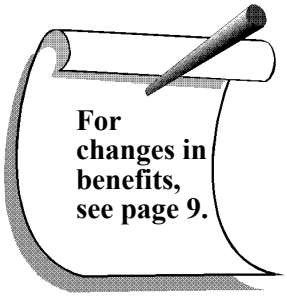
# Rural Carrier Benefit Plan

http://www.nrlca.org

# 2011

## A fee-for-service Plan with a preferred provider organization




**Sponsored and administered by:** The National Rural Letter Carriers' Association (NRLCA)

**Who may enroll in this Plan:** Only eligible active and retired rural letter carriers of the U.S. Postal Service may enroll in this Plan. To enroll you must already be, or must immediately become, a member of the National Rural Letter Carriers' Association

**To become a member:** For information on how to become a member of the National Rural Letter Carriers' Association, please contact the Secretary for your State Association or the membership department of the National Rural Letter Carriers' Association.

**Membership dues:** Active and retired membership dues vary by state.

**Enrollment codes for this Plan:**
**381 High Option – Self Only**
**382 High Option – Self and Family**

ACCREDITED
HEALTH UTILIZATION
MANAGEMENT

See the 2010 Guide for more information on accreditation

Federal Employees
Health Benefits Program

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**United States**
**Office of Personnel Management**

Center for
Retirement and Insurance Services
http://www.opm.gov/insure

**RI 72-005**

**Important Notice from the Rural Carrier Benefit Plan**

**About**

**Our Prescription Drug Coverage and Medicare**

OPM has determined that the Rural Carrier Benefit Plan's 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. Thus you do not need to enroll in Medicare Part D and pay extra for prescription drug benefit 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 the Rural Carrier Benefit 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.

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**Please be advised**

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If you lose or drop your FEHB coverage and go 63 days or longer without prescription drug coverage that's at least as good as Medicare's prescription drug coverage, your monthly premium will go up at least 1% per month for every month that you did not have the coverage. For example, if you go 19 months without Medicare Part D prescription drug coverage, your premium will always be at least 19 percent higher than what many other people pay. You'll 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 (November 15th through December 31st) 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, or call the SSA at 1-800-772-1213 (TTY 1-800-325-0778).*

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

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

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# Introduction

This brochure describes the benefits of the Rural Carrier Benefit Plan under our contract (CS 1073) with the United States Office of Personnel Management (OPM), as authorized by the Federal Employees Health Benefits law. This Plan is administered and underwritten by First Health Life and Health Insurance Company/Cambridge Life Insurance Company, which are Coventry Health Care companies. The address for the Rural Carrier Benefit Plan administrative office is:

Rural Carrier Benefit Plan
1630 Duke Street, 2nd Floor
Alexandria, VA 22314-3466

This brochure is the official statement of benefits. No oral 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 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, 2011 unless those benefits are also shown in this brochure.

OPM negotiates benefits and rates with each Plan annually. Benefit changes are effective January 1, 2011 and changes are summarized on page 8. Rates are shown at the end of this brochure.

# Plain Language

All FEHB brochures are written in plain language to make them responsive, accessible, and understandable to the public. For instance,

- Except for necessary technical terms, we use common words. For instance, "you" means the enrollee or family member, "we" means the Rural Carrier Benefit Plan.
- 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 first.
- Our brochure and other FEHB Plans' brochures have the same format and similar descriptions to help you compare plans.

If you have comments or suggestions about how to improve the structure of this brochure, let OPM know. Visit OPM's "Rate Us" feedback area at www.opm.gov/insure or e-mail OPM at fehbwebcomments@opm.gov. You may also write to OPM at the U.S. Office of Personnel Management, Insurance Operations, Program Planning & Evaluation, 1900 E Street, NW, Washington, DC 20415-3650.

# Stop Health Care Fraud!

Fraud increases the cost of health care 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 telephone or to people you do not know, except for your health care provider, or authorized health benefits plan or OPM representative.

- Let only the appropriate medical professionals review your medical record or recommend services.
- Avoid using health care 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 explanations of benefits (EOBs) statements that you receive from us.

- Please review your claims history periodically for accuracy to ensure services are not being billed to your accounts that were never rendered.
- 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 1-800-638-8432 and explain the situation.
  - If we do not resolve the issue:

**CALL - THE HEALTH CARE FRAUD HOTLINE**
**202-418-3300**

**OR 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 age 26 or over (unless he/she was disabled and incapable of self support prior to age 26).
- 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.
- You can be prosecuted for fraud and your agency may take action against you if you falsify a claim to obtain FEHB benefits or try to obtain services for someone who is not an eligible family member or if you are no longer enrolled in the Plan.
- 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 family members are no longer eligible to use your health insurance coverage.

## Preventing Medical Mistakes

An influential report from the Institute of Medicine estimates that up to 98,000 Americans die every year from medical mistakes in hospitals alone. That's about 3,230 preventable deaths in the FEHB Program a year. 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. By asking questions, learning more and understanding your risks, you can improve the safety of your own health care, and that of your family members. 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 ask questions and understand answers.

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

- Bring the actual medicines or give your doctor and pharmacist a list of all the medicines that you take, including non-prescription (over-the-counter) medicines.
- Tell them about any drug allergies you have.
- 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 medicine is what the doctor ordered. Ask the pharmacist about your medicine if it looks different than you expected.
- Read the label and patient package insert when you get your medicine, including all warnings and instructions.
- Know how to use your medicine. Especially note the times and conditions when your medicine should and should not be taken.
- Contact your doctor or pharmacist if you have any questions.

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

- Ask when and how you will get the results of tests or procedures.
- Don't assume the results are fine if you do not get them when expected, be it in person, by phone, or by mail.
- Call your doctor and ask for your results.
- Ask what the results mean for your care.

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

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

**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 reaction to anesthesia, and any medications you are taking.

**Patient Safety Links**

- www.ahrq.gov/consumer/ 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 health care providers and improve the quality of care you receive.
- www.npsf.org. The National Patient Safety Foundation has information on how to ensure safer health care for you and your family.
- www.talkaboutrx.org. The National Council on Patient Information and Education is dedicated to improving communication about the safe, appropriate use of medicines.
- www.leapfroggroup.org. The Leapfrog Group is active in promoting safe practices in hospital care.

- www.ahqa.org. The American Health Quality Association represents organizations and health care professionals working to improve patient safety.
- www.quic.gov/report/toc.htm Find out what federal agencies are doing to identify threats to patient safety and help prevent mistakes in the nation's health care delivery system.

**Never Events**

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, if you use preferred providers. This new policy will help protect you from preventable medical errors and improve the quality of care you receive.

When you enter the hospital for treatment of one medical problem, you don't 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, too often patients suffer from injuries or illnesses that could have been prevented if the hospital had taken proper precautions.

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

# Section 1. Facts about this fee-for-service Plan

This Plan is a fee-for-service (FFS) Plan. You can choose your own physicians, hospitals, and other health care providers.

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.

Questions regarding what protections apply and what protections do not apply to a grandfathered health plan, and what might cause a plan to change status from grandfathered to non-grandfathered may be directed to us at 1-800-638-8432**.** You can also read additional information from the U.S. Department of Health and Human Services at www.healthcare.gov

This plan is a "non-grandfathered health plan" under the Affordable Care Act. A non-grandfathered plan must meet immediate health care reforms legislated by the Act. Specifically, this plan must provide preventive services and screenings to you without any cost sharing when received from a PPO network provider; you may choose any available primary care provider for adult and pediatric care; visits for obstetrical or gynecological care do not require a referral; and emergency services, both in- and out-of-network, are essentially treated the same (i.e., the same cost sharing, no greater limits or requirements for one over the other; and no prior authorizations) when received in a hospital emergency department.

Questions regarding what protections apply may be directed to us at 1-800-638-8432. You can also read additional information from the U.S. Department of Health and Human Services at www.healthcare.gov .

**We have a Preferred Provider Organization (PPO):**

Our fee-for-service Plan offers services through a PPO. This means that certain hospitals and other health care providers are "preferred providers". When you live in a PPO network area and use our PPO providers, you will receive covered services at reduced cost. Coventry Health Care is solely responsible for the selection of PPO providers in your area. The Plan uses the Coventry Health Care National Network as its PPO network in all states except Ohio and New Jersey. In Ohio, the PPO network is administered by Medical Mutual of Ohio. In New Jersey, the network is administered by QualCare. Contact us at 1-800-638-8432 or go to our Website, http://rcbp.coventryhealthcare.com for the names of PPO providers and to verify their continued participation. You can also reach our Web page through the FEHB Web site, www.opm.gov/insure. Contact Coventry Health Care at 1-800-638-8432 to request a PPO directory for your area.

The non-PPO benefits are the standard benefits of this Plan. PPO benefits apply only when you use a PPO 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 PPO provider is available, or you do not use a PPO provider, the standard non-PPO benefits apply. When you use a PPO hospital, keep in mind that the health care professionals who provide services to you in the hospital, such as radiologist, emergency room physicians and pathologists may not be preferred providers in our PPO. We will provide the PPO benefit level for the non-PPO providers in a PPO hospital, but their respective charges will be subject to the Plan allowance as defined in Section 10.

The Plan has PPO networks in all states. The Plan uses the Coventry Health Care National Network, except in Ohio and New Jersey (see above). Please check the Plan Website at: http://rcbp.coventryhealthcare.com or call Coventry at 1-800-638-8432 for participating providers.

**How we pay providers**

We generally reimburse participating providers according to an agreed-upon fee schedule and we do not offer additional financial incentives based on care provided or not provided to you. Our standard provider agreements do not contain any incentives to restrict a provider's ability to communicate with or advise you of any appropriate treatment options. In addition, we have no compensation agreement, ownership, or other influential interests that are likely to affect provider advice or treatment decisions.

We use InterQual criteria in making determinations regarding hospital stay precertification and extended stay reviews, observation stay reviews, and reviews of procedures that require precertification or authorization. (See *What you must do to get covered care* in Section 3.) These determinations can affect what we pay on a claim.

We apply the National Correct Coding Initiative (NCCI) edits published by the Centers for Medicare and Medicaid Services (CMS) in reviewing billed services and making Plan benefit payments for them.

**Your Rights**

OPM requires that all FEHB Plans provide certain information to their FEHB members. You may get information about us, our networks, and our providers, and facilities. OPM's FEHB Web site (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.

- Years in existence
- Profit status

If you want more information about us, call 1-800-638-8432 or write to Rural Carrier Benefit Plan, 1630 Duke Street, 2nd Floor, Alexandria, VA 22314-3466. You may also contact us by fax at 1-703-684-9627 or visit our Web site at http://rcbp.coventryhealthcare.com.

**Your medical and claims records are confidential**

We will keep your medical and claim 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.

# Section 2. How we change for 2011

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.

**Program-wide changes**

- Several provisions of the Affordable Care Act (ACA) affect eligibility and benefits under the FEHB Program and USPS FSA Program beginning January 1, 2011. For instance, children up to age 26 will be covered under a Self and Family enrollment. Please read the information in Sections 11 and 12 carefully.
- We have reorganized organ and tissue transplant benefit information to clarify coverage.
- We have reorganized Mental health and substance abuse benefits to clarify coverage.
- The State of Oklahoma is a Medically Underserved Area.

**Changes to this Plan**

- Your share of the Postal premium will increase for Self Only and for Self and Family. Your share of the non-Postal premium will decrease for Self Only and an increase for Self and Family. See the back cover for details.
- We have expanded the organ/tissue transplants covered by the Plan.
- We have eliminated the 50% penalty if services are not preauthorized or concurrent review is not obtained under the Mental health and substance abuse benefits, Section 5(e).
- We changed the Plan's catastrophic protection out-of-pocket maximum for PPO services from $3,500 per person/$4,000 per family to $4,000 per person/$4,500 per family and for PPO and non-PPO services combined from $4,000 per person/ $4,500 per family to $4,500 per person/$5,000 per family.
- We added a benefit for nutritional counseling for up to $300 per person each calendar year under Educational classes and programs, Section 5(a).
- We added a benefit for diabetic education for up to $500 per person each calendar year under Educational classes and programs, Section 5(a) for Plan members enrolled in the Alere Disease Management Program for diabetes.
- We expanded coverage for bone marrow/stem cell transplants to cover testing for up to four donors in addition to family members.
- We added a comprehensive smoking cessation program through the Quit for Life program provided by Free & Clear. See Section 5(a), Educational classes and programs and Section 5(h), Special features.
- We reduced the coinsurance (what you pay) for anesthesia by a PPO provider from 15% to 10%.
- We eliminated the $20 per visit limit under the Acupuncture benefit and pay 85% for PPO services and 75% for Non-PPO services with no deductible. See Section 5(a), Alternative treatments.
- We have increased the Home health services benefit for pre-certified care from $120 per visit to 85% for PPO care and 75% for Non-PPO care with 90 visits per calendar year. We have also increased the Home health services benefit for care that is not pre-certified from $60 per visit to 85% for PPO care and 75% for Non-PPO care with 40 visits per calendar year. See Section 5(a), Home health services.
- We eliminated the separate $30 copayment for office visits for a PPO specialist.
- We reduced the coinsurance (what you pay) for routine physical exams, preventive screening tests and immunizations (adult and child) by a PPO provider from 15% to nothing with no deductible. We also pay 100% for immunizations (adult and child) by a Non-PPO provider. See Section 5(a).
- We added a benefit for services provided by a convenient care clinic. Plan members pay a $10 copayment for each visit to a convenient care clinic.

