between our allowance and the billed amount</p>
<ul style="list-style-type: none"> <li>First pair of contact lenses or standard ocular implant lenses if required to correct an impairment existing after intraocular surgery or accidental injury</li> </ul>	<p>In-network: 15% of the Plan allowance (deductible applies)</p> <p>Out-of-network: You pay all charges</p>	<p>In-network: 25% of the Plan allowance (deductible applies)</p> <p>Out-of-network: 50% of the Plan allowance (deductible applies) and any difference between our allowance and the billed amount</p>
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <li><i>Computer programs of any type, including but not limited to those to assist with vision therapy</i></li> <li><i>Eyeglasses or contact lenses and examinations for them except as shown above</i></li> </ul>	<p><i>All charges</i></p>	<p><i>All charges</i></p>

*Vision services (testing, treatment and supplies) - continued on next page*

## Elevate Plus and Elevate Options

Benefits Description	You pay	
<b>Vision services (testing, treatment and supplies) (cont.)</b>	<b>Elevate Plus</b>	<b>Elevate</b>
<ul style="list-style-type: none"> <li>• Radial keratotomy and other refractive surgery</li> <li>• Special multifocal ocular implant lenses</li> <li>• Vision therapy except as noted above</li> </ul>	<i>All charges</i>	<i>All charges</i>
<b>Foot care</b>	<b>Elevate Plus</b>	<b>Elevate</b>
<ul style="list-style-type: none"> <li>• Routine foot care only when you are under active treatment for a metabolic or peripheral vascular disease, such as diabetes</li> </ul>	<p>In-network: \$30 copayment for office visits to primary care providers (no deductible); \$50 copayment for office visits to specialists (no deductible)</p> <p>Out-of-network: You pay all charges</p>	<p>In-network: \$10 copayment for office visits to primary care providers (no deductible); \$30 copayment for office visits to specialists (no deductible)</p> <p>Out-of-network: 50% of the Plan allowance (deductible applies) and any difference between our allowance and the billed amount</p>
<ul style="list-style-type: none"> <li>• Diabetic shoes and shoe inserts individually designed and fitted to offload pressure points on the diabetic foot</li> </ul> <p>Note: Limited to \$150 per person per calendar year.</p>	<p>In-network: All charges in excess of \$150 (no deductible)</p> <p>Out-of-network: You pay all charges</p>	<p>In-network and out-of-network: All charges in excess of \$150 (no deductible)</p>
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <li>• Cutting, trimming of toenails or removal of corns, calluses, or similar routine treatment of conditions of the foot, except as stated above</li> <li>• Treatment of weak, strained or flat feet or bunions or spurs; and of any instability, imbalance or subluxation of the foot (unless the treatment is by open cutting surgery)</li> </ul>	<i>All charges</i>	<i>All charges</i>
<b>Orthopedic and prosthetic devices</b>	<b>Elevate Plus</b>	<b>Elevate</b>
<ul style="list-style-type: none"> <li>• Artificial limbs and eyes</li> <li>• Orthopedic braces</li> <li>• Prosthetic sleeve or sock</li> <li>• Externally worn breast prostheses and surgical bras, including necessary replacements following a mastectomy</li> <li>• Corrective orthopedic appliances for non-dental treatment of temporomandibular joint (TMJ) pain dysfunction syndrome</li> <li>• Internal prosthetic devices, such as artificial joints, pacemakers and surgically implanted breast implant following mastectomy</li> <li>• Implanted hearing-related devices, such as bone anchored hearing aids (BAHA) and cochlear implants</li> </ul>	<p>In-network: 15% of the Plan allowance (deductible applies)</p> <p>Out-of-network: You pay all charges</p>	<p>In-network: 25% of the Plan allowance (deductible applies)</p> <p>Out-of-network: 50% of the Plan allowance (deductible applies) and any difference between our allowance and the billed amount</p>

*Orthopedic and prosthetic devices - continued on next page*

## Elevate Plus and Elevate Options

Benefits Description	You pay	
<b>Orthopedic and prosthetic devices (cont.)</b>	<b>Elevate Plus</b>	<b>Elevate</b>
<p>Note: For information on the professional charges for the surgery to insert an implant, see Section 5(b), <i>Surgical procedures</i>. For information on the hospital and/or ambulatory surgery center benefits, see Section 5(c), <i>Services Provided by a Hospital or Other Facility, and Ambulance Services</i>.</p> <p>Note: We will pay only for the cost of the standard item. Coverage for specialty items is limited to the cost of the standard item.</p> <p>Note: Preauthorization required for orthopedic and prosthetic devices over \$1,000. Refer to the back of your member ID card under the heading <i>Prior Authorization</i> for the contact information.</p>	<p>In-network: 15% of the Plan allowance (deductible applies)</p> <p>Out-of-network: You pay all charges</p>	<p>In-network: 25% of the Plan allowance (deductible applies)</p> <p>Out-of-network: 50% of the Plan allowance (deductible applies) and any difference between our allowance and the billed amount</p>
<ul style="list-style-type: none"> <li>External hearing aids</li> </ul> <p>Note: Elevate Plus Option benefit is payable per person every 36 months for adults and every 12 months for children up to age 22.</p> <p>Note: See <i>Non-FEHB Benefits Available to Plan Members</i> for additional hearing aid discount program information.</p>	<p>All charges in excess of \$1,500 (no deductible)</p>	<p><i>All charges</i></p>
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <li><i>Orthopedic and corrective shoes, arch supports, foot orthotics, heel pads and heel cups</i></li> <li><i>Over-the-counter hearing aids, enhancement devices, accessories or supplies</i></li> </ul>	<p><i>All charges</i></p>	<p><i>All charges</i></p>
<b>Durable medical equipment (DME)</b>	<b>Elevate Plus</b>	<b>Elevate</b>
<p>We cover rental or purchase of durable medical equipment, at our option, including repair and adjustment.</p> <p>Covered items include:</p> <ul style="list-style-type: none"> <li>Oxygen</li> <li>Certain medical supplies</li> <li>Rental of dialysis equipment</li> <li>Standard hospital beds</li> <li>Standard wheelchairs</li> <li>Crutches</li> <li>Walkers</li> <li>Continuous Positive Airway Pressure (CPAP) machine</li> <li>Braces including necessary adjustments to shoes to accommodate braces, which are used for the purpose of supporting a weak or deformed body part</li> <li>Braces restricting or eliminating motion in a diseased or injured part of the body</li> <li>Bone growth stimulators</li> </ul> <p>Note: DME is equipment and supplies that:</p>	<p>In-network: 15% of the Plan allowance (deductible applies)</p> <p>Out-of-network: You pay all charges</p>	<p>In-network: 25% of the Plan allowance (deductible applies)</p> <p>Out-of-network: 50% of the Plan allowance (deductible applies) and any difference between our allowance and the billed amount</p>

*Durable medical equipment (DME) - continued on next page*

## Elevate Plus and Elevate Options

Benefits Description	You pay	
Durable medical equipment (DME) (cont.)	Elevate Plus	Elevate
<ul style="list-style-type: none"> <li>- Are prescribed by your attending physician (i.e., the physician who is treating your illness or injury)</li> <li>- Are medically necessary</li> <li>- Are primarily and customarily used only for a medical purpose</li> <li>- Are generally useful only to a person with an illness or injury</li> <li>- Are designed for prolonged use</li> <li>- Serve a specific therapeutic purpose in the treatment of an illness or injury</li> </ul> <p>Note: If you need assistance locating a provider for the equipment, or if you have benefit coverage questions, call GEHA at 800-821-6136. Most DME items must be preauthorized by your provider by calling 866-257-0721. Healthcare providers must request medical necessity review for DME that has a cumulative rental and/or retail price of \$1,000 or more. Rentals are covered up to purchase price not to exceed rental for greater than 10 months.</p> <p>Note: Preauthorization required for Durable Medical Equipment over \$1,000.</p> <p>Note: Refer to Section 5(f), for glucose meter and diabetic supplies.</p> <p>Note: Refer to Section 5(a), <i>Maternity Care</i> for obtaining breast pump and supplies.</p>	<p>In-network: 15% of the Plan allowance (deductible applies)</p> <p>Out-of-network: You pay all charges</p>	<p>In-network: 25% of the Plan allowance (deductible applies)</p> <p>Out-of-network: 50% of the Plan allowance (deductible applies) and any difference between our allowance and the billed amount</p>
<p>Speech generating devices</p> <p>Note: Electronic voice output communication aids, which are electronic augmentative and alternative communication systems used to supplement or replace speech or writing for individuals with severe speech impairments</p> <ul style="list-style-type: none"> <li>• Preauthorization required</li> <li>• Used for patients suffering from severe expressive speech disorders and have a medical condition that warrants the use of such device</li> <li>• Requires a formal speech and language evaluation by licensed speech therapist</li> </ul>	<p>In-network: All charges in excess of \$1,250 per calendar year (no deductible)</p> <p>Out-of-network: You pay all charges</p>	<p>In-network and out-of-network: All charges in excess of \$1,250 per calendar year (no deductible)</p>
<p>Wigs/cranial hair prosthesis used for hair loss due to the treatment of cancer.</p> <p>Note: One wig/cranial hair prosthesis per lifetime</p>	<p>In-network and out-of-network: All charges in excess of \$350 (no deductible)</p>	<p>In-network and out-of-network: All charges in excess of \$350 (no deductible)</p>
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <li>• <i>Motorized wheelchairs and other power operated vehicles unless meeting ACA requirements and medical necessity</i></li> <li>• <i>Deluxe or upgraded equipment and supplies</i></li> </ul>	<p><i>All charges</i></p>	<p><i>All charges</i></p>

*Durable medical equipment (DME) - continued on next page*

## Elevate Plus and Elevate Options

Benefits Description	You pay	
Durable medical equipment (DME) (cont.)	Elevate Plus	Elevate
<ul style="list-style-type: none"> <li>• <i>Computers, tablets, computer programs/games used in association with communication aides, internet or phone services used in conjunction with communication devices</i></li> <li>• <i>Air purifiers, air conditioners, heating pads, cold therapy units, whirlpool bathing equipment, sun and heat lamps, exercise devices (even if ordered by a doctor), and other equipment that does not meet the definition of durable medical equipment in Section 5(a), Medical Services and Supplies Provided by Physicians and Other Healthcare Professionals.</i></li> <li>• <i>Lifts, such as seat, chair, hydraulic, or van lifts</i></li> <li>• <i>Replacement of the wig/cranial hair prosthesis, maintenance and supplies</i></li> <li>• <i>Hair transplants or surgical procedures that involve the attachment of hair or a wig/cranial hair prosthesis to the scalp.</i></li> <li>• <i>Devices or programs to eliminate bed wetting</i></li> <li>• <i>If a member is a patient in a facility other than the member's primary residence, or in a distinct part of a facility that provides services such as skilled nursing, rehabilitation services, or provides medical or nursing, DME will not be covered separately for rental or purchase.</i></li> </ul>	<p><i>All charges</i></p>	<p><i>All charges</i></p>
Home health services	Elevate Plus	Elevate
<p>50 in-home intermittent visits per person, per calendar year, not to exceed one visit up to six hours for specialty drug infusions or up to two hours per day for all other care when:</p> <ul style="list-style-type: none"> <li>• A registered nurse (R.N.), a licensed practical nurse (L.P.N.) under the supervision of a registered nurse, or qualified* medical social worker (M.S.W.) provides the services</li> <li>• The attending physician orders the care</li> <li>• The physician indicates the length of time the services are needed</li> <li>• Medical social services provided by a qualified* medical social worker may be covered under the home health service benefit when the member meets the following criteria:               <ul style="list-style-type: none"> <li>- Member must be in need of home health services on an intermittent basis home health skilled nursing, physical therapy, speech-language, or occupational therapy.</li> <li>- Member must be under the care of a physician who signs the plan of care.</li> <li>- The plan of care indicates how the services which are required necessitate the skills of a qualified* medical social worker to be performed safely and effectively.</li> <li>- In-home assessment services from a qualified* medical social worker are required to support accurate diagnosis and amelioration of social determinants of health identified as an impediment to the effective treatment of the patient's medical condition or rate of recovery.</li> </ul> </li> </ul>	<p>In-network: \$30 copayment (no deductible)</p> <p>Out-of-network: You pay all charges</p>	<p>In-network: 25% of the Plan allowance (deductible applies)</p> <p>Out-of-network: 50% of the Plan allowance (deductible applies) and any difference between our allowance and the billed amount</p>

## Elevate Plus and Elevate Options

Benefits Description	You pay	
<b>Home health services (cont.)</b>	<b>Elevate Plus</b>	<b>Elevate</b>
<p>*Services performed by a qualified medical social worker are only eligible for reimbursement when furnished through a licensed home health agency or under the supervision of an eligible physician actively involved in the member’s care.</p> <p>Note: Please refer to the <i>Specialty drug benefits</i> in Section 5(f), <i>Prescription Drug Benefits</i> for information on benefits for home infusion therapy medications.</p> <p>Note: See <i>Durable medical equipment (DME)</i> above for coverage of DME benefit services received in the home.</p>	<p>In-network: \$30 copayment (no deductible)</p> <p>Out-of-network: You pay all charges</p>	<p>In-network: 25% of the Plan allowance (deductible applies)</p> <p>Out-of-network: 50% of the Plan allowance (deductible applies) and any difference between our allowance and the billed amount</p>
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <li>• <i>Nursing care requested by, or for the convenience of, the patient or the patient’s family</i></li> <li>• <i>Services primarily for hygiene, feeding, exercising, moving the patient, homemaking, companionship or giving oral medications</i></li> <li>• <i>Home care primarily for personal assistance that does not include a medical component and is not diagnostic, therapeutic, or rehabilitative</i></li> <li>• <i>Custodial care (See Section 10)</i></li> <li>• <i>Long-term care (See Section 10)</i></li> <li>• <i>Hourly nursing where there is no skilled need (otherwise known as private duty nursing) or the need is beyond a two hour visit per day other than for specialty drug infusions that can require up to 6 hours of skilled nursing. Also not covered is nursing provided in the acute care facility, post-acute facilities (skilled nursing facilities), rehabilitation facilities, long-term acute care facilities, long-term care facilities.</i></li> <li>• <i>Ongoing licensed/unlicensed dialysis assistance in the home after initial dialysis training</i></li> <li>• <i>Foods that can be obtained over the counter (without a prescription) even if prescribed by a physician</i></li> </ul>	<p><i>All charges</i></p>	<p><i>All charges</i></p>
<b>Manipulative therapy</b>	<b>Elevate Plus</b>	<b>Elevate</b>
<p>Benefit for Manipulative therapy limited to:</p> <ul style="list-style-type: none"> <li>• Elevate Plus Option - 15 visits per person per calendar year</li> <li>• Elevate Option - 12 visits per person per calendar year</li> </ul> <p>Services limited to:</p> <ul style="list-style-type: none"> <li>• Chiropractic spinal and extremities manipulative treatment</li> <li>• Adjunctive procedures such as ultrasound, electrical muscle stimulation, and vibratory therapy</li> <li>• X-rays used to detect and determine nerve interferences due to spinal subluxations or misalignments</li> </ul>	<p>In-network: \$30 copayment (no deductible)</p> <p>Out-of-network: You pay all charges</p>	<p>In-network: \$10 copayment (no deductible)</p> <p>Out-of-network: 50% of the Plan allowance (deductible applies) and any difference between our allowance and the billed amount</p>

*Manipulative therapy - continued on next page*

## Elevate Plus and Elevate Options

Benefits Description	You pay	
<b>Manipulative therapy (cont.)</b>	<b>Elevate Plus</b>	<b>Elevate</b>
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <li>• Any treatment not specifically listed as covered, including acupressure, aroma therapy, biofeedback, clinical ecology, cupping, dry needling, environmental medicine, hypnotherapy, massage therapy, naturopathic services and rolfing.</li> <li>• Maintenance therapy - measurable improvement is not expected or progress is no longer demonstrated</li> </ul>	<i>All charges</i>	<i>All charges</i>
<b>Alternative treatments</b>	<b>Elevate Plus</b>	<b>Elevate</b>
<p>Acupuncture:</p> <ul style="list-style-type: none"> <li>• Benefits are limited to 20 visits per person per calendar year for medically necessary acupuncture treatments by a doctor of medicine or osteopathy, or licensed or certified acupuncture practitioner.</li> </ul>	<p>In-network: \$30 copayment (no deductible)</p> <p>Out-of-network: You pay all charges</p>	<p>In-network: \$10 copayment (no deductible)</p> <p>Out-of-network: 50% of the Plan allowance (deductible applies) and any difference between our allowance and the billed amount</p>
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <li>• Any treatment not specifically listed as covered, including acupressure, aroma therapy, biofeedback, clinical ecology, cupping, dry needling, environmental medicine, hypnotherapy, massage therapy, naturopathic services, and rolfing.</li> <li>• Services provided by Christian Science practitioners or facilities</li> </ul>	<i>All charges</i>	<i>All charges</i>
<b>Educational classes and programs</b>	<b>Elevate Plus</b>	<b>Elevate</b>
<p>Coverage is limited to:</p> <ul style="list-style-type: none"> <li>• Tobacco Cessation programs – We cover counseling sessions such as proactive phone counseling, group counseling and individual counseling for adult males, pregnant and non-pregnant females, and children and adolescents.</li> <li>• In addition, we cover over-the-counter (with a physician’s prescription) and prescription tobacco cessation drugs approved by the FDA.</li> </ul> <p>Note: The quantity of drugs reimbursed will be subject to recommended courses of treatment. You may obtain tobacco cessation drugs with your plan identification card, through a participating network retail Pharmacy or Elevate Plus Option members may obtain through CVS Caremark Mail Service Pharmacy. (See filing instructions in Section 5(f), <i>Prescription drug benefits</i>.)</p>	<p>In-network: Nothing (no deductible) for counseling for up to two attempts per person per calendar year, with up to four counseling sessions per attempt.</p> <p>Nothing (no deductible) for OTC and prescription drugs approved by the FDA to treat tobacco dependence.</p> <p>Out-of-network: You pay all charges</p>	<p>In-network: Nothing (no deductible) for counseling for up to two attempts per person per calendar year, with up to four counseling sessions per attempt.</p> <p>Nothing (no deductible) for OTC and prescription drugs approved by the FDA to treat tobacco dependence.</p> <p>Out-of-network: Nothing, except any difference between our Plan allowance and the billed amount (no deductible) for counseling for up to two attempts per person per calendar year, with up to four counseling sessions per attempt.</p>

*Educational classes and programs - continued on next page*

## Elevate Plus and Elevate Options

Benefits Description	You pay	
Educational classes and programs (cont.)	Elevate Plus	Elevate
<p>Diabetes Education</p> <p>The following program criteria needs to be met:</p> <ul style="list-style-type: none"> <li>• Consists of services by healthcare professionals (physicians, registered dietitians, registered nurses, registered pharmacists);</li> <li>• Designed to educate the member about medically necessary diabetes self-care upon initial diagnosis</li> </ul>	<p>In-network: Nothing up to the Plan allowance (no deductible)</p> <p>Out-of-network: You pay all charges</p>	<p>In-network: Nothing up to the Plan allowance (no deductible)</p> <p>Out-of-network: Nothing up to the Plan allowance and any difference between our allowance and the billed amount (no deductible)</p>
<p>Multicomponent, family centered programs focused on childhood obesity that are part of intensive behavioral interventions (behavior change counseling for healthy diet and physical activity)</p>	<p>In-network: Nothing up to the Plan allowance (no deductible)</p> <p>Out-of-network: You pay all charges</p>	<p>In-network: Nothing up to the Plan allowance (no deductible)</p> <p>Out-of-network: Nothing up to the Plan allowance and any difference between our allowance and the billed amount</p>
<p>Nutritional Counseling</p> <p>Note: Provided by a dietitian with state license or statutory certification. Nutritional counseling must be ordered by a physician.</p>	<p>In-network: Nothing up to the Plan allowance (no deductible)</p> <p>Out-of-network: You pay all charges</p>	<p>In-network: Nothing up to the Plan allowance (no deductible)</p> <p>Out-of-network: 50% of the Plan allowance (deductible applies) and any difference between our allowance and the billed amount</p>
<p>Childbirth education classes</p> <ul style="list-style-type: none"> <li>• One series of childbirth education classes per pregnancy, only when provided by a covered provider, see Section 3, <i>How You Get Care, Plan providers.</i></li> <li>• Classes will be allowed up to \$150, but not greater than the cost of the class or course.</li> </ul> <p>For more information visit <a href="http://www.geha.com/Maternity">www.geha.com/Maternity</a>.</p>	<p>In-network: All charges in excess of \$150 (no deductible)</p> <p>Out-of-network: You pay all charges</p>	<p>In-network and out-of-network: All charges in excess of \$150 (no deductible)</p>
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <li>• <i>Weight loss programs, except as specified by the brochure.</i></li> </ul>	<p><i>All charges</i></p>	<p><i>All charges</i></p>



## Section 5(b). Surgical and Anesthesia Services Provided by Physicians and Other Healthcare Professionals

### Important things you should keep in mind about these benefits:

- Please remember that all benefits are subject to the definitions, limitations, and exclusions in this brochure and are payable only when we determine they are medically necessary.
- Under the Elevate Plus Option, the calendar year deductible is \$200 per person (\$400 if enrollment is Self Plus One or Self and Family). We state whether or not the calendar year deductible applies for each benefit listed in this section.
- Under the Elevate Option, the calendar year deductible is \$500 per person (\$1,000 if enrollment is Self Plus One or Self and Family). If you use an out-of-network provider, the calendar year deductible is \$1,000 per person (\$2,000 if enrollment is Self Plus One or Self and Family). We state whether or not the calendar year deductible applies for each benefit listed in this section.
- Under the Elevate Option, the out-of-network benefits are the standard benefits of the Plan. In-network benefits apply only when you use an in-network provider. When no in-network provider is available, out-of-network benefits apply. Under the Elevate Plus Option, the in-network benefits are the standard benefits of the Plan.
- The services listed below are for the charges billed by a physician or other healthcare professional for your surgical care. See Section 5(c) for charges associated with a facility (i.e., hospital, surgical center, etc.).
- When you use an in-network hospital, the professionals who provide services to you in a hospital may not all be preferred providers. If the services are rendered by out-of-network providers at an in-network hospital, we will pay up to the Plan Allowance according to the No Surprises Act.
- We will provide in-network benefits if you are admitted to an out-of-network hospital due to a medical emergency. We will also provide in-network benefits for professionals who provide services in a non-network hospital, when admitted due to a medical emergency.
- **YOUR NETWORK PHYSICIAN MUST GET PREAUTHORIZATION FOR SOME IN-NETWORK SERVICES AND/OR PROCEDURES.** You are responsible for obtaining preauthorization for out-of-network services under the Elevate Option, and failure to do so may result in penalties. Please refer to the preauthorization information shown in Section 3 or call customer service to be sure which services require preauthorization.
- Copayments for physician surgical services are limited to two per surgery when co-surgeons are utilized.
- Be sure to read Section 4, *Your Costs for Covered Services*, for valuable information about how cost sharing works. Also read Section 9 for information about how we pay if you have other coverage, or if you are age 65 or over.
- Medications may be available under the prescription drug benefit and may require prior authorization. Specialty drugs obtained outside of the pharmacy benefit may be subject to additional cost share as outlined in Section 5(f), *Specialty drug benefits*.

## Elevate Plus and Elevate Options

Benefits Description	You pay	
<b>Note: For both the Elevate Plus and Elevate Options, we state whether or not the calendar year deductible applies for each benefit listed in this Section.</b>		
Surgical procedures	Elevate Plus	Elevate
<p>A comprehensive range of services, such as:</p> <ul style="list-style-type: none"> <li>• Operative procedures</li> <li>• Treatment of fractures, including casting</li> <li>• Normal pre- and post-operative care by the surgeon</li> <li>• Correction of amblyopia and strabismus</li> <li>• Endoscopy and non-routine colonoscopy procedures</li> <li>• Biopsy procedures</li> <li>• Removal of tumors and cysts</li> <li>• Correction of congenital anomalies - limited to children under the age of 18 unless there is a functional deficit (see <i>Reconstructive surgery</i>)</li> <li>• Insertion of internal prosthetic devices (see Section 5(a), <i>Orthopedic and prosthetic devices</i> for device coverage information)</li> <li>• Treatment of burns</li> <li>• Surgical treatment of severe obesity (bariatric surgery)               <ul style="list-style-type: none"> <li>- Eligible members must be age 18 or over; or for adolescents, have achieved greater than 95% of estimated adult height and a minimum Tanner Stage of 4, and</li> <li>- Have a minimum Body Mass Index (BMI) of 40 or greater than or equal to 35 (with at least one co-morbid condition present), and</li> <li>- Complete a multi-disciplinary surgical preparatory regimen, which includes a psychological evaluation, and</li> <li>- Have completed a 6-month plan of physician supervised diet documented within the last two years, and</li> <li>- Preauthorization is required.</li> <li>- Note: One bariatric surgery per lifetime unless complications. Removal of excess skin covered only if medically necessary.</li> </ul> </li> </ul> <p>Note: Post-operative care is considered to be included in the fee charged for a surgical procedure by a doctor. Any additional fees charged by a doctor are not covered unless such charge is for an unrelated condition.</p> <p>Note: Voluntary sterilizations, surgically implanted contraceptives, injectable contraceptive drugs, intrauterine devices (IUDs), and diaphragms are listed as covered at no cost share under Section 5(a) <i>Family planning</i>.</p> <p>Note: When multiple or bilateral surgical procedures performed during the same operative session add time or complexity to patient care, our benefits are:</p> <ul style="list-style-type: none"> <li>• For the primary procedure based on:               <ul style="list-style-type: none"> <li>- Full Plan allowance</li> </ul> </li> <li>• For the secondary and subsequent procedures based on:</li> </ul>	<p>In-network: 15% of the Plan allowance (deductible applies)</p> <p>Out-of-network: You pay all charges</p>	<p>In-network: \$250 copayment (no deductible) per performing surgeon, for surgical procedures performed in an inpatient setting</p> <p>In-network: 25% of the Plan allowance (deductible applies), for surgical procedures performed in all other settings</p> <p>Out-of-network: 50% of the Plan allowance (deductible applies) and any difference between our allowance and the billed amount</p>