- We reduced the coinsurance for diagnostic imaging tests (CT scans, MRI scans, and PET scans) from 15% for PPO services and 25% for Non-PPO services to nothing with no deductible if the scan is coordinated by Diagnostic Benefit Management (DBM). See Section 5(a) and Section 5(h), Special features.
- We added a benefit for services provided by an urgent care clinic. Plan members pay a $50 copayment for each visit to an urgent care clinic.

# Section 3. How you get care

**Identification cards**

We will send you and each covered family member 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 1-800-638-8432 or write to us at Rural Carrier Benefit Plan, 1630 Duke Street, 2nd Floor, Alexandria, VA 22314-3466.

**Where you get covered care**

You can get care from any "covered provider" or "covered facility". How much we pay – and you pay – depends on the type of covered provider or facility you use. If you live in the PPO network area and use our preferred providers, you will pay less.

- **Covered providers**

We consider the following to be covered providers when they perform services within the scope of their license or certification:

**Physician:** A doctor of medicine (M.D.), osteopathy (D.O.), dental surgery (D.D.S.), medical dentistry (D.M.D.), podiatric medicine (D.P.M.), chiropractic (D.C.), and optometry (O.D.), when acting within the scope of his/her license or certification.

A specialist is a physician who provides covered services in a medical field other than family practice, internal medicine, general practice and pediatrics.

**Qualified Clinical Psychologist:** An individual who has earned either a Doctoral or Masters Clinical Degree in psychology or an allied discipline and who is licensed or certified in the state where services are performed. This presumes that a licensed individual has demonstrated to the satisfaction of state licensing officials that he/she by virtue of academic and clinical experience is qualified to provide psychological services in that state.

**Nurse Midwife:** A person who is certified by the American College of Nurse Midwives or is licensed or certified as a nurse midwife in states requiring licensure or certification.

**Nurse Practitioner/Clinical Specialist:** A person who: 1) has an active R.N. license in the United States; 2) has a baccalaureate or higher degree in nursing; and 3) is licensed or certified as a nurse practitioner or clinical nurse specialist in states requiring licensure or certification.

**Clinical Social Worker:** A social worker who: 1) has a master's or doctoral degree in social work; 2) has at least two years of clinical social work practice; and 3) in states requiring licensure, certification, or registration, is licensed, certified, or registered as a social worker where the services are rendered.

**Nursing School Administered Clinic:** A clinic that is: 1) licensed or certified in the state where the services are performed; and 2) provides ambulatory care in an outpatient setting—primarily in rural or inner-city areas where there is a shortage of physicians. Services billed for by these clinics are considered outpatient 'office' services rather than facility charges.

**Physician Assistant:** A person who is licensed, registered, or certified in the state where services are performed.

**Licensed Professional Counselor or Master's Level Counselor:** A person who is licensed, registered, or certified in the state where services are performed.

**Audiologist:** A person who is licensed, registered, or certified in the state where services are performed.

**Medically underserved areas.** Note: We cover any licensed medical practitioner for any covered service performed within the scope of that license in the states OPM determines are "medically underserved". For 2011, the states are: Alabama, Arizona, Idaho, Illinois, Kentucky, Louisiana, Mississippi, Missouri, Montana, New Mexico, North Dakota, Oklahoma, South Carolina, South Dakota and Wyoming.

- **Covered facilities**

Covered facilities include:

**Hospital:**

1) An institution that is accredited as a hospital under the hospital accreditation program of the Joint Commission on the Accreditation of Healthcare Organizations (JCAHO); or

2) Any other institution that is operated pursuant to law, under the supervision of a staff of doctors and with 24-hour-a-day nursing service, and that is primarily engaged in providing:

- General inpatient care and treatment of sick and injured persons through medical, diagnostic, and major surgical facilities, all of which facilities must be provided on its premises or under its control; or
- Specialized inpatient medical care and treatment of sick or injured persons through medical and diagnostic facilities (including x-ray and laboratory) on its premises, under its control, or through a written agreement with a hospital (as defined above) or with a specialized provider of those facilities.

For treatment of mental health and substance abuse, hospital also includes a freestanding residential treatment facility approved by the JCAHO or the Commission on Accreditation of Rehabilitation Facilities (CARF).

In no event shall the term hospital include a convalescent nursing home or institution or part thereof that:

1) Is used principally as a convalescent facility, rest facility, nursing facility, or facility for the aged;

2) Furnishes primarily domiciliary or custodial care, including training in the routines of daily living; or

3) Is operated as a school.

**Skilled Nursing Facility:** An institution or that part of an institution that provides convalescent skilled nursing care 24 hours a day and is certified (or is qualified and could be certified) as a skilled nursing facility under Medicare.

**Birthing Center:** A licensed facility that is equipped and operated solely to provide prenatal care, to perform uncomplicated spontaneous deliveries, and to provide immediate post-partum care.

**Hospice:** A public or private agency or organization that:

1) Administers and provides hospice care; and

2) Meets one of the following requirements:

- Is licensed or certified as a hospice by the State in which it is located;
- Is certified (or is qualified and could be certified) to participate as a hospice under Medicare;
- Is accredited as a hospice by the JCAHO; or

- Meets the standards established by the National Hospice Organization.

**What you must do to get covered care**

It depends on the kind of care you want to receive. You can go to any provider you want, but we must approve some care in advance.

- **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 PPO 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 PPO 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 specialist based on the above circumstances, you can continue to see your specialist and your PPO benefits 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 1-800-638-8432. 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; or
- The day your benefits from your former Plan run out; or
- The 92nd 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 family member's benefits under the new Plan begin on the effective date of enrollment .

**How to get approval for…**

- **Your hospital stay**

**Precertification** is the process by which we evaluate the medical necessity of your proposed stay and the number of days required to treat your condition prior to your inpatient hospital admission or residential treatment care. Unless we are misled by the information given to us, we won't change our decision on medical necessity.

In most cases, your doctor or hospital will take care of precertification. Because you are still responsible for ensuring that your care is precertified, you should always ask your physician or hospital whether they have contacted us.

**Warning:**

We will reduce our benefits for the inpatient hospital stay or residential treatment care by $500 if no one contacts us for precertification. If the stay is not medically necessary , we will not pay any benefits.

- You, your representative, your doctor, or your hospital must call us at 1-800-638-8432.

**How to precertify an 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 doctor, or the hospital must telephone us within two business days following the day of the emergency admission, even if you have been discharged from the hospital.
- 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 planned days of the hospital stay.
- We will then tell the doctor and/or hospital the number of approved inpatient days and we will send written confirmation of our decision to you, your doctor, and the hospital.

**Maternity care**

You do not need to precertify 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 doctor or the hospital must contact us for precertification of additional days. Further, if your baby stays after you are discharged, then your doctor or the hospital must contact us for precertification of additional days for your baby.

**If your hospital stay needs to be extended:**

If your hospital stay – including for maternity care or residential treatment care – needs to be extended, you, your representative, your doctor or the hospital must ask us to approve the additional days.

**What happens when you do not follow the precertification rules**

- If no one contacts us, we will decide whether the hospital stay was medically necessary.
- If we determine that the stay was medically necessary, we will pay the inpatient charges, less the $500 penalty.
- If we determine that it was not medically necessary for you to be an inpatient, we will not pay inpatient hospital benefits. We will only pay for any covered medical supplies and services that are otherwise payable on an outpatient basis.
- If we denied the precertification request, we will not pay inpatient hospital benefits. We will only pay for any covered medical supplies and services that are otherwise payable on an outpatient basis.
- When we precertified the admission but you remained 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.

**Exceptions:**

You do not need precertification in these cases:

- You are admitted to a hospital outside the United States.
- You have another group health insurance policy that is the primary payor for the hospital stay.
- Medicare Part A is the primary payor for the hospital stay. 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** Some services require a referral, precertification, or prior authorization. Please call 1-800-638-8432 for approval.
  - Home health care (see Section 5(a))
  - Organ/Tissue transplants (see Section 5(b))
  - Skilled nursing care (see Section 5(c))
  - Hospice care (see Section 5(c))
  - Mental health and substance abuse treatment (see Section 5(e))

# Section 4. Your costs for covered services

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

**Copayment**

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 PPO physician you pay a copayment of $20 per day. If you see more than one PPO physician on the same day, you pay one copayment for each different physician seen on that day. When you have a stay in a PPO hospital, you pay $100 for the first day of your hospital stay and for a non-PPO hospital; you pay $300 for the first day of your hospital stay.

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.

- The calendar year deductible for PPO services is $350 per person and for non-PPO services it is $400 per person. Under a family enrollment, the deductible is satisfied for all family members when the combined covered expenses applied to the calendar year deductible for family members reach $700 for PPO services and $800 for non-PPO services.
- We have a separate prescription drug deductible of $200 per person each calendar year that applies to all covered prescription drugs that you purchase at a retail drugstore or pharmacy.
- We also have a separate deductible for dental care of $50 per person each calendar year.

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 old 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.

**Coinsurance**

Coinsurance is the percentage of our allowance that you must pay for your care. Coinsurance doesn't begin until you meet your deductible.

Example: You pay 25% of our allowance for office visits under our non-PPO benefit.

**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, if your physician ordinarily charges $100 for a service but routinely waives your 25% coinsurance, the actual charge is $75. We will pay $56.25 (75% of the actual charge of $75).

**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 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 1-800-638-8432.

**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.

When you live in the Plan's PPO area, you should use a PPO provider whenever possible. The following two examples explain how we will handle your bill when you go to a PPO provider and when you go to a non-PPO provider. When you use a PPO provider, the amount that you pay will usually be much less.

- **PPO providers** agree to limit what they will bill you. Because of that, when you use a preferred provider, your share of covered charges consists only of your deductible and coinsurance or copayment. Here is an example about coinsurance: You see a PPO physician who charges $150, but our allowance is $100. If you have met your deductible, you are only responsible for your coinsurance. That is, you pay just – 15% of our $100 allowance ($15). Because of the agreement, your PPO physician will not bill you for the $50 difference between our allowance and his/her bill.

Follow these procedures when you use a PPO provider to receive PPO benefits:

- Verify with us that your home address is correct
- When you make an appointment, verify that the physician or facility is still a PPO provider
- Present your Rural Carrier Benefit Plan ID card at the time that you receive services to receive PPO benefits
- Do not pay a PPO provider at the time that you receive services, except for any copayment or deductible that you owe. PPO providers will bill us directly and we will pay them. The PPO provider will then bill you for any balance due after we pay them.

- **Non-PPO providers**, on the other hand, have no agreement to limit what they will bill you. When you use a non-PPO 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 a non-PPO physician who charges $150 and our allowance is again $100. Because you've met your deductible, you are responsible for your coinsurance, so you pay 25% of our $100 allowance ($25). Plus, because there is no agreement between the non-PPO physician and us, the physician can bill you for the $50 difference between our allowance and his/her bill.

The following table illustrates the examples of how much you have to pay out-of-pocket for services from a PPO physician vs. a non-PPO physician. The table uses our example of a service for which the physician charges $150 and our allowance is $100. The table shows the amount you pay if you have met your calendar year deductible.

| EXAMPLE | PPO physician | Non-PPO physician |
|---|---|---|
| Physician's charge | $150 | $150 |
| Our allowance | We set it at: $100 | We set it at: $100 |
| We pay | 85% of our allowance: $85 | 75% of our allowance: $75 |
| You owe: Coinsurance | 10% of our allowance: $15 | 25% of our allowance: $25 |
| +Difference up to charge? | No: $0 | Yes: $50 |
| **TOTAL YOU PAY** | $15 | $75 |

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

For those benefits where coinsurance or deductibles applies, we pay 100% of the Plan allowance for the rest of the calendar year after your expenses total to:

- $4,000 per person or $4,500 per family when you use PPO providers/facilities, or
- $4,500 per person or $5,000 per family when you use PPO and non-PPO providers/facilities combined

Your out-of-pocket maximum does not include the following:

- Copayments, except the hospital stay copayment
- Coinsurance and copayments you pay for prescription drugs obtained through a CVS Caremark network or non-network retail and/or mail service pharmacy
- Expenses for dental care
- Expenses in excess of our allowances or maximum benefit limits
- Expenses for a stay in a skilled nursing facility
- Any penalty you pay for failing to get approval for a hospital stay or residential treatment care
- Any amount you pay for failing to get approval for additional days in the hospital after the initial length of a hospital stay is approved
- Expenses you pay for services, supplies and drugs not covered by us.

**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 old 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 old 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 old 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 old Plan will pay these covered expenses according to this year's benefits; benefit changes are effective January 1.

**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.

**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.

**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, coinsurance, or copayments 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; and
- the law prohibits a hospital from collecting more than the "equivalent Medicare amount".

**And, for your physician care**,the law requires us to base our payment and your coinsurance or copayment 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… | Then you are responsible for… |
|---|---|
| Participates with Medicare or accepts Medicare assignment for the claim and is a member of our PPO network, | your deductibles, coinsurance, and copayments; |
| Participates with Medicare and is **not** in our PPO network, | your deductibles, coinsurance, copayments, and any balance up to the Medicare approved amount; |
| Does not participate with Medicare, | your deductibles, coinsurance, copayments, and any balance up to 115% of the Medicare approved amount |

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.

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.

**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.

- If your physician accepts Medicare assignment, then you pay nothing for covered charges.
- If your physician does not accept Medicare assignment, then 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.

Please see Section 9, *Coordinating benefits with other coverage*, for more information about how we coordinate benefits with Medicare.

# High Option Overview

See page 8 for how our benefits changed this year. Pages 80-81 are a benefits summary of the high option.

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## Section 5(a). Medical services and supplies provided by physicians and other health care 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.
- The calendar year deductible is: $350 per person for PPO services and $400 per person for non-PPO services ($700 per family for PPO services and $800 per family for non-PPO services). The calendar year deductible applies to almost all benefits in this Section. We added "(No deductible)" to show when the calendar year deductible does not apply.
- The non-PPO benefits are the standard benefits of this Plan. PPO benefits apply only when you use a PPO provider. When no PPO provider is available, non-PPO benefits apply.
- Be sure to read Section 4, *Your costs for covered services*, for valuable information about how cost-sharing works, with special sections for members who are age 65 or over. Also read Section 9 about coordinating benefits with other coverage, including with Medicare.

| Benefit Description | You Pay |
|---|---|
| **Note: The calendar year deductible applies to almost all benefits in this Section. We say "(No deductible)" when it does not apply.** | |
| **Diagnostic and treatment services** | |
| Professional services of physicians (except surgery)<br>• In physician's office<br>• Medical consultations<br>• Injections<br><br>Note: We pay for surgery services by a physician under Surgical services Section 5(b).<br><br>Supplies provided by a physician during an office visit are covered under Section 5(a) of the brochure.<br><br>Outpatient physical therapy, occupational therapy, and speech therapy are covered under Section 5(a).<br><br>Treatment for Mental and Nervous Disorders, Alcoholism and Substance Abuse is covered under Section 5(e). | PPO: $20 copayment (No deductible)<br><br>Non-PPO: 25% of the Plan allowance and any difference between our allowance and the billed amount |
| Professional services of physicians (except in an urgent care center)<br>• During a hospital stay<br>• In a skilled nursing facility<br>• Initial examination of a newborn child covered under a family enrollment<br>• In your home<br><br>Note: We cover contraceptive drugs under Prescription Drug Benefits, Section 5(f). | PPO: 15% of the Plan allowance<br><br>Non-PPO: 25% of the Plan allowance and any difference between our allowance and the billed amount |
| Professional non-emergency services provided in a convenient care clinic (see Definitions, Section 10) | PPO: $10 copayment per visit (No deductible)<br><br>Non-PPO: 25% of the Plan allowance and any difference between our allowance and the billed amount |

*Diagnostic and treatment services - continued on next page*

| Benefit Description | You Pay |
|---|---|
| **Diagnostic and treatment services (cont.)** | |
| Note: For services related to an accidental injury or medical emergency, see Section 5(d) | PPO: $10 copayment per visit (No deductible)<br><br>Non-PPO: 25% of the Plan allowance and any difference between our allowance and the billed amount |
| *Not covered: Telephone consultations, mailing, faxes, emails or any other communication to or from a physician, hospital or other medical provider.* | *All charges* |
| **Lab, X-ray and other diagnostic tests** | |
| Tests, such as:<br>• Blood tests<br>• Lab test (when medically necessary) to determine medication effectiveness when treating breast cancer or for tolerance to anticoagulant (blood thinning) medication<br>• Urinalysis<br>• Non-routine pap tests<br>• Pathology<br>• X-rays<br>• Non-routine mammograms<br>• CT scans, MRI scans, PET scans<br>• Ultrasound<br>• Electrocardiogram and EEG<br>• Sonograms<br>• Hearing test (when medically necessary) | PPO: 15% of Plan allowance<br><br>Note: If your physician uses the Quest Diagnostics/LabOne to test your specimen, you will pay nothing for the lab test (No deductible). See Special features, Section 5(h) for additional information.<br><br>Note: If you or your physician voluntarily uses Diagnostic Benefit Management (DBM) to coordinate your diagnostic imaging test (CT scan, MRI scan or PET scan) , you will pay nothing for the scan (No deductible or coinsurance). See Special features, Section 5(h) for additional information.<br><br>Non-PPO: 25% of the Plan allowance and any difference between our allowance and the billed amount<br><br>Note: If your PPO provider uses a non-PPO lab or radiologist, we will pay non-PPO benefits for any lab and X-ray charges. |
| **Preventive care, adult** | |
| A routine physical exam – one per person each calendar year | PPO: Nothing (No deductible)<br><br>Non-PPO: 25% of the Plan allowance and any difference between our allowance and the billed amount |
| Routine screenings, limited to:<br>• One non-fasting total blood cholesterol test-every year<br>• Chlamydial infection<br>• Prostate Specific Antigen (PSA) test -- every year for men starting at age 40<br>• Cervical cancer screening (pap smear) -- every year for women starting at age 18. Note: If you see another physician for your pap smear, the office visit will be covered.<br>• Routine mammogram -- every year for women starting at age 35<br>• Osteoporosis screening -- every year starting at age 60 | PPO: Nothing (No deductible)<br><br>Non-PPO: 25% of the Plan allowance and any difference between our allowance and the billed amount |

*Preventive care, adult - continued on next page*

| Benefit Description | You Pay |
|---|---|
| **Preventive care, adult (cont.)** | |
| • Abdominal aortic aneurysm screening (limited to one per lifetime), for males ages 65 to 75 who have ever smoked<br>• Colorectal Cancer Screening, including<br>• Fecal occult blood test -- every year starting at age 40<br>• Sigmoidoscopy, screening – every five years starting at age 50<br>• Colonoscopy -- every 10 years starting at age 50<br><br>Note: Lab tests and X-rays are covered under Lab, X-ray and other diagnostic tests, Section 5(a). | PPO: Nothing (No deductible)<br><br>Non-PPO: 25% of the Plan allowance and any difference between our allowance and the billed amount |
| Adult routine immunizations endorsed by the Centers for Disease Control and Prevention (CDC)<br>• Zostavax (shingles) vaccine, no age limit<br>• Human Papilloma Virus (HPV) vaccine for cervical cancer, no age limit<br>• Adacel vaccine (adult booster for tetanus, diptheria and pertussis) | PPO: Nothing (No deductible)<br><br>Non-PPO: Nothing (No deductible) |
| **Preventive care, children** | |
| • Childhood immunizations recommended by the American Academy of Pediatrics for dependent children under age 22.<br>• Rotavirus vaccine for infants less than 1 year old<br>• Retinal screening exam performed by an ophthalmologist for infants with low birth weight, less than 1 year of age and with an unstable clinical course<br>• Hearing screening exam testing and diagnosis and treatment (including hearing aids) for hearing loss<br>• Body Mass Index (BMI) Testing for children under age 22 | PPO: Nothing (No deductible)<br><br>Non-PPO: Nothing up to Plan allowance then any difference between our allowance and the billed amount (No deductible) |
| **Maternity care** | |
| Complete maternity (obstetrical) care, such as:<br>• Prenatal care (including laboratory tests)<br>• Delivery<br>• Postpartum care<br>• Sonograms<br><br>Note: Here are some things to keep in mind:<br>• You do not need to precertify your normal delivery; see page 12 for other circumstances, such as extended stays for you or your baby. | PPO: 10% of the Plan allowance<br><br>Non-PPO: 25% of the Plan allowance and any difference between our allowance and the billed amount<br><br>Note: If your child is not covered under a Self and Family enrollment, you pay all of your child's charges after your discharge from the hospital. |

*Maternity care - continued on next page*

| Benefit Description | You Pay |
|---|---|
| **Maternity care (cont.)** | |
| • 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, but you, your representative, your physician or your hospital must precertify the extended stay.<br>• We cover routine nursery care of the newborn child during the covered portion of the mother's maternity stay. We will cover other care of an infant who requires non-routine treatment if we cover the infant under a Self and Family enrollment. Surgical benefits, not maternity benefits, apply to circumcision.<br>• We cover the initial routine examination of your newborn infant covered under your family enrollment.<br>• We pay hospitalization and surgeon services for non-maternity care the same as for illness and injury. | PPO: 10% of the Plan allowance<br>Non-PPO: 25% of the Plan allowance and any difference between our allowance and the billed amount<br>Note: If your child is not covered under a Self and Family enrollment, you pay all of your child's charges after your discharge from the hospital. |
| *Not covered:*<br>• *Procedures, services, drugs, and 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* | *All charges* |
| **Family Planning** | |
| A range of voluntary family planning services, limited to:<br>• Voluntary sterilization (See Surgical procedures Section 5 (b))<br>• Injection of contraceptive drugs (such as Depo provera)<br>Note: We cover contraceptive drugs and devices under Prescription Drug Benefits, Section 5(f).<br>Note: Surgically implanted, fitting, insertion or removal of contraceptive devices is covered under Surgical Services, Section 5(b). | PPO: $20 copayment (No deductible) for non-surgical services<br>Non-PPO: 25% of the Plan allowance and any difference between our allowance and the billed amount |
| *Not covered:*<br>• *Reversal of voluntary surgical sterilization*<br>• *Genetic counseling* | *All charges* |

| Benefit Description | You Pay |
|---|---|
| **Infertility services** | |
| Diagnosis and treatment of infertility, except as shown in *Not covered.*<br>• Initial diagnostic tests and procedures done only to identify the cause of infertility.<br>• Fertility drugs, hormone therapy and related services<br>• Medical or surgical procedures done to create or enhance fertility | PPO: 15% of the Plan allowance up to $5,000 then all charges<br>Non-PPO: 25% of the Plan allowance up to $5,000 and any difference between our allowance and the billed amount<br>Note: The Plan will pay up to $5,000 per person per lifetime for covered infertility services, including prescription drugs. |
| *Not covered:*<br>• *Infertility services after voluntary sterilization*<br>• *Assisted reproductive technology (ART) procedures, such as:*<br>• *artificial insemination*<br>• *in vitro fertilization*<br>• *embryo transfer and gamete intra-fallopian transfer (GIFT)*<br>• *intravaginal insemination (IVI)*<br>• *intracervical insemination (ICI)*<br>• *intrauterine insemination (IUI)*<br>• *Services and supplies related to ART procedures*<br>• *Cost of donor sperm*<br>• *Cost of donor egg* | *All charges* |
| **Allergy care** | |
| • Testing and treatment, including materials (such as allergy serum)<br>• Allergy injections | PPO: Services in a physician's office --$20 copayment (No deductible)<br>Services outside the physician's office—15% of the Plan allowance<br>Non-PPO: 25% of the Plan allowance and any difference between our allowance and the billed amount<br>Note: The allergy services are included in the office visit copayment if performed during an office visit with a PPO provider. |
| *Not covered:*<br>• *Food tests*<br>• *RAST tests*<br>• *End point titration techniques*<br>• *Sublingual allergy desensitization*<br>• *Hair analysis* | *All charges* |