*Surgical procedures - continued on next page*

## Elevate Plus and Elevate Options

Benefits Description	You pay	
Surgical procedures (cont.)	Elevate Plus	Elevate
<p style="text-align: center;">- One-half of the Plan allowance</p> <p>Note: Multiple or bilateral surgical procedures performed through the same incision are “incidental” to the primary surgery. That is, the procedure would not add time or complexity to patient care. We do not pay extra for incidental procedures.</p>	<p>In-network: 15% of the Plan allowance (deductible applies)</p> <p>Out-of-network: You pay all charges</p>	<p>In-network: \$250 copayment (no deductible) per performing surgeon, for surgical procedures performed in an inpatient setting</p> <p>In-network: 25% of the Plan allowance (deductible applies), for surgical procedures performed in all other settings</p> <p>Out-of-network: 50% of the Plan allowance (deductible applies) and any difference between our allowance and the billed amount</p>
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <li>• <i>Reversal of voluntary sterilization</i></li> <li>• <i>Services of a standby physician or surgeon</i></li> <li>• <i>Routine treatment of conditions of the foot (see Foot care)</i></li> <li>• <i>Surgical treatment of hyperhidrosis unless alternative therapies such as Botox injections or topical aluminum chloride and pharmacotherapy have been unsuccessful</i></li> </ul>	<p><i>All charges</i></p>	<p><i>All charges</i></p>
Reconstructive surgery	Elevate Plus	Elevate
<ul style="list-style-type: none"> <li>• Surgery to correct a functional defect</li> <li>• Surgery to correct a condition caused by injury or illness if: <ul style="list-style-type: none"> <li>- the condition produced a major effect on the member’s appearance and</li> <li>- the condition can reasonably be expected to be corrected by such surgery</li> </ul> </li> <li>• Surgery to correct a condition that existed at or from birth and is a significant deviation from the common form or norm. Examples of congenital anomalies are: cleft lip; cleft palate; birth marks; and webbed fingers and toes.</li> </ul> <p>Note: Covered for children under the age of 18 regardless of functional deficit. Covered for ages 18 and over only if there is a functional deficit.</p> <ul style="list-style-type: none"> <li>• All stages of breast reconstruction surgery following a mastectomy or lumpectomy, such as: <ul style="list-style-type: none"> <li>- surgery to produce a symmetrical appearance of breasts</li> <li>- treatment of any physical complications, such as lymphedemas</li> <li>- breast prostheses; and surgical bras and replacements (see Section 5(a), <i>Orthopedic and prosthetic devices</i> for coverage)</li> </ul> </li> </ul>	<p>In-network: 15% of the Plan allowance (deductible applies)</p> <p>Out-of-network: You pay all charges</p>	<p>In-network: \$250 copayment (no deductible) per performing surgeon, for surgical procedures performed in an inpatient setting</p> <p>In-network: 25% of the Plan allowance (deductible applies), for surgical procedures performed in all other settings</p> <p>Out-of-network: 50% of the Plan allowance (deductible applies) and any difference between our allowance and the billed amount</p>

*Reconstructive surgery - continued on next page*

## Elevate Plus and Elevate Options

Benefits Description	You pay	
<b>Reconstructive surgery (cont.)</b>	<b>Elevate Plus</b>	<b>Elevate</b>
<p>Note: We pay for internal breast prostheses as hospital benefits if billed by a hospital. If included with the surgeon's bill, surgery benefits will apply.</p> <p>Note: If you need a mastectomy, you may choose to have the procedure performed on an inpatient basis and remain in the hospital up to 48 hours after the procedure.</p> <p>Note: Preauthorization may be required.</p>	<p>In-network: 15% of the Plan allowance (deductible applies)</p> <p>Out-of-network: You pay all charges</p>	<p>In-network: \$250 copayment (no deductible) per performing surgeon, for surgical procedures performed in an inpatient setting</p> <p>In-network: 25% of the Plan allowance (deductible applies), for surgical procedures performed in all other settings</p> <p>Out-of-network: 50% of the Plan allowance (deductible applies) and any difference between our allowance and the billed amount</p>
<ul style="list-style-type: none"> <li>• Gender Affirming Surgery: Surgical treatment of gender dysphoria such as surgical change of sex characteristics including bilateral mastectomy, breast augmentation; genital reconstructive surgeries (vulvoplasty, orchiectomy, urethroplasty, penectomy, vaginoplasty, labiaplasty and clitoroplasty), hysterectomy/salpingo-oophorectomy, reconstruction of the fixed part of the urethra, metoidioplasty, phalloplasty, colpectomy/vaginectomy, colpocleisis, perineoplasty, vulvectomy, scrotoplasty, implantation of erection and/or testicular prosthesis; pectoral muscle implants; hair removal including genital electrolysis, non-genital area electrolysis or laser hair removal (e.g., face, chest); liposuction/lipofilling specific to gender affirmation; facial gender affirming surgeries such as genioplasty, jaw and/or chin reshaping, rhinoplasty, blepharoplasty, brow ptosis repair, lip shortening, scalp (hairline) advancement, hair grafts; voice modification including vocal feminization and masculinization surgery.</li> <li>- Requirements: <ul style="list-style-type: none"> <li>• Must be 18 years of age or older, and</li> <li>• Must have documented evidence of persistent gender dysphoria, and</li> <li>• Must have evidence of well-controlled physical and mental health conditions, and</li> <li>• Must have a letter from a qualified mental health professional supporting decision for procedure</li> </ul> </li> <li>- Additional information to above based on specific surgical requests: <ul style="list-style-type: none"> <li>• Genital reconstructive surgeries require 1) 12 months of hormone therapy as appropriate for member's gender goal, and 2) 12 months living a gender role congruent with gender identity.</li> </ul> </li> </ul>	<p>In-network: 15% of the Plan allowance (deductible applies)</p> <p>Out-of-network: You pay all charges</p>	<p>In-network: \$250 copayment (no deductible) per performing surgeon, for surgical procedures performed in an inpatient setting</p> <p>In-network: 25% of the Plan allowance (deductible applies), for surgical procedures performed in all other settings</p> <p>Out-of-network: 50% of the Plan allowance (deductible applies) and any difference between our allowance and the billed amount</p>

*Reconstructive surgery - continued on next page*

## Elevate Plus and Elevate Options

Benefits Description	You pay	
<b>Reconstructive surgery (cont.)</b>	<b>Elevate Plus</b>	<b>Elevate</b>
<ul style="list-style-type: none"> <li>Augmentation mammoplasty requires 1) 12 months of hormone therapy as appropriate for member's gender goal, and 2) breast growth has been concluded, and breast size has been stable for 6 months, and 3) documentation that size is not sufficient for comfort in social role.</li> <li>Facial gender affirming surgery requires clinically significant dysphoria specifically related to the feature(s) on which procedure(s) will be performed, which causes discomfort in their social role related to gender.</li> <li>Voice surgery (phonosurgery) requires participation in a minimum of 8 weeks of voice therapy performed by a licensed speech language pathologist. See Section 5(a), <i>Physical, occupational, and speech therapy</i>.</li> <li>Body contouring and/or liposuction/lipofilling specific to gender affirmation requires body fat redistribution and muscle mass changes related to hormone therapy have stabilized for at least 3 months.</li> </ul>	<p>In-network: 15% of the Plan allowance (deductible applies)</p> <p>Out-of-network: You pay all charges</p>	<p>In-network: \$250 copayment (no deductible) per performing surgeon, for surgical procedures performed in an inpatient setting</p> <p>In-network: 25% of the Plan allowance (deductible applies), for surgical procedures performed in all other settings</p> <p>Out-of-network: 50% of the Plan allowance (deductible applies) and any difference between our allowance and the billed amount</p>
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <li><i>Cosmetic surgery – any surgical procedure (or any portion of a procedure) performed primarily to improve physical appearance through change in bodily form, except repair of accidental injury if repair is initiated promptly or as soon as the member’s condition permits</i></li> <li><i>Surgeries related to sexual dysfunction</i></li> <li><i>Surgeries to correct congenital anomalies for individuals age 18 and older unless there is a functional deficit</i></li> <li><i>Charges for photographs to document physical conditions</i></li> <li><i>Gender affirming procedures that are not medically necessary (see Section 10 for medical necessity definition)</i></li> </ul>	<p><i>All charges</i></p>	<p><i>All charges</i></p>
<b>Oral and maxillofacial surgery</b>	<b>Elevate Plus</b>	<b>Elevate</b>
<p>Oral surgical procedures, limited to:</p> <ul style="list-style-type: none"> <li>Reduction of fractures of the jaws or facial bones</li> <li>Surgical correction of cleft lip, cleft palate, or severe functional malocclusion</li> <li>Removal of stones from salivary ducts</li> <li>Excision of cysts and incision of abscesses unrelated to tooth structure</li> <li>Extraction of impacted (unerupted or partially erupted) teeth</li> <li>Partial or radical removal of the lower jaw with bone graft</li> <li>Excision of tori, tumors, leukoplakia, premalignant and malignant lesions, and biopsy of hard and soft oral tissues when unrelated to teeth and supporting structures</li> <li>Open reduction of dislocations and excision, manipulation, aspiration or injection of temporomandibular joints</li> </ul>	<p>In-network: 15% of the Plan allowance (deductible applies)</p> <p>Out-of-network: You pay all charges</p>	<p>In-network: \$250 copayment (no deductible) per performing surgeon, for surgical procedures performed in an inpatient setting</p> <p>In-network: 25% of the Plan allowance (deductible applies), for surgical procedures performed in all other settings</p>

*Oral and maxillofacial surgery - continued on next page*

## Elevate Plus and Elevate Options

Benefits Description	You pay	
<b>Oral and maxillofacial surgery (cont.)</b>	<b>Elevate Plus</b>	<b>Elevate</b>
<ul style="list-style-type: none"> <li>• Removal of foreign body, skin, subcutaneous areolar tissue, reaction-producing foreign bodies in the musculoskeletal system and salivary stones and incision/excision of salivary glands and ducts</li> <li>• Repair of traumatic wounds</li> <li>• Incision of the sinus and repair of oral fistulas</li> <li>• Surgical treatment of trigeminal neuralgia</li> <li>• Orthognathic surgery for the following conditions only:               <ul style="list-style-type: none"> <li>- Moderate or severe sleep apnea only after conservative treatment of sleep apnea has failed</li> <li>- Craniofacial congenital anomalies</li> <li>- Severe functional malocclusion not able to be corrected by conservative treatment options</li> <li>- Orthognathic procedures used for reconstruction following injury or illness causing a functional deficit</li> </ul> </li> <li>• Frenectomy, frenotomy, or frenuloplasty when the patient has a functional deficit unrelated to teeth and their supporting structures</li> <li>• Other oral surgery procedures that do not involve the teeth or their supporting structures</li> </ul> <p>Note: Orthognathic surgery requires preauthorization</p>	<p>In-network: 15% of the Plan allowance (deductible applies)</p> <p>Out-of-network: You pay all charges</p>	<p>In-network: \$250 copayment (no deductible) per performing surgeon, for surgical procedures performed in an inpatient setting</p> <p>In-network: 25% of the Plan allowance (deductible applies), for surgical procedures performed in all other settings</p> <p>Out-of-network: 50% of the Plan allowance (deductible applies) and any difference between our allowance and the billed amount</p>
<p><i>Not Covered:</i></p> <ul style="list-style-type: none"> <li>• <i>Oral implants and transplants; including for the treatment of accidental injury</i></li> <li>• <i>Procedures that involve the teeth or their supporting structures (such as the periodontal membrane, gingiva, and alveolar bone) including removal of tori for placement of dentures</i></li> <li>• <i>Orthodontic treatment</i></li> <li>• <i>Any oral or maxillofacial or orthognathic surgery not specifically listed as covered</i></li> </ul>	<i>All charges</i>	<i>All charges</i>
<b>Organ/tissue transplants</b>	<b>Elevate Plus</b>	<b>Elevate</b>
<p>These <b>solid organ transplants</b> are subject to medical necessity and experimental/investigational review by the Plan. Refer to <i>Other services that require preauthorization</i> in Section 3 for preauthorization procedures.</p> <p>Solid organ transplants limited to:</p> <ul style="list-style-type: none"> <li>• Allogeneic islet</li> <li>• Autologous pancreas islet cell transplant (as an adjunct to total or near total pancreatectomy) only for patients with chronic pancreatitis</li> <li>• Cornea</li> <li>• Heart</li> <li>• Heart/lung</li> <li>• Intestinal transplants               <ul style="list-style-type: none"> <li>- Isolated small intestine</li> </ul> </li> </ul>	<p>In-network: 15% of the Plan allowance (deductible applies)</p> <p>Out-of-network: You pay all charges</p>	<p>In-network: \$250 copayment (no deductible) per performing surgeon, for surgical procedures performed in an inpatient setting</p> <p>In-network: 25% of the Plan allowance (deductible applies), for surgical procedures performed in all other settings</p>

*Organ/tissue transplants - continued on next page*

## Elevate Plus and Elevate Options

Benefits Description	You pay	
<b>Organ/tissue transplants (cont.)</b>	<b>Elevate Plus</b>	<b>Elevate</b>
<ul style="list-style-type: none"> <li>- Small intestine with the liver</li> <li>- Small intestine with multiple organs, such as the liver, stomach, and pancreas</li> <li>• Kidney</li> <li>• Kidney - pancreas</li> <li>• Liver</li> <li>• Lung single/bilateral/lobar</li> <li>• Pancreas</li> </ul>	<p>In-network: 15% of the Plan allowance (deductible applies)</p> <p>Out-of-network: You pay all charges</p>	<p>In-network: \$250 copayment (no deductible) per performing surgeon, for surgical procedures performed in an inpatient setting</p> <p>In-network: 25% of the Plan allowance (deductible applies), for surgical procedures performed in all other settings</p> <p>Out-of-network: 50% of the Plan allowance (deductible applies) and any difference between our allowance and the billed amount</p>
<p>These <b>tandem blood or marrow stem cell transplants for covered transplants</b> are subject to medical necessity review by the Plan. Refer to <i>Other services that require preauthorization</i> in Section 3 for prior authorization procedures.</p> <ul style="list-style-type: none"> <li>• Autologous tandem transplants for:               <ul style="list-style-type: none"> <li>- AL Amyloidosis</li> <li>- Multiple myeloma (de novo and treated)</li> <li>- Recurrent germ cell tumors (including testicular cancer)</li> </ul> </li> </ul>	<p>In-network: 15% of the Plan allowance (deductible applies)</p> <p>Out-of-network: You pay all charges</p>	<p>In-network: \$250 copayment (no deductible) per performing surgeon, for surgical procedures performed in an inpatient setting</p> <p>In-network: 25% of the Plan allowance (deductible applies), for surgical procedures performed in all other settings</p> <p>Out-of-network: 50% of the Plan allowance (deductible applies) and any difference between our allowance and the billed amount</p>
<p><b>Blood or marrow stem cell transplants</b></p> <p>The Plan extends coverage for the diagnoses as indicated below. Refer to <i>Other services that require preauthorization</i> in Section 3 for preauthorization procedures.</p> <p>For the diagnoses listed below, the medical necessity limitation is considered satisfied if the patient meets the staging description.</p> <ul style="list-style-type: none"> <li>• Allogeneic transplants for:               <ul style="list-style-type: none"> <li>- Acute lymphocytic or non-lymphocytic (i.e., myelogenous) leukemia</li> <li>- Acute myeloid leukemia</li> <li>- Advanced Hodgkin’s lymphoma with recurrence (relapsed)</li> <li>- Advanced Myeloproliferative Disorders (MPDs)</li> </ul> </li> </ul>	<p>In-network: 15% of the Plan allowance (deductible applies)</p> <p>Out-of-network: You pay all charges</p>	<p>In-network: \$250 copayment (no deductible) per performing surgeon, for surgical procedures performed in an inpatient setting</p> <p>In-network: 25% of the Plan allowance (deductible applies), for surgical procedures performed in all other settings</p>

*Organ/tissue transplants - continued on next page*  
Elevate Plus and Elevate Options Section 5(b)

## Elevate Plus and Elevate Options

Benefits Description	You pay	
<b>Organ/tissue transplants (cont.)</b>	<b>Elevate Plus</b>	<b>Elevate</b>
<ul style="list-style-type: none"> <li>- Advanced neuroblastoma</li> <li>- Advanced non-Hodgkin’s lymphoma with recurrence (relapsed)</li> <li>- Amyloidosis</li> <li>- Beta Thalassemia Major</li> <li>- Chronic lymphocytic leukemia/small lymphocytic lymphoma (CLL/SLL)</li> <li>- Chronic myelogenous leukemia</li> <li>- Hemoglobinopathy</li> <li>- Immune deficiency other than Severe Combined Immunodeficiency (SCID, e.g., Wiskott-Aldrich syndrome, Kostmann's Syndrome, Leukocyte Adhesion Deficiencies) not amendable to more conservative treatment</li> <li>- Infantile malignant osteopetrosis</li> <li>- Kostmann's syndrome</li> <li>- Leukocyte adhesion deficiencies</li> <li>- Marrow Failure and Related Disorders (i.e., Fanconi’s, Paroxysmal Nocturnal Hemoglobinuria, Pure Red Cell Aplasia)</li> <li>- Mucopolysaccharidoses (e.g., Hunter’s disease, metachromatic leukodystrophy, adrenoleukodystrophy)</li> <li>- Mucopolysaccharidoses (e.g., Hunter’s syndrome, Hurler’s syndrome, Sanfilippo’s syndrome, Maroteaux-Lamy syndrome variants)</li> <li>- Multiple myeloma</li> <li>- Myelodysplasia/Myelodysplastic syndromes</li> <li>- Myeloproliferative disorders</li> <li>- Paroxysmal Nocturnal Hemoglobinuria</li> <li>- Phagocytic/Hemophagocytic deficiency diseases (e.g., Wiskott-Aldrich syndrome)</li> <li>- Severe combined immunodeficiency</li> <li>- Severe or very severe aplastic anemia</li> <li>- Sickle cell anemia</li> <li>- X-linked lymphoproliferative syndrome</li> <li>• Autologous transplants for:               <ul style="list-style-type: none"> <li>- Acute lymphocytic or non-lymphocytic (i.e., myelogenous) leukemia</li> <li>- Advanced childhood kidney cancers</li> <li>- Advanced Ewing sarcoma</li> <li>- Advanced Hodgkin’s lymphoma with recurrence (relapsed)</li> <li>- Advanced non-Hodgkin’s lymphoma with recurrence (relapsed)</li> <li>- Aggressive non-Hodgkin’s lymphomas (Mantle Cell lymphoma, adult T-cell leukemia/lymphoma, peripheral T-cell lymphomas and aggressive Dendritic Cell neoplasms)</li> <li>- Amyloidosis</li> </ul> </li> </ul>	<p>In-network: 15% of the Plan allowance (deductible applies)</p> <p>Out-of-network: You pay all charges</p>	<p>In-network: \$250 copayment (no deductible) per performing surgeon, for surgical procedures performed in an inpatient setting</p> <p>In-network: 25% of the Plan allowance (deductible applies), for surgical procedures performed in all other settings</p> <p>Out-of-network: 50% of the Plan allowance (deductible applies) and any difference between our allowance and the billed amount</p>

*Organ/tissue transplants - continued on next page*



## Elevate Plus and Elevate Options

Benefits Description	You pay	
Organ/tissue transplants (cont.)	Elevate Plus	Elevate
<ul style="list-style-type: none"> <li>- Breast cancer</li> <li>- Childhood rhabdomyosarcoma</li> <li>- Ependyoblastoma</li> <li>- Epithelial ovarian cancer</li> <li>- Mantle Cell (Non-Hodgkin lymphoma)</li> <li>- Medulloblastoma</li> <li>- Multiple myeloma</li> <li>- Multiple sclerosis</li> <li>- Neuroblastoma</li> <li>- Scleroderma</li> <li>- Scleroderma - SSc (severe, progressive)</li> <li>- Systemic sclerosis</li> <li>- Testicular, mediastinal, retroperitoneal and ovarian germ cell tumors</li> <li>- Waldenstrom’s macroglobulinemia</li> </ul>	<p>In-network: 15% of the Plan allowance (deductible applies)</p> <p>Out-of-network: You pay all charges</p>	<p>In-network: \$250 copayment (no deductible) per performing surgeon, for surgical procedures performed in an inpatient setting</p> <p>In-network: 25% of the Plan allowance (deductible applies), for surgical procedures performed in all other settings</p> <p>Out-of-network: 50% of the Plan allowance (deductible applies) and any difference between our allowance and the billed amount</p>
<p><b>Mini-transplants performed in a clinical trial setting</b> (non-myeloablative, reduced intensity conditioning or RIC) for members with a diagnosis listed below are subject to medical necessity review by the Plan. Refer to <i>Other services that require preauthorization</i> in Section 3 for preauthorization procedures.</p> <ul style="list-style-type: none"> <li>• Allogeneic transplants for: <ul style="list-style-type: none"> <li>- Acute lymphocytic or non-lymphocytic (i.e., myelogenous) leukemia</li> <li>- Acute myeloid leukemia</li> <li>- Advanced Hodgkin’s lymphoma with recurrence (relapsed)</li> <li>- Advanced Myeloproliferative Disorders (MPDs)</li> <li>- Advanced non-Hodgkin’s lymphoma with recurrence (relapsed)</li> <li>- Amyloidosis</li> <li>- Chronic lymphocytic leukemia/small lymphocytic lymphoma (CLL/SLL)</li> <li>- Chronic myelogenous leukemia</li> <li>- Hemoglobinopathy</li> <li>- Marrow failure and related disorders (i.e., Fanconi’s, Paroxysmal Nocturnal Hemoglobinuria, Pure Red Cell Aplasia)</li> <li>- Multiple myeloma</li> <li>- Myelodysplasia/Myelodysplastic syndromes</li> <li>- Paroxysmal Nocturnal Hemoglobinuria</li> <li>- Severe combined immunodeficiency</li> <li>- Severe or very severe aplastic anemia</li> <li>- Sickle Cell disease</li> </ul> </li> <li>• Autologous transplants for: <ul style="list-style-type: none"> <li>- Acute lymphocytic or non-lymphocytic (i.e., myelogenous) leukemia</li> </ul> </li> </ul>	<p>In-network: 15% of the Plan allowance (deductible applies)</p> <p>Out-of-network: You pay all charges</p>	<p>In-network: \$250 copayment (no deductible) per performing surgeon, for surgical procedures performed in an inpatient setting</p> <p>In-network: 25% of the Plan allowance (deductible applies), for surgical procedures performed in all other settings</p> <p>Out-of-network: 50% of the Plan allowance (deductible applies) and any difference between our allowance and the billed amount</p>

*Organ/tissue transplants - continued on next page*

## Elevate Plus and Elevate Options

Benefits Description	You pay	
Organ/tissue transplants (cont.)	Elevate Plus	Elevate
<ul style="list-style-type: none"> <li>- Advanced Hodgkin’s lymphoma with recurrence (relapsed)</li> <li>- Advanced non-Hodgkin’s lymphoma with recurrence (relapsed)</li> <li>- Amyloidosis</li> <li>- Neuroblastoma</li> </ul>	<p>In-network: 15% of the Plan allowance (deductible applies)</p> <p>Out-of-network: You pay all charges</p>	<p>In-network: \$250 copayment (no deductible) per performing surgeon, for surgical procedures performed in an inpatient setting</p> <p>In-network: 25% of the Plan allowance (deductible applies), for surgical procedures performed in all other settings</p> <p>Out-of-network: 50% of the Plan allowance (deductible applies) and any difference between our allowance and the billed amount</p>
<p><b>These blood or marrow stem cell transplants</b> are covered in-network at a Plan-designated National Cancer Institute or National Institutes of health approved clinical trial facility if approved by the Plan's medical director in accordance with the Plan's protocols. These transplants include but are not limited to the diagnoses below.</p> <p>If you are a participant in a clinical trial, the Plan will provide benefits for related routine care this is medically necessary (such as doctor visits, lab tests, x-rays and scans, and hospitalization related to treating the patient's condition) if it is not provided by the clinical trial. Section 9 has additional information on costs related to clinical trials. We encourage you to contact the Plan to discuss specific services if you participate in a clinical trial.</p> <ul style="list-style-type: none"> <li>• Allogeneic transplants for               <ul style="list-style-type: none"> <li>- Advanced Hodgkin’s lymphoma</li> <li>- Advanced non-Hodgkin’s lymphoma</li> <li>- Beta Thalassemia Major</li> <li>- Chronic inflammatory demyelination polyneuropathy (CIDP)</li> <li>- Early stage (indolent or non-advanced) small cell lymphocytic lymphoma</li> <li>- Multiple myeloma</li> <li>- Multiple sclerosis</li> <li>- Sickle Cell anemia</li> </ul> </li> <li>• Mini-transplants (non-myeloablative allogeneic, reduced intensity conditioning or RIC) for               <ul style="list-style-type: none"> <li>- Acute lymphocytic or non-lymphocytic (i.e., myelogenous) leukemia</li> <li>- Advanced Hodgkin’s lymphoma</li> <li>- Advanced non-Hodgkin’s lymphoma</li> <li>- Breast cancer</li> </ul> </li> </ul>	<p>In-network: 15% of the Plan allowance (deductible applies)</p> <p>Out-of-network: You pay all charges</p>	<p>In-network: \$250 copayment (no deductible) per performing surgeon, for surgical procedures performed in an inpatient setting</p> <p>In-network: 25% of the Plan allowance (deductible applies), for surgical procedures performed in all other settings</p> <p>Out-of-network: 50% of the Plan allowance (deductible applies) and any difference between our allowance and the billed amount</p>

*Organ/tissue transplants - continued on next page*

## Elevate Plus and Elevate Options

Benefits Description	You pay	
Organ/tissue transplants (cont.)	Elevate Plus	Elevate
<ul style="list-style-type: none"> <li>- Chronic lymphocytic leukemia</li> <li>- Chronic lymphocytic lymphoma/small lymphocytic lymphoma (CLL/SLL)</li> <li>- Chronic myelogenous leukemia</li> <li>- Colon cancer</li> <li>- Early stage (indolent or non-advanced) small cell lymphocytic lymphoma</li> <li>- Multiple myeloma</li> <li>- Multiple sclerosis</li> <li>- Myelodysplasia/Myelodysplastic Syndromes</li> <li>- Myeloproliferative disorders (MDDs)</li> <li>- Non-small cell lung cancer</li> <li>- Ovarian cancer</li> <li>- Prostate cancer</li> <li>- Renal cell carcinoma</li> <li>- Sarcomas</li> <li>- Sickle cell anemia</li> <li>• Autologous Transplants for               <ul style="list-style-type: none"> <li>- Advanced childhood kidney cancers</li> <li>- Advanced Ewing sarcoma</li> <li>- Advanced Hodgkin’s lymphoma</li> <li>- Advanced non-Hodgkin’s lymphoma</li> <li>- Aggressive non-Hodgkin lymphomas</li> <li>- Breast Cancer</li> <li>- Childhood rhabdomyosarcoma</li> <li>- Chronic lymphocytic lymphoma/small lymphocytic lymphoma (CLL/SLL)</li> <li>- Chronic myelogenous leukemia</li> <li>- Early stage (indolent or non-advanced) small cell lymphocytic lymphoma</li> <li>- Epithelial Ovarian Cancer</li> <li>- Mantle Cell (Non-Hodgkin lymphoma)</li> <li>- Multiple sclerosis</li> <li>- Small cell lung cancer</li> <li>- Systemic lupus erythematosus</li> <li>- Systemic sclerosis</li> </ul> </li> </ul>	<p>In-network: 15% of the Plan allowance (deductible applies)</p> <p>Out-of-network: You pay all charges</p>	<p>In-network: \$250 copayment (no deductible) per performing surgeon, for surgical procedures performed in an inpatient setting</p> <p>In-network: 25% of the Plan allowance (deductible applies), for surgical procedures performed in all other settings</p> <p>Out-of-network: 50% of the Plan allowance (deductible applies) and any difference between our allowance and the billed amount</p>