| Benefit Description | You Pay |
|---|---|
| **Treatment therapies** | |
| • Chemotherapy and radiation therapy<br><br>Note: High dose chemotherapy in association with autologous bone marrow transplants is limited to those transplants listed on pages 34-36.<br>• Intravenous (IV)/Infusion Therapy – Home IV and antibiotic therapy<br>• Human Growth Hormone therapy (HGHT)<br>• Respiratory and inhalation therapies<br><br>Note: Drugs used in treatment therapies are covered under Prescription drug benefits in Section 5(f). | PPO: 15% of the Plan allowance<br><br>Non-PPO: 25% of the Plan allowance and any difference between our allowance and the billed amount<br><br>Note: The Plan pays for services, supplies, and tests rendered for the direct treatment of cancer under Special features, Section 5(g).<br><br>Note: The Plan pays for services, supplies, and testing for kidney (renal) dialysis under Special features, Section 5(g). |
| **Physical and occupational and speech therapies** | |
| For physical therapy, speech therapy and occupational therapy:<br>• 90 total combined visits per calendar year for all three listed therapies provided by:<br>- qualified physical therapists;<br>- qualified physicians;<br>- speech therapists; and<br>- occupational therapists<br><br>Note: We cover physical and occupational therapy to restore a bodily function only when there has been a total or partial loss of bodily functions because of an illness or injury and when the physician:<br>• orders the care;<br>• identifies the specific professional skills the patient needs and the medical necessity for skilled services; and<br>• indicates the length of time the services are needed.<br><br>Note: We provide physical and occupational therapy for those diagnosed with Autism.<br><br>Note: Inpatient physical, occupational and speech therapies are covered under Section 5(c). | PPO: 15% of the Plan allowance<br><br>Non-PPO: 25% of the Plan allowance and any difference between our allowance and the billed amount |
| *Not covered:*<br>• *Long-term rehabilitative therapy*<br>• *Exercise programs* | *All charges* |

| Benefit Description | You Pay |
|---|---|
| **Hearing services (testing, treatment, and supplies)** | |
| Routine hearing exam | PPO: Nothing (No deductible)<br>Non-PPO: Nothing (No deductible) |
| Hearing aids for adults<br>• One hearing aid per ear and related services | PPO: Nothing up to $1,100 per ear, then all charges (No deductible)<br>Non-PPO: Nothing up to $1,100 per ear, then all charges<br>Note: This benefit is available once every five years. |
| *Not covered:*<br>• *Hearing aids and related expenses, except as noted above* | *All charges* |
| **Vision services (testing, treatment, and supplies)** | |
| • One pair of eyeglasses or contact lenses to correct a change in sight caused directly by an accidental eye injury or intraocular surgery (such as for cataracts), within one year of the injury or surgery<br>Note: See Special Features, Section 5(g), for our benefit for routine eye examinations, including eye refractions. | PPO: 15% of the Plan allowance<br>Non-PPO: 25% of the Plan allowance and any difference between our allowance and the billed amount |
| *Not covered:*<br>• *Eyeglasses or contact lenses , except as shown above*<br>• *Eye exercises and orthoptics*<br>• *Refractive eye surgery and related expenses* | *All charges* |
| **Foot care** | |
| Routine foot care when you are under active treatment for a metabolic or peripheral vascular disease, such as diabetes. | PPO: 15% of Plan allowance<br>Non-PPO: 25% of the Plan allowance and any difference between our allowance and the billed amount |
| *Not covered:*<br>• *Treatment or removal of corns and calluses, or trimming of toenails, except as stated above*<br>• *Orthopedic shoes, orthotics, and other devices to support the feet* | *All charges* |
| **Orthopedic and prosthetic devices** | |
| • Artificial limbs and eyes; stump hose<br>• Externally worn breast prostheses and surgical bras, including necessary replacements following a mastectomy.<br>• Internal prosthetic devices, such as artificial joints, pacemakers, cochlear implants, and surgically implanted breast implant following mastectomy. | PPO: 15% of the Plan allowance<br>Non-PPO: 25% of the Plan allowance and any difference between our allowance and the billed amount |

*Orthopedic and prosthetic devices - continued on next page*

| Benefit Description | You Pay |
|---|---|
| **Orthopedic and prosthetic devices (cont.)** | |
| Note: See Section 5(b) for coverage of the surgery to insert the device and Section 5(c) for services provided by a hospital. | PPO: 15% of the Plan allowance<br><br>Non-PPO: 25% of the Plan allowance and any difference between our allowance and the billed amount |
| *Not covered:*<br>• *Orthopedic and corrective shoes and other supportive devices for the feet*<br>• *Arch supports*<br>• *Foot orthotics*<br>• *Heel pads and heel cups*<br>• *Corsets, trusses, elastic stockings, support hose, and other supportive devices, unless we determine their medical necessity* | *All charges* |
| **Durable medical equipment (DME)** | |
| Durable medical equipment (DME) is equipment and supplies that:<br>• Are prescribed by your attending physician (i.e., the physician who is treating your illness or injury);<br>• Are medically necessary;<br>• Are primarily and customarily used only for a medical purpose;<br>• Are generally useful only to a person with an illness or injury;<br>• Have a therapeutic purpose in the treatment of an illness or injury<br><br>We cover rental or purchase of durable medical equipment, at our option, including repair and adjustment, such as:<br>• Oxygen<br>• Dialysis equipment<br>• Hospital beds<br>• Wheelchairs<br>• Crutches<br>• Walkers<br>• Colostomy and ostomy supplies<br>• Medical supplies, appliances, medical equipment and any covered items billed by a hospital for use at home (Note: calendar year deductible applies) | PPO: 15% of the Plan allowance<br><br>Non-PPO: 25% of the Plan allowance and any difference between our allowance and the billed amount |
| Augmentative and alternative communication devices are covered such as, but not limited to:<br>• Computer story boards<br>• Light talkers | PPO: Nothing up to a maximum of $1,000 per person each calendar year<br><br>Non-PPO: Nothing up to a maximum of $1,000 per person each calendar year |

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

| Benefit Description | You Pay |
|---|---|
| **Durable medical equipment (DME) (cont.)** | |
| • Enhanced vision systems<br>• Speech aid prosthesis for pediatrics<br>• Speech aid prosthesis for adults | PPO: Nothing up to a maximum of $1,000 per person each calendar year<br><br>Non-PPO: Nothing up to a maximum of $1,000 per person each calendar year |
| *Not covered:*<br>• *Sun or heat lamps, whirlpool bath, heating pads, air purifiers, humidifiers, air conditioners and exercise devices*<br>• *Charges for service contracts for purchased or rented equipment, except for purchased oxygen concentrators* | *All charges* |
| **Home health services** | |
| If home health services are preauthorized, we pay for up to 90 visits per person per calendar year when:<br>• A registered nurse (R.N.), licensed practical nurse (L.P.N.) or licensed vocational nurse (L.V.N.) provides the services;<br>• The attending physician orders the care;<br>• The physician identifies the specific professional skills required by the patient and the medical necessity for skilled services ; and<br>• The physician indicates the length of time the services are needed. | PPO: 15% of the Plan allowance (No deductible). You pay all charges after 90 visits per calendar year.<br><br>Non-PPO: 25% of the Plan allowance and any difference between our allowance and the billed amount (No deductible). You pay all charges after 90 visits per calendar year. |
| If home health services are not preauthorized, we will pay for up to 40 visits per calendar year.<br><br>Note: All visits for home health care services, whether preauthorized or not, are combined and cannot exceed 90 visits per calendar year.<br><br>Note: All therapy services will count toward the 90-day therapy visit limitation per calendar year, as listed under Physical, occupation and speech therapy in Section 5 (a) | PPO: 15% of the Plan allowance (No deductible). You pay all charges after 40 visits per calendar year.<br><br>Non-PPO: 25% of the Plan allowance and any difference between our allowance and the billed amount (No deductible). You pay all charges after 40 visits per calendar year. |
| *Not covered:*<br>• *Nursing care requested by, or for the convenience of, the patient or the patient's family;*<br>• *Services consisting of only hygiene, feeding, exercising, moving the patient, homemaking, companionship, or giving oral medication*<br>• *Custodial care as defined in Section 10* | *All charges* |

| Benefit Description | You Pay |
|---|---|
| **Chiropractic** | |
| • Manipulation of the spine and extremities | PPO: $20 copayment per visit (No deductible)<br><br>Non-PPO: 25% of the Plan allowance and any difference between our allowance and the billed amount |
| **Alternative treatments** | |
| Acupuncture – performed by a doctor of medicine (M.D.) or osteopathy (D.O.), an oriental medical doctor (O.M.D.) or licensed acupuncturist (L. Ac.) for:<br>• Anesthesia<br>• Pain relief<br>• Therapeutic purposes<br><br>Note: Please see the definition of acupuncture in Section 10. | PPO: 15% of the Plan allowance for up to 30 visits per person each calendar year (No deductible). After 30 visits, you pay all charges.<br><br>Non-PPO: 25% of the Plan allowance and any difference between our allowance and the billed amount for up to 30 visits per person each calendar year (No deductible). After 30 visits, you pay all charges. |
| *Not covered:*<br>• *Naturopathic services*<br>• *Chelation therapy, except for arsenic, gold, lead or mercury poisoning and the use of desferoxamine for iron poisoning* | *All charges* |
| **Educational classes and programs** | |
| Smoking cessation<br>• Counseling sessions are provided through only the Free & Clear smoking cessation program. See Special features, Section 5(h)<br>• Over-the-counter (OTC) and prescription drugs for smoking cessation are available through the Free & Clear smoking cessation program. See Special features, Section 5(h)<br><br>Note: For additional information on the Free & Clear smoking cessation program, see Special features, Section 5(h). | PPO: Nothing (No deductible) for counseling and over-the-counter (OTC) and prescription drugs approved by the FDA to treat tobacco dependence<br><br>Non-PPO: Nothing (No deductible) for counseling and over-the-counter (OTC) and prescription drugs approved by the FDA to treat tobacco dependence<br><br>Note: Counseling and approved drugs for smoking cessation may be received through the Free & Clear program. See Section 5(h), Special features. |
| Diabetic education-- Up to $500 for one diabetic education and training program per person each calendar year.<br><br>Note: The Plan member must participate in the Alere diabetes disease management program (see Section 5 (h), Special features) to qualify for this benefit. | PPO: Nothing (No deductible) up to the $500 maximum benefit, then all charges<br><br>Non-PPO: Nothing (No deductible) up to the $500 maximum benefit, then all charges |
| Nutritional counseling<br><br>Note: We cover the services of a dietician, nutritionist and diabetic educators who bill independently for nutritional counseling.<br><br>Note: Nutritional counseling and diabetes care education or training have a separate Plan benefit. | PPO: Nothing (No deductible) up to $300 per person each calendar year, then all charges.<br><br>Non-PPO: Nothing (No deductible) up to $300 per person each calendar year, then all charges. |

## Section 5(b). Surgical and anesthesia services provided by physicians and other health care 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.
- The calendar year deductible is: $350 for PPO services and $400 per person for non-PPO services ($700 per family for PPO services and $800 per family for non-PPO services). The calendar year deductible applies to almost all benefits in this Section. We added "(No deductible)" to show when the calendar year deductible does not apply.
- The non-PPO benefits are the standard benefits of this Plan. PPO benefits apply only when you use a PPO provider. When no PPO provider is available, non-PPO benefits apply.
- Be sure to read Section 4, *Your costs for covered services*, for valuable information about how cost-sharing works, with special sections for members who are age 65 or over. Also read Section 9 about coordinating benefits with other coverage, including with Medicare.
- The amounts listed below are for the charges billed by a physician or other health care professional for your surgical care. Look in Section 5(c) for charges associated with the facility (i.e. hospital, surgical center, etc.).
- **YOU MUST GET PRECERTIFICATION FOR INPATIENT SURGICAL PROCEDURES.** Please refer to the precertification information shown in Section 3 to be sure which services require precertification.

| Benefit Description | You Pay<br>After the calendar year deductible… |
|---|---|
| **Surgical procedures** | |
| A comprehensive range of services, such as:<br>• Surgical procedures<br>• Treatment of fractures, including casting<br>• Normal pre- and post-operative care by the surgeon<br>• Endoscopy procedures<br>• Biopsy procedures<br>• Removal of tumors and cysts<br>• Correction of congenital anomalies (see Reconstructive surgery ) | PPO: 10% of the Plan allowance (No deductible)<br>Non-PPO: 20% of the Plan allowance and any difference between our allowance and the billed amount |
| • Surgical treatment of morbid obesity (bariatric surgery)-- a condition in which a person (1) is the greater of 100 pounds or 100% over his or her normal weight (based on the Plan's guidelines) with medical complications; (2) is age 18 or older; and (3) has maintained this condition for at least five years with documented evidence of unsuccessful attempts to reduce weight by following a diet and exercise program monitored by a physician<br>• Insertion of internal prosthetic devices . See 5(a) – *Orthopedic and prosthetic devices* for device coverage information | PPO: 10% of the Plan allowance (No deductible)<br>Non-PPO: 20% of the Plan allowance and any difference between our allowance and the billed amount |

*Surgical procedures - continued on next page*

| Benefit Description | You Pay<br>After the calendar year deductible… |
|---|---|
| **Surgical procedures (cont.)** | |
| • Voluntary sterilization (e.g., tubal ligation, vasectomy)<br>• Surgically implanted contraceptives<br>• Intrauterine devices (IUDs)<br>• Treatment of burns<br>• Assistant surgeons- we cover up to 20% of our allowance for the surgeon's charge<br><br>For related services, see the applicable benefits section (i.e., for inpatient hospital benefits, see Section 5 (c). | PPO: 10% of the Plan allowance (No deductible)<br><br>Non-PPO: 20% of the Plan allowance and any difference between our allowance and the billed amount |
| When multiple or bilateral surgical procedures performed during the same operative session add time or complexity to patient care, our benefits are:<br>• For the primary procedure:<br>• PPO: 90% of the Plan allowance or<br>• Non-PPO: 80% of the reasonable and customary charge<br>• For the secondary procedure(s):<br>• PPO: 90% of one-half of the Plan allowance or<br>• Non-PPO: 80% of one-half of the reasonable and customary charge<br><br>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. | PPO: 10% of the Plan allowance for the primary procedure and 10% of one-half of the Plan allowance for the secondary procedure(s) (No deductible).<br><br>Non-PPO: 20% of the Plan allowance for the primary procedure and 20% of one-half of the Plan allowance for the secondary procedure(s); and any difference between our payment and the billed amount. |
| *Not covered:*<br>• *Reversal of voluntary sterilization*<br>• *All refractive eye surgeries and similar services*<br>• *Dental appliances, study models, splints, and other devices or service related to the treatment of TMJ dysfunction*<br>• *Treatment or removal of corns and calluses, or trimming of toenails*<br>• *Mutually exclusive procedures-- surgical procedures that are not generally performed on one patient on the same day* | *All charges* |

| Benefit Description | You Pay<br>After the calendar year deductible… |
|---|---|
| **Reconstructive surgery** | |
| • Surgery to correct a functional defect<br>• Surgery to correct a condition caused by injury or illness if:<br>- the condition produced a major effect on the member's appearance and<br>- the condition can reasonably be expected to be corrected by the surgery<br>• 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: protruding ear deformities; cleft lip; cleft palate; birth marks; and webbed fingers or toes.<br>• All stages of breast reconstruction surgery following a mastectomy, such as:<br>- Surgery to produce a symmetrical appearance of breasts;<br>- treatment of any physical complications, such as lymphoedema;<br>- breast prostheses; and surgical bras and replacements (see *Prosthetic devices,* Section 5 (a) for coverage)<br><br>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. | PPO: 10% of the Plan allowance (No deductible)<br><br>Non-PPO: 20% of the Plan allowance and any difference between our allowance and the billed amount |
| *Not covered:*<br>• *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 and reconstruction of a breast following mastectomy*<br>• *Surgeries related to sex transformation or sexual dysfunction* | *All charges* |
| **Oral and maxillofacial surgery** | |
| Oral surgical procedures, limited to:<br>• Reduction of fractures of the jaws or facial bones<br>• Surgical correction of cleft lip, cleft palate or severe functional malocclusion<br>• Removal of stones from salivary ducts<br>• Excision of pathological tori, tumors, and premalignant and malignant lesions<br>• Excision of impacted (unerupted) teeth<br>• Excision of cysts and incision of abscesses when done as independent procedures | PPO: 10% of the Plan allowance (No deductible)<br><br>Non-PPO: 20% of the Plan allowance and any difference between our allowance and the billed amount |

*Oral and maxillofacial surgery - continued on next page*

| Benefit Description | You Pay<br>After the calendar year deductible… |
|---|---|
| **Oral and maxillofacial surgery (cont.)** | |
| • Dental surgical biopsy<br>• Surgical correction of temporomandibular joint (TMJ) dysfunction<br>• Frenectomy and frenotomy not as a result of orthodontic care | PPO: 10% of the Plan allowance (No deductible)<br>Non-PPO: 20% of the Plan allowance and any difference between our allowance and the billed amount |
| *Not covered:*<br>• *Oral implants and transplants and related services*<br>• *Procedures that involve the teeth or their supporting structures (such as the periodontal membrane, gingiva, and alveolar bone)* | *All charges* |
| **Organ/tissue transplants** | |
| These **solid organ transplants** are covered. These solid organ transplants are subject to medical necessity and experimental/investigational review by the Plan. Refer to *Other services* in Section 3 for prior authorization procedures.<br>Solid organ transplants limited to:<br>• Cornea<br>• Heart<br>• Heart/lung<br>• Lung: single/bilateral/lobar<br>• Kidney<br>• Liver<br>• Pancreas<br>• Autologous pancreas islet cell transplant (as an adjunct to total or near total pancreatectomy) only for patients with chronic pancreatitis<br>• Intestinal transplants<br>- Small intestine<br>- Small intestine with the liver<br>- Small intestine with multiple organs, such as the liver, stomach, and pancreas | PPO: 10% of the Plan allowance (No deductible)<br>Non-PPO: 20% of the Plan allowance and any difference between our allowance and the billed amount |
| These **tandem blood or marrow stem cell transplants for covered transplants** are subject to medical necessity review by the Plan. Refer to *Other services* in Section 3 for prior authorization.<br>• Autologous tandem transplants for:<br>- AL Amyloidosis<br>- Multiple myeloma (de novo and treated)<br>- Recurrent germ cell tumors (including testicular cancer) | PPO: 10% of the Plan allowance (No deductible)<br>Non-PPO: 20% of the Plan allowance and any difference between our allowance and the billed amount |

*Organ/tissue transplants - continued on next page*

| Benefit Description | You Pay<br>After the calendar year deductible… |
|---|---|
| **Organ/tissue transplants (cont.)** | |
| **Blood or marrow stem cell transplants** limited to the stages of the following diagnoses.<br><br>Physicians consider many features to determine how diseases will respond to different types of treatment. Some of the features measured are the presence or absence of normal and abnormal chromosomes, the extension of the disease throughout the body, and how fast the tumor cells grow. By analyzing these and other characteristics, physicians can determine which diseases may respond to treatment without transplant and which diseases may respond to transplant. For the diagnoses listed below, the medical necessity limitation is considered satisfied if the patient meets the staging description.<br><br>• **Allogeneic transplants for:**<br>- Acute lymphocytic or non-lymphocytic (i.e., myelogenous) leukemia<br>- Advanced Hodgkin's lymphoma with reoccurrence (relapsed)<br>- Advanced non-Hodgkin's lymphoma with reoccurrence (relapsed)<br>- Acute myeloid leukemia<br>- Advanced Myeloproliferative Disorders (MPDs)<br>- Amyloidosis<br>- Chronic lymphocytic leukemia/small lymphocytic lymphoma (CLL/SLL)<br>- Hemoglobinopathy<br>- Marrow failure and related disorders (i.e., Fanconi's, PNH, Pure Red Cell Aplasia)<br>- Myelodysplasia/myelodysplasia syndromes<br>- Paroxysmal Nocturnal Hemoglobinuria<br>- Phagocytic/Hemophagocytic deficiency diseases (e.g., Wiskott-Aldrich syndrome)<br>- Severe combined immunodeficiency<br>- Severe or very severe aplastic anemia<br>• **Autologous transplants for**:<br>- Acute lymphocytic or non-lymphocytic (i.e., myelogenous) leukemia<br>- Advanced Hodgkin's lymphoma with reoccurrence (relapsed)<br>- Advanced non-Hodgkin's lymphoma with reoccurrence (relapsed)<br>- Amyloidosis | PPO: 10% of the Plan allowance (No deductible)<br><br>Non-PPO: 20% of the Plan allowance and any difference between our allowance and the billed amount |

*Organ/tissue transplants - continued on next page*

| Benefit Description | You Pay<br>After the calendar year deductible… |
|---|---|
| **Organ/tissue transplants (cont.)** | |
| - Breast cancer<br>- Epithelial ovarian cancer<br>- Multiple myeloma<br>- Neuroblastoma<br>- Testicular, Mediastinal, Retroperitoneal and ovarian germ cell tumors | PPO: 10% of the Plan allowance (No deductible)<br><br>Non-PPO: 20% of the Plan allowance and any difference between our allowance and the billed amount |
| **Mini-transplants** performed in a clinical trial setting (non-myeloblative reduced intensity conditioning or RIC) for members with a diagnosis listed below are subject to medical necessity review by the Plan. Refer to *Other services* in Section 3 for prior authorization procedures.<br>• **Allogeneic transplants for:**<br>- Acute lymphocytic or non-lymphocytic (i.e., myelogenous) leukemia<br>- Advanced Hodgkin's lymphoma with reoccurrence (relapsed)<br>- Advanced non-Hodgkin's lymphoma with reoccurrence (relapsed)<br>- Acute myeloid leukemia<br>- Advanced Myeloproliferative Disorders (MPDs)<br>- Amyloidosis<br>- Chronic lymphocytic leukemia/small lymphocytic lymphoma (CLL/SLL)<br>- Hemoglobinopathy<br>- Marrow failure and related disorders (i.e., Fanconi's, PNH, Pure Red Cell Aplasia)<br>- Myelodysplasia/myelodysplasia syndromes<br>- Paroxysmal Nocturnal Hemoglobinuria<br>- Severe combined immunodeficiency<br>- Severe or very severe aplastic anemia<br>• **Autologous transplants for**:<br>- Acute lymphocytic or non-lymphocytic (i.e., myelogenous) leukemia<br>- Advanced Hodgkin's lymphoma with reoccurrence (relapsed)<br>- Advanced non-Hodgkin's lymphoma with reoccurrence (relapsed)<br>- Amyloidosis<br>- Neuroblastoma | PPO: 10% of the Plan allowance (No deductible)<br><br>Non-PPO: 20% of the Plan allowance and any difference between our allowance and the billed amount |
| Note: We cover related medical and hospital expenses of the donor when we cover the recipient. | |

*Organ/tissue transplants - continued on next page*

| Benefit Description | You Pay<br>After the calendar year deductible… |
|---|---|
| **Organ/tissue transplants (cont.)** | |
| 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 above. This benefit applies only if we cover the recipient and if the donor's expenses are not otherwise covered.<br><br>Note: We cover donor testing for the actual solid organ donor or up to four bone marrow/stem cell transplant donors in addition to testing of family members.<br><br>Note: Coventry Health Care has special arrangements with transplant facilities to provide services for tissue and organ transplants. The Coventry Transplant Network is designed to give you the opportunity to access providers that demonstrate high quality medical care for transplant patients. Your physician can coordinate arrangements by calling Coventry Health Care at 1-800-638-8432. | |
| *Not covered:*<br>• *Donor screening tests and donor search expenses, except as shown above*<br>• *Implants of artificial organs*<br>• *Transplants not listed as covered* | *All charges* |
| **Anesthesia** | |
| Professional services provided in –<br>• Hospital (inpatient) | PPO: 10% of the Plan allowance (No deductible)<br><br>Non-PPO: 20% of the Plan allowance and any difference between our allowance and the billed amount |
| Professional services provided in –<br>• Hospital outpatient department<br>• Skilled nursing facility<br>• Ambulatory surgical center<br>• Physician's office | PPO: 10% of the Plan allowance (No deductible)<br><br>Non-PPO: 20% of the Plan allowance and any difference between our allowance and the billed amount |