*Organ/tissue transplants - continued on next page*

## Elevate Plus and Elevate Options

Benefits Description	You pay	
Organ/tissue transplants (cont.)	Elevate Plus	Elevate
<p>Transportation Benefit</p> <ul style="list-style-type: none"> <li>We will also provide up to \$10,000 per covered transplant, excluding cornea or kidney, for transportation (mileage or airfare) to a plan-designated facility and reasonable temporary living expenses (i.e., lodging and meals) for the recipient and one other individual (or in the case of a minor, two other individuals), if the recipient lives more than 100 miles from the designated transplant facility. You must contact Customer Service at 800-821-6136 for what are considered reasonable temporary living expenses.</li> <li>Transportation benefits are only payable when GEHA is the primary payor.</li> <li>Transportation benefits are payable to follow-up care up to one year following the transplant.</li> </ul>	<p>All charges in excess of \$10,000 (no deductible)</p>	<p>All charges in excess of \$10,000 (no deductible)</p>
<p>Donor expenses</p> <ul style="list-style-type: none"> <li>We will cover donor screening tests and donor search expenses for up to four potential donors of organ/tissue transplants.</li> <li>We cover related medical and hospital expenses of the donor when we cover the recipient, in addition to the testing of family members.</li> </ul> <p>Note: All allowable charges incurred for a surgical transplant, whether incurred by the recipient or donor will be considered expenses of the recipient and will be covered the same as for any other illness or injury subject to the limits stated below. This benefit applies only if the recipient is covered by the Plan and if the donor's expenses are not otherwise covered.</p> <p>Notes:</p> <ul style="list-style-type: none"> <li>If you are a participant in a clinical trial, please see Section 9, <i>Clinical Trials</i>, for coverage details.</li> <li>We will pay for a second transplant evaluation recommended by a physician qualified to perform the transplant if, the transplant diagnosis is covered, and the physician is not associated or in practice with the physician who recommended and will perform the transplant. A third transplant evaluation is covered only if the second evaluation does not confirm the initial evaluation.</li> <li>The transplant must be performed at a Plan-designated transplant facility to receive maximum benefits.</li> <li>If precertification is not obtained or a Plan-designated transplant facility is not used, our allowance will be limited for hospital and surgery expenses up to a maximum of \$100,000 per transplant. If we cannot refer a member in need of a transplant to a designated facility, the \$100,000 maximum will not apply.</li> </ul>	<p>Services are paid at regular Plan benefits.</p> <p>Note: See Sections 5(a) through 5(f) for applicable services and benefits</p>	<p>Services are paid at regular Plan benefits.</p> <p>Note: See Sections 5(a) through 5(f) for applicable services and benefits</p>

*Organ/tissue transplants - continued on next page*

## Elevate Plus and Elevate Options

Benefits Description	You pay	
<b>Organ/tissue transplants (cont.)</b>	<b>Elevate Plus</b>	<b>Elevate</b>
<ul style="list-style-type: none"> <li>If benefits are limited to \$100,000 per transplant, included in the maximum are all charges for hospital, medical and surgical care incurred while the patient is hospitalized for a covered transplant surgery and subsequent complications related to the transplant. Outpatient expenses for chemotherapy and any process of obtaining stem cells or bone marrow associated with bone marrow transplant (stem cell support) are included in benefits limit of \$100,000 per transplant. Tandem bone marrow transplants approved as one treatment protocol are limited to \$100,000 when not performed at a Plan-designated facility. All treatment within 120 days following the transplant is subject to the \$100,000 limit. Outpatient prescription drugs are not a part of the \$100,000 limit.</li> <li>Chemotherapy and procedures related to bone marrow transplantation must be performed only at a Plan-designated transplant facility to receive maximum benefits.</li> <li>Simultaneous transplants such as kidney/pancreas, heart/lung, heart/liver are considered as one transplant procedure and are limited to \$100,000 when not performed at a Plan-designated transplant facility.</li> </ul>	<p>Services are paid at regular Plan benefits.</p> <p>Note: See Sections 5(a) through 5(f) for applicable services and benefits</p>	<p>Services are paid at regular Plan benefits.</p> <p>Note: See Sections 5(a) through 5(f) for applicable services and benefits</p>
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <li><i>Services or supplies for or related to surgical transplant procedures (including administration of high-dose chemotherapy) for artificial or human organ/tissue transplants not listed as specifically covered</i></li> <li><i>Donor screening tests and donor search expenses, except those listed above</i></li> <li><i>Expenses for sperm collection and storage except in cases of iatrogenic infertility</i></li> </ul>	<i>All charges</i>	<i>All charges</i>
<b>Anesthesia</b>	<b>Elevate Plus</b>	<b>Elevate</b>
<p>Professional fees for the administration of anesthesia in:</p> <ul style="list-style-type: none"> <li>Hospital (inpatient)</li> <li>Hospital outpatient department</li> <li>Skilled nursing facility</li> <li>Ambulatory surgical center</li> <li>Office</li> </ul> <p>Note: We cover anesthesia services related to dental procedures when necessitated by a non-dental physical impairment and the patient qualifies for dental treatment in a hospital or outpatient facility (see Section 5(c) for facility coverage). We do not cover the dental procedures.</p>	<p>In-network: 15% of the Plan allowance (deductible applies)</p> <p>Out-of-network: You pay all charges</p>	<p>In-network: 25% of the Plan allowance (deductible applies)</p> <p>Out-of-network: 50% of the Plan allowance (deductible applies) and any difference between our allowance and the billed amount</p>
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <li><i>Anesthesia related to non-covered surgeries or procedures.</i></li> </ul>	<i>All charges</i>	<i>All charges</i>

**Section 5(c). Services Provided by a Hospital or Other Facility, and Ambulance Services**

**Important things you should keep in mind about these benefits:**

- Please remember that all benefits are subject to the definitions, limitations, and exclusions in this brochure and are payable only when we determine they are medically necessary.
- Under the Elevate Plus Option, the calendar year deductible is \$200 per person (\$400 if enrollment is Self Plus One or Self and Family). We state whether or not the calendar year deductible applies for each benefit listed in this section.
- Under the Elevate Option, the calendar year deductible is \$500 per person (\$1,000 if enrollment is Self Plus One or Self and Family). If you use an out-of-network provider, the calendar year deductible is \$1,000 per person (\$2,000 if enrollment is Self Plus One or Self and Family). We state whether or not the calendar year deductible applies for each benefit listed in this section.
- Under the Elevate Option, the out-of-network benefits are the standard benefits of the Plan. In-network benefits apply only when you use an in-network provider. When no in-network provider is available, out-of-network benefits apply. Under the Elevate Plus Option, the in-network benefits are the standard benefits of the Plan.
- Under the Elevate Option, charges billed by an out-of-network facility for implantable devices, surgical hardware, etc., are subject to the Plan allowance, which is based on the provider's cost plus 20% with submitted invoice, or two times the Medicare allowance without an invoice. Providers are encouraged to notify us on admission to determine benefits payable.
- The amounts listed below are for the charges billed by the facility (i.e., hospital or surgical center) or ambulance service for your surgery or care. Any costs associated with the professional charge (i.e., physicians, etc.) are in Sections 5(a) or 5(b).
- When you receive hospital observation services, we apply outpatient benefits to covered services. Inpatient benefits will apply only when your physician formally admits you to the hospital as an inpatient. It is either your provider's or your responsibility to ensure that we are contacted for precertification if you are admitted as an inpatient.
- Cost for observation care lasting 24 hours or more will not exceed the cost of inpatient care.
- When you use an in-network hospital, the professionals who provide services to you in a hospital may not all be preferred providers. If the services are rendered by out-of-network providers at an in-network hospital, we will pay up to the Plan Allowance according to the No Surprises Act.
- We will provide in-network benefits if you are admitted to an out-of-network hospital due to a medical emergency. We will also provide in-network benefits for professionals who provide services in an out-of-network hospital, when admitted due to a medical emergency.
- **YOU MUST GET PRECERTIFICATION FOR INPATIENT STAYS, UNLESS DUE TO A MEDICAL EMERGENCY. FAILURE TO DO SO WILL RESULT IN A FINANCIAL PENALTY AS OUTLINED IN SECTION 3, *How You Get Care*.** Please refer to the precertification information shown in Section 3 to be sure which services require precertification. Confinements which are considered not medically necessary will not be covered. Penalties are not subject to the catastrophic limit.
  - When requested, itemized bills with supporting documentation are required for benefit consideration.
- Be sure to read Section 4, *Your Costs for Covered Services*, for valuable information about how cost sharing works. Also, read Section 9 for information about how we pay if you have other coverage, or if you are age 65 or over.

**Important things you should keep in mind about these benefits (continued):**

- Medications may be available under the prescription drug benefit and may require prior authorization. Specialty drugs obtained outside of the pharmacy benefit may be subject to additional cost share as outlined in Section 5(f), *Specialty drug benefits*.

Benefits Description	You pay	
<b>Note: For both the Elevate Plus and Elevate Options, we state whether or not the calendar year deductible applies for each benefit listed in this Section.</b>		
Inpatient hospital	Elevate Plus	Elevate
<p><b>Precertification is required in advance of admission.</b></p> <p>Note: For the Elevate Option, out-of-network facilities must, prior to admission, agree to abide by the terms established by the Plan for the care of the particular member and for the submission and processing of related claims.</p> <p>Room and board, such as:</p> <ul style="list-style-type: none"> <li>• Ward, semiprivate, or intensive care accommodation</li> <li>• General nursing care</li> <li>• Meals and special diets</li> </ul> <p>Note: We only cover a private room if we determine it to be medically necessary. Otherwise, we will pay the hospital's average charge for semiprivate accommodations. The remaining balance is not a covered expense. If the hospital only has private rooms, we will cover the private room rate.</p> <p>Other hospital services and supplies, such as:</p> <ul style="list-style-type: none"> <li>• Operating, recovery, maternity and other treatment rooms</li> <li>• Prescribed drugs and medications</li> <li>• Diagnostic laboratory tests and X-rays</li> <li>• Blood or blood plasma, if not donated or replaced</li> <li>• Dressings, splints, casts, and sterile tray services</li> <li>• Medical supplies and equipment, including oxygen</li> <li>• Anesthetics, including nurse anesthetist services</li> <li>• Take-home items</li> <li>• Medical supplies, appliances, medical equipment, and any covered items billed by a hospital for use at home</li> </ul> <p>Note: We cover up to 16 tests for Urine Drug Testing (UDT) per person per calendar year.</p> <p>Note: We base payment on whether the facility or a healthcare professional bills for the services or supplies. For example, when the hospital bills for its nurse anesthetists' services, we pay hospital benefits and when the anesthesiologist bills, we pay surgery benefits.</p> <p>Note: Here are some things to keep in mind regarding maternity benefits:</p> <ul style="list-style-type: none"> <li>• You do not need to precertify your normal delivery;</li> </ul>	<p>In-network: 15% of the Plan allowance (deductible applies)</p> <p>Out-of-network: You pay all charges</p>	<p>In-network: 25% of the Plan allowance (deductible applies)</p> <p>Out-of-network: 50% of the Plan allowance (deductible applies) and any difference between our allowance and the billed amount</p>

*Inpatient hospital - continued on next page*

Benefits Description	You pay	
<b>Inpatient hospital (cont.)</b>	<b>Elevate Plus</b>	<b>Elevate</b>
<ul style="list-style-type: none"> <li>• See Section 3, <i>How You Get Care</i> for other circumstances, such as extended stays for you or your baby.</li> <li>• You may remain in the hospital up to 48 hours after a regular delivery and 96 hours after a cesarean delivery. We will cover an extended stay if medically necessary.</li> <li>• We cover routine nursery care of the newborn child during the covered portion of the mother’s maternity stay.</li> <li>• We will cover other care of an infant who requires non-routine treatment under regular Plan benefits if we cover the infant under a Self and Family or Self Plus One enrollment. Surgical benefits, not maternity benefits, apply to circumcision.</li> <li>• Maternity care expenses incurred by a Plan member serving as a surrogate mother are covered by the Plan subject to reimbursement from the other party to the surrogacy contract or agreement. The involved Plan member must execute our Reimbursement Agreement against any payment she may receive under a surrogacy contract or agreement. Expenses of the newborn child are not covered under this or any other benefit in a surrogate mother situation.</li> </ul>	<p>In-network: 15% of the Plan allowance (deductible applies)</p> <p>Out-of-network: You pay all charges</p>	<p>In-network: 25% of the Plan allowance (deductible applies)</p> <p>Out-of-network: 50% of the Plan allowance (deductible applies) and any difference between our allowance and the billed amount</p>
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <li>• <i>Any part of a hospital admission that is not medically necessary (see Section 10), such as when you do not need acute hospital inpatient (overnight) care but could receive care in some other setting without adversely affecting your condition or the quality of your medical care. Note: In this event, we pay benefits for services and supplies other than room and board and in-hospital physician care at the level they would have been covered if provided in an alternative setting.</i></li> <li>• <i>Any part of a hospital admission that is related to a non-covered surgery or procedure</i></li> <li>• <i>Custodial care (see Section 10)</i></li> <li>• <i>Long-term care (see Section 10)</i></li> <li>• <i>Non-covered facilities such as nursing homes, schools</i></li> <li>• <i>Personal comfort items such as phone, television, barber services, guest meals and beds</i></li> <li>• <i>Private nursing care</i></li> <li>• <i>Biofeedback, educational, recreational or milieu therapy</i></li> </ul>	<p><i>All charges</i></p>	<p><i>All charges</i></p>



Benefits Description	You pay	
Outpatient hospital, clinic or ambulatory surgical center	Elevate Plus	Elevate
<ul style="list-style-type: none"> <li>• Operating, recovery, maternity (includes birth center), observation, and other treatment rooms</li> <li>• Prescribed drugs and medications</li> <li>• Administration of blood, blood plasma, and other biologicals</li> <li>• Blood or blood plasma, if not donated or replaced</li> <li>• Dressings, splints, casts, and sterile tray services</li> <li>• Medical supplies, including oxygen</li> <li>• Anesthetics and anesthesia service</li> <li>• Observation care</li> </ul> <p>Note: Observation care is covered as an outpatient hospital service, see Section 10.</p> <p>Note: We cover up to 16 tests for Urine Drug Testing (UDT) per person per calendar year.</p> <p>Note: Please refer to Section 5(f), <i>Prescription Drug Benefits</i> for information on benefits for <i>Specialty drug</i> medications dispensed by hospitals.</p> <p>Note: We cover hospital services and supplies related to dental procedures when necessitated by a non-dental physical impairment. We do not cover the dental procedures.</p> <p>Note: Maternity care expenses incurred by a Plan member serving as a surrogate mother are covered by the Plan subject to reimbursement from the other party to the surrogacy contract or agreement. The involved Plan member must execute our Reimbursement Agreement against any payment she may receive under a surrogacy contract or agreement. Expenses of the newborn child are not covered under this or any other benefit in a surrogate mother situation.</p>	<p>In-network: 15% of the Plan allowance (deductible applies)</p> <p>Out-of-network: You pay all charges</p>	<p>In-network: 25% of the Plan allowance (deductible applies)</p> <p>Out-of-network: 50% of the Plan allowance (deductible applies) and any difference between our allowance and the billed amount</p>
<ul style="list-style-type: none"> <li>• Antibiotic therapy - Intravenous (IV)/Infusion</li> <li>• Intravenous (IV)/Infusion Therapy - Outpatient and home IV antibiotic therapy</li> <li>• Total Parenteral Nutrition (TPN)</li> <li>• Intrathecal pumps refills</li> </ul> <p>Note: The per diem (daily) rate for intrathecal pump refill will only be reimbursed on the day of the refill. No daily per diems will be allowed.</p> <ul style="list-style-type: none"> <li>• Chemotherapy and radiation therapy</li> </ul> <p>Note: Preauthorization required for chemotherapy and radiation therapy</p>	<p>In-network: 15% of the Plan allowance (deductible applies)</p> <p>You pay 10% of the Plan allowance (deductible applies) for drugs administered or obtained in connection with your treatment (excludes drugs obtained under the Prescription drug benefit in Section 5(f)).</p>	<p>In-network: 25% of the Plan allowance (deductible applies)</p> <p>Out-of-network: 50% of the Plan allowance (deductible applies) and any difference between our allowance and the billed amount.</p>

*Outpatient hospital, clinic or ambulatory surgical center - continued on next page*

Benefits Description	You pay	
<b>Outpatient hospital, clinic or ambulatory surgical center (cont.)</b>	<b>Elevate Plus</b>	<b>Elevate</b>
<p>Note: High-dose chemotherapy in association with autologous bone marrow transplants is limited to those transplants listed in Section 5(b), <i>Services Provided by a Hospital or Other Facility, and Ambulance Services</i>.</p> <p>Note: Medications required for treatment therapies may be available under the Prescription drug benefits in Section 5(f).</p>	<p>In-network: 15% of the Plan allowance (deductible applies)</p> <p>You pay 10% of the Plan allowance (deductible applies) for drugs administered or obtained in connection with your treatment (excludes drugs obtained under the Prescription drug benefit in Section 5(f)).</p> <p>Note: Specialty drugs obtained outside of the pharmacy benefit from other sources (physician offices, home health agencies, outpatient hospitals) may be subject to additional cost share as outlined in Section 5(f), <i>Specialty drug benefits</i>.</p>	<p>In-network: 25% of the Plan allowance (deductible applies)</p> <p>Out-of-network: 50% of the Plan allowance (deductible applies) and any difference between our allowance and the billed amount.</p> <p>Note: For both in-network and out-of-network, specialty drugs obtained outside of the pharmacy benefit from other sources (physician offices, home health agencies, outpatient hospitals) may be subject to additional cost share as outlined in Section 5(f), <i>Specialty drug benefits</i>.</p>
<p>Outpatient diagnostic and treatment services performed and billed by a facility, such as but not limited to:</p> <ul style="list-style-type: none"> <li>• Laboratory tests (blood tests, urinalysis, non-routine Pap tests) and pathology services</li> </ul> <p>Note: For Elevate, if your in-network provider uses an out-of-network lab, imaging facility or radiologist, we will pay out-of-network benefits for lab and radiology charges.</p>	<p>In-network: \$0 (no deductible)</p> <p>Out-of-network: You pay all charges</p>	<p>In-network: 25% of the Plan allowance (deductible applies)</p> <p>Out-of-network: 50% of the Plan allowance (deductible applies) and any difference between our allowance and the billed amount</p>
<p>Outpatient diagnostic testing and treatment services performed and billed by a facility, such as but not limited to:</p> <ul style="list-style-type: none"> <li>• X-rays</li> <li>• Ultrasound</li> <li>• Electrocardiogram and EEG</li> <li>• Non-routine mammograms</li> <li>• Neurological testing</li> </ul> <p>Note: For Elevate, if your in-network provider uses an out-of-network lab, imaging facility or radiologist, we will pay out-of-network benefits for lab and radiology charges.</p>	<p>In-network: \$50 copayment per day per facility (no deductible)</p> <p>Out-of-Network: You pay all charges</p>	<p>In-network: 25% of the Plan allowance (deductible applies)</p> <p>Out-of-network: 50% of the Plan allowance (deductible applies) and any difference between our allowance and the billed amount</p>

*Outpatient hospital, clinic or ambulatory surgical center - continued on next page*

## Elevate Plus and Elevate Options

Benefits Description	You pay	
Outpatient hospital, clinic or ambulatory surgical center (cont.)	Elevate Plus	Elevate
<p>Outpatient diagnostic testing and treatment services performed and billed by a facility:</p> <ul style="list-style-type: none"> <li>• Non-routine colonoscopy</li> </ul>	<p>In-network: 15% of the Plan allowance (deductible applies)</p> <p>Out-of-Network: You pay all charges</p>	<p>In-network: 25% of the Plan allowance (deductible applies)</p> <p>Out-of-network: 50% of the Plan allowance (deductible applies) and any difference between our allowance and the billed amount</p>
<p>Outpatient diagnostic testing and treatment services performed and billed by a facility, such as but not limited to:</p> <ul style="list-style-type: none"> <li>• Double-contrast barium enemas</li> <li>• Bone density tests</li> <li>• Diagnostic genetic testing and screening (preauthorization required for genetic testing)</li> <li>• Psychological and Neuropsychological testing</li> <li>• In Lab Attended Polysomnography (sleep study)</li> </ul> <p>Note: Preauthorization may be required for these tests.</p> <p>Note: For Elevate, if your in-network provider uses an out-of-network benefits for lab, imaging facility or radiologist, we will pay out-of-network benefits for lab and radiology charges.</p>	<p>In-network: 15% of the Plan allowance (deductible applies)</p> <p>Out-of-network: You pay all charges</p>	<p>In-network: 25% of the Plan allowance (deductible applies)</p> <p>Out-of-network: 50% of the Plan allowance (deductible applies) and any difference between our allowance and the billed amount</p>
<p>Outpatient diagnostic testing and treatment services performed and billed by a facility, such as but not limited to:</p> <ul style="list-style-type: none"> <li>• CT, MRI, MRA, Nuclear Cardiology and PET studies</li> </ul> <p>Note: Preauthorization may be required for these tests</p> <p>Note: For Elevate, if your in-network provider uses an out-of-network benefits lab, imaging facility or radiologist, we will pay out-of-network benefits for lab and radiology charges.</p>	<p>In-network: \$75 copayment per day per facility (no deductible)</p> <p>Out-of-network: You pay all charges</p>	<p>In-network: 25% of the Plan allowance (deductible applies)</p> <p>Out-of-network: 50% of the Plan allowance (deductible applies) and any difference between our allowance and the billed amount</p>
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <li>• <i>Maintenance cardiac and pulmonary rehabilitation</i></li> <li>• <i>Services that are related to a non-covered surgery or procedure</i></li> </ul>	<p><i>All charges</i></p>	<p><i>All charges</i></p>

Benefits Description	You pay	
Extended care benefits/Skilled nursing care facility benefits	Elevate Plus	Elevate
<p><b>Precertification is required in advance of admission.</b></p> <p>Note: For the Elevate Option out-of-network facilities must, prior to admission, agree to abide by the terms established by the Plan for the care of the particular member and for the submission and processing of related claims.</p> <p>Elevate Plus Option:</p> <p>We cover skilled nursing facility (SNF) with a limit of 50 days per calendar year when the following criteria is met:</p> <ul style="list-style-type: none"> <li>• Precertification is obtained prior to admission</li> </ul> <p>Note: When Medicare Part A is primary, the initial days paid in full by Medicare are considered part of the 50 days per calendar year benefit.</p>	<p>In-network: 15% of the Plan allowance (deductible applies)</p> <p>Out-of-network: You pay all charges</p>	<p><i>All charges</i></p>
Hospice/End of life care	Elevate Plus	Elevate
<p>Hospice is a coordinated program of maintenance and supportive care for the terminally ill provided by a medically supervised team, under the direction of a Plan-approved independent hospice administration.</p> <ul style="list-style-type: none"> <li>• We pay up to \$30,000 for hospice care provided in an outpatient setting, or for room, board, and care while receiving hospice care in an inpatient setting. Services may include a combination of inpatient and outpatient care up to a maximum of \$30,000.</li> </ul> <p>These benefits will be paid if the hospice care program begins after a person’s primary doctor certifies terminal illness and life expectancy of six months or less and any services or inpatient hospice stay that is part of the program is:</p> <ul style="list-style-type: none"> <li>• Provided while the person is covered by this Plan</li> <li>• Ordered by the supervising doctor</li> <li>• Charged by the hospice care program</li> <li>• Provided within six months from the date the person entered or re-entered (after a period of remission) a hospice care program</li> </ul> <p>Remission is the halt or actual reduction in the progression of illness resulting in discharge from a hospice care program with no further expenses incurred. A readmission within three months of a prior discharge is considered as the same period of care. A new period begins after three months from a prior discharge with maximum benefits available.</p> <p>Note: See Section 5(a), <i>Diagnostic treatment and services</i>, for information on advance care planning coverage.</p>	<p>In-network: Charges in excess of \$30,000 (deductible applies)</p> <p>Out-of-network: You pay all charges</p>	<p>Charges in excess of \$30,000 (deductible applies)</p>
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <li>• <i>Charges incurred during a period of remission</i></li> <li>• <i>Bereavement counseling, pastoral counseling, financial or legal counseling</i></li> </ul>	<p><i>All charges</i></p>	<p><i>All charges</i></p>

*Hospice/End of life care - continued on next page*  
Elevate Plus and Elevate Options Section 5(c)

## Elevate Plus and Elevate Options

Benefits Description	You pay	
<b>Hospice/End of life care (cont.)</b>	<b>Elevate Plus</b>	<b>Elevate</b>
<ul style="list-style-type: none"> <li>• <i>Funeral arrangements</i></li> <li>• <i>Homemaker or caretaker services</i></li> </ul>	<i>All charges</i>	<i>All charges</i>
<b>Ambulance</b>	<b>Elevate Plus</b>	<b>Elevate</b>
<p>Local ambulance service, within 100 miles, only when medically necessary and the patient cannot be transported by other means:</p> <ul style="list-style-type: none"> <li>• to the first hospital where treated</li> <li>• from the first hospital to the next nearest hospital or other medical facility only if necessary treatment is unavailable or medically unsuitable at the first hospital</li> <li>• the home, only when the patient requires the assistance of medically trained personnel during transportation</li> </ul> <p style="padding-left: 40px;">* Member is responsible for all charges for 100 miles or greater when medically necessary treatment is available within 100 miles.</p>	<p>15% of the Plan allowance within 100 miles* (deductible applies)</p> <p>Note: Out-of-network emergency care and transport is paid at the in-network level</p>	<p>In-network: 25% of the Plan allowance within 100 miles* (deductible applies)</p> <p>Out-of-network: 25% of the Plan allowance and any difference between our allowance and the billed amount within 100 miles* (deductible applies)</p>
<p>Air ambulance to nearest hospital is only covered when medically necessary, and the severity of the member's condition warrants immediate evacuation, and:</p> <ul style="list-style-type: none"> <li>• the pick-up location is inaccessible by other means, or</li> <li>• transportation by any other means could further endanger the member's health, and</li> <li>• the patient is transported to the nearest facility where medically necessary treatment is available.</li> </ul> <p style="padding-left: 40px;">* Member is responsible for all charges for 100 miles or greater when medically necessary treatment is available within 100 miles.</p> <p><b>Note: Medical necessity review is required for all air ambulance transportation.</b></p>	<p>15% of the Plan allowance within 100 miles* (deductible applies)</p> <p>Note: Out-of-network emergency care and transport is paid at the in-network level</p>	<p>25% of the Plan allowance within 100 miles* (deductible applies)</p>
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <li>• <i>Ambulance transportation when the patient does not require the assistance of medically trained personnel and can be safely transferred (or transported) by other means</i></li> <li>• <i>All ambulance charges for 100 miles or greater when medically necessary treatment is available within 100 miles</i></li> <li>• <i>Non-ambulance transportation including wheelchair van, gurney van, commercial air flights, or any other vehicle not licensed as ambulance</i></li> <li>• <i>Air ambulance will not be covered if transport is beyond the nearest available medically suitable facility, but is requested by patient or physician for continuity of care or other reasons</i></li> </ul>	<i>All charges</i>	<i>All charges</i>

**Section 5(d). Emergency Services/Accidents**

**Important things you should keep in mind about these benefits:**

- Please remember that all benefits are subject to the definitions, limitations, and exclusions in this brochure and are payable only when we determine they are medically necessary.
- Under the Elevate Plus Option, the calendar year deductible is \$200 per person (\$400 if enrollment is Self Plus One or Self and Family). We state whether or not the calendar year deductible applies for each benefit listed in this section.
- Under the Elevate Option, the calendar year deductible is \$500 per person (\$1,000 if enrollment is Self Plus One or Self and Family). If you use an out-of-network provider, the calendar year deductible is \$1,000 per person (\$2,000 if enrollment is Self Plus One or Self and Family). We state whether or not the calendar year deductible applies for each benefit listed in this section.
- Under the Elevate Option, the out-of-network benefits are the standard benefits of the Plan. In-network benefits apply only when you use an in-network provider. When no in-network provider is available, out-of-network benefits apply. Under the Elevate Plus Option, the in-network benefits are the standard benefits of the Plan.
- When you use an in-network hospital, the professionals who provide services to you in a hospital may not all be preferred providers. If the services are rendered by out-of-network providers at an in-network hospital, we will pay up to the Plan Allowance according to the No Surprises Act.
- Cost for observation care lasting 24 hours or more will not exceed the cost of inpatient care.
- Be sure to read Section 4, *Your Costs for Covered Services*, for valuable information about how cost sharing works. Also, read Section 9 for information about how we pay if you have other coverage, or if you are age 65 or over.

**What is a medical emergency?**

A medical emergency is the sudden and unexpected onset of a condition or an injury that you believe endangers your life or could result in serious injury or disability and requires immediate medical or surgical care. Some problems are emergencies because, if not treated promptly, they might become more serious; examples include deep cuts and broken bones. Others are emergencies because they are potentially life threatening, such as heart attacks, strokes, poisonings, gunshot wounds, or sudden inability to breathe. There are many other acute conditions that we may determine are medical emergencies – what they all have in common is the need for quick action.

Benefits Description	You pay	
<b>Note: For both the Elevate Plus and Elevate Options, we state whether or not the calendar year deductible applies for each benefit listed in this Section.</b>		
Medical emergency	Elevate Plus	Elevate
<ul style="list-style-type: none"> <li>• Outpatient medical or surgical services and supplies billed by a hospital or physician for emergency room treatment.</li> </ul> <p>Note: We pay hospital benefits if you are admitted.</p> <p>Note: We will provide in-network benefits if you are admitted to an out-of-network hospital due to a medical emergency. We will also provide in-network benefits for professionals who provide services in an out-of-network hospital, when admitted due to a medical emergency.</p>	<p>15% of the Plan allowance (deductible applies)</p> <p>Note: Out-of-network emergency care is paid at the in-network level</p>	<p>25% of the Plan allowance (deductible applies)</p>

## Elevate Plus and Elevate Options

Benefits Description	You pay	
<p><b>Urgent Care Facility</b></p> <ul style="list-style-type: none"> <li>Outpatient medical services and supplies billed by an urgent care facility</li> </ul> <p>Note: This applies only to urgent care facilities, not providers that offer urgent care or after-hours services.</p>	<p><b>Elevate Plus</b></p> <p>In-network: \$50 copayment (no deductible)</p> <p>Out-of-network: You pay all charges</p>	<p><b>Elevate</b></p> <p>In-network: \$50 copayment (no deductible)</p> <p>Out-of-network: 50% of the Plan allowance (deductible applies) and any difference between our allowance and the billed amount</p>
<p><b>MinuteClinic®</b></p> <p>MinuteClinic® is available in several states and the District of Columbia. Walk-in medical clinics are located inside select CVS pharmacy locations and no appointment is necessary.</p> <p>MinuteClinic® is staffed by certified family nurse practitioners and physician assistants who diagnose, treat and write prescriptions for common illnesses, injuries and skin conditions. MinuteClinic® also offers physical exams, routine vaccinations and screenings for disease monitoring. To locate a MinuteClinic®, visit <a href="http://www.cvs.com/minuteclinic/clinic-locator">www.cvs.com/minuteclinic/clinic-locator</a> or call 866-389-2727.</p>	<p><b>Elevate Plus</b></p> <p>\$10 copayment for office visit (no deductible)</p> <p>Note: Other services rendered may take additional cost share.</p>	<p><b>Elevate</b></p> <p>\$10 copayment for office visit (no deductible)</p> <p>Note: Other services rendered may take additional cost share.</p>
<p><b>Telehealth</b></p> <p>MDLIVE Telehealth professional services for:</p> <ul style="list-style-type: none"> <li>Minor acute conditions (see Section 10 for definition)</li> </ul> <p>Note: Services must be provided through MDLIVE at <a href="https://members.mdlive.com/geha-callmd/">https://members.mdlive.com/geha-callmd/</a> or call 888-912-1183.</p> <p>Note: For more information on telehealth benefits, please see Section 5(h), <i>Wellness and Other Special Features</i>.</p>	<p><b>Elevate Plus</b></p> <p>Nothing (no deductible)</p>	<p><b>Elevate</b></p> <p>Nothing (no deductible)</p>
<p>Telehealth visit provided by a primary care or specialist healthcare provider other than MDLIVE.</p>	<p><b>Elevate Plus</b></p> <p>In-network \$30 copayment for visits to primary care providers (no deductible); \$50 copayment for visits to specialists (no deductible).</p> <p>Out-of-network: You pay all charges</p>	<p><b>Elevate</b></p> <p>In-network: \$10 copayment for visits to primary care providers (no deductible); \$30 copayment for visits to specialists (no deductible).</p> <p>Out-of-network: 50% of the Plan allowance (deductible applies) and any difference between our allowance and the billed amount</p>

Benefits Description	You pay	
Ambulance	Elevate Plus	Elevate
<p>Local ambulance service, within 100 miles, only when medically necessary and the patient cannot be transported by other means:</p> <ul style="list-style-type: none"> <li>to the first hospital where treated</li> <li>from the first hospital to the next nearest hospital or other medical facility only if necessary treatment is unavailable or medically unsuitable at the first hospital</li> <li>the home, only when the patient requires the assistance of medically trained personnel during transportation</li> </ul> <p>* Member is responsible for all charges for 100 miles or greater when medically necessary treatment is available within 100 miles.</p>	<p>15% of the Plan allowance within 100 miles* (deductible applies)</p> <p>Note: Out-of-network emergency care and transport is paid at the in-network level.</p>	<p>25% of the Plan allowance within 100 miles* (deductible applies)</p>
<p>Air ambulance to nearest hospital is only covered when medically necessary, and the severity of the member's condition warrants immediate evacuation, and:</p> <ul style="list-style-type: none"> <li>the pick-up location is inaccessible by other means, or</li> <li>transportation by any other means could further endanger the member's health, and</li> <li>the patient is transported to the nearest facility where medically necessary treatment is available.</li> </ul> <p>* Member is responsible for all charges for 100 miles or greater when medically necessary treatment is available within 100 miles.</p> <p><b>Note: Medical necessity review is required for all air ambulance transportation.</b></p>	<p>15% of the Plan allowance within 100 miles* (deductible applies)</p> <p>Note: Out-of-network emergency care and transport is paid at the in-network level.</p>	<p>25% of the Plan allowance within 100 miles* (deductible applies)</p>
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <li><i>Ambulance transportation when the patient does not require the assistance of medically trained personnel and can be safely transferred (or transported) by other means</i></li> <li><i>All ambulance charges for 100 miles or greater when medically necessary treatment is available within 100 miles</i></li> <li><i>Non-ambulance transportation including wheelchair van, gurney van, commercial air flights, or any other vehicle not licensed as ambulance</i></li> <li><i>Air ambulance will not be covered if transport is beyond the nearest available medically suitable facility, but is requested by patient or physician for continuity of care or other reasons</i></li> </ul>	<p><i>All charges</i></p>	<p><i>All charges</i></p>



## Section 5(e). Mental Health and Substance Use Disorder Benefits

### Important things you should keep in mind about these benefits:

- Please remember that all benefits are subject to the definitions, limitations, and exclusions in this brochure and are payable only when we determine they are medically necessary.
- Under the Elevate Plus Option, the calendar year deductible is \$200 per person (\$400 if enrollment is Self Plus One or Self and Family). We state whether or not the calendar year deductible applies for each benefit listed in this section.
- Under the Elevate Option, the calendar year deductible is \$500 per person (\$1,000 if enrollment is Self Plus One or Self and Family). If you use an out-of-network provider, the calendar year deductible is \$1,000 per person (\$2,000 if enrollment is Self Plus One or Self and Family). We state whether or not the calendar year deductible applies for each benefit listed in this section.
- Under the Elevate Option, the out-of-network benefits are the standard benefits of the Plan. In-network benefits apply only when you use an in-network provider. When no in-network provider is available, out-of-network benefits apply. Under the Elevate Plus Option, the in-network benefits are the standard benefits of the Plan.
- When you receive hospital observation services, we apply outpatient benefits to covered services. Inpatient benefits will apply only when your physician formally admits you to the hospital as an inpatient. It is your provider's or your responsibility to ensure that we are contacted for precertification if you are admitted as an inpatient.
- **YOU MUST GET PREAUTHORIZATION FOR SOME SERVICES AND/OR PROCEDURES AND PRECERTIFICATION FOR INPATIENT STAYS, UNLESS DUE TO A MEDICAL EMERGENCY. FAILURE TO DO SO WILL RESULT IN A FINANCIAL PENALTY AS OUTLINED IN SECTION 3, *How You Get Care*.** Please refer to the preauthorization and precertification information shown in Section 3 or call customer service to be sure which services require preauthorization. Confinements which are considered not medically necessary will not be covered. Penalties are not subject to the catastrophic limit.
  - When requested, itemized bills with supporting documentation are required for benefit consideration for hospital stays.
- **Note: Avoid paying providers for services prior to preauthorization. It is important to assure services are authorized and provided by a covered provider or facility.**
- Be sure to read Section 4, *Your Costs for Covered Services*, for valuable information about how cost sharing works. Also, read Section 9 for information about how we pay if you have other coverage, or if you are age 65 or over.
- We will provide medical review criteria or reasons for treatment plan denials to enrollees, members or providers upon request or as otherwise required.
- OPM will base its review of disputes about treatment plans on the treatment plan's clinical appropriateness. OPM will generally not order us to pay or provide one clinically appropriate treatment plan in favor of another.
- Medications may be available under the prescription drug benefit and may require prior authorization. Specialty drugs obtained outside of the pharmacy benefit may be subject to additional cost share as outlined in Section 5(f), *Specialty drug benefits*.
- **Precertification/Preauthorization:** To be eligible to receive full benefits for mental health and substance use disorder treatment, you must call UnitedHealthcare Clinical Services at 866-257-0721.

Benefits Description	You pay	
<b>Note: For both the Elevate Plus and Elevate Options, we state whether or not the calendar year deductible applies for each benefit listed in this Section.</b>		
Professional services	Elevate Plus	Elevate
<p>We cover professional services by licensed professional mental health and substance use disorder treatment practitioners when acting within the scope of their license, such as psychiatrists, psychologists, clinical social workers, licensed professional counselors, marriage and family therapists.</p>	<p>Your cost-sharing responsibilities are no greater than for other illnesses or conditions.</p>	<p>Your cost-sharing responsibilities are no greater than for other illnesses or conditions.</p>
<p>Diagnosis and treatment of psychiatric conditions, mental illness, or mental disorders. Services include:</p> <ul style="list-style-type: none"> <li>• Diagnostic evaluation</li> <li>• Crisis intervention and stabilization for acute episodes</li> <li>• Medication evaluation and management (pharmacotherapy)</li> <li>• Treatment and counseling (including individual, group or in-home therapy visits)</li> <li>• Diagnosis and treatment of substance use disorders including detoxification, treatment and counseling</li> <li>• Professional charges for intensive day treatment in a provider’s office or other professional setting (requires preauthorization)</li> <li>• Electroconvulsive therapy (facility fees may also apply) (requires preauthorization)</li> </ul>	<p>In-network: \$30 copayment per office visit (no deductible)</p> <p>Out-of-network: You pay all charges</p>	<p>In-network: \$10 copayment per office visit (no deductible)</p> <p>Out-of-network: 50% of the Plan allowance (deductible applies) and any difference between our allowance and the billed amount</p>
<ul style="list-style-type: none"> <li>• Non-surgical inpatient professional services during a covered hospital stay.</li> </ul>	<p>In-network: Nothing (no deductible)</p> <p>Out-of-network: You pay all charges</p>	<p>In-network: 25% of the Plan allowance (deductible applies)</p> <p>Out-of-network: 50% of the Plan allowance (deductible applies) and any difference between our allowance and the billed amount</p>
<ul style="list-style-type: none"> <li>• First primary care or specialist visit for the management of a mental health condition as a follow up within 30 days of a mental health inpatient confinement.</li> </ul>	<p>In-network: Nothing (no deductible)</p> <p>Out-of-network: You pay all charges</p>	<p>In-network: Nothing (no deductible)</p> <p>Out-of-network: 50% of the Plan allowance (deductible applies) and any difference between our allowance and the billed amount</p>

Benefits Description	You pay	
Applied Behavioral Analysis Therapy	Elevate Plus	Elevate
<p>Applied Behavioral Analysis Therapy</p> <ul style="list-style-type: none"> <li>Inclusive of the services of the Board Certified Behavior Analyst (BCBA), Board Certified Assistant Behavior Analyst (BCaBA), and Registered behavior technician.</li> <li>Note: Here are some things to keep in mind: <ul style="list-style-type: none"> <li>Preauthorization required.</li> <li>Required diagnosis of ASD (Autism Spectrum Disorder) by a provider qualified to make the diagnosis: Board Certified Behavior Analyst (BCBA), psychiatrist, or pediatrician.</li> <li>Initiation of treatment and ongoing treatment and intensity of treatment must be medically necessary and appropriate for the child.</li> <li>A functional behavioral assessment must be submitted prior to treatment and must demonstrate appropriateness of ABA Therapy.</li> <li>Services must be directed by a Board Certified Behavior Analyst (BCBA) and services may be provided by Board Certified Assistant Behavior Analysts (BCaBA) or Registered Behavior Technicians (RBTs).</li> <li>Approval of ongoing services requires demonstrated involvement by family.</li> </ul> </li> </ul>	<p>In-network: \$30 copayment per office visit (no deductible)</p> <p>Out-of-network: You pay all charges</p>	<p>In-network: 25% of the Plan allowance (deductible applies)</p> <p>Out-of-network: 50% of the Plan allowance (deductible applies) and any difference between our allowance and the billed amount</p>
Telehealth	Elevate Plus	Elevate
<p>MDLIVE Mental health professional telehealth services for:</p> <ul style="list-style-type: none"> <li>Behavioral health counseling</li> <li>Substance use disorder counseling</li> </ul> <p>Note: Services must be provided through MDLIVE at <a href="https://members.mdlive.com/geha-callmd/">https://members.mdlive.com/geha-callmd/</a> or call 888-912-1183.</p> <p>Note: For more information on telehealth benefits, please see Section 5(h), <i>Wellness and Other Special Features</i>.</p>	<p>Nothing (no deductible)</p>	<p>Nothing (no deductible)</p>
<p>Telehealth visit provided by a healthcare provider other than MDLIVE.</p>	<p>In-network: \$30 copayment for office visits to primary care providers (no deductible); \$50 copayment for office visits to specialist (no deductible)</p> <p>Out-of-network: You pay all charges</p>	<p>In-network: \$10 copayment for office visits to primary care providers (no deductible); \$30 copayment for office visits to specialist (no deductible)</p> <p>Out-of-network: 50% of the Plan allowance (deductible applies) and any difference between our allowance and the billed amount</p>

Benefits Description	You pay	
<p><b>Diagnostics</b></p> <ul style="list-style-type: none"> <li>• Outpatient diagnostic tests provided and billed by a licensed mental health and substance use disorder treatment practitioner</li> <li>• Outpatient diagnostic tests provided and billed by a laboratory, hospital or other covered facility</li> </ul> <p>Note: Preauthorization may be required.</p> <p>Note: We cover up to 16 tests for Urine Drug Testing (UDT) per person per calendar year.</p>	<p><b>Elevate Plus</b></p> <p>Your cost-sharing responsibilities are no greater than for other illnesses or conditions. See diagnostic tests Section 5(a) and 5(c).</p>	<p><b>Elevate</b></p> <p>Your cost-sharing responsibilities are no greater than for other illnesses or conditions. See diagnostic tests Section 5(a) and 5(c).</p>
<ul style="list-style-type: none"> <li>• Psychological and neuropsychological testing necessary to determine the appropriate psychiatric treatment</li> </ul> <p>Note: Preauthorization may be required for testing <b>exceeding 8 hours/calendar year</b>.</p> <p>Note: See Section 5(c), for any applicable outpatient facility charges.</p>	<p>In-network: 15% of the Plan allowance (deductible applies)</p> <p>Out-of-network: You pay all charges</p>	<p>In-network: 25% of the Plan allowance (deductible applies)</p> <p>Out-of-network: 50% of the Plan allowance (deductible applies) and any difference between our allowance and the billed amount</p>
<p><b>Inpatient hospital and inpatient residential treatment centers (RTC)</b></p> <p><b>Precertification is required in advance of admission.</b></p> <p>Note: For the Elevate Option out-of-network facilities must, prior to admission, agree to abide by the terms established by the Plan for the care of the particular member and for the submission and processing of related claims.</p> <p>Room and board, such as:</p> <ul style="list-style-type: none"> <li>• Ward, semiprivate, or intensive care accommodations</li> <li>• General nursing care</li> <li>• Meals and special diets</li> <li>• Ancillary charges</li> <li>• Covered therapy services when billed by the facility (see Section 5(c), <i>Professional Services</i> and Section 5(e), <i>Mental Health and Substance Use Disorder Benefits and for services billed by professional providers</i>)</li> </ul> <p>Note: We only cover a private room if we determine it to be medically necessary. Otherwise, we will pay the hospital's average charge for semiprivate accommodations. The remaining balance is not a covered expense. If the hospital only has private rooms, we will cover the private room rate.</p> <p>Note: We limit covered facilities for medically necessary treatment to a hospital and/or RTC.</p>	<p><b>Elevate Plus</b></p> <p>In-network: 15% of the Plan allowance (deductible applies)</p> <p>Out-of-network: You pay all charges</p>	<p><b>Elevate</b></p> <p>In-network: 25% of the Plan allowance (deductible applies)</p> <p>Out-of-network: 50% of the Plan allowance (deductible applies) and any difference between our allowance and the billed amount</p>

## Elevate Plus and Elevate Options

Benefits Description	You pay	
<b>Outpatient hospital</b>	<b>Elevate Plus</b>	<b>Elevate</b>
<p>Services such as</p> <ul style="list-style-type: none"> <li>• Partial hospitalization or intensive day treatment programs (preauthorization required)</li> <li>• Electroconvulsive therapy (preauthorization required)</li> <li>• Transcranial Magnetic Stimulation (TMS)</li> </ul>	<p>In-network: 15% of the Plan allowance (deductible applies)</p> <p>Out-of-network: You pay all charges</p>	<p>In-network: 25% of the Plan allowance (deductible applies)</p> <p>Out-of-network: 50% of the Plan allowance (deductible applies) and any difference between our allowance and the billed amount</p>
<b>Emergency room</b>	<b>Elevate Plus</b>	<b>Elevate</b>
<ul style="list-style-type: none"> <li>• Outpatient services and supplies billed by a hospital for emergency room treatment</li> </ul> <p>Note: We pay hospital benefits if you are admitted.</p>	<p>15% of the Plan allowance (deductible applies)</p> <p>Note: Out-of-network emergency care is paid at the in-network level</p>	<p>25% of the Plan allowance (deductible applies)</p>
<b>Services we do not cover</b>	<b>Elevate Plus</b>	<b>Elevate</b>
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <li>• <i>ABA therapy services provided by the school are not reimbursable by the health plan.</i></li> <li>• <i>Pastoral, marital, educational counseling or training services</i></li> <li>• <i>Therapy for sexual dysfunction or inadequacy</i></li> <li>• <i>Services performed by a non-covered provider</i></li> <li>• <i>Travel time to the member's home to conduct therapy</i></li> <li>• <i>Services rendered or billed by schools or sober homes, or billed by their staff</i></li> <li>• <i>The following services are not covered as a part of any inpatient or outpatient mental health or substance use disorder treatment services: respite care; outdoor residential programs; recreational therapy; educational therapy or classes; Outward Bound programs; equine therapy provided during the approved stay; personal comfort items, such as guest meals and beds, phone, television, beauty and barber services; custodial or long-term care.</i></li> <li>• <i>Testing ordered by or on behalf of third parties (e.g., schools, courts, employers, etc.)</i></li> <li>• <i>Hypnotherapy</i></li> <li>• <i>Physical, psychiatric, or psychological exams, and testing, and required for obtaining or continuing employment or insurance, attending schools or camps, sports physicals, travel, related to judicial or administrative proceedings or orders, or required to obtain or maintain a license of any type.</i></li> </ul>	<p><i>All charges</i></p>	<p><i>All charges</i></p>

## Section 5(f). Prescription Drug Benefits

### Important things you should keep in mind about these benefits:

- We cover prescribed drugs and medications, as described in this section.
- Please remember that all benefits are subject to the definitions, limitations, and exclusions in this brochure and are payable only when we determine they are medically necessary.
- Some medications must be approved by GEHA and/or CVS Caremark, our Pharmacy Benefit Manager, before they are a covered benefit. Your prescribers must obtain preauthorizations for certain prescription drugs and supplies before coverage applies. Medication may be limited as to its quantity, total dose, duration of therapy, age, gender or specific diagnosis. Preauthorizations must be renewed periodically.
- **Federal Law prohibits the return of prescription medications.** Medication cannot be returned to dispensing pharmacies, and you will be responsible for the cost. Be sure to check the cost of your medication before filling the prescription.
- There is no calendar year deductible for prescription drugs processed under the prescription benefit. Copayments and coinsurance for prescription drugs go toward the annual out-of-pocket limit except for the difference between the cost of the generic and brand name medication.
- If you need an extra supply of medications in emergency situations such as if you are called to active military duty or as a part of the government's continuity of operations, you may receive an extra 30-day supply at retail. Call CVS Caremark Customer Care at 844-4-GEHARX or 844-443-4279 so we can assist with your emergency prescription needs.
- As part of our administration of prescription drug benefits, we may disclose information about your prescription drug utilization, including names of your prescribing physicians, to any treating physician or dispensing pharmacies.
- Be sure to read Section 4, *Your Costs for Covered Services*, for valuable information about how cost-sharing works. Also, read Section 9 for information about how we pay if you have other coverage, or if you are age 65 or over.
- Benefits for certain self-injectable (self-administered) drugs are available for coverage only when dispensed by a pharmacy, under the pharmacy benefit.
- Some specialty and non-specialty medications may not be available in a 30-day supply, your coinsurance will be based on days of therapy.

### Prescription drug benefits

#### There are important features you should be aware of. These include:

- **Your plan participates in the Exclusive Choice Pharmacy Network.** All prescriptions need to be purchased through an in-network pharmacy. Out-of-network claims are not eligible for benefits.
- **Drug coupon/copay cards:** We do not honor or coordinate benefits with drug coupon/copay cards. You are responsible for your copay or coinsurance as indicated in this brochure.
- **Who can write your prescription:** A licensed physician or dentist, and in states allowing it, licensed or certified providers with prescriptive authority prescribing within their scope of practice must prescribe your medication. In addition, your mailing address must be within the United States or include an APO address.
- **Where you can obtain them:** You may fill the prescription at a participating network retail pharmacy or for Elevate Plus Option members, CVS Caremark Mail Service Pharmacy. CVS Specialty Pharmacy is the exclusive provider for specialty medications. You may contact the Specialty Pharmacy at 800-237-2767.
- **How to submit a prescription reimbursement claim:** Include original drug receipts and submit to:

CVS Caremark  
P.O. Box 52136  
Phoenix, AZ 85072-2136

### Prescription drug benefits (cont.)

Reimbursement will be based on GEHA's costs had the participating pharmacy submitted the claim electronically. Members are responsible for their applicable copayment and/or coinsurance, and the difference between our allowance and the cost of the drug.

- **How to obtain preauthorization:** If you are filling a medication requiring a preauthorization for medical necessity, please call 855-240-0536. For Elevate Plus Option members using mail service, CVS Caremark will conduct the preauthorization for medical necessity review.
- **Our prescription benefit includes a step therapy program.** GEHA's preauthorization process includes step therapy which requires you to use a generic/preferred medication(s) before a brand and/or non-preferred medication is covered. If you are filling a brand and/or non-preferred medication and have already tried a generic/preferred medication(s), the brand and/or non-preferred medication will be dispensed for the applicable plan copayment/coinsurance. When you try to fill a brand and/or non-preferred medication and you have not tried a generic/preferred medication(s), the pharmacist will contact your physician to notify them of the generic/preferred alternative. If the physician approves, a generic/preferred medication will be dispensed for the applicable plan copayment/coinsurance. If the physician does not approve, a preauthorization review will be initiated to determine the medical necessity of the brand and/or non-preferred drug. If the preauthorization for the brand and/or non-preferred medication is approved, you will be responsible for the applicable plan copayment/coinsurance. If not, you will be responsible for 100% of the cost of the brand and/or non-preferred drug, which will not apply to your annual out-of-pocket maximum.
- **Select therapies are included in the Starter Fill Program.** For these medications, you will receive 14 or 15 day supplies for the first 2 months of therapy. Your coinsurance will be prorated based on the days of therapy.
- **Recurring oral non-specialty and specialty medications must be obtained through the pharmacy benefit.** Medications will not be covered when dispensed by other sources, including physician offices, home health agencies and outpatient hospitals.
- **Compound Medication:** A compound drug is a medication made by combining, mixing or altering ingredients to create a customized drug. Some ingredients often found in compounds including, but not limited to, over-the-counter (OTC) products, experimental or investigational agents, bulk powders, bulk chemicals, and certain bases, are not covered. Coverage for other ingredients commonly found in compound prescriptions may require preauthorization.

Claim pricing is based on the contractual discounts plus a professional fee and any applicable sales tax. Pharmacies must submit all ingredients in a compound prescription for online and paper claim submissions. At least one of the ingredients must require a physician's prescription in order to be covered by the Plan. You are responsible for the appropriate brand or generic copay, or coinsurance based on the ingredients. Preauthorization may be required. If the compound includes an experimental or investigational drug, the compound will not be covered. Compound medications are limited to a 30-day supply.

Ask the pharmacist to submit your claim electronically. If the participating retail pharmacy is unable to submit the claim electronically, you will pay the full cost and must submit for reimbursement. Make sure the pharmacy provides a list of the National Drug Codes (NDCs), quantity and cost for every ingredient in the compound medication and include this information on your claim.

- **We use a formulary drug list** that excludes coverage for certain medications unless we determine they are medically necessary. Refer to [www.geha.com/my-elevate](http://www.geha.com/my-elevate) for a list of drugs that require preauthorization for medical necessity.
- **We divide prescription drugs into categories or tiers.** When an approved generic equivalent is available, that is the drug you will receive, unless you or your physician specifies the prescription must be dispensed as written. When an approved generic equivalent is not available, you will pay the brand name drug's applicable plan copayment/coinsurance. If an approved generic equivalent is available, but you or your physician specifies that the prescription must be dispensed as written with the brand name medication, you will pay the generic copayment plus the difference between the cost of the generic drug and the brand name drug dispensed. Your physician may request the brand name drug be reviewed and if approved as medically necessary, you will pay the applicable brand name copayment/coinsurance.
  - **Generic drugs** are FDA approved prescription medications. They are chemically and therapeutically equivalent to the corresponding brand name drug but are available at a lower price. The FDA requires that generic equivalent medications contain the same active ingredients and be equivalent in strength and dosage to brand name drugs.
  - **Preferred drugs** are FDA approved prescription medications included on the Preferred Drug List developed by CVS Caremark.
  - **Non-Preferred drugs** are FDA approved prescription medications that may or may not be covered by GEHA, however they are not included on the CVS Caremark Preferred Drug List. Most commonly utilized medications have generic or preferred medications available.