## 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.
- In this Section, unlike Sections 5(a) and 5(b), the calendar year deductible applies to only a few benefits. We added "(calendar year deductible applies)". The calendar year deductible is: $350 per person ($700 per family) for PPO services and $400 per person ($800 per family) for non-PPO services. The non-PPO benefits are the standard benefits of this Plan.PPO benefits apply only when you use a PPO provider. When no PPO provider is available, non-PPO benefits apply.
- Be sure to read Section 4, *Your costs for covered services* for valuable information about how cost-sharing works, with special sections for members who are age 65 or over. Also read Section 9 about coordinating benefits with other coverage, including with Medicare.
- 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 (b).
- **YOU MUST GET PRECERTIFICATION FOR HOSPITAL STAYS; FAILURE TO DO SO WILL RESULT IN A MINIMUM $500 PENALTY.** Please refer to the precertification information shown in Section 3 to be sure which services require precertification.

| Benefit Description | You Pay |
|---|---|
| **Note: The calendar year deductible applies ONLY when we say below: "(calendar year deductible applies)".** | |
| **Inpatient hospital** | |
| Room and board, such as<br>• Ward, semiprivate, or intensive care accommodations;<br>• General nursing care; and<br>• Meals and special diets<br><br>Note: We only cover a private room when you must be isolated to prevent contagion. Otherwise, we will pay the hospital's average charge for semiprivate accommodations. If the hospital only has private rooms, we base our payment on the average semiprivate rate of the most comparable hospital in the area. | PPO: $100 copayment for each hospital stay (copayment waived for a maternity stay)<br><br>Non-PPO: $300 copayment for each hospital stay and 20% of the covered charges |
| Other hospital services and supplies, such as:<br>• Operating, recovery, maternity, and other treatment rooms<br>• Rehabilitative services<br>• Prescribed drugs and medicines<br>• Diagnostic laboratory tests and X-rays<br>• Blood or blood plasma, if not donated or replaced<br>• Dressings, splints, casts, and sterile tray services<br><br>Note: Take-home medical supplies, equipment, orthopedic and prosthetic devices are covered under Section 5(a). | PPO: Nothing<br><br>Non-PPO: 20% of charges |

*Inpatient hospital - continued on next page*

| Benefit Description | You Pay |
|---|---|
| **Inpatient hospital (cont.)** | |
| Note: Take-home prescription drugs and medicines are covered under Section 5(f).<br><br>Note: We base payment on whether the facility or a health care professional bills for the services or supplies. For example, when the anesthesiologist bills, we pay Anesthesia benefits. If preadmission testing is performed in the hospital as inpatient then we pay pre-admission tests at the same coinsurance rate as inpatient miscellaneous charges. | PPO: Nothing<br><br>Non-PPO: 20% of charges |
| *Not covered:*<br>• *Any part of a hospital admission that is not medically necessary(see definition in 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*<br>• *Hospital charges for non-covered surgery*<br>• *Custodial care (see definition in Section 10) even when provided in a hospital*<br>• *Non-covered facilities, such as nursing homes, rest homes, convalescent homes, facilities for the aged, and schools*<br>• *Personal comfort items, such as telephone, television, radio, newspapers, air conditioner, beauty and barber services, guest meals and beds*<br>• *Private nursing care during a hospital stay* | *All charges* |
| **Outpatient hospital or ambulatory surgical center** | |
| • Operating, recovery, and other treatment rooms<br>• Prescribed drugs and medicines (not take-home drugs)<br>• Diagnostic laboratory tests, X-rays , and pathology services<br>• Administration of blood, blood plasma, and other biologicals<br>• Blood and blood plasma , if not donated or replaced<br>• Pre-surgical testing<br>• Dressings, casts, and sterile tray services<br>• Medical supplies, including oxygen | PPO: 15% of the Plan allowance (calendar year deductible applies)<br><br>Non-PPO: 30% of the Plan allowance and any difference between our allowance and the billed amount (calendar year deductible applies) |

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

| Benefit Description | You Pay |
|---|---|
| **Outpatient hospital or ambulatory surgical center (cont.)** | |
| Note: We cover hospital services and supplies related to dental procedures when necessitated by a non-dental physical impairment even if we do not cover the dental procedures.<br><br>Note: Take-home supplies, medical supplies, equipment, orthopedic and prosthetic devices are covered under Section 5(a).<br><br>Note: Take-home prescription drugs and medicines are covered under Section 5(f).<br><br>We base payment on whether the facility or a health care professional bills for the services or supplies. For example, when the physician bills for surgery, we pay Surgery benefits. | PPO: 15% of the Plan allowance (calendar year deductible applies)<br><br>Non-PPO: 30% of the Plan allowance and any difference between our allowance and the billed amount (calendar year deductible applies) |
| **Extended care benefits/Skilled nursing care facility benefits** | |
| **If care is preauthorized,** we cover semiprivate room, board, services and supplies in a Skilled Nursing Facility (SNF) for up to 60 days per calendar year when:<br>• The stay is medically necessary<br>• The stay is supervised by a physician | PPO: Charges in excess of the 60-day maximum<br><br>Non-PPO: Charges in excess of the 60-day maximum and the difference between the Plan allowance and the billed amount |
| **If care is not preauthorized,** we cover semiprivate room and board services and supplies for up to 30 days per calendar year, subject to the above conditions.<br><br>Note: Days preauthorized and not preauthorized are combined and cannot exceed 60 days in a calendar year. | PPO: 20% for the first 30 days then all charges<br><br>Non-PPO: 20% for the first 30 days, then all charges |
| *Not Covered:*<br>• *Custodial care* | *All charges* |
| **Hospice care** | |
| Hospice is a coordinated program of maintenance and supportive care for the terminally ill prescribed by a physician and provided by a medically supervised team under the direction of a Plan-approved independent hospice administration.<br><br>**If care is preauthorized,** we pay up to $7,500 for inpatient and outpatient hospice care.<br><br>Note: We pay for a hospice program once per lifetime. This benefit does not apply to services covered under any other benefit of the Plan. | PPO: Nothing up to $7,500, then all charges<br><br>Non-PPO: Nothing up to $7,500, then all charges |
| **If the care is not preauthorized,** we pay up to $5,500 for inpatient or outpatient hospice care. | PPO: Nothing up to $5,500, then all charges<br><br>Non-PPO: Nothing up to $5,500, then all charges |

*Hospice care - continued on next page*

| Benefit Description | You Pay |
|---|---|
| **Hospice care (cont.)** | |
| Note: We pay for a hospice program once per lifetime. This benefit does not apply to services covered under any other benefit of the Plan. | PPO: Nothing up to $5,500, then all charges<br>Non-PPO: Nothing up to $5,500, then all charges |
| *Not covered:*<br>• *Private duty nursing*<br>• *Custodial care* | *All charges* |
| **Ambulance** | |
| • Professional ambulance service to the nearest facility equipped to handle the patient's condition, including air ambulance when medically necessary.<br>Note: See Section 5(d) for emergency ambulance service. | PPO: 15% of the Plan allowance (calendar year deductible applies)<br>Non-PPO: 15% of the Plan allowance and any difference between our allowance and the billed amount (calendar year deductible applies) |
| *Not covered:*<br>• *Ambulance transportation from the hospital to home*<br>• *Ambulance transportation for your own or your family's convenience* | *All charges* |

## 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.
- The calendar year deductible is: $350 per person for PPO services and $400 per person for non-PPO services ($700 per family for PPO services and $800 per family for non-PPO services). The calendar year deductible applies to almost all benefits in this Section. We added "(No deductible)" to show when the calendar year deductible does not apply.
- The non-PPO benefits are the standard benefits of this Plan. PPO benefits apply only when you use a PPO provider. When no PPO provider is available, non-PPO benefits apply.
- Be sure to read Section 4, *Your costs for covered services,* for valuable information about how cost-sharing works, with special sections for members who are age 65 or over. Also read Section 9 about coordinating benefits with other coverage, including with Medicare.

**What is an accidental injury?**

An accidental injury is a bodily injury that requires immediate medical attention and is sustained solely through violent, external, and accidental means, such as broken bones, animal bites, insect bites and stings and poisonings. An accidental dental injury is covered under *Dental benefits,* Section 5(g).

| Benefit Description | You pay<br>After the calendar year deductible… |
|---|---|
| **Note: The calendar year deductible applies to almost all benefits in this Section. We say "(No deductible)" when it does not apply.** | |
| **Accidental injury** | |
| If you or a family member is accidentally injured, the Plan will pay up to the Plan allowance for:<br>• Emergency room facility charge and emergency room physician charge; or<br>• If you receive outpatient care for your accidental injury in an urgent care center, we cover non-surgical physician services and supplies<br>• First physician office visit for accidental injury<br><br>Note: We pay Hospital benefits if you are admitted.<br><br>Note: We pay for the services performed outside of the emergency room under the appropriate Plan benefit.<br><br>Note: We pay for services performed at the time of the first office visit such as x-rays, laboratory tests, drugs, or any supplies or other services under Section 5(a). | PPO: Nothing (No deductible)<br><br>Non-PPO: Nothing (No deductible) |

| Benefit Description | You pay<br>After the calendar year deductible… |
|---|---|
| **Medical emergency** | |
| Plan benefits are paid for care you receive because of a medical emergency (non-accident) like a heart attack or stroke. | PPO: **Services in a physician's office--**$20 copayment (No deductible)<br><br>**Services outside the physician's office—**15% of the Plan allowance<br><br>Non-PPO: 15% of the Plan allowance and any difference between our allowance and the billed amount |
| If you receive outpatient care for your medical emergency in an urgent care center, we cover non-surgical physician services and supplies | PPO: $50 copayment per occurrence (No deductible)<br><br>Non-PPO: 25% of the Plan allowance and any difference between our allowance and the billed amount |
| **Ambulance** | |
| Professional ambulance service to the nearest facility equipped to handle the patient's condition, including air ambulance when medically necessary<br><br>Note: See 5(c) for non-emergency service. | PPO: 15% of the Plan allowance<br><br>Non-PPO: 15% of the Plan allowance and any difference between our allowance and the billed amount |
| *Not covered:*<br>• *Ambulance transport for your own or your family's convenience*<br>• *Ambulance transportation from the hospital to home* | *All charges* |

## Section 5(e). Mental health and substance abuse benefits

You need to get Plan approval (preauthorization) for services and follow a treatment plan we approve in order to get benefits. When you receive services as part of an approved treatment plan, cost-sharing and limitations for Plan mental health and substance abuse benefits are no greater than for similar benefits for other illnesses and conditions.

**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.
- The calendar year deductible or, for facility care, the inpatient copayment applies to almost all benefits in this Section. We added "(No deductible)" to show when the calendar year deductible does not apply.
- Be sure to read Section 4, *Your costs for covered services,* for valuable information about how cost-sharing works, with special sections for members who are age 65 or over. Also read Section 9 about coordinating benefits with other coverage, including with Medicare.
- Be sure to read Section 4, *Your costs for covered services*, for valuable information about how cost-sharing works. Also read Section 9 about coordinating benefits with other coverage, including with Medicare.
- **YOU MUST GET PREAUTHORIZATION FOR THESE SERVICES.** Benefits are payable only when we determine the care is clinically appropriate to treat your condition and only when you receive the care as part of a treatment plan that we approve. The treatment plan may include services, drugs, and supplies described elsewhere in this brochure. To be eligible to receive full benefits, you must follow the preauthorization process and get Plan approval of your treatment plan:
- Precertification to establish the medical necessity of your stay in a hospital, residential treatment center or other facility. Please see page 11 for information on how to precertify your care. If you do not precertify your stay, we will reduce our benefits by $500.
- Preauthorization to establish the medical necessity for all levels of outpatient or office care by your physician or other covered provider. Please see pages 11 and 12 for information on how to preauthorize your care.
- Review of continuing treatment to establish the medical necessity of your continuing treatment for all levels of outpatient or office care. Please see page 12, for information on how to get review of continuing treatment.
- 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.