## CVS Caremark Formulary

Your prescription drug program includes use of the CVS Caremark Formulary which is developed by an independent panel of doctors and pharmacists who ensure the medications are clinically appropriate and cost-effective. In an effort to continue to help promote affordable and clinically appropriate products, there are a select number of drugs that are excluded from the formulary and/or not covered by the Plan closed formulary. For these drugs, generics and/or therapeutic alternative medications are available. If one of these excluded drugs is medically necessary, a preauthorization for medical necessity is required. New drugs and supplies may require a review for medical necessity until the formulary status is determined.

Our benefit includes the Advanced Control Specialty Formulary (ACSF). The ACSF may reduce your out-of-pocket costs yet may limit your options due to a strict formulary. The ACSF focuses on specialty medications that are similar to one another, with similar effectiveness and safety. The formulary incorporates step therapy, where a generic/preferred medication is used prior to a brand and/or non-preferred medication.

Formularies are reviewed quarterly, and medications may change formulary status. You will receive notification if your cost share increases due to a formulary change. Please visit our website at [www.geha.com/my-elevate](http://www.geha.com/my-elevate) to view formulary medications and the most current list of specialty drugs. You may also call CVS Caremark at 844-4-GEHARX or 844-443-4279 or CVS Specialty at 800-237-2767.

Your physician may be contacted to discuss your prescriptions for drugs that are excluded by the Plan's formulary. No change in the medication prescribed will be made without your physician's approval.

Refills cannot be obtained until **80%** of the drug has been used. Next available refill date may be provided; however, the date is an estimate. Cumulative "refill too soon" logic also applies, which looks back at prescription history and considers the amount of medication on hand. Refills for maintenance medications are not considered new prescriptions except when the doctor changes the strength, or the prescription has expired.

## Coordinating with other drug coverage

**For other commercial coverage:** If you also have drug coverage through another group health insurance plan and we are your secondary insurance, follow these procedures:

If you obtain your prescription from a retail pharmacy using your primary insurance plan:

1. Present prescription ID cards from both your primary insurance plan and GEHA.
2. If able, the pharmacy will electronically process both your primary and secondary claims and the pharmacist will tell you if you have any remaining copay/coinsurance to pay.
3. If the pharmacy cannot electronically process the secondary claim, purchase your prescription using the prescription ID card issued by your primary insurance carrier and pay any copay/coinsurance required by the primary insurance. Then, mail your pharmacy receipt and primary Explanation of Benefits (EOB) to CVS Caremark for consideration of possible reimbursement through your GEHA, secondary benefit. Submit these claims to CVS Caremark, PO Box 52136, Phoenix, AZ 85072-2136.

If you obtain your prescription from a mail service pharmacy using your primary insurance plan, your GEHA reimbursement will be based on the GEHA retail Plan benefit:

1. Purchase your prescription using the prescription ID card issued by your primary insurance carrier and pay any copay/coinsurance required by the primary insurance.
2. Then, mail your pharmacy receipt and primary EOB to CVS Caremark for consideration of possible reimbursement through your GEHA, secondary benefit. Submit these claims to CVS Caremark, PO Box 52136, Phoenix, AZ 85072-2136.

If your primary insurance does not provide a prescription ID card:

1. Purchase your drug from the pharmacy and submit the bill to your primary insurance.
2. When the primary insurance has made payment, file the claims and the primary EOB with CVS Caremark for consideration of possible reimbursement using your secondary benefit. Submit these claims to CVS Caremark, PO Box 52136, Phoenix, AZ 85072-2136.

In any event, if you use GEHA's plan ID card when another insurance plan is primary, you will be responsible for reimbursing GEHA any amount in excess of our secondary benefit. If another insurance plan is primary, you should use their drug benefit.



### Coordinating with other drug coverage (cont.)

When coordination of benefits apply, reimbursement is based on GEHA's retail Plan allowable benefit. Our secondary and tertiary claim payment is the lesser of:

- what GEHA would have paid in the absence of other primary coverage or,
- the balance due after the primary carrier's payment.

Note: GEHA secondary and tertiary member responsibility could be higher than GEHA's primary copay/coinsurance, depending upon the primary plan's allowable and the primary payment.

Should Medicare rules change on prescription drug coverage, we reserve the right to require you to use your Medicare coverage as the primary insurance for these drugs.

**For Medicare Part B insurance coverage:** If Medicare Part B is primary, discuss with the retail pharmacy and/or CVS Caremark the options to submit Medicare covered medications and supplies to allow Medicare to pay as the primary carrier. Prescriptions typically covered by Medicare Part B include diabetes supplies (test strips, meters), specific medications used to aid tissue acceptance from organ transplants, certain oral medications used to treat cancer, and ostomy supplies.

Retail - When using a retail pharmacy for eligible Medicare Part B medication or supplies, present the Medicare ID card. Request the retail pharmacy bill Medicare as primary. Most independent pharmacies and national chains are Medicare providers. To locate a retail pharmacy that is a Medicare Part B participating provider, visit the Medicare website at [www.medicare.gov/supplier/home.asp](http://www.medicare.gov/supplier/home.asp) or call Medicare Customer Service at 800-633-4227.

Mail Order – Elevate Plus Option members also have the opportunity to receive Medicare Part B-eligible medications by mail. The CVS Caremark Mail Service Pharmacy will review the prescriptions to determine whether it could be eligible for Medicare Part B coverage and submit to Medicare if appropriate. Please note, the CVS Caremark Mail Service Pharmacy is not a Medicare Part B provider for diabetic supplies. You must use a retail pharmacy willing to bill Medicare as primary.

**For Medicare Part D insurance coverage:** GEHA supplements the coverage you get with your Medicare Part D prescription drug plan. Your Medicare drug plan provides your primary prescription drug benefit. GEHA provides your secondary prescription drug benefit. To ensure that you maximize your benefits, use a pharmacy in network for both the GEHA Plan and your Medicare Part D plan, and provide both the plan ID cards when filling a prescription allowing the pharmacy to coordinate coverage on your behalf.

### Exclusive Choice Pharmacy Network

You must fill your prescription at a participating network retail pharmacy. Pharmacies in the network include CVS Pharmacy, Walmart Pharmacy, Sam's Club Pharmacy, Cardinal Health affiliated pharmacies, select independent pharmacies, VA Pharmacy, IHS Pharmacy, CVS Caremark Mail Service Pharmacy (Elevate Plus Option only), CVS Specialty Pharmacy, Longs Drugs, and Navarro Discount Pharmacy. Claims (electronic or paper) processed through a non-network pharmacy will not be paid unless they are filled outside of the United States and United States territories. To locate participating pharmacies, call CVS Caremark at 844-4-GEHARX or 844-443-4279 or visit [www.caremark.com](http://www.caremark.com).

### How to use CVS Caremark Mail Service Pharmacy for Elevate Plus Option

Through this service, Elevate Plus Option members may receive up to a 90-day supply of maintenance medications for drugs which require a prescription. Some medications may not be available in a 90-day supply from CVS Caremark Mail Service Pharmacy even though the prescription is for 90 days. Although insulin, syringes, diabetic supplies and ostomy supplies do not require a physician's prescription, to obtain through CVS Caremark Mail Service Pharmacy you should obtain a prescription (including the product number for ostomy and insulin pump supplies) from your physician for a 90-day supply.

Not all drugs are available through CVS Caremark. In order to use CVS Caremark Mail Service Pharmacy, your prescriptions must be written by a licensed prescriber in the United States. In addition, your mailing address must be within the United States or include an APO address.

To order new prescriptions, ask your physician to prescribe needed medication for up to a 90-day supply, plus refills, if appropriate. Complete the information on the Ordering Medication Form found at [www.geha.com/Medication](http://www.geha.com/Medication); enclose your prescription and the correct copayment.

If you have any questions or need an emergency consultation with a registered pharmacist, you may call CVS Caremark at 844-4-GEHARX or 844-443-4279 available 24 hours a day, 7 days a week. Forms necessary for refills will be provided each time you receive a supply of medication.

**How to use CVS Caremark Mail Service Pharmacy for Elevate Plus Option (cont.)**

**Mail to:**

CVS Caremark  
 PO Box 659541  
 San Antonio, TX 78265-9541

**Fax:** You can ask your physician to fax your prescriptions to CVS Caremark Mail Service Pharmacy. To do this, provide your physician with your ID number (located on your ID card) and ask him or her to fax the prescription to the CVS Caremark Mail Service Pharmacy fax number: 800-378-0323.

**Electronic transmission:** You can ask your physician to transmit your prescriptions electronically to CVS Caremark Mail Service Pharmacy.

**Refilling your medication:** To be sure you never run short of your prescription medication, you should re-order on or after the estimated refill date or when you have approximately 18 days of medication left.

**To order by phone:** Call Member Services at 844-4-GEHARX or 844-443-4279. Have your prescription bottle with the prescription information ready.

**To order by mail:** Simply mail the GEHA Mail Order Form and copayment to CVS Caremark, PO Box 659541, San Antonio, TX 78265-9541.

**To order online:** Go to [www.caremark.com](http://www.caremark.com).

Benefits Description	You pay	
	Elevate Plus	Elevate
<p><b>Covered medications and supplies</b></p> <p><b>Network Retail Pharmacy</b></p> <p>You must fill your prescription at a participating network retail pharmacy.</p> <ul style="list-style-type: none"> <li>• Drugs and medications (including those administered during a non-covered admission or in a non-covered facility) that by Federal Law of the United States require a physician's prescription for their purchase, except those listed as not covered;</li> <li>• FDA approved contraceptive drugs and devices for women;</li> <li>• Diabetic medications and supplies, such as:                             <ul style="list-style-type: none"> <li>- Insulin;</li> <li>- Needles and syringes for the administration of covered medications;</li> <li>- Blood glucose meter to be provided at no charge by the manufacturer. Elevate Plus Option members may contact CVS Caremark Mail Service Pharmacy: 877-418-4746; Elevate Option members may contact their participating retail pharmacy or CVS Caremark Customer Care for specifics on how to obtain a free meter: 844-4-GEHARX or 844-443-4279.</li> </ul> </li> <li>• Drugs to treat gender dysphoria (gonadotropin-releasing hormone (GnRH) antagonists and testosterone)</li> <li>• Drugs associated with artificial insemination and/or drugs associated with up to <b>three (3)</b> cycles of in vitro fertilization (IVF) treatment. Prior authorization is required.</li> </ul>	<p><b>Generic:</b></p> <ul style="list-style-type: none"> <li>• \$10 for up to a 30-day supply</li> <li>• \$20 for a 31-60-day supply</li> <li>• \$30 for a 61-90-day supply</li> </ul> <p>or the retail pharmacy's usual and customary cost of the drug, whichever is less</p> <p><b>Preferred:</b></p> <ul style="list-style-type: none"> <li>• \$80 for up to a 30-day supply</li> <li>• \$160 for a 31-60-day supply</li> <li>• \$240 for a 61-90-day supply</li> </ul> <p>or the retail pharmacy's usual and customary cost of the drug, whichever is less</p> <p><b>Non-Preferred:</b> 50% of Plan allowance for up to a 90-day supply</p>	<p><b>Generic:</b></p> <ul style="list-style-type: none"> <li>• \$4 for up to a 30 day supply</li> <li>• \$8 for a 31-60 day supply</li> <li>• \$12 for a 61-90 day supply</li> </ul> <p>or the retail pharmacy's usual and customary cost of the drug, whichever is less</p> <p><b>Preferred:</b></p> <ul style="list-style-type: none"> <li>• 50% of Plan allowance up to a maximum of \$500, for up to a 30-day supply</li> <li>• 50% of Plan allowance up to a maximum of \$1,000, for a 31-60 day supply</li> <li>• 50% of Plan allowance up to a maximum of \$1,500, for a 61-90 day supply</li> </ul> <p><b>Non-Preferred:</b> You pay 100% of all charges</p>

*Covered medications and supplies - continued on next page*

## Elevate Plus and Elevate Options

Benefits Description	You pay	
Covered medications and supplies (cont.)	Elevate Plus	Elevate
<ul style="list-style-type: none"> <li>• Prescription prenatal vitamins;</li> <li>• Covered ostomy supplies (please include the manufacturer’s product number to ensure accurate fill of the product).</li> </ul>	<p><b>Generic:</b></p> <ul style="list-style-type: none"> <li>• \$10 for up to a 30-day supply</li> <li>• \$20 for a 31-60-day supply</li> <li>• \$30 for a 61-90-day supply</li> </ul> <p>or the retail pharmacy’s usual and customary cost of the drug, whichever is less</p> <p><b>Preferred:</b></p> <ul style="list-style-type: none"> <li>• \$80 for up to a 30-day supply</li> <li>• \$160 for a 31-60-day supply</li> <li>• \$240 for a 61-90-day supply</li> </ul> <p>or the retail pharmacy’s usual and customary cost of the drug, whichever is less</p> <p><b>Non-Preferred:</b> 50% of Plan allowance for up to a 90-day supply</p>	<p><b>Generic:</b></p> <ul style="list-style-type: none"> <li>• \$4 for up to a 30 day supply</li> <li>• \$8 for a 31-60 day supply</li> <li>• \$12 for a 61-90 day supply</li> </ul> <p>or the retail pharmacy’s usual and customary cost of the drug, whichever is less</p> <p><b>Preferred:</b></p> <ul style="list-style-type: none"> <li>• 50% of Plan allowance up to a maximum of \$500, for up to a 30-day supply</li> <li>• 50% of Plan allowance up to a maximum of \$1,000, for a 31-60 day supply</li> <li>• 50% of Plan allowance up to a maximum of \$1,500, for a 61-90 day supply</li> </ul> <p><b>Non-Preferred:</b> You pay 100% of all charges</p>
<b>Non-Network Retail Pharmacy</b>	You pay 100% of all charges	You pay 100% of all charges
<p><b>CVS Caremark Mail Service Pharmacy</b></p> <p>All copayments are for up to a 90-day supply per prescription.</p> <ul style="list-style-type: none"> <li>• Drugs and medications (including those administered during a non-covered admission or in a non-covered facility) that by Federal Law of the United States require a physician's prescription for their purchase, except those listed as not covered.</li> <li>• FDA approved contraceptive drugs and devices for women;</li> <li>• Diabetic medications and supplies, such as: <ul style="list-style-type: none"> <li>- Insulin;</li> <li>- Needles and syringes for the administration of covered medications;</li> <li>- Blood glucose meter to be provided at no charge by the manufacturer. Elevate Plus Option members may contact CVS Caremark Mail Service Pharmacy: 877-418-4746; Elevate Option members may contact their participating retail pharmacy or CVS Caremark Customer Care for specifics on how to obtain a free meter: 844-4-GEHARX or 844-443-4279.</li> </ul> </li> <li>• Prescription prenatal vitamins;</li> <li>• Covered ostomy supplies (please include the manufacturer’s product number to ensure accurate fill of the product).</li> </ul>	<p><b>Generic:</b> \$20 or the cost of the drug, whichever is less</p> <p><b>Preferred:</b> \$200 or the cost of the drug, whichever is less</p> <p><b>Non-Preferred:</b> 50% of Plan allowance, for up to a 90-day supply</p>	Not available

*Covered medications and supplies - continued on next page*

Benefits Description	You pay	
Covered medications and supplies (cont.)	Elevate Plus	Elevate
<p><b>Contraceptive drugs and devices as listed in the ACA/HRSA site (<a href="http://www.bit.ly/3rnj3Lm">www.bit.ly/3rnj3Lm</a>).</b></p> <p><b>Network and Non-Network Retail CVS Caremark Mail Service Pharmacy</b></p> <p>Contraceptive coverage is available at no cost to FEHB members. The contraceptive benefit includes at least one option in all methods of contraception (as well as the screening, education, counseling, and follow-up care). Any contraceptive that is not already available without cost sharing on the formulary can be accessed through the contraceptive exceptions process described on GEHA's website at <a href="http://www.geha.com/contraception">www.geha.com/contraception</a> or by calling CVS Caremark at 844-4-GEHARX or 844-443-4279. Reimbursement for over-the-counter contraceptives (prescription required) can be submitted by sending in your original prescription receipt obtained from your pharmacy to:</p> <p>CVS Caremark P.O. Box 52136 Phoenix, AZ 85072-2136</p> <p>Note: Members are encouraged not to use an HSA, health FSA, or HRA (including any related debit card) to purchase contraception for which the individual intends to seek reimbursement from their FEHB plan.</p> <p>Note: For more information regarding prescription contraceptives, please refer to Section 5(f), <i>Preventive care medications</i>. Some contraceptives and services are covered under the medical benefit; see Section 5(a), <i>Family planning</i>.</p>	<p>Nothing (no deductible)</p>	<p>Nothing (no deductible)</p>

**Specialty drug benefits**

CVS Specialty Pharmacy is the exclusive provider for specialty medications. CVS Specialty Pharmacy provides not only your specialty medications, but also personalized pharmacy care management services. If you have questions, visit [www.CVSSpecialty.com](http://www.CVSSpecialty.com) or call Specialty Customer Care at 800-237-2767.

Specialty medications are certain pharmaceuticals which may be biotech or biological drugs. Specialty medications are oral, injectable or infused, and/or may require special handling. To maximize patient safety, most specialty medications require preauthorization. These drugs are used in the treatment of complex, chronic medical conditions which include but are not limited to hemophilia, multiple sclerosis, hepatitis, cancer, rheumatoid arthritis, pulmonary hypertension, transplant, HIV, osteoarthritis, and immune deficiency. If you are new to select specialty therapies (i.e., oral oncology, hepatitis B, Parkinson's disease psychosis and hematological disorders), you will receive a 14 or 15 day supply for the first 2 months of therapy. Your copayment will be prorated. If you continue on this therapy, you may receive up to a 30-day supply of the medication.

Your benefit includes the Advanced Control Specialty Formulary (ACSF); please see Section 5(f), *CVS Caremark formulary* for additional information. Most specialty drugs require preauthorization. See "How to obtain preauthorization" under *Prescription drug benefits*. For certain, specialty therapies, you are required to use the generic unless your physician demonstrates medical necessity for the brand.

Outpatient, non-surgical cancer treatments require preauthorization by calling 855-690-0359.

**Specialty drug benefits (cont.)**

\*Your specialty benefit is limited to a 30-day supply. However, some specialty medications may not be available in a 30-day supply. Your coinsurance/copayment will be based on days of therapy (length of time medication remains in your system).

Benefits Description	You pay	
	Elevate Plus	Elevate
<p><b>Specialty drug benefits</b></p> <p><b>CVS Pharmacy</b></p> <p>All copayments are for up to a 30-day supply per prescription.</p> <p>Specialty Plan benefits apply to limited distribution specialty medications when CVS Specialty Pharmacy does not have access to dispense.</p>	<p><b>Generic and Preferred:</b> 40% of Plan allowance up to a maximum of:</p> <ul style="list-style-type: none"> <li>• \$500 for up to a 30-day supply</li> <li>• \$1,000 for up to a 60-day supply*</li> <li>• \$1,500 for up to a 90-day supply*</li> </ul> <p><b>Non-preferred:</b> 50% of Plan allowance for up to a 30-day supply*</p>	<p><b>Generic and Preferred:</b> 50% of Plan allowance up to a maximum of:</p> <ul style="list-style-type: none"> <li>• \$500 for up to a 30-day supply</li> <li>• \$1,000 for up to a 60-day supply*</li> <li>• \$1,500 for up to a 90-day supply*</li> </ul> <p><b>Non-preferred:</b> You pay 100% of all charges</p>
<p><b>Non-CVS Specialty Pharmacy retail purchase</b></p>	<p><b>When GEHA is primary:</b></p> <p>You pay 100% of all charges</p>	<p><b>When GEHA is primary:</b></p> <p>You pay 100% of all charges</p>
<p><b>Specialty medications dispensed by other sources including physician offices, home health agencies, outpatient hospitals may be paid under the medical benefit.</b></p> <p>If Medicare denies coverage, GEHA does not waive the coinsurance.</p> <p>Recurring oral medications must be obtained through the pharmacy benefit.</p>	<p>You pay after the calendar year deductible, if applicable:</p> <ul style="list-style-type: none"> <li>• <b>Generic and Preferred:</b> \$500 copayment applies per prescription fill and 40% of the Plan allowance, up to a 30-day supply.</li> <li>• <b>Non-Preferred:</b> \$500 copayment applies per prescription fill and 60% of the Plan allowance, up to a 30-day supply.</li> </ul>	<p>You pay after the calendar year deductible:</p> <ul style="list-style-type: none"> <li>• <b>Generic and Preferred:</b> \$500 copayment applies per prescription fill and 50% of the Plan allowance, up to a 30-day supply.</li> <li>• <b>Non-Preferred:</b> You pay 100% of all charges</li> </ul>
<p><b>Preventive care medications</b></p> <p>Preventive Care - Medications to promote better health will be offered with no cost-sharing at a participating pharmacy as recommended under the Patient Protection and Affordable Care Act (ACA). Please refer to the U.S. Preventive Services Task Force website for current A &amp; B recommendation coverages at <a href="http://www.uspreventiveservicestaskforce.org/uspstf">www.uspreventiveservicestaskforce.org/uspstf</a>. Age restrictions apply.</p> <p>To receive preventive care benefits, a prescription from a doctor must be presented to the pharmacy.</p> <ul style="list-style-type: none"> <li>• Aspirin - All single ingredient generic oral dosage forms &lt;81mg OTC only (requires a prescription) for the prevention of pre-eclampsia after 12 weeks of gestation. Limit of 100 units per fill.</li> <li>• Fluoride supplements (not toothpaste or rinses) - Single ingredient brand name and generic prescription products in an oral dosage form &lt; 0.5mg for children 5 years of age and younger.</li> </ul>	<p>Nothing (no deductible)</p>	<p>Nothing (no deductible)</p>

*Preventive care medications - continued on next page*  
 Elevate Plus and Elevate Options Section 5(f)

## Elevate Plus and Elevate Options

Benefits Description	You pay	
Preventive care medications (cont.)	Elevate Plus	Elevate
<ul style="list-style-type: none"> <li>• Folic acid supplements - Single ingredient generic 0.4mg and 0.8mg tabs. OTC only (requires a prescription) for women 55 years of age and younger. Limit of 100 units per fill.</li> <li>• Generic metformin 850mg tablets for individuals age 35-70 years with no prior use of anti-diabetic medications.</li> <li>• Generic Naloxone - limited to three doses annually (requires a prescription). Prior authorization may be required on some formulations.</li> <li>• Generic tamoxifen, raloxifene, exemestane and anastrozole - with prescription for women ages 35 and over for the prevention of breast cancer.</li> <li>• HIV Pre-Exposure Prophylaxis - Prior authorization may be required for coverage. CVS Specialty Pharmacy is GEHA's exclusive Specialty Pharmacy.</li> <li>• Iron supplements - Single ingredient pediatric oral liquids (requires a prescription) for children age 6-12 months.</li> <li>• Colorectal Cancer Prevention - Bowel prep products - generic Rx, and brand name only when generic or over the counter (OTC) equivalent is not available, requires a prescription, age 45-75 years.</li> <li>• Women's Preventive Service - Contraceptives - oral, emergency, injectable, patch, barrier, and misc. - generic Rx or OTC (requires a prescription) and brand name only when generic is not available. If the brand name is medically necessary, a preauthorization for medical necessity is required. Women only and limits may apply.</li> <li>• Statins - low to moderate dose of certain generic statins for individuals age 40-75 years.</li> <li>• Immunizations: Vaccines; childhood and adult, Rx only               <ul style="list-style-type: none"> <li>- Coverage dependent on vaccine type.</li> <li>- GEHA members can go to a participating retail pharmacy to receive certain vaccinations. Influenza vaccine is commonly administered by retail pharmacies. Other vaccines, such as those for pneumococcal pneumonia (Pneumovax), varicella/shingles (Shingrix) and hepatitis B may also be available through retail pharmacies.</li> </ul> </li> </ul> <p>Note: Members may call CVS Caremark at 844-4-GEHARX or 844-443-4279 to identify a participating vaccine pharmacy or go to <a href="http://www.caremark.com">www.caremark.com</a>. GEHA members should check with the retail pharmacy to ensure availability of a pharmacist who can inject vaccines and availability of the vaccine product before going to the pharmacy. GEHA members should also ask retail pharmacies if there is an age requirement for vaccines that can be administered at that pharmacy.</p>	Nothing (no deductible)	Nothing (no deductible)

Benefits Description	You Pay	
Non-covered medications and supplies	Elevate Plus	Elevate
<p><i>Not covered under the prescription drug benefit:</i></p> <ul style="list-style-type: none"> <li>• <i>Drugs and supplies for cosmetic purposes</i></li> <li>• <i>Vitamins, nutrients and food supplements (alone or in combination) not listed as a covered benefit or that do not require a prescription are not covered, including enteral formula/tube feeding nutrition available without a prescription</i></li> <li>• <i>Hyperinflated medications</i></li> <li>• <i>Nonprescription medications unless specifically indicated elsewhere</i></li> <li>• <i>Services or supplies for the administration of a non-covered medication.</i></li> <li>• <i>Medical devices, or supplies such as dressings and antiseptics</i></li> <li>• <i>Drugs which are investigational</i></li> <li>• <i>Drugs to treat impotency</i></li> <li>• <i>Certain prescription drugs that have an over-the-counter (OTC) equivalent drug or treatment are not covered</i></li> <li>• <i>Certain compounding chemicals including, but not limited to, OTC products, experimental, investigational, bulk powders, bulk chemicals, and certain bases.</i></li> </ul> <p><i>Note: Over-the-counter and appropriate prescription drugs approved by the FDA to treat tobacco dependence are covered under the Tobacco Cessation programs benefit. (See Section 5(a), Medical Services and Supplies Provided by Physicians and Other Healthcare Professionals, Educational classes and programs)</i></p>	<p><i>All charges</i></p>	<p><i>All charges</i></p>

**Section 5(g). Dental Benefits**

**Important things you should keep in mind about these benefits:**

- Please remember that all benefits are subject to the definitions, limitations, and exclusions in this brochure and are payable only when we determine they are medically necessary.
- **If you are enrolled in a Federal Employees Dental/Vision Insurance Program (FEDVIP) Dental Plan, your FEHB plan will be First/Primary payor of any Benefit payments and your FEDVIP plan is secondary to your FEHB plan. See Section 9, *Coordinating Benefits with Other Coverage*.**
- Under the Elevate Plus Option, the calendar year deductible is \$200 per person (\$400 if enrollment is Self Plus One or Self and Family). We state whether or not the calendar year deductible applies for each benefit listed in the applicable section.
- Under the Elevate Option, the calendar year deductible is \$500 per person (\$1,000 if enrollment is Self Plus One or Self and Family). If you use an out-of-network provider, the calendar year deductible is \$1,000 per person (\$2,000 if enrollment is Self Plus One or Self and Family).
- Be sure to read Section 4, *Your Costs for Covered Services*, for valuable information about how cost sharing works. Also, read Section 9 for information about how we pay if you have other coverage, or if you are age 65 or over.
- Note: We cover hospitalization for dental procedures only when a non-dental physical impairment exists, which makes hospitalization necessary to safeguard the health of the patient. We do not cover the dental procedure. See Section 5(c), *Inpatient hospital* benefits.