| Benefit Description | You Pay<br>After the calendar year deductible… |
|---|---|
| **Note: The calendar year deductible applies to almost all benefits in this Section.<br>We say "(No deductible)" when it does not apply.** | |
| **Professional services** | |
| We cover professional services by licensed professional mental health and substance abuse practitioners when acting within the scope of their license, such as psychiatrists, psychologists, clinical social workers, licensed professional counselors, or marriage and family therapists. | Your cost-sharing responsibilities are no greater than for other illnesses or conditions. |
| Diagnosis and treatment of psychiatric conditions, mental illness, or mental disorders. Services include:<br>• Diagnostic evaluation<br>• Crisis intervention and stabilization for acute episodes<br>• Medication evaluation and management (pharmacotherapy)<br>• Psychological and neuropsychological testing necessary to determine the appropriate psychiatric treatment<br>• Treatment and counseling (including individual or group therapy visits)<br>• Diagnosis and treatment of alcoholism and drug abuse, including detoxification, treatment and counseling<br>• Professional charges for intensive outpatient treatment in a provider's office or other professional setting<br>• Electroconvulsive therapy | PPO: Services in a physician's office--$20 copayment (No deductible)<br>Services outside the physician's office--15% of the Plan allowance<br>Non-PPO: 25% of the Plan allowance and any difference between our allowance and the billed amount |
| **Diagnostics** | |
| • Outpatient diagnostic tests provided and billed by a licensed mental health and substance abuse practitioner<br>• Outpatient diagnostic tests provided and billed by a laboratory, hospital or other covered facility | PPO: 15% of the Plan allowance<br>Non-PPO: 25% of the Plan allowance any difference between our allowance and the billed amount |
| **Inpatient hospital or other covered facility** | |
| Inpatient services provided and billed by a hospital or other covered facility<br>• Room and board, such as semiprivate or intensive accommodations, general nursing care, meals and special diets, and other hospital services<br>• Inpatient diagnostic tests provided and billed by a hospital or other covered facility | PPO: $100 copayment for each inpatient stay<br>Non-PPO: $300 copayment for each inpatient stay and 20% of the covered charges |
| **Outpatient hospital or other covered facility** | |
| Outpatient services provided and billed by a hospital or other covered facility<br>• Services such as partial hospitalization, half-way house, residential treatment, full-day hospitalization, or facility-based intensive outpatient treatment<br>- Partial hospitalization includes a time-limited, ambulatory, active treatment program that:<br>- Offers intensive clinical services that are coordinated and structured in stable surroundings; and | PPO: 15% of the Plan allowance<br>Non-PPO: 30% of the Plan allowance and any difference between our allowance and the billed amount |

*Outpatient hospital or other covered facility - continued on next page*

| Benefit Description | You Pay<br>After the calendar year deductible… |
|---|---|
| **Outpatient hospital or other covered facility (cont.)** | |
| - Provides at least 20 hours of scheduled programs in a licensed or accredited facility over at least five days per week<br>- Intensive outpatient programs offer time-limited programs that:<br>- Are coordinated, structured and intensely therapeutic;<br>- Are designed to treat a variety of people with moderate to severe problems with at least one area of daily life because of a mental health or substance abuse condition; and<br>- Provide 3-4 hours of active treatment each day for at least 2-3 days a week | PPO: 15% of the Plan allowance<br><br>Non-PPO: 30% of the Plan allowance and any difference between our allowance and the billed amount |
| **Not covered** | |
| • *Services we have not approved*<br>• *All charges (including room and board) for chemical aversion therapy, conditioned reflex treatments, narcotherapy, and similar aversion treatments*<br>• *Counseling or therapy for educational or behavioral problems, mental retardation or learning disabilities*<br>• *Counseling or therapy services for marital problems*<br>• *Community based programs such as self-help groups or 12-step programs* | *All charges* |

## 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 the chart beginning on the page 49.
- All benefits are subject to the definitions, limitations and exclusions in this brochure and are payable only when we determine they are medically necessary.
- The calendar year prescription drug deductible is: $200 per person . This is a separate deductible from the Plan's calendar year deductible and applies to prescription drugs that you buy at any network or non-network retail drugstore or pharmacy.The prescription drug deductible applies to almost all benefits in this Section. We added ("No deductible") to show when the prescription drug deductible does not apply.
- The non-PPO benefits are the standard benefits of this Plan. PPO benefits apply only when you use a PPO provider. When no PPO provider is available, non-PPO benefits apply.
- Be sure to read Section 4, *Your costs for covered services,* for valuable information about how cost-sharing works, with special sections for members who are age 65 or over. Also read Section 9 about coordinating benefits with other coverage, including with Medicare.

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

**Who can write your prescription.** A licensed physician must write the prescription.

**Where you can obtain your prescription.** You may fill the prescription at a CVS Caremark participating pharmacy, a non-network pharmacy, or through the CVS Caremark mail service prescription program for a maintenance medication.

- **CVS Caremark participating pharmacy:** You may fill your prescription at any CVS Caremark participating pharmacy. To find a participating pharmacy near where you live, call CVS Caremark toll-free at 1-800-831-4440 or on the Internet at www.Caremark.com or through a link on our Website at www.nrlca.org. **You must show the pharmacy your Plan ID card (that includes the CVS Caremark logo) or a Caremark prescription drug card to receive the negotiated discount price.** You pay the coinsurance and any deductible, if applicable, for your prescription. You do not need to file a claim when you use a CVS Caremark participating pharmacy and show your Plan ID card or the Caremark prescription drug card. The participating pharmacy will file the claim with CVS Caremark for you. **Prescriptions you purchase at a CVS Caremark network pharmacy without using your ID card or a Caremark prescription drug card are at the full regular price charged by the pharmacy. If you do not show your ID card or Caremark prescription drug card at a participating pharmacy, you will need to file a claim with CVS Caremark.**
- **Non-participating pharmacy:** You may fill your prescription at any non-network pharmacy. You pay the full regular price for your prescription and then file a claim with CVS Caremark.
- **CVS Caremark mail service pharmacy:** You may fill your long-term prescription through the CVS Caremark mail service pharmacy. You will receive order forms and information on how to use the mail service prescription program from CVS Caremark. To order your prescription by mail: 1) complete the CVS Caremark order form; 2) enclose your prescription(s) and copayment(s); 3) mail your order to CVS Caremark, P O Box 659572, San Antonio, TX 78256-9572; and 4) allow approximately two weeks for delivery. You will receive order forms for refills and future prescription orders each time you use the mail service program. You can also order refills from the mail service program by telephone toll-free at 1-800-831-4440 or on the Internet at www.Caremark.com

**CVS Caremark's primary drug list**

CVS Caremark has a primary drug list for its mail service prescription program. The primary drug list is a list of preferred (not required) brand name prescription medications that are chosen based on their clinical effectiveness and cost. The primary drug list changes quarterly. If your physician believes a brand name drug is necessary that is not on CVS Caremark's primary drug list, you will pay a higher copayment for the non-preferred brand name drug. To request a copy of the current CVS Caremark Primary Drug List, call the CVS Caremark Customer Service Department toll-free at 1-800-831-4440 or go to our Website at www.nrlca.org and click on Insurance.

**These are the dispensing limitations.**

- You may purchase up to a 34-day supply of medication at any CVS Caremark participating pharmacy. There is a limit an the number of refills that you can buy at a CVS Caremark participating pharmacy for long-term maintenance medications (prescription medications that you take every day). You can buy an initial 34-day supply and two refills for long-term medications at a CVS Caremark participating pharmacy during any twelve month period. After you buy the initial supply and two refills at a CVS Caremark participating pharmacy, you must purchase your long-term medications through the CVS Caremark Mail Service pharmacy or a CVS Pharmacy to have the prescriptions covered by the Plan.
- There is also a 34-day supply limit for prescriptions that you buy at a non-participating pharmacy. In addition, you are limited to an initial 34 day supply plus two refills for long-term maintenance medications that you buy at a non-participating pharmacy. You pay the full regular price for any prescription that you buy at a non-participating pharmacy and then file a claim with CVS Caremark for reimbursement after you satisfy the annual $200 prescription drug deductible (see page 49).
- A generic equivalent will be dispensed if it is available, unless your physician specifically requires a brand name. If you receive a name brand drug when a Federally-approved generic drug is available, and your physician has not specified "Dispense as Written" (DAW) for the name brand drug, you have to pay the difference in copayment between the name brand drug and the generic.
- You may purchase up to a 90-day supply of a medication through the CVS Caremark mail service prescription program. If you request a refill before you use 75% of the medication (based on your physician's written directions for taking the medication), CVS Caremark will return the refill request to you. CVS Caremark follows generally accepted pharmacy standards when filling your prescriptions. These include Federal and state pharmacy regulations, the professional judgment of the pharmacist, and the usage recommendations of the drug manufacturer as approved by the U.S. Food and Drug Administration (FDA). If a Federally approved generic drug is available, CVS Caremark will substitute for a brand name drug unless your physician specifies that it is medically necessary that you receive the brand name drug. Certain types of prescription medications are not available through the mail service program such as:
  - Specially mixed (compounded) capsules and suppositories
  - Vaccines
  - Frozen medications
  - Dental products
  - Most medical devices
  - Infertility drugs
  - Medications specially wrapped in unit dose packaging

CVS Caremark will fill prescriptions for medications designated as Class II, III, IV, and V controlled substances by the FDA. However, Federal or state law may limit the supply of these medications to less than 90 days.

- If you have Medicare Part B, we do not waive your deductible or coinsurance for prescription drugs and supplies that you buy at a CVS Caremark participating pharmacy or at a non-participating pharmacy. However, your copayment is reduced for prescriptions that you order through the CVS Caremark mail service prescription program or at a CVS retail pharmacy.

**A generic equivalent will be dispensed if it is available**, unless your physician specifically requires a name brand. If you receive a name brand drug when a Federally-approved generic drug is available, and your physician has not specified Dispense as Written (DAW) for the name brand drug, you have to pay the difference in cost between the name brand drug and the generic.

**Why use generic drugs?** Generic drugs offer a safe and economic way to meet your prescription drug needs. The generic name of a drug is its chemical name; the name brand is the name under which the manufacturer advertises and sells a drug. Under Federal law, generic and name brand drugs must meet the same standards for safety, purity, strength, and effectiveness. Generic drugs contain the same active ingredients and are equivalent in strength and dosage to the original brand name product. All manufacturing and marketing of a generic drug is conducted following strict guidelines established by the U.S. Food and Drug Administration (FDA). No prescription drug can be sold in the U.S. without FDA approval. The manufacturing facilities of all drug companies, whether they make generic or brand name drugs, must pass stringent, regular inspections by the FDA. There is no difference between the standards set for drug companies that make brand name or generic medications. Many drug companies that make brand name drugs also make generic drugs. A generic prescription costs you -- and us -- less than a name brand prescription.

**When you do have to file a claim.** If you use a CVS Caremark participating pharmacy, the pharmacy will file the claim for you electronically. If you use a non-participating pharmacy, you will need to file a claim with CVS Caremark. Use the CVS Caremark prescription claim form and send your claim to:

**CVS Caremark**
**P O Box 52196**
**Phoenix AZ 85072-2196**

Claims for prescription drugs and supplies that are not ordered through the CVS Caremark mail service prescription program must include receipts that have the patient's name, the prescription number, name of the drug or supply, prescribing physician's name, date, charge, and pharmacy name. The pharmacist must sign any computer printout or pharmacy ledger. Prescription claims forms are available by calling toll-free 1-800-831-4440 or at our Website at www.nrlca.org

| Benefits Description | You Pay<br>After the calendar year deductible... |
|---|---|
| **Note: The calendar year deductible applies to almost all benefits in this Section.<br>We say "(No deductible)" when it does not apply.** | |
| **Covered medications and supplies** | |
| When you enroll in the Plan, you will receive a description of our prescription drug program, a combined prescription drug/Plan identification card, a mail service order form/patient profile and a preaddressed reply envelope for the mail service prescription program.<br><br>You may purchase the following medications and supplies prescribed by a physician from either a retail pharmacy or through the Mail Service Pharmacy:<br>• Drugs and medicines (including those administered during a non-covered admission or in a non-covered facility) that require a physician's prescription by Federal law of the United States, except those listed as *Not covered.*<br>• Insulin<br>• Needles and syringes for the administration of covered medications<br>• Contraceptive drugs and devices<br>• Colostomy and ostomy supplies (Network and Non-Network Retail only) | • Network Retail: 30% of cost<br>• Network Retail Medicare : 30% of cost<br>• Non-Network Retail: 30% of cost<br>• Non-Network Retail Medicare: 30% of cost<br>• Network Mail Service:<br>- Tier I: $10 generic (No deductible)<br>- Tier II: $28 brand name on primary drug list (No deductible)<br>- Tier III: $45 brand name not on primary drug list (No deductible)<br>• Network Mail Service when Medicare Part B pays first:<br>- Tier I: $10 generic (No deductible)<br>- Tier II: $18 brand name on primary drug list (No deductible)<br>- Tier III: $35 brand name not on primary drug list (No deductible)<br><br>Note: If there is no generic equivalent available, you will still have to pay the brand name copayment.<br><br>Note: For long-term maintenance medications, you are limited to the initial prescription and two refills at a Caremark participating (network) pharmacy or at a non-participating (non-network) pharmacy. You must use the Mail Service pharmacy or a CVS Pharmacy for a continuing supply of the medication after three fills. |