Benefits Description	You pay	
	Elevate Plus	Elevate
<b>Accidental dental benefits</b>		
<p>We cover restorative services and supplies necessary to promptly repair sound natural teeth. The need for these services must result from an accidental injury.</p> <ul style="list-style-type: none"> <li>• Repair to sound natural teeth such as: expenses for X-rays, drugs, crowns, bridgework, inlays and dentures.</li> </ul> <p>Note: We may review X-rays and/or treatment records in order to determine benefit coverage.</p>	<p>Services are paid at regular medical Plan benefits.</p> <p>Note: See Sections 5(a) through 5(f) for applicable services and benefits</p>	<p>Services are paid at regular medical Plan benefits.</p> <p>Note: See Sections 5(a) through 5(f) for applicable services and benefits</p>
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <li>• <i>Oral implants and transplants</i></li> <li>• <i>Masticating (biting or chewing) incidents are not considered to be accidental injuries.</i></li> </ul>	<i>All charges</i>	<i>All charges</i>
<b>Dental Benefits</b>	<b>Elevate Plus</b>	<b>Elevate</b>
We have no other dental benefits.	N/A	N/A



**Section 5(h). Wellness and Other Special Features**

Special features	Description
<p><b>Flexible benefits option</b></p>	<p>Under the flexible benefits option, we determine the most effective way to provide services.</p> <ul style="list-style-type: none"> <li>• We may identify medically appropriate alternatives to regular contract benefits as a less costly alternative. If we identify a less costly alternative, we will ask you to sign an alternative benefits agreement that will include all of the following terms in addition to other terms as necessary. Until you sign and return the agreement, regular contract benefits will continue.</li> <li>• Alternative benefits will be made available for a limited time period and are subject to our ongoing review. You must cooperate with the review process.</li> <li>• By approving an alternative benefit, we do not guarantee you will get it in the future.</li> <li>• The decision to offer an alternative benefit is solely ours, and except as expressly provided in the agreement, we may withdraw it at any time and resume regular contract benefits.</li> <li>• If you sign the agreement, we will provide the agreed-upon alternative benefits for the stated time period (unless circumstances change). You may request an extension of the time period, but regular contract benefits will resume if we do not approve your request.</li> <li>• Our decision to offer or withdraw alternative benefits is not subject to OPM review under the disputed claims process. However, if at the time we make a decision regarding alternative benefits, we also decide that regular contract benefits are not payable, then you may dispute our regular contract benefits decision under the OPM disputed claim process (see Section 8).</li> </ul>
<p><b>Services for deaf and hearing impaired</b></p>	<p>TTY service is available at 800-821-4833 for members who are hearing impaired.</p>
<p><b>Health Rewards/ Health Risk Assessment</b></p>	<p>Earn rewards for healthy actions with GEHA's Wellness Pays program. Up to two members per household are eligible to earn rewards, including the subscriber and one additional member age 18+. Total annual rewards are limited to \$500 each (\$1,000 per household). Maximum reward amounts are not guaranteed. Rewardable activities include, but may not be limited to, the following:</p> <ol style="list-style-type: none"> <li>1. Health risk assessment</li> <li>2. Participation in digital programs such as online coaching, missions, quizzes, and step goals</li> <li>3. Annual physical exam</li> <li>4. Preventive cancer screenings (Cervical, Colorectal, Breast)</li> <li>5. Telehealth visit with MDLIVE</li> <li>6. Flu shot</li> <li>7. First trimester prenatal care</li> <li>8. Participation in targeted health program (by invitation)</li> </ol> <p>Members will be issued a rewards account with a reloadable debit card, which can be used for eligible medical expenses. For detailed information about eligibility requirements, how to access the health risk assessment and all available rewards, visit <a href="http://www.geha.com/WellnessPays">www.geha.com/WellnessPays</a>.</p>
<p><b>Telehealth</b></p>	<p>Telehealth is available at a reduced cost through MDLIVE. Go to <a href="https://members.mdlive.com/geha-callmd">https://members.mdlive.com/geha-callmd</a> or call 888-912-1183 to access on demand, affordable, high-quality care for adults and children experiencing non-emergency medical issues, including treatment of minor acute conditions (see Section 10 for definition), dermatology conditions (see Section 10 for definition), and counseling for behavioral health and substance use disorder.</p> <p>Note: This benefit is available at a reduced cost only through the MDLIVE contracted telehealth provider network.</p> <p>Note: Practitioners must be licensed in the state the patient is physically located at the time services are rendered.</p>

Special features	Description
<b>Member Portal</b>	<p>Your family’s healthcare resources, in your hands whether at home or on the go. The online member portal provides instant access to your family’s critical health information – anytime and anywhere. Whether you want to find a physician near you, check the status of a claim or speak directly with a healthcare professional, the portal is your go-to resource. Key features include:</p> <ul style="list-style-type: none"> <li>• Search for physicians or facilities by location or specialty</li> <li>• Store favorite physicians and facilities</li> <li>• View and share health plan ID card information</li> <li>• Utilize MDLIVE for virtual visits as an alternative to seeing a physician onsite</li> <li>• Check reward program status and activities</li> <li>• Can be personalized with individual member avatar, notes and reminders</li> <li>• Complete confidentiality</li> <li>• Access and update your Personal Health Record</li> <li>• Check health-related financial account balance</li> <li>• Locate nearby convenience clinics, urgent care facilities, and ER’s</li> <li>• Check status of deductible and out-of-pocket spending</li> </ul> <p>For more information, visit <a href="http://www.geha.com/my-elevate">www.geha.com/my-elevate</a>.</p>
<b>Weight Management</b>	<p>GEHA offers programs and tools for weight management.</p> <ul style="list-style-type: none"> <li>- 24/7 Access to digital tools</li> <li>- Goal setting and progress tracking</li> <li>- Online video sessions</li> </ul>
<b>GEHA maternity program</b>	<p>GEHA makes various maternity resources available to you or your covered dependent. Visit <a href="http://www.geha.com/elevate-maternity-program">www.geha.com/elevate-maternity-program</a> to order your packet on pregnancy and prenatal care and to learn more about the maternity program.</p>
<b>24-Hour Nurse Advice Line</b>	<p>Call the GEHA 24-Hour Nurse Advice Line number 888-257-4342 and speak with a registered nurse – any time, 24 hours a day. The nurse can help you understand your symptoms and determine appropriate care for your needs.</p> <p>The Nurse Advice Line allows you to conveniently manage your symptoms and treatment anywhere you have access to a phone.</p>
<b>Personal Health Record</b>	<p>Our Personal Health Record helps you track health conditions, allergies, medications and more. This program is voluntary and confidential. To access this tool, log in through your member dashboard at <a href="http://www.geha.com/my-elevate">www.geha.com/my-elevate</a>.</p>
<b>Value Added Programs and Services</b>	<p>GEHA offers a number of programs and services to members to assist with special conditions and needs. Members can work with a nurse or health coach to deal with chronic conditions. Visit <a href="http://www.geha.com/my-elevate">www.geha.com/my-elevate</a> for a list of programs, program criteria, and contact information.</p>
<b>Family Planning Care Program</b>	<p>GEHA Care Management resources and guidance are available to assist members or covered dependents through the infertility process. Visit <a href="http://www.geha.com/FamilyPlanning">www.geha.com/FamilyPlanning</a>.</p> <p>Note: Infertility coverage is limited. See Section 5(a), <i>Infertility services</i> for covered services.</p>

## Non-FEHB Benefits Available to Plan Members

The benefits in this Section are not part of the FEHB contract or premium, **and you cannot file an FEHB disputed claim about them.** Fees you pay for these services do not count toward FEHB deductibles or catastrophic protection out-of-pocket maximums. These programs and materials are the responsibility of the Plan, and all appeals must follow their guidelines. For additional information contact the Plan at 800-821-6136 or visit their website at [www.geha.com/my-elevate](http://www.geha.com/my-elevate).

### **Connection Hearing® powered by TruHearing® - 844-513-0890 - [www.TruHearing.com](http://www.TruHearing.com)**

GEHA members save 30% to 60% off the average retail price of hearing aids with TruHearing, making it affordable to address your unique hearing needs. GEHA also offers you a hearing aid allowance of \$1,500 on the Elevate Plus Option (see the Hearing Services section of this brochure). You can apply your allowance to the cost of hearing aids through TruHearing to further minimize your out-of-pocket cost. TruHearing will submit the claim on your behalf, and you will only be responsible for charges in excess of your allowance.

### **Connection Vision® powered by EyeMed® - 877-808-8538 - [www.geha.com/my-elevate](http://www.geha.com/my-elevate)**

Free to all GEHA Elevate Plus and Elevate Plan members, you receive vision exam coverage for no additional premium. Through Connection Vision powered by EyeMed, you and your covered family members each pay \$0 for an annual routine eye exam when you use an in-network EyeMed participating provider. Or, if you seek services from a non-participating provider, you can be reimbursed up to \$45 for your annual eye exam. You also receive discounts on lenses and frames. For a list of participating locations, select Connection Vision on the GEHA website at [www.geha.com/my-elevate](http://www.geha.com/my-elevate).

### **Connection Fitness® powered by Active&Fit Direct™ - 800-821-6136 - [www.geha.com/Fitness](http://www.geha.com/Fitness)**

GEHA promotes healthy lifestyles and fitness activities. All GEHA health plan members can take advantage of our Connection Fitness program including discounts on gym memberships, access to online tools, and activity tracking. Access to more than 12,200 nationwide participating fitness centers and more than 9,700 digital workout videos for a minimal monthly fee (plus a small, one-time enrollment fee and applicable taxes).

### **Connection Dental® - 800-296-0776 - [www.geha.com](http://www.geha.com)**

Free to all GEHA health plan members, Connection Dental® can reduce your costs for dental care. Connection Dental is a network of more than 190,000 provider locations nationwide. Participating providers have agreed to limit their charges to reduced fees for GEHA health plan members. To find a participating Connection Dental provider in your area, call 800-296-0776 or visit [www.geha.com](http://www.geha.com).

### **CONNECTION Dental Plus® - 800-793-9335 - [www.geha.com/CDplus](http://www.geha.com/CDplus)**

Available for an additional premium, Connection Dental Plus® is a supplemental dental plan that pays benefits for a wide variety of procedures. Enrollment is open to all current and former Federal employees, retirees and annuitants, including those who are not members of the GEHA health plan. Parents can cover their unmarried dependent children up to their 26th birthday.

### **Smile Brilliant® - 855-944-8361 - [www.smilebrilliant.com/geha](http://www.smilebrilliant.com/geha)**

GEHA members save up to 70% off a premium electric toothbrush by cariPRO® and 20% off of the the lowest-published price for professional teeth-whitening. Smile Brilliant's custom-fitted trays, teeth whitening gel and desensitizing gel can be ordered online at [www.smilebrilliant.com/geha](http://www.smilebrilliant.com/geha).

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## Section 6. General Exclusions - Services, Drugs and Supplies We Do Not Cover

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The exclusions in this section apply to all benefits. There may be other exclusions and limitations listed in Section 5 of this brochure. Although we may list a specific service as a benefit, we will not cover it unless we determine it is medically necessary to prevent, diagnose, or treat your illness, disease, injury, or condition. For information on obtaining preauthorization for specific services, such as transplants, see Section 3, *How You Get Care*.

We do not cover the following:

- Services, drugs, or supplies you receive while you are not enrolled in this Plan.
- Services, drugs, or supplies not medically necessary.
- Services, drugs, or supplies not required according to accepted standards of medical, dental, or psychiatric practice.
- Experimental or investigational procedures, treatments, drugs or devices (see specifics regarding transplants).
- Services, drugs, or supplies related to abortions, except when the life of the mother would be endangered if the fetus were carried to term, or when the pregnancy is the result of an act of rape or incest.
- Services, drugs, or supplies you receive from a provider or facility barred from the FEHB Program.
- Services or supplies for which no charge would be made if the covered individual had no health insurance coverage.
- Services or supplies we are prohibited from covering under the Federal Law.
- Services, drugs, or supplies you receive without charge while in active military service.
- Services, drugs or supplies furnished, ordered or billed by yourself, immediate relatives or household members, such as spouse, parents, children, brothers or sisters by blood, marriage or adoption.
- Services or supplies furnished or billed by a non-covered facility, except that medically necessary prescription drugs and physical, occupational and speech therapy rendered by a qualified professional therapist on an outpatient basis are covered subject to Plan limits.
- Charges which the enrollee or Plan has no legal obligation to pay, such as excess charges for an annuitant age 65 or older who is not covered by Medicare Parts A and/or B (see Section 9, *Coordinating Benefits with Medicare and Other Coverage*), doctor's charges exceeding the amount specified by the Department of Health & Human Services when benefits are payable under Medicare (limiting charge, see Section 9, *Coordinating Benefits with Medicare and Other Coverage*), or State premium taxes however applied.
- Services, drugs, or supplies ordered or furnished by a non-covered provider.
- Services, drugs, or supplies related to a sexual dysfunction or sexual inadequacy.

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## Section 7. Filing a Claim for Covered Services

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This Section primarily deals with post-service claims (claims for services, drugs or supplies you have already received).

See Section 3 for information on pre-service claims procedures (services, drugs or supplies requiring prior Plan approval), including urgent care claims procedures.

### **How to claim benefits**

To obtain claim forms, claims questions or assistance, or answers about our benefits, contact us at 800-821-6136, or at our website at [www.geha.com](http://www.geha.com).

In most cases, providers and facilities file claims for you. Your provider must file on the form CMS-1500, Health Insurance Claim Form. Your facility will file on the UB-04 form. Submit claims to the network address on the back of the GEHA ID card, for both in-network and out-of-network claims.

Note: The Elevate Plus Option does not provide out-of-network benefits except in cases of emergency.

Submit Medicare primary claims, or out-of-network charges that you have paid in full to:

GEHA  
P.O. Box 21542  
Eagan, MN 55121

When you must file a claim - such as for services you received overseas or when another group health plan is primary - submit it on the CMS-1500 or a claim form that includes the information shown below or visit [www.geha.com/Claim](http://www.geha.com/Claim). Bills and receipts should be itemized and show:

- Patient's name, date of birth, address, phone number and relationship to enrollee;
- Patient's Plan identification number;
- Name and address of person or company providing the service or supply;
- Dates that services or supplies were furnished;
- Diagnosis;
- Type of each service or supply; itemized bill including valid codes such as ADA, CPT, HCPCS (including NDC numbers for all Drug type charges); and
- The charge for each service or supply
- We will provide translation and currency conversion services for claims for overseas (foreign) services. The conversion rate will be based on the date services were rendered.

Note: Canceled checks, cash register receipts, or balance due statements are not acceptable substitutes for itemized bills. Many direct-to-consumer program models do not support claim submissions to insurance carriers. They do not provide enough detailed, itemized, information to meet this claim submission criteria.

In addition:

- If another health plan is your primary payor, you must send a copy of the Explanation of Benefits (EOB) form you received from any primary payor (such as the Medicare Summary Notice (MSN)) with your claim.
- Bills for home nursing care must show that the nurse is a registered or licensed practical nurse and should include nursing notes.
- Claims for prescription drugs and supplies must include receipts that show the prescription number, name of drug or supply, prescribing provider's name, date, and charge. A copy of the provider's script must be included with prescription drugs purchased outside the United States.

### **Post-service claims procedures**

We will notify you of our decision within 30 days after we receive your post-service claim. If matters beyond our control require an extension of time, we may take up to an additional 15 days for review and we will notify you before the expiration of the original 30-day period. Our notice will include the circumstances underlying the request for the extension and the date when a decision is expected.

If we need an extension because we have not received necessary information from you, our notice will describe the specific information required and we will allow you up to 60 days from the receipt of the notice to provide the information.

If you do not agree with our initial decision, you may ask us to review it by following the disputed claims process detailed in Section 8 of this brochure.

**Records** Keep a separate record of the medical expenses of each covered family member as deductibles and maximum allowances apply separately to each person. Save copies of all medical bills, including those you accumulate to satisfy a deductible. In most instances they will serve as evidence of your claim. We will not provide duplicate or year-end statements.

**Deadline for filing your claim** Send us all of the documents for your claim as soon as possible. You must submit the claim by December 31 of the year after the year you received the service. If you could not file on time because of Government administrative operations or legal incapacity, you must submit your claim as soon as reasonably possible. Once we pay benefits, there is a three-year limitation on the re-issuance of uncashed checks.

**Overseas claims** For covered services you receive by providers and hospitals outside the United States and Puerto Rico, send a completed International Claim Form and the itemized bills to: GEHA, Foreign Claims Department, P.O. Box 21542, Eagan, MN 55121. Obtain International Claim Forms from [www.geha.com/Claim](http://www.geha.com/Claim).

If you have questions about the processing of overseas claims, contact us at 877-320-9469 or by email [overseas@geha.com](mailto:overseas@geha.com). Covered providers outside the United States will be paid at the in-network level of benefits, subject to the plan deductible, copays and/or coinsurance. We will provide translation and currency conversion for claims for overseas (foreign) services. The conversion rate will be based on the date services were rendered.

Eligibility and/or medical necessity review is required when procedures are performed or you are admitted to a hospital outside of the United States. Review includes the procedure/service to be performed, the number of days required to treat your condition, and any other applicable benefit criteria.

When members living abroad are stateside and seeking medical care, contact us at 800-821-6136, or visit [www.geha.com/my-elevate](http://www.geha.com/my-elevate) to locate an in-network provider. When you are seeking treatment stateside, all precertification and authorization requirements are applicable. If you utilize an out-of-network provider, out-of-network benefits would apply on the Elevate Option. The Elevate Plus Option does not provide out-of-network benefits except in cases of emergency.

**When we need more information** Please reply promptly when we ask for additional information. We may delay processing or deny benefits for your claim if you do not respond. Our deadline for responding to your claim is stayed while we await all of the additional information needed to process your claim.

**Authorized Representative** You may designate an authorized representative to act on your behalf for filing a claim or to appeal claims decisions to us. For urgent care claims, a healthcare professional with knowledge of your medical condition will be permitted to act as your authorized representative without your express consent. For the purposes of this section, we are also referring to your authorized representative when we refer to you.

**Notice Requirements** The Secretary of Health and Human Services has identified counties where at least 10% of the population is literate only in certain non-English languages. The non-English languages meeting this threshold in certain counties are Spanish, Chinese, Navajo and Tagalog. If you live in one of these counties, we will provide language assistance in the applicable non-English language. You can request a copy of your Explanation of Benefits (EOB) statement, related correspondence, oral language services (such as phone customer assistance), and help with filing claims and appeals (including external reviews) in the applicable non-English language. The English versions of your EOBs and related correspondence will include information in the non-English language about how to access language services in that non-English language.

Any notice of an adverse benefit determination or correspondence from us confirming an adverse benefit determination will include information sufficient to identify the claim involved (including the date of service, the healthcare provider, and the claim amount, if applicable), and a statement describing the availability, upon request, of the diagnosis and procedure codes and its corresponding meaning, and the treatment code and its corresponding meaning.

## Section 8. The Disputed Claims Process

You may appeal directly to the Office of Personnel Management (OPM) if we do not follow required claims processes. For more information or to make an inquiry about situations in which you are entitled to immediately appeal to OPM, including additional requirements not listed in Sections 3, 7 and 8 of this brochure, please call your plan's customer service representative at the phone number found on your enrollment card, plan brochure, or plan website.

Please follow this Federal Employees Health Benefits Program disputed claims process if you disagree with our decision on your post-service claim (a claim where services, drugs or supplies have already been provided). In Section 3 *If you disagree with our pre-service claim decision*, we describe the process you need to follow if you have a claim for services, drugs or supplies that must have prior Plan approval, such as inpatient hospital admissions.

To help you prepare your appeal, you may arrange with us to review and copy, free of charge, all relevant materials and Plan documents under our control relating to your claim, including those that involve any expert review(s) of your claim. To make your request, please contact our Customer Service Department by writing GEHA, P.O. Box 21542, Eagan, MN 55121 or calling 800-821-6136.

Our reconsideration will take into account all comments, documents, records, and other information submitted by you relating to the claim, without regard to whether such information was submitted or considered in the initial benefit determination.

When our initial decision is based (in whole or in part) on a medical judgment (i.e., medical necessity, experimental/investigational), we will consult with a healthcare professional who has appropriate training and experience in the field of medicine involved in the medical judgment and who was not involved in making the initial decision.

Our reconsideration will not take into account the initial decision. The review will not be conducted by the same person, or their subordinate, who made the initial decision.

We will not make our decisions regarding hiring, compensation, termination, promotion, or other similar matters with respect to any individual (such as a claims adjudicator or medical expert) based upon the likelihood that the individual will support the denial of benefits.

Step	Description
<b>1</b>	<p>Ask us in writing to reconsider our initial decision. You must:</p> <ul style="list-style-type: none"> <li>a) Write to us within 6 months from the date of our decision; and</li> <li>b) Send your request to us at: GEHA, P.O. Box 21542, Eagan, MN 55121; and</li> <li>c) Include a statement about why you believe our initial decision was wrong, based on specific benefit provisions in this brochure; and</li> <li>d) Include copies of documents that support your claim, such as physicians' letters, operative reports, bills, medical records, and Explanation of Benefits (EOB) forms.</li> <li>e) Include your email address (optional for member), if you would like to receive our decision via email. Please note that by giving us your email, we may be able to provide our decision more quickly.</li> </ul> <p>We will provide you, free of charge and in a timely manner, with any new or additional evidence considered, relied upon, or generated by us or at our direction in connection with your claim and any new rationale for our claim decision. We will provide you with this information sufficiently in advance of the date that we are required to provide you with our reconsideration decision to allow you a reasonable opportunity to respond to us before that date. However, our failure to provide you with new evidence or rationale in sufficient time to allow you to timely respond shall not invalidate our decision on reconsideration. You may respond to that new evidence or rationale at the OPM review stage described in step 4.</p>

Step	Description
<p><b>2</b></p>	<p>In the case of a post-service claim, we have 30 days from the date we receive your request to:</p> <ul style="list-style-type: none"> <li>a) Pay the claim or</li> <li>b) Write to you and maintain our denial or</li> <li>c) Ask you or your provider for more information.</li> </ul> <p>You or your provider must send the information so that we receive it within 60 days of our request. We will then decide within 30 more days.</p> <p>If we do not receive the information within 60 days, we will decide within 30 days of the date the information was due. We will base our decision on the information we already have. We will write to you with our decision.</p>
<p><b>3</b></p>	<p>If you do not agree with our decision, you may ask OPM to review it.</p> <p>You must write to OPM within:</p> <ul style="list-style-type: none"> <li>• 90 days after the date of our letter upholding our initial decision; or</li> <li>• 120 days after you first wrote to us - if we did not answer that request in some way within 30 days; or</li> <li>• 120 days after we asked for additional information.</li> </ul> <p>Write to OPM at: United States Office of Personnel Management, Healthcare and Insurance, Federal Employee Insurance Operations, FEHB 3, 1900 E Street NW, Washington, DC 20415-3630.</p> <p>Send OPM the following information:</p> <ul style="list-style-type: none"> <li>• A statement about why you believe our decision was wrong, based on specific benefit provisions in this brochure;</li> <li>• Copies of documents that support your claim, such as physicians' letters, operative reports, bills, medical records, and Explanation of Benefits (EOB) forms;</li> <li>• Copies of all letters you sent to us about the claim;</li> <li>• Copies of all letters we sent to you about the claim;</li> <li>• Your daytime phone number and the best time to call; and</li> <li>• Your email address if you would like to receive OPM's decision via email. Please note that by providing your email address, you may receive OPM's decision more quickly.</li> </ul> <p>Note: If you want OPM to review more than one claim, you must clearly identify which documents apply to which claim.</p> <p>Note: You are the only person who has a right to file a disputed claim with OPM. Parties acting as your representative, such as medical providers, must include a copy of your specific written consent with the review request. However, for urgent care claims, a healthcare professional with knowledge of your medical condition may act as your authorized representative without your express consent.</p> <p>Note: The above deadlines may be extended if you show that you were unable to meet the deadline because of reasons beyond your control.</p>



Step	Description
4	<p>OPM will review your disputed claim request and will use the information it collects from you and us to decide whether our decision is correct. OPM will send you a final decision or notify you of the status of OPM's review within 60 days. There are no other administrative appeals.</p> <p>If you do not agree with OPM's decision, your only recourse is to file a lawsuit. If you decide to sue, you must file the suit against OPM in Federal court by December 31 of the third year after the year in which you received the disputed services, drugs, or supplies or from the year in which you were denied precertification or prior approval. This is the only deadline that may not be extended.</p> <p>OPM may disclose the information it collects during the review process to support their disputed claim decision. This information will become part of the court record.</p> <p>You may not file a lawsuit until you have completed the disputed claims process. Further, Federal law governs your lawsuit, benefits, and payment of benefits. The Federal court will base its review on the record that was before OPM when OPM decided to uphold or overturn our decision. You may recover only the amount of benefits in dispute.</p>

Note: **If you have a serious or life-threatening condition** (one that may cause permanent loss of bodily functions or death if not treated as soon as possible), and you did not indicate that your claim was a claim for urgent care, then call us at 800-821-6136. We will expedite our review (if we have not yet responded to your claim); or we will inform OPM so they can quickly review your claim on appeal. You may call OPM's FEHB 3 at 202-606-0737 between 8 a.m. and 5 p.m. Eastern Time.

Please remember that we do not make decisions about plan eligibility issues. For example, we do not determine whether you or a family member is covered under this plan. You must raise eligibility issues with your Agency personnel/payroll office if you are an employee, your retirement system if you are an annuitant or the Office of Workers' Compensation Programs if you are receiving Workers' Compensation benefits.

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## Section 9. Coordinating Benefits with Medicare and Other Coverage

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### When you have other health coverage or auto insurance

You must tell us if you or a covered family member has coverage under any other health plan or has automobile insurance that pays healthcare expenses without regard to fault. This is called “double coverage”.

When you have double coverage, one plan normally pays its benefits in full as the primary payor and the other plan pays a reduced benefit as the secondary payor. We, like other insurers, determine which coverage is primary according to the National Association of Insurance Commissioners’ (NAIC) guidelines. For more information on NAIC rules regarding the coordinating of benefits, visit our website at [www.geha.com/COB](http://www.geha.com/COB).

When we are the primary payor, we will pay benefits described in this brochure.

In certain circumstances when we are secondary, we will also take advantage of any provider discount arrangements your primary plan may have. For medical and dental services, we will coordinate benefits to the allowable expense of your primary plan.

- Refer to Section 5(f), *Coordinating with other drug coverage*, when you have other primary prescription coverage.

If your primary payor requires preauthorization or requires you use designated facilities or provider for benefits to be approved, it is your responsibility to comply with these requirements. In addition you must file the claim to your primary payor within the required time period. If you fail to comply with any of these requirements and benefits are denied by the primary payor, we will pay secondary benefits based on an estimate of what the primary carrier would have paid if you followed their requirements.

Please see Section 4, *Your Costs for Covered Services*, for more information about how we pay claims.

This plan always pays secondary to:

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

You should review your automobile insurance policy to ensure that uncoordinated medical benefits have been chosen so that the automobile insurance policy is the primary payer.

- **TRICARE and CHAMPVA**

TRICARE is the healthcare program for eligible dependents of military persons, and retirees of the military. TRICARE includes the CHAMPUS program. CHAMPVA provides health coverage to disabled Veterans and their eligible dependents. If TRICARE or CHAMPVA and this Plan cover you, we pay first. See your TRICARE or CHAMPVA Health Benefits Advisor if you have questions about these programs.

**Suspended FEHB coverage to enroll in TRICARE or CHAMPVA:** If you are an annuitant or former spouse, you can suspend your FEHB coverage to enroll in one of these programs, eliminating your FEHB premium. (OPM does not contribute to any applicable plan premiums.) For information on suspending your FEHB enrollment, contact your retirement or employing office. If you later want to re-enroll in the FEHB Program, generally you may do so only at the next Open Season unless you involuntarily lose coverage under TRICARE or CHAMPVA.

• **Workers' Compensation**

Every job-related injury or illness should be reported as soon as possible to your supervisor. Injury also means any illness or disease that is caused or aggravated by the employment as well as damage to medical braces, artificial limbs and other prosthetic devices. If you are a federal or postal employee, ask your supervisor to authorize medical treatment by use of form CA-16 before you obtain treatment. If your medical treatment is accepted by the Dept. of Labor Office of Workers' Compensation (OWCP), the provider will be compensated by OWCP. If your treatment is determined not job-related, we will process your benefit according to the terms of this plan, including use of in-network providers. Take form CA-16 and form OWCP-1500/HCFA-1500 to your provider, or send it to your provider as soon as possible after treatment, to avoid complications about whether your treatment is covered by this plan or by OWCP.

We do not cover services that:

- You (or a covered family member) need because of a workplace-related illness or injury that the Office of Workers' Compensation Programs (OWCP) or a similar federal or state agency determines they must provide; or
- OWCP or a similar agency pays for through a third-party injury settlement or other similar proceeding that is based on a claim you filed under OWCP or similar laws.

• **Medicaid**

When you have this Plan and Medicaid, we pay first.

**Suspended FEHB coverage to enroll in Medicaid or a similar state-sponsored program of medical assistance:** If you are an annuitant or former spouse, you can suspend your FEHB coverage to enroll in one of these state programs, eliminating your FEHB premium. For information on suspending your FEHB enrollment, contact your retirement or employing office. If you later want to re-enroll in the FEHB Program, generally you may do so only at the next Open Season unless you involuntarily lose coverage under the state program.

**When other Government agencies are responsible for your care**

We do not cover services and supplies when a local, state, or federal government agency directly or indirectly pays for them.

**When others are responsible for injuries**

If GEHA pays benefits for an illness or injury for which you accrue a right of action, are entitled to compensation, or receive a settlement, judgment, or recovery from another party, you must agree to the provisions below. All GEHA benefit payments in these circumstances are a condition of and a limitation on the nature, provision, or extent of coverage or benefits under the Plan, and remain subject to all of our contractual benefit limitations, exclusions, and maximums. By accepting these conditional benefits, you agree to the following:

- You or your representative must contact GEHA's Subrogation Vendor, The Rawlings Company, LLC, at 855-967-6609 as soon as possible after the event(s) that resulted in the illness or injury, and provide all requested information, including prompt disclosure of the terms of all settlements, judgments, or other recoveries. You must sign any releases GEHA requires to obtain information about any claim(s) for compensation from other sources you may have.
- You must include all benefits paid by GEHA in any claim for compensation you or your representative assert against any tortfeasor, insurer, or other party for the injury or illness, and assign all proceeds recovered from any party, including your own and/or other insurance, to GEHA for up to the amount of the benefits paid.
- When benefits are payable under the Plan in relation to the illness or injury, GEHA may, at its option:

Enforce its right of subrogation, that is, take over your right to receive payments from other parties. You will transfer to GEHA any rights you or your representative may have to take legal action arising from the illness or injury, and to recover any sums paid on your behalf as a result of that action; or

Enforce its right of reimbursement, that is, recover any sums paid on your behalf from any payment(s) you or your representative obtain from other parties. The right of reimbursement is cumulative with and not exclusive of the right of subrogation.

You must cooperate in doing what is reasonably necessary to assist us, and you must not take any action that may prejudice, these rights of recovery. It is your duty to notify the plan within 30 days of the date when notice is given to any party, including an insurance company or attorney, of your intention to pursue or investigate a claim to recover damages or obtain compensation due to your injury, illness or condition. You and your agents or representatives shall provide all information requested by the plan or its representatives. You shall do nothing to prejudice your FEHB plan's subrogation or recovery interest or to prejudice the plan's ability to enforce the terms of this provision. This includes, but is not limited to, refraining from making any settlement or recovery that attempts to reduce or exclude the full cost of all benefits provided by the plan.

- To reimburse GEHA on a first priority basis (i.e., before any other party) in full, up to the amount of benefits paid, out of any and all settlements, judgments, or other recoveries that you or your representative obtain, from any source and no matter how characterized, designated, or apportioned (for example, as "pain and suffering only"). GEHA enforces this right of reimbursement by asserting a lien against any and all recoveries obtained, including, but not limited to, first party Medpay, Personal Injury Protection, No-Fault coverage, Third-Party liability coverage, Uninsured and Underinsured coverage, personal liability umbrella coverage, and a workers compensation program or insurance policy. GEHA's lien consists of the total benefits paid to diagnose or treat the illness or injury. GEHA's lien applies first, regardless of the "make whole" and "common fund" doctrines. Your plan is not required to participate in or pay court costs or attorney fees to any attorney hired by you to pursue your damage claims.

GEHA's lien extends to all expenses incurred prior to the settlement or judgment date, even if those expenses were not submitted to GEHA for payment at the time you reimbursed GEHA. The lien remains your obligation until it is satisfied in full. Failure to refund GEHA or cooperate with our recovery efforts may result in an overpayment that can be collected from you.

The provisions of this section apply to all current or former plan participants and also to the parents, guardian, or other representative of a dependent child who incurs claims and is or has been covered by the plan. The plan's right to recover (whether by subrogation or reimbursement) shall apply to the personal representative of your estate, heirs or beneficiaries, administrators, legal representatives, successors, assignees, minors, and incompetent or disabled persons. "You" or "your" includes anyone on whose behalf the plan pays benefits. No adult covered person hereunder may assign any rights that it may have to recover medical expenses from any tortfeasor or other person or entity to any minor child or children of said adult covered person without the prior express written consent of the plan.

#### **When you have Federal Employees Dental and Vision Insurance Plan (FEDVIP)**

Some FEHB plans already cover some dental and vision services. When you are covered by more than one vision/dental plan, coverage provided under your FEHB plan remains as your primary coverage. FEDVIP coverage pays secondary to that coverage. When you enroll in a dental and/or vision plan by phone at 877-888-3337, TTY 877-889-5680 you will be asked to provide information on your FEHB plan so that your plans can coordinate benefits. Providing your FEHB information may reduce your out-of-pocket cost.

#### **Clinical trials**

An approved clinical trial includes a phase I, phase II, phase III, or phase IV clinical trial that is conducted in relation to the prevention, detection, or treatment of cancer or other life-threatening disease or condition, and is either Federally-funded; conducted under an investigational new drug application reviewed by the Food and Drug Administration (FDA); or is a drug trial that is exempt from the requirement of an investigational new drug application.

If you are a participant in a clinical trial, this health plan will provide related care as follows, if it is not provided by the clinical trial:

- Routine care costs – costs for routine services such as doctor visits, lab tests, X-rays and scans, and hospitalizations related to treating the patient’s condition, whether the patient is in a clinical trial or is receiving standard therapy. These costs are covered by this Plan.
- Extra care costs – costs related to taking part in a clinical trial such as additional tests that a patient may need as part of the trial, but not as part of the patient’s routine care. This Plan **does not** cover these costs.
- Research costs – costs related to conducting the clinical trial such as research physician and nurse time, analysis of results, and clinical tests performed only for research purposes. These costs are generally covered by the clinical trials. This Plan **does not** cover these costs.

Note: Requires preauthorization.

### When you have Medicare

For more detailed information on "What is Medicare?" and "Should I Enroll in Medicare?" please contact Medicare at 1-800-MEDICARE (1-800-633-4227), (TTY 1-877-486-2048) or at [www.medicare.gov](http://www.medicare.gov).

- **The Original Medicare Plan (Part A or Part B)**

The Original Medicare Plan (Original Medicare) is available everywhere in the United States. It is the way everyone used to get Medicare benefits and is the way most people get their Medicare Part A and Part B benefits now. You may go to any doctor, specialist, or hospital that accepts Medicare. The Original Medicare Plan pays its share, and you pay your share.

All physicians and other providers are required by law to file claims directly to Medicare for members with Medicare Part B, when Medicare is primary. This is true whether or not they accept Medicare.

When you are enrolled in Original Medicare along with this Plan, you still need to follow the rules in this brochure for us to cover your care.

**Claims process when you have the Original Medicare Plan** – You will probably not need to file a claim form when you have both our Plan and the Original Medicare Plan.

When we are the primary payor, we process the claim first.

When Original Medicare is the primary payor, Medicare processes your claim first. In most cases, your claim will be coordinated automatically, and we will then provide secondary benefits for covered charges. To find out if you need to do something to file your claim, call us at 800-821-6136 or see our website at [www.geha.com](http://www.geha.com).

**For members enrolled in the Elevate Option, we do NOT waive deductibles, coinsurance, or copayments for Medicare members.**

**For members enrolled in Elevate Plus Option we waive some costs if the Original Medicare Plan is your primary payor as follows:**

- Inpatient hospital benefits: If you are enrolled in Medicare Part A, we waive the copayment or the deductible and coinsurance.
- Outpatient facility benefits: If you are enrolled in Medicare Part B, we waive the copayment or the deductible and coinsurance.
- Medical and surgery benefits and mental health/substance use disorder care: If you are enrolled in Medicare Part B, we waive the copayment or the deductible and coinsurance.

- Office visit providers and MinuteClinic (where available): If you are enrolled in Medicare Part B, we waive the copayment or the deductible and coinsurance for office visits.

Please review the following examples which illustrates your cost share if you are enrolled in Medicare Part B and the Elevate Plus Option. If you purchase Medicare Part B, then we waive some costs because Medicare will be the primary payor.

### **Elevate Plus Option**

#### **Benefit Description: Deductible**

You Pay without Medicare: In-Network: \$200  
 You Pay without Medicare: Out-of-Network: N/A  
 You Pay with Medicare Part B: In Network: \$0  
 You Pay with Medicare Part B: Out-of-Network: \$0

#### **Benefit Description: Catastrophic Protection Out-of-Pocket Maximum**

You Pay without Medicare: In-Network: \$7,000 self only/\$14,000 family  
 You Pay without Medicare: Out-of-Network: N/A  
 You Pay with Medicare Part B: In Network: \$7,000 self only/\$14,000 family  
 You Pay with Medicare Part B: Out-of-Network: N/A

#### **Benefit Description: Part B Premium Reimbursement Offered**

You Pay without Medicare: In-Network: N/A  
 You Pay without Medicare: Out-of-Network: N/A  
 You Pay with Medicare Part B: In Network: N/A  
 You Pay with Medicare Part B: Out-of-Network: N/A

#### **Benefit Description: Primary Care Provider**

You Pay without Medicare: In-Network: \$30  
 You Pay without Medicare: Out-of-Network: N/A  
 You Pay with Medicare Part B: In Network: \$0  
 You Pay with Medicare Part B: Out-of-Network: \$0

#### **Benefit Description: Specialist**

You Pay without Medicare: In-Network: \$50  
 You Pay without Medicare: Out-of-Network: N/A  
 You Pay with Medicare Part B: In Network: \$0  
 You Pay with Medicare Part B: Out-of-Network: \$0

#### **Benefit Description: Inpatient Hospital**

You Pay without Medicare: In-Network: 15% of Plan allowance  
 You Pay without Medicare: Out-of-Network: N/A  
 You Pay with Medicare Part B: In Network: \$0  
 You Pay with Medicare Part B: Out-of-Network: \$0

#### **Benefit Description: Outpatient Hospital**

You Pay without Medicare: In-Network: 15% of Plan allowance  
 You Pay without Medicare: Out-of-Network: N/A  
 You Pay with Medicare Part B: In Network: \$0  
 You Pay with Medicare Part B: Out-of-Network: \$0

#### **Benefit Description: Incentives Offered**

You Pay without Medicare: In-Network: N/A  
 You Pay without Medicare: Out-of-Network: N/A  
 You Pay with Medicare Part B: In Network: N/A  
 You Pay with Medicare Part B: Out-of-Network: N/A

You can find more information about how our Plan coordinates benefits with Medicare as outlined in our Medicare Benefits Guide at [www.geha.com/Medicare](http://www.geha.com/Medicare).

- **Tell us about your Medicare coverage**

You must tell us if you or a covered family member has Medicare coverage and let us obtain information about services denied or paid under Medicare if we ask. You must also tell us about other coverage you or your covered family members may have, as this coverage may affect the primary/secondary status of this Plan and Medicare.

- **Private contract with your physician**

If you are enrolled in Medicare Part B, a physician may ask you to sign a private contract agreeing that you can be billed directly for services ordinarily covered by Original Medicare. Should you sign an agreement, Medicare will not pay any portion of the charges, and we will not increase our payment. Regardless of whether the physician requires you to sign an agreement, we will still limit our payment to the coinsurance amount we would have paid after Original Medicare's payment based on our Plan allowable and the type of service you receive. You may be responsible for paying the difference between the billed amount and the amount we paid.

- **Medicare Advantage (Part C)**

If you are eligible for Medicare, you may choose to enroll in and get your Medicare benefits from a Medicare Advantage plan. These are private healthcare choices (like HMOs and regional PPOs) in some areas of the country. To learn more about Medicare Advantage plans, contact Medicare at 1-800-MEDICARE, (1-800-633-4227), (TTY: 877-486-2048) or at [www.medicare.gov](http://www.medicare.gov).

If you enroll in a Medicare Advantage plan, the following options are available to you;

**This Plan and another plan's Medicare Advantage plan:** You may enroll in another plan's Medicare Advantage plan and also remain enrolled in our FEHB plan. We will still provide benefits when your Medicare Advantage plan is primary, even out of the Medicare Advantage plan's network and/or service area (if you use our Plan providers). However, if you do go outside the Medicare Advantage plan's network and/or service area, we will not waive any of our copayments, coinsurance, or deductibles. If you enroll in a Medicare Advantage plan, tell us. We will need to know whether you are in the Original Medicare Plan or in Medicare Advantage plan so we can correctly coordinate benefits with Medicare.

**Suspended FEHB coverage to enroll in a Medicare Advantage plan:** If you are an annuitant or former spouse, you can suspend your FEHB coverage to enroll in a Medicare Advantage plan, eliminating your FEHB premium. (OPM does not contribute to your Medicare Advantage plan premium.) For information on suspending your FEHB enrollment, contact your retirement or employing office. If you later want to re-enroll in the FEHB Program, generally you may do so only at the next Open Season, unless you involuntarily lose coverage or move out of the Medicare Advantage plan's service area.

- **Medicare prescription drug coverage (Part D)**

When we are the primary payor, we process the claim first. If you enroll in Medicare Part D and we are the secondary payor, we will review claims for your prescription drug costs that are not covered by Medicare Part D and consider them for payment under the FEHB plan.

Medicare always makes the final determination as to whether they are the primary payor. The following chart illustrates whether Medicare or this Plan should be the primary payor for you according to your employment status and other factors determined by Medicare. It is critical that you tell us if you or a covered family member has Medicare coverage so we can administer these requirements correctly. **(Having coverage under more than two health plans may change the order of benefits determined on this chart.)**

<b>Primary Payor Chart</b>		
<b>A. When you - or your covered spouse - are age 65 or over and have Medicare and you...</b>	<b>The primary payor for the individual with Medicare is...</b>	
	<b>Medicare</b>	<b>This Plan</b>
1) Have FEHB coverage on your own as an active employee		✓
2) Have FEHB coverage on your own as an annuitant or through your spouse who is an annuitant	✓	
3) Have FEHB through your spouse who is an active employee		✓
4) Are a reemployed annuitant with the Federal government and your position is excluded from the FEHB (your employing office will know if this is the case) and you are not covered under FEHB through your spouse under #3 above	✓	
5) Are a reemployed annuitant with the Federal government and your position is not excluded from the FEHB (your employing office will know if this is the case) and...		
• You have FEHB coverage on your own or through your spouse who is also an active employee		✓
• You have FEHB coverage through your spouse who is an annuitant	✓	
6) Are a Federal judge who retired under title 28, U.S.C., or a Tax Court judge who retired under Section 7447 of title 26, U.S.C. (or if your covered spouse is this type of judge) and you are not covered under FEHB through your spouse under #3 above	✓	
7) Are enrolled in Part B only, regardless of your employment status	✓ for Part B services	✓ for other services
8) Are a Federal employee receiving Workers' Compensation		✓*
9) Are a Federal employee receiving disability benefits for six months or more	✓	
<b>B. When you or a covered family member...</b>		
1) Have Medicare solely based on end stage renal disease (ESRD) and...		
• It is within the first 30 months of eligibility for or entitlement to Medicare due to ESRD <b>(30-month coordination period)</b>		✓
• It is beyond the 30-month coordination period and you or a family member are still entitled to Medicare due to ESRD	✓	
2) Become eligible for Medicare due to ESRD while already a Medicare beneficiary and...		
• This Plan was the primary payor before eligibility due to ESRD <b>(for 30 month coordination period)</b>		✓
• Medicare was the primary payor before eligibility due to ESRD	✓	
3) Have Temporary Continuation of Coverage (TCC) and...		
• Medicare based on age and disability	✓	
• Medicare based on ESRD <b>(for the 30 month coordination period)</b>		✓
• Medicare based on ESRD <b>(after the 30 month coordination period)</b>	✓	
<b>C. When either you or a covered family member are eligible for Medicare solely due to disability and you...</b>		
1) Have FEHB coverage on your own as an active employee or through a family member who is an active employee		✓
2) Have FEHB coverage on your own as an annuitant or through a family member who is an annuitant	✓	
<b>D. When you are covered under the FEHB Spouse Equity provision as a former spouse</b>	✓	

\*Workers' Compensation is primary for claims related to your condition under Workers' Compensation.



### **When you are age 65 or over and do not have Medicare**

Under the FEHB law, we must limit our payments for **inpatient hospital care** and **physician care** to those payments you would be entitled to if you had Medicare. Your physician and hospital must follow Medicare rules and cannot bill you for more than they could bill you if you had Medicare. You and the FEHB benefit from these payment limits. Outpatient hospital care and non-physician-based care are not covered by this law; regular Plan benefits apply. The following chart has more information about the limits.

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#### **If you:**

- are age 65 or over; and
  - do not have Medicare Part A, Part B, or both; and
  - have this Plan as an annuitant or as a former spouse, or as a family member of an annuitant or former spouse; and
  - are not employed in a position that gives FEHB coverage. (Your employing office can tell you if this applies.)
- 

#### **Then, for your inpatient hospital care:**

- The law requires us to base our payment on an amount - the "equivalent Medicare amount" - set by Medicare's rules for what Medicare would pay, not on the actual charge.
- You are responsible for your applicable deductibles and coinsurance under this Plan.
- You are not responsible for any charges greater than the equivalent Medicare amount; we will show that amount on the Explanation of Benefits (EOB) form that we send you.
- The law prohibits a hospital from collecting more than the "equivalent Medicare amount".

When inpatient claims are paid according to a Diagnostic Related Group (DRG) limit (for instance, for admissions of certain retirees who do not have Medicare), we will pay 30% of the total covered amount as room and board charges and 70% as other charges and will apply your coinsurance accordingly.

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**And, for your physician care,** the law requires us to base our payment and your coinsurance on:

- an amount set by Medicare and called the "Medicare approved amount," or
- the actual charge if it is lower than the Medicare approved amount.

**If your physician:** Participates with Medicare or accepts Medicare assignment for the claim and is a member of our network,  
**Then you are responsible for:** your deductibles, coinsurance, and copayments.

**If your physician:** Participates with Medicare and is **not** in our network,  
**Then you are responsible for:** your deductibles, coinsurance, copayments, and any balance up to the Medicare approved amount.

**If your physician:** Does not participate with Medicare,  
**Then you are responsible for:** your deductibles, coinsurance, copayments, and any balance up to 115% of the Medicare approved amount.

**If your physician:** Does not participate with Medicare and is not a member of our network,  
**Then you are responsible for:** your out-of-network deductibles, coinsurance, copayments and any balance up to 115% of the Medicare approved amount.

**If your physician:** Opts-out of Medicare via private contract  
**Then you are responsible for:** your deductibles, coinsurance, copayments, and any balance your physician charges.

It is generally to your financial advantage to use a physician who participates with Medicare. Such physicians are permitted to collect only up to the Medicare approved amount.

## Physicians who opt-out of Medicare

A physician may have opted-out of Medicare and may or may not ask you to sign a private contract agreeing that you can be billed directly for services ordinarily covered by Original Medicare. This is different than a non-participating doctor, and we recommend you ask your physician if they have opted-out of Medicare. Should you visit an opt-out physician, the physician will not be limited to 115% of the Medicare approved amount. You may be responsible for paying the difference between the billed amount and our regular in-network/out-of-network benefits.

Our Explanation of Benefits (EOB) form will tell you how much the physician or hospital can collect from you. If your physician or hospital tries to collect more than allowed by law, ask the physician or hospital to reduce the charges. If you have paid more than allowed, ask for a refund. If you need further assistance, call us.

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### **When you have the Original Medicare Plan (Part A, Part B, or both)**

We limit our payment to an amount that supplements the benefits that Medicare would pay under Medicare Part A (Hospital insurance) and Medicare Part B (Medical insurance), regardless of whether Medicare pays. Note: We pay our regular benefits for emergency services to an institutional provider, such as a hospital, that does not participate with Medicare and is not reimbursed by Medicare.

We use the Department of Veterans Affairs (VA) Medicare-equivalent Remittance Advice (MRA) when the statement is submitted to determine our payment for covered services provided to you if Medicare is primary, when Medicare does not pay the VA facility.

If you are covered by Medicare Part B and it is primary, your out-of-pocket costs for services that both Medicare Part B and we cover depend on whether your physician accepts Medicare assignment for the claim.

For the Elevate Plus option, if your physician accepts Medicare assignment, we waive some of your deductibles, copayments and coinsurance for covered charges.

If your physician **does not accept** Medicare assignment, you pay the difference between the “limiting charge” or the physician’s charge (whichever is less) and our payment combined with Medicare’s payment.

It is important to know that a physician who does not accept Medicare assignment may not bill you for more than 115% of the amount Medicare bases its payment on, called the “limiting charge.” The Medicare Summary Notice (MSN) that Medicare will send you will have more information about the limiting charge. If your physician tries to collect more than allowed by law, ask the physician to reduce the charges. If the physician does not, report the physician to the Medicare carrier that sent you the MSN form. Call us if you need further assistance.

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## Section 10. Definitions of Terms We Use in This Brochure

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<b>Accidental injury</b>	An injury caused by an external force or element such as a blow or fall that requires immediate medical attention. Also included are animal bites, poisonings, and dental care required to repair injuries to sound natural teeth as a result of an accidental injury, not from biting or chewing.
<b>Admission</b>	The period from entry (admission) into a hospital or other covered facility until discharge. In counting days of inpatient care, the date of entry and the date of discharge are counted as the same day.
<b>Advance care Planning</b>	The process of making decisions about future healthcare options in the event of a medical crisis. This might involve the appointment of a substitute decision maker or the completion of an advance care directive or similar document.
<b>Artificial insemination</b>	Artificial insemination is a surgical procedure for the introduction of sperm or semen into the vagina, cervix, or uterus to produce pregnancy.
<b>Assignment</b>	<p>An authorization by you (the enrollee or covered family member) that is approved by us (the Carrier), for us to issue payment of benefits directly to the provider.</p> <ul style="list-style-type: none"><li>• We reserve the right to pay you directly for all covered services. Benefits payable under the contract are not assignable by you to any person without express written approval from us, and in the absence of such approval, any assignment shall be void.</li><li>• Your specific written consent for a designated authorized representative to act on your behalf to request reconsideration of a claim decision (or, for an urgent care claim, for a representative to act on your behalf without designation) does not constitute an Assignment.</li><li>• OPM's contract with us, based on federal statute and regulation, gives you a right to seek judicial review of OPM's final action on the denial of a health benefits claim but it does not provide you with authority to assign your right to file such a lawsuit to any other person or entity. Any agreement you enter into with another person or entity (such as a provider, or other individual or entity) authorizing that person or entity to bring a lawsuit against OPM, whether or not acting on your behalf, does not constitute an Assignment, is not a valid authorization under this contract, and is void.</li></ul>
<b>Assisted reproductive technology</b>	Assisted reproductive technology (ART) includes all fertility treatments in which either eggs or embryos are handled. In general, ART procedures involve surgically removing the eggs from the ovaries, combining them with sperm in the laboratory, and returning them to the birthing person's body or donating them to another person. They do NOT include treatments in which only sperm are handled (i.e., intrauterine—or artificial—insemination) or procedures in which a birthing person takes medicine only to stimulate egg production without the intention of having eggs retrieved.
<b>Calendar year</b>	January 1 through December 31 of the same year. For new enrollees, the calendar year begins on the effective date of their enrollment and ends on December 31 of the same year.
<b>Clinical trials cost categories</b>	<p>An approved clinical trial includes a phase I, phase II, phase III, or phase IV clinical trial that is conducted in relation to the prevention, detection, or treatment of cancer or other life-threatening disease or condition and is either Federally-funded; conducted under an investigational new drug application reviewed by the Food and Drug Administration (FDA); or is a drug trial that is exempt from the requirement of an investigational new drug application.</p> <p>If you are a participant in a clinical trial, this health plan will provide related care as follows, if it is not provided by the clinical trial:</p> <ul style="list-style-type: none"><li>• Routine care costs – costs for routine services such as doctor visits, lab tests, X-rays and scans, and hospitalizations related to treating the patient's condition whether the patient is in a clinical trial or is receiving standard therapy. These costs are covered by this Plan.</li></ul>

- Extra care costs – costs related to taking part in a clinical trial such as additional tests that a patient may need as part of the trial, but not as part of the patient’s routine care. This Plan *does not* cover these costs.
- Research costs – costs related to conducting the clinical trial such as research physician and nurse time, analysis of results, and clinical tests performed only for research purposes are generally covered by the clinical trials. This Plan *does not* cover these costs.

<b>Coinsurance</b>	See Section 4, <i>Your Costs for Covered Services</i> .
<b>Compound medications</b>	A compound medication includes more than one ingredient and is custom made by a pharmacist according to your doctor's instructions. Compound prescriptions must contain a Federal legend drug and the ingredients must be covered by the GEHA benefit.
<b>Congenital anomaly</b>	A condition existing at or from birth which is a significant deviation from the common form or norm. For purposes of this Plan, congenital anomalies include cleft lips, cleft palates, birthmarks, webbed fingers or toes and other conditions that the Plan may determine to be congenital anomalies. Surgical correction of congenital anomalies is limited to children under the age of 18 unless there is a functional deficit. In no event will the term congenital anomaly include conditions relating to teeth or intra-oral structures supporting the teeth.
<b>Copayment</b>	See Section 4, <i>Your Costs for Covered Services</i> .
<b>Cosmetic</b>	Any procedure or any portion of a procedure performed primarily to improve physical appearance and/or treat a mental condition through change in bodily form.
<b>Cost-sharing</b>	See Section 4, <i>Your Costs for Covered Services</i> .
<b>Covered services</b>	Services we provide benefits for, as described in this brochure.
<b>Custodial care</b>	<p>We do not provide benefits for custodial care, regardless of who recommends the care or where it is provided. The Carrier or its delegated medical professionals determine which services are custodial care.</p> <p>Custodial care includes treatment, supplies or services, that are provided to a patient mainly to help with activities of daily living. These activities include but are not limited to:</p> <ul style="list-style-type: none"> <li>• Service, supplies, and treatment that are designed mainly to train or assist the patient in personal hygiene or other activities of daily living rather than provide therapeutic treatment; or</li> <li>• Personal care such as help ambulating getting in and out of bed, eating by spoon, tube or gastrostomy, exercise, and dressing;</li> <li>• Homemaking, such as preparing meals or special diets;</li> <li>• Acting as companion or sitter;</li> <li>• Supervising medication that can usually be self-administered;</li> <li>• Physical, emotional, or behavioral treatment or services that can be provided by non-licensed caregivers with minimal instruction, including but not limited to recording temperature, pulse, and respirations, or administration and monitoring of feeding systems; and</li> <li>• Services or treatment where further medical professional intervention is not expected to result in significant improvement in the member's condition. The member's condition is no longer demonstrating measurable progress towards established treatment goals that have been documented in the patient's treatment record.</li> </ul>
<b>Deductible</b>	See Section 4, <i>Your Costs for Covered Services</i> .
<b>Dermatology conditions (telehealth)</b>	Under the telehealth benefit, dermatologic conditions seen and treated include but are not limited to acne, rashes, eczema, suspicious spots/moles, warts and other abnormal bumps, rosacea, inflamed or enlarged hair follicles, psoriasis, cold sore, alopecia, insect bites.

<b>Durable medical equipment</b>	<p>Equipment and supplies that:</p> <ul style="list-style-type: none"> <li>• Are prescribed by your attending doctor;</li> <li>• Are medically necessary;</li> <li>• Are primarily and customarily used only for a medical purpose;</li> <li>• Are generally useful only to a person with an illness or injury;</li> <li>• Are designed for prolonged use; or</li> <li>• Serve a specific therapeutic purpose in the treatment of an illness or injury.</li> </ul>
<b>Effective date</b>	<p>The date the benefits described in this brochure are effective:</p> <ul style="list-style-type: none"> <li>• January 1 for continuing enrollments and for all annuitant enrollments;</li> <li>• The first day of the first full pay period of the new year for enrollees who change plans or options or elect FEHB coverage during the open season for the first time; and</li> <li>• For new enrollees during the calendar year, but not during the open season, the effective date of enrollment as determined by the employing office or retirement system.</li> </ul>
<b>Elective surgery</b>	<p>Any non-emergency surgical procedure that may be scheduled at the patient’s convenience without jeopardizing the patient’s life or causing serious impairment to the patient’s bodily functions.</p>
<b>Expense</b>	<p>An expense is “incurred” on the date the service or supply is rendered.</p>
<b>Experimental or investigational services</b>	<p>Experimental or Investigational Service(s) - medical, surgical, diagnostic, psychiatric, mental health, substance use disorders or other healthcare services, technologies, supplies, treatments, procedures, drug therapies, medications or devices that, at the time we make a determination regarding coverage in a particular case are determined to be any of the following:</p> <ul style="list-style-type: none"> <li>• Not approved by the U.S. Food and Drug Administration (FDA) to be lawfully marketed for the proposed use and not identified in the American Hospital Formulary Service or the United States American Hospital Pharmacopoeia Dispensing Information as appropriate for the proposed use.</li> <li>• Not recognized, in accordance with generally accepted medical standards, as being safe and effective for your condition.</li> <li>• Subject to review and approval by any institution review board for the proposed use. (Devices which are FDA approved under the Humanitarian Use Device exemption are not considered to be Experimental or Investigational.)</li> <li>• The subject of an ongoing clinical trial that meets the definition of a Phase 1, 2 or 3 clinical trial set forth in the FDA regulations, regardless of whether the trial is actually subject to FDA oversight.</li> </ul>
<b>Group health coverage</b>	<p>Healthcare coverage that a member or covered dependent is eligible for because of employment by, membership in, or connection with, a particular organization or group that provides payment for hospital, medical, dental or other healthcare services or supplies, including extension of any of these benefits through COBRA.</p>
<b>Healthcare professional</b>	<p>A physician or other healthcare professional licensed, accredited, or certified to perform specified health services consistent with state law.</p>
<b>Iatrogenic infertility</b>	<p>An impairment of fertility by surgery, radiation, chemotherapy, or other medical treatment affecting reproductive organs including gonadotoxic therapies, or ovary or testicle removal for treatment of disease; also includes infertility associated with medical and surgical gender affirmation.</p>
<b>Infertility</b>	<p>Infertility is defined as the inability to conceive pregnancy within a 12-month period for individuals under age 35 (6 months for persons aged 35 or older) through unprotected intercourse or artificial insemination. Infertility may also be established through evidence of medical history and diagnostic testing.</p>

**Inpatient care** Inpatient care is care rendered to a person who has been admitted to a hospital for bed occupancy for purposes of receiving inpatient hospital services. Generally, a patient is considered an inpatient if formally admitted as an inpatient with the expectation that he or she will remain at least overnight and occupy a bed even if it later develops that the patient can be safely discharged or transferred to another hospital and not actually use a hospital bed overnight. See Section 3, *How You Get Care, Covered facilities*, for the definition of an Acute Inpatient and Residential Treatment Center.

**In vitro fertilization** In vitro fertilization (IVF) is a method of assisted reproduction that involves combining an egg with sperm in a laboratory dish. If the egg fertilizes and begins cell division, the resulting embryo may be transferred into the uterus where it may implant in the uterine lining and further develop, or be cryopreserved for later transfer. A cycle of IVF is defined as stimulation of ovaries, oocyte retrieval, and embryo transfer or preservation.

**Long-term acute care** Often referred to as LTCH or LTAC, these facilities provide services for patients who need extended intensive or critical, hospital-level of care beyond that of the traditional short hospital stay. LTCH's specialize in treating patients who have more than one serious condition yet have the potential to improve with time and care and return to their previous health status. Generally, services are focused on respiratory therapy, head trauma treatment, and pain management.

**Long-term care** We do not provide benefits for long-term care, regardless of who recommends the care or where it is provided. The Carrier or its delegated medical professionals determine which services are long-term care.

A range of services and support provided to meet personal care needs on a long-term basis. While some medical care may be necessary, most of the care provided is not and does not require a licensed caregiver. This encompasses a spectrum of services provided in a variety of settings for people who do not have full independence because of a medical condition, injury, or chronic and/or behavioral illness.

Long-term care is often used to provide custodial care as well as instrumental activities of daily living necessary for safety and health.

Long-term care is usually custodial care that has lasted for 90 days or more yet can begin prior to 90 days dependent on the member's response to professional intervention.

**Long-term care and long-term acute care are not one and the same. See the definition of long-term acute care for more information about those services.**

**Medical Foods for a diagnosis of Inborn Errors of Metabolism (IEM)** Inborn errors of metabolism are rare genetic (inherited) disorders in which the body cannot properly turn food into energy. The disorders are usually caused by defects in specific proteins (enzymes) that help break down (metabolize) parts of food. GEHA will cover medical food for a diagnosis of IEM. Medical Food is defined as a food which is recommended by a physician after an evaluation and is intended to provide for the dietary management of a disease or condition that has specific nutritional requirements. GEHA will not cover "grocery" food items that can routinely be obtained online or in stores (e.g., gluten-free breads).

**Medical necessity** Healthcare services provided for the purpose of preventing, evaluating, diagnosing or treating a sickness, injury, mental illness, substance use disorder or its symptoms, that are all of the following as determined by us or our designee, within our discretion.

- In accordance with Generally Accepted Standards of Medical Practice.
- Clinically appropriate, in terms of type, frequency, extent, site and duration, and considered effective for your sickness, injury, mental illness, substance use disorder, disease or its symptoms.
- Not mainly for your convenience or that of your doctor or other healthcare provider.
- Not more costly than an alternate drug, service(s) or supply that is at least as likely to produce equivalent therapeutic or diagnostic results as to the diagnosis or treatment of your sickness, injury, disease or symptoms.

- Is not custodial or long-term care (see the Plan's definition on the previous page)

If no credible scientific evidence is available, then standards are based on Physician specialty society recommendations or professional standards of care may be considered. We reserve the right to consult expert opinion in determining whether healthcare services are Medically Necessary.

**Mental health/  
substance use  
disorder**

Conditions and diseases listed in the most recent edition of the International Classification of Diseases (ICD) as psychoses, neurotic disorders, or personality disorders; other nonpsychotic mental disorders listed in the ICD, to be determined by the Plan; or disorders listed in the ICD requiring treatment for use or dependence upon substances such as alcohol, narcotics, or hallucinogens. Prior authorization is required for all of the following services and must be provided by a covered facility or covered provider as defined in Section 3, *How You Get Care*.

**Inpatient Mental Health:**

- Acute Care Hospital
- Residential Treatment Center (RTC)

**Intensive Day Treatment:**

Intensive day treatment programs are outpatient services that must be rendered on an outpatient basis. Regardless of where services are rendered, the provider and/or the facility, must be licensed to provide intensive day mental health and/or substance use treatment and must meet GEHA's definition of a covered provider in Section 3. GEHA does not cover room and board during intensive day treatment programs. Under the direction of a physician, services must be provided for at least two hours per day and may include group, individual, and family therapy along with psychoeducational services and adjunctive psychiatric medication management.

- Partial Hospitalization Program (PHP): A facility-based outpatient treatment program for mental health and/or substance use disorder conditions not requiring 24-hour care. Twenty or more hours of care per week is usually delivered at a minimum of four hours a day, five days a week. Time frames and frequency will vary based on condition, severity, and individual treatment plan.
- Intensive Outpatient Program (IOP): A comprehensive, structured outpatient treatment program that includes extended periods of individual or group therapy sessions for mental health and/or substance use disorders conditions. It is an intermediate level of care between traditional outpatient therapy and partial hospitalization, delivered in an outpatient facility or outpatient professional office setting. Nine or more hours of care per week is usually delivered at a minimum of three hours a day, three days a week. Time frames and frequency will vary based on condition, severity, and individual treatment plan.

**Minor acute  
conditions**

Common, non-emergent conditions. Examples of common conditions include sinus problems, rashes, allergies, cold and flu symptoms, etc.

**Never event  
policies**

Federal or State policies that bar healthcare providers from charging patients for care that is attributable to certain avoidable complications or errors, such as wrong site surgery.

**Observation care**

Observation care is a well-defined set of specific, clinically appropriate services, which include ongoing short-term treatment, assessment, and reassessment, that are furnished while a decision is being made regarding whether patients will require further treatment as hospital inpatients or if they are able to be discharged from the hospital. Observation services are commonly ordered for patients who present to the emergency department and who then require a significant period of treatment or monitoring in order to make a decision concerning their admission or discharge.

**Plan allowance**

Our Plan allowance is the amount we use to determine our payment and your coinsurance for covered services. Fee-for-service plans determine their allowances in different ways. We determine our Plan allowance as follows.

Allowable expense (plan allowance) is a healthcare expense, including deductibles, coinsurance and copayments, that is covered at least in part by any plan covering the person. 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.

***In-network providers:*** Our network allowances are negotiated with each provider who participates in the network. Network allowances may be based on a standard reduction or on a negotiated fee schedule. For these allowances, the in-network provider has agreed to accept the negotiated reduction and you are not responsible for this discounted amount. In these instances, the benefit paid plus your coinsurance equals payment in full.

***Out-of-network providers:*** Applies to Elevate Option only; Elevate Plus does not offer out-of-network benefits except in cases of emergency. To determine our non-network Plan allowance, we must first be provided an itemized bill that includes your diagnosis, the services or supplies you received, and the provider's charge for each, using the same types of standard codes, descriptions and other information required for processing by public healthcare plans like Medicare. If we are not provided the itemization of the services or supplies you received, we will assume they were equivalent to the level and extent of services and supplies typically provided by the providers or facilities most commonly used to treat other Plan members with the same principal diagnosis as yours. We will base these equivalent services on claims submitted to the Plan by providers in the same geographic region or a combination of similar geographic regions across the United States.

Based on the itemization of services or supplies you received, we will determine the amount of the maximum non-network Plan allowance by applying the following rules, in order:

1. For emergent services, air ambulance, and services performed by out-of-network providers rendered at in-network facilities, the Plan allowance will be the "recognized amount" as defined by federal law.
2. We consult standard industry guides, such as national databases of prevailing healthcare charges from FAIR Health or another identified data source, that are available for our use in a given state or geographic area. After the data supplier removes outliers from the claim data they collect, they group the remaining data by percentiles. We use the 70th percentile. This means that out of every 100 reports remaining after outliers amount or less.
3. For services or supplies obtained in a state or geographic area where the above data source is unavailable for our use, and also for dialysis centers and outpatient dialysis performed at a hospital our non-network Plan allowance is two times the Medicare participating provider allowance for the service or supply in the geographic area in which it was performed or obtained. This Medicare-based allowance is not used for those services where Medicare sets a fixed national payment amount that does not vary geographically (such as blood draws). Medicare fee schedule information for physician services may be obtained at <https://www.cms.gov/medicare/physician-fee-schedule/search>.

Note: Labs drawn during the week of dialysis treatments and drugs provided on the day of dialysis are part of the bundled dialysis payment.

4. Some Plan allowances may be submitted to medical consultants who recommend allowances based on standard industry relative value guidelines. For services or supplies for which Medicare does not provide an allowance amount, we may use the current fee schedule used by the Federal Office of Workers Compensation (OWCP). OWCP fee schedule information may be obtained at [www.dol.gov/OWCP/regs/feeschedule/fee.htm](http://www.dol.gov/OWCP/regs/feeschedule/fee.htm). For services or supplies that do not have a value currently established by public healthcare care plans such as Medicare or Medicaid, or for implantable devices and surgical hardware, we may use medical consultants to determine an appropriate allowance. We may also conduct independent studies to determine the usual cost of a service or supply in a geographic area, or to establish allowances for services or supplies provided outside the United States.



Non-network Plan allowance amounts determined according to these guidelines include, but are not limited to, hospitals, ambulance, ambulatory surgery centers, dialysis centers, surgery, doctor's services, physical therapy, occupational therapy, speech therapy, lab testing and X-ray expenses, implantable devices and surgical hardware; and under the Elevate Plus Option, diagnostic and preventive dental services. For more information about the source of the data we are currently using you may call us at 800-821-6136.

Plan allowance for prescription drugs is determined using Average Wholesale Price or other industry-standard reference price data. Charges for some Plan allowances are stated in this brochure. These include limited benefits such as manipulative therapy care and routine dental care.

If we negotiate a reduced fee amount on an individual claim for services or supplies which is lower than the Plan allowance, covered benefits will be limited to the negotiated amount. Your coinsurance will be based on the reduced fee amount. If you choose to use a provider other than the one we negotiated a reduction with, you will be responsible for the difference in these amounts.

To estimate our maximum Plan allowance for a non-network provider before you receive services from them, call us at 800-821-6136. For more information, see *Differences between our allowance and the bill* in Section 4.

You should also see Important Notice About Surprise Billing - Know Your Rights in Section 4 that describes your protections against surprise billing under the No Surprises Act.

<b>Post-service claims</b>	Any claims that are not pre-service claims. In other words, post-service claims are those claims where treatment has been performed and the claims have been sent to us in order to apply for benefits.
<b>Pre-service claims</b>	Those claims 1) that require precertification or preauthorization and 2) where failure to obtain precertification or preauthorization results in a reduction of benefits.
<b>Preauthorization</b>	A decision made by your health plan that a healthcare service, treatment plan, drug, surgery, or durable medical equipment is medically necessary after review of medical information. Sometimes called prior approval.
<b>Precertification</b>	The process of collecting information and obtaining authorization from the health plan prior to an inpatient admission or other selected ambulatory procedures and services.
<b>Primary care provider</b>	For purposes of the office visit copayment for the Elevate Plus and Elevate benefits, primary care providers are individual doctors (M.D. or D.O.) whose medical practice is limited to family/general practice, internal medicine, pediatrics/adolescent medicine, obstetrics/gynecology (OB/Gyn) or geriatrics, psychiatrists, licensed clinical psychologists, licensed clinical social worker, licensed professional counselors or licensed marriage and family therapists. Doctors listed in provider directories or advertisements under any other medical specialty or sub-specialty area (such as internal medicine doctors also listed under cardiology, or pediatric sub-specialties such as pediatric allergy) are considered specialists, not primary care providers. Chiropractors, eye doctors, dentists and audiologists, are not considered primary care providers.
<b>Reimbursement</b>	A carrier's pursuit of a recovery if a covered individual has suffered an illness or injury and has received, in connection with that illness or injury, a payment from any party that may be liable, any applicable insurance policy, or a workers' compensation program or insurance policy, and the terms of the carrier's health benefits plan require the covered individual, as a result of such payment, to reimburse the carrier out of the payment to the extent of the benefits initially paid or provided. The right of reimbursement is cumulative with and not exclusive of the right of subrogation.
<b>Sound natural tooth</b>	A sound natural tooth is a whole or properly restored tooth that has no condition that would weaken the tooth or predispose it to injury prior to the accident, such as decay, periodontal disease, or other impairments. For purposes of the Plan, damage to a restoration, such as a prosthetic crown or prosthetic dental appliance (i.e., bridgework), would not be covered as there is no injury to the natural tooth structure.

<b>Specialty medication</b>	Specialty medications are biotech or biological drugs that are oral, injectable or infused, or may require special handling. To maximize patient safety, all specialty medications require prior authorization. These drugs are used in the treatment of complex, chronic medical conditions such as hemophilia, multiple sclerosis, hepatitis, cancer, rheumatoid arthritis, pulmonary hypertension, osteoarthritis, and immune deficiency.
<b>Subrogation</b>	A carrier's pursuit of a recovery from any party that may be liable, any applicable insurance policy, or a workers' compensation program or insurance policy, as successor to the rights of a covered individual who suffered an illness or injury and has obtained benefits from that carrier's health benefits plan.
<b>Surgery</b>	Surgery may include procedures such as but not limited to cutting (incision); removing (excision); abrading; manipulating (e.g., setting bones); stitching; probing; injections (e.g., intraarticular, trigger point); exposing to heat, cold, chemicals, light/laser energy, or certain forms of radiation (e.g., radiofrequency ablation, gamma knife); or other techniques designed to structurally alter tissue within the body for the purpose of diagnosing and treating diseases, injuries, or deformities.
<b>Surprise bill</b>	An unexpected bill you receive for <ul style="list-style-type: none"> <li>• emergency care - when you have little or no say in the facility or provider from whom you receive care, or for</li> <li>• non-emergency services furnished by nonparticipating providers with respect to patient visits to participating health care facilities, or for</li> <li>• air ambulance services furnished by nonparticipating providers of air ambulance services.</li> </ul>
<b>Telehealth</b>	Online/virtual doctor visits provided remotely by means of telecommunications technology.
<b>Unproven</b>	<p>Unproven services, including medications, that are determined not to be effective for treatment of the medical condition and/or not to have a beneficial effect on health outcomes due to insufficient and inadequate clinical evidence from well-conducted randomized controlled trials or cohort studies in the prevailing published peer-reviewed medical literature.</p> <ul style="list-style-type: none"> <li>• Well-conducted randomized controlled trials. (Two or more treatments are compared to each other, and the patient is not allowed to choose which treatment is received.)</li> <li>• Well-conducted cohort studies from more than one institution. (Patients who receive study treatment are compared to a group of patients who receive standard therapy. The comparison group must be nearly identical to the study treatment group.)</li> </ul> <p>We have a process by which we compile and review clinical evidence with respect to certain health services. From time to time, we issue medical and drug policies that describe the clinical evidence available with respect to specific healthcare services. These medical and drug policies are subject to change without prior notice.</p> <p>Please note: If you have a life-threatening sickness or condition (one that is likely to cause death within one year of the request for treatment) we may, in our discretion, consider an otherwise unproven service to be a covered health service for that sickness or condition. Prior to such a consideration, we must first establish that there is sufficient evidence to conclude that, albeit unproven, the service has significant potential as an effective treatment for that sickness or condition.</p>
<b>Urgent care claims</b>	<p>A claim for medical care or treatment is an urgent care claim if waiting for the regular time limit for non-urgent care claims could have one of the following impacts:</p> <ul style="list-style-type: none"> <li>• Waiting could seriously jeopardize your life or health;</li> <li>• Waiting could seriously jeopardize your ability to regain maximum function; or</li> <li>• In the opinion of a physician with knowledge of your medical condition, waiting would subject you to severe pain that cannot be adequately managed without the care or treatment that is the subject of the claim.</li> </ul>

Urgent care claims usually involve pre-service claims and not post-service claims. We will determine whether or not a claim is an urgent care claim by applying the judgment of a prudent layperson who possesses an average knowledge of health and medicine.

If you believe your claim qualifies as an urgent care claim, please contact our Customer Service Department at 800-821-6136. You may also prove that your claim is an urgent care claim by providing evidence that a physician with knowledge of your medical condition has determined that your claim involves urgent care.

**Us/We** Us and We refer to Government Employees Health Association, Inc.

**You** You refers to the enrollee and each covered family member.

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Do not rely on this page; it is for your convenience and may not show all pages where the terms appear.

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## Summary of Benefits for the Elevate Plus Option of the Government Employees Health Association, Inc. 2024

**Do not rely on this chart alone.** This is a summary. All benefits are subject to the definitions, limitations, and exclusions in this brochure. Before making a final decision, please read this FEHB brochure. You can also obtain a copy of our Summary of Benefits and Coverage as required by the Affordable Care Act at [www.geha.com/SBC](http://www.geha.com/SBC). On this page we summarize specific expenses we cover; for more detail, look inside.

If you want to enroll or change your enrollment in this Plan, be sure to put the correct enrollment code from the cover on your enrollment form.

Elevate Plus does not offer out-of-network benefits except in cases of emergency.

Below, an asterisk (\*) means item is subject to the \$200 Self Only or \$400 Self Plus One or Self and Family calendar year deductible when you use in-network providers.

Elevate Plus Option Benefits	You pay	Page
<b>Medical services provided by physicians:</b> Diagnostic and treatment services provided in the office	In-network: Nothing for preventive care; \$30 copay primary care provider; \$50 copay specialist	34
<b>Services provided by a hospital:</b> Inpatient	In-network: 15%* of the Plan allowance	69
<b>Services provided by a hospital:</b> Outpatient	In-network: 15%* of the Plan allowance	71
<b>Emergency benefits:</b> Medical Emergency	In-network: 15%* of the Plan allowance Out-of-network: Emergency care is paid at the in-network level	76
<b>Mental health and substance use disorder treatment:</b>	Regular cost-sharing	79
<b>Prescription drugs:</b>	In-network benefits ONLY	
<ul style="list-style-type: none"> <li>• Retail pharmacy</li> </ul>	Network pharmacy 30-day supply: <ul style="list-style-type: none"> <li>• Generic: Member pays lesser of \$10 or pharmacy's usual and customary cost</li> <li>• Preferred Brand: Member pays lesser of \$80 or pharmacy's usual and customary cost</li> <li>• Non-preferred Brand: 50% of Plan allowance</li> </ul>	88
<ul style="list-style-type: none"> <li>• Mail order</li> </ul>	Mail order network 90-day supply: <ul style="list-style-type: none"> <li>• Generic: Member pays lesser of \$20 or the cost of the drug</li> <li>• Preferred Brand: Member pays lesser of \$200 or the cost of the drug</li> <li>• Non-preferred Brand: 50% of Plan allowance</li> </ul>	89
<b>Dental care:</b>	Accidental Dental coverage only. Services are paid at regular medical Plan benefits.	94
<b>Protection against catastrophic costs</b> (your catastrophic protection out-of-pocket maximum):	Nothing after \$7,000 Self Only (\$14,000 Self Plus One or Self and Family) per year for in-network providers.	27

## Summary of Benefits for the Elevate Option of the Government Employees Health Association, Inc. 2024

**Do not rely on this chart alone.** This is a summary. All benefits are subject to the definitions, limitations, and exclusions in this brochure. Before making a final decision, please read this FEHB brochure. You can also obtain a copy of our Summary of Benefits and Coverage as required by the Affordable Care Act at [www.geha.com/SBC](http://www.geha.com/SBC). On this page we summarize specific expenses we cover; for more detail, look inside.

If you want to enroll or change your enrollment in this Plan, be sure to put the correct enrollment code from the cover on your enrollment form.

Below, an asterisk (\*) means item is subject to the \$500 Self Only or \$1,000 Self Plus One or Self and Family calendar year deductible when you use in-network providers; or subject to the \$1,000 Self Only or \$2,000 Self Plus One or Self and Family calendar year deductible when you use out-of-network providers. And, for most out-of-network services, you pay 50% of the Plan allowance plus any difference between the Plan allowance and the billed amount.

Elevate Option Benefits	You pay	Page
<b>Medical services provided by physicians:</b> Diagnostic and treatment services provided in the office	In-network: Nothing for preventive care; \$10 copay primary care provider; \$30 copay specialist	34
<b>Services provided by a hospital:</b> Inpatient	In-network: 25%* of the Plan allowance	69
<b>Services provided by a hospital:</b> Outpatient	In-network: 25%* of the Plan allowance	71
<b>Emergency benefits:</b> Medical Emergency	In-network: 25%* of the Plan allowance	76
<b>Mental health and substance use disorder treatment:</b>	Regular cost-sharing	79
<b>Prescription drugs:</b>	In-network benefits ONLY	
<b>Prescription drugs:</b> Retail pharmacy	Network pharmacy 30-day supply: <ul style="list-style-type: none"> <li>• Generic: Member pays lesser of \$4 or pharmacy's usual and customary cost</li> <li>• Preferred Brand: Member pays 50% of Plan allowance up to a maximum of \$500</li> <li>• Non-preferred Brand: 100% of all charges</li> </ul>	88
<b>Prescription drugs:</b> Mail order	Not available	89
<b>Dental care:</b>	Accidental Dental coverage only. Services are paid at regular medical Plan benefits.	94
<b>Protection against catastrophic costs</b> (your catastrophic protection out-of-pocket maximum):	Nothing after \$8,500 Self Only (\$17,000 Self Plus One or Self and Family) per year for in-network providers.  Nothing after \$17,000 Self Only (\$34,000 Self Plus One or Self and Family) per year for out-of-network providers.	27

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## Notes

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## 2024 Rate Information for Government Employees Health Association, Inc. (GEHA) Benefit Plan

To compare your FEHB health plan options, please go to [www.opm.gov/fehcompare](http://www.opm.gov/fehcompare).

To review premium rates for all FEHB health plan options please go to [www.opm.gov/FEHBpremiums](http://www.opm.gov/FEHBpremiums) or [www.opm.gov/Tribalpremium](http://www.opm.gov/Tribalpremium).

Premiums for Tribal employees are shown under the Monthly Premium Rate column. The amount shown under employee pay is the maximum you will pay. Your Tribal employer may choose to pay a higher portion of your premium. Please contact your Tribal Benefits Officer for exact rates.

Type of Enrollment	Enrollment Code	Premium Rate			
		Biweekly		Monthly	
		Gov't Share	Your Share	Gov't Share	Your Share
<b>Elevate Plus Option Self Only</b>	251	\$271.43	\$102.55	\$588.10	\$222.19
<b>Elevate Plus Option Self Plus One</b>	253	\$586.50	\$232.73	\$1,270.75	\$504.25
<b>Elevate Plus Option Self and Family</b>	252	\$646.18	\$253.08	\$1,400.06	\$548.34
<b>Elevate Option Self Only</b>	254	\$156.64	\$52.21	\$339.38	\$113.13
<b>Elevate Option Self Plus One</b>	256	\$377.90	\$125.97	\$818.79	\$272.93
<b>Elevate Option Self and Family</b>	255	\$460.05	\$153.35	\$996.77	\$332.26