*Covered medications and supplies - continued on next page*

| Benefits Description | You Pay<br>After the calendar year deductible... |
|---|---|
| **Covered medications and supplies (cont.)** | |
| | Note: For long-term maintenance medications (90-day supply) purchased at a CVS Pharmacy, you pay the same copayments (No deductible) as the Network Mail Service Pharmacy. |
| If you are provided drugs directly by a physician or covered facility (not a pharmacy), including FDA-approved drugs and devices requiring a physician's prescription for the purpose of birth control;<br><br>If you do not use your prescription drug card to purchase needles and syringes for the administration of covered medications or diabetic supplies;<br><br>If you do not use your prescription drug card to purchase colostomy or ostomy supplies | 30% (No deductible) |
| Over-the-counter (OTC) nicotine replacement therapy or prescription drugs approved by the FDA to treat tobacco dependence are available with a doctor's written prescription only through the Mail Service Pharmacy or at a CVS Pharmacy. | Nothing (No deductible) for OTC and prescription drugs approved by the FDA to treat tobacco dependency. A doctor's written prescription is required. |
| *Not covered:*<br>• *Drugs and supplies for cosmetic purposes*<br>• *Drugs to treat impotence and sexual dysfunction*<br>• *Vitamins, nutrients and food supplements even if a physician prescribes or administers them*<br>• *Nonprescription (over-the-counter) medicines, except as noted above* | *All charges* |

## 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 payer of any benefit payments and your FEDVIP Plan is secondary to your FEHB Plan. See Section 9, *Coordinating benefits with other coverage.*
- The calendar year deductible is: $50 per person. The dental deductible applies to almost all benefits in this Section. We added "(No deductible)" to show when the calendar year deductible does not apply.
- Be sure to read Section 4, *Your costs for covered services*, for valuable information about how cost sharing works, with special sections for members who are age 65 or over. Also read Section 9 about coordinating benefits with other coverage, including with Medicare.
- Note: We cover a hospital stay for dental procedures only when a non-dental physical impairment exists which makes hospitalization necessary to safeguard the health of the patient. We cover the dental procedure under *Dental benefits* listed below. See Section 5(c) for inpatient hospital benefits.

| Benefit Description | You pay |
|---|---|
| **Accidental injury benefit** | |
| The Plan will pay for the treatment or repair (including root canal therapy and crowns) of an accidental injury to sound natural teeth (not from biting or chewing).<br><br>Note: We may request dental records, including x-rays, to verify the condition of your teeth before the accidental injury. Charges covered for dental accidents cannot be considered under Dental Benefits | PPO: 10% of Plan allowance (No deductible)<br><br>Non-PPO: 20% of the Plan allowance and any difference between our allowance and the billed amount (No deductible) |

**Dental Benefit Class A Schedule**

| Dental benefits | | |
|---|---|---|
| **Service** | | |
| The Plan pays actual charges for up to two preventive care visits per person each calendar year up to the scheduled Plan allowance (No deductible) | | All charges that exceed the Plan's scheduled allowance for the service |
| Oral exam | $12.50 twice each calendar year | |
| Prophylaxis, adult | $22.00 twice each calendar year | |
| Prophylaxis, child (thru age 14) | $15.00 twice each calendar year | |
| • with flouride treatment | $24.00 twice each calendar year | |
| Space maintainer | $88.00 | |
| Complete X-ray series | $34.00 | |
| Panoramic X-ray | $34.00 | |
| Single film X-ray | $5.50 | |
| Each additional X-ray film (up to 7) | $4.00 | |
| Bitewings - 2 films | $9.00 | |
| Bitewings - 4 films | $14.00 | |

**Dental Benefits Class B Schedule**

| Dental benefits | | |
|---|---|---|
| **Service** | | |
| After a deductible of $50 per person during the calendar year, the Plan pays actual charges up to the scheduled allowance for each service. There is no annual limit on the amount of services you receive. | | All charges that exceed the Plan's scheduled allowance for the service |
| **Restorations** | | |
| 1 surface deciduous | $12.50 | |
| 2 surface deciduous | $18.50 | |
| 3 surface deciduous | $23.50 | |
| 1 surface permanent | $14.00 | |
| 2 surface permanent | $20.50 | |
| 3 or more surface permanent | $26.50 | |
| Gold restoration | $103.50 | |
| **Extractions** | | |
| Single tooth | $16.00 | |
| Each additional tooth | $15.00 | |
| Pulp capping-direct | $9.50 | |
| Popultomy-vital | $21.00 | |
| **Root canal therapy** | | |
| This includes the actual root canal treatment and any replacements | | |
| One root | $106.00 | |
| Two roots | $126.00 | |
| Three or more roots | $170.00 | |
| **Periodontics** | | |
| Gingival curettage (per quadrant) | $26.50 | |
| **Crowns/abutments** | | |
| Resin and Resin with metal | $120.00 | |
| Porcelain | $113.50 | |
| Porcelain with gold | $120.00 | |
| Gold (full cast and 3/4 cast) | $120.00 | |
| Prefabricated resin and stainless steel | $21.50 | |
| **Pontics** | | |
| Porcelain and Porcelain with gold | $120.00 | |
| **Dentures** | | |
| Complete upper and lower | $126.00 | |
| Partial without bar | $138.00 | |
| Partial with bar | $157.00 | |
| Repairs (dentures and partials) | $14.00 | |
| Denture relining | $40.50 | |

## Section 5(h). Special features

| Special feature | Description |
|---|---|
| **Flexible benefits option** | Under the flexible benefits option, we determine the most effective way to provide services.<br>• We may identify medically appropriate alternatives to traditional care and coordinate other benefits as a less costly alternative benefit. 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. Until you sign and return the agreement, regular contract benefits will continue.<br>• 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.<br>• By approving an alternative benefit, we cannot guarantee you will get it in the future.<br>• 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.<br>• 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 benefits will resume if we do not approve your request.<br>• Our decision to offer or withdraw alternative benefits is not subject to OPM review under the disputed claims process. |
| **24 hour nurse line** | We provide Plan members and their eligible dependents with access to a 24-hour-a-day nurse help line through the Optum Nurse Line Program.<br>For any of your health concerns, 24-hours-a-day, 7-days a week, you may call Optum NurseLine toll-free at 1-866-796-1857 and talk with a registered nurse who will discuss treatment options and answer your health questions and concerns. |
| **Services for deaf and hearing impaired** | No benefit, except as shown in Section 5(a), Hearing services. |
| **Cancer treatment benefit** | We will pay 100% of the Plan allowance for drugs, services and supplies normally covered by the Plan for treatment of an illness diagnosed as cancer. The service or supply must be for the treatment of a malignancy. A diagnosis secondary to cancer is not covered under this benefit. |
| **Kidney (renal) dialysis benefit** | We will pay 100% of the Plan allowance for services, supplies and testing for kidney (renal) dialysis. This benefit applies to inpatient and outpatient kidney dialysis. |
| **Routine eye exam benefit** | We will pay up to $45 per person for one routine eye exam each calendar year.<br>Note: The itemized bill must show that you had a routine eye exam to qualify for this benefit. |
| **Reciprocity benefit** | No benefit |
| **High risk pregnancies** | No benefit |
| **Coventry Transplant Network** | Coventry Health Care has special arrangements with facilities to provide services for tissue and organ transplants. The Coventry Transplant Network is designed to give you the opportunity to access providers that demonstrate high quality medical care for transplant patients. |

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| | Note: If a qualified tissue/organ transplant is medically necessary and performed at a Coventry Transplant Network Facility, you may be eligible for benefits related to expenses for travel, lodging and meals for the transplant recipient and one family member or caregiver. We may also assist you and one family member or caregiver with travel and lodging arrangements.<br><br>Your physician can coordinate arrangements by calling a case manager in Coventry Health Care's Medical Management Department at 1-800-638-8432. For additional information regarding the Coventry Transplant Network, please call toll-free 1-800-638-8432. |
| **Healthy maternity program** | You have access to Coventry Health Care's Healthy Maternity Program, which provides educational material and support to pregnant women. Contact Customer Service toll-free at 1-800-638-8432 for more information. |
| **Disease management programs** | The Alere Health Management disease management programs are provided at no additional cost to you. These programs provide education and management programs through:<br>• Nurse support<br>• Education about the disease and how it affects your body<br>• Proper medical management that can help lead you to a healthier lifestyle<br><br>You and your physician remain in charge of your treatment plan.<br><br>The program is voluntary and provides education and management programs for the following common chronic medical conditions:<br>• Diabetes<br>• Asthma, including pediatric asthma<br>• Chronic Obstructive Pulmonary Disease (COPD)<br>• Coronary Artery Disease (CAD)<br>• Congestive Heart Failure (CHF)<br><br>For more information on the Alere Health Management programs, please call toll-free 1-800-227-3728.<br><br>In addition, there are Accordant Health Management programs for the following complex chronic medical conditions:<br>• Seizure disorders<br>• Rheumatoid Arthritis (RA)<br>• Multiple Sclerosis (MS)<br>• Crohn's Disease<br>• Parkinson's Disease<br>• Systemic Lupus Erythematosus (SLE)<br>• Myasthenia Gravis<br>• Sickle Cell Disease<br>• Cystic Fibrosis (CF)<br>• Hemophilia<br>• Scleroderma<br>• Gaucher Disease<br>• Polymyositis<br>• Amyotrophic Lateral Sclerosis (ALS-Lou Gehrig's Disease)<br>• Dermatomyositis |

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| | • Chronic Inflammatory Demyelinating Polyradiculoneuropathy (CIDP)<br><br>For more information on the Accordant Health Management programs, please call toll-free 1-866-380-6295.<br><br>Note: The Alere and Accordant Health Management programs are provided through CVS Caremark, the Plan's prescription benefit management company. |
| **Travel benefit/services overseas** | The Plan has an agreement with AIG Travel Guard to provide Plan members and their eligible dependents with a travel assistance program. If you or a family member becomes sick or injured while traveling more than 100 miles away from home, you can call AIG Travel Guard 24-hours-a-day, 7-days a week from anywhere in the world for assistance. You may call toll-free at 1-800-988-0638 or collect at 1-715-342-3548 when you are outside the United States. |
| **Lab Card program** | The Lab Card program gives you the option of having covered outpatient laboratory testing paid at 100%, if your covered provider sends your lab work to Lab One/Quest Diagnostics for processing.<br><br>The Lab Card is an optional program. If you or your provider chooses not to use Lab Card, you will not be penalized. You will simply receive the regular Plan benefit for lab tests (see page 22).<br><br>The Lab Card covers most outpatient laboratory testing covered by the Plan provided that the tests are ordered by a covered provider and processed by Lab One/Quest Diagnostics. Outpatient lab work covered by the Lab Card Program includes: blood tests (e.g., cholesterol, CBC, thyroid), urine testing (e.g., urinalysis), cytology and pathology (e.g., pap smear, biopsy) and cultures (e.g., throat culture).<br><br>The Lab Card does not cover: lab tests ordered during a hospital stay, lab work needed on an emergency (STAT) basis and time sensitive lab tests such as fertility testing, bone marrow studies and spinal fluid tests. Lab Card also does not cover x-rays, imaging tests (e.g., CT scans, MRI scans, PET scans), mammography, dental work or lab testing processed by another lab testing company.<br><br>For Lab Card services, please call toll-free 1-800-646-7788 or go to the Lab Card website at www.labcard.com. |
| **Diagnostic imaging program** | The Diagnostic Benefit Management (DBM) Imaging Program gives you the option of having CT, MRI and PET scans paid at 100%, if you choose to have your scan coordinated by and performed at one of DBM's nationwide network of contracted free-standing imaging centers.<br><br>Diagnostic Imaging from DBM is a voluntary program. If you choose not to utilize DBM, you will not be penalized. You will simply receive the regular Plan benefit for CT, MRI or PET scans (see Section 5(a), Lab, X-ray and other diagnostic tests).<br><br>The DBM Diagnostic Imaging Program does not cover exams other than CT, MRI and PET scans that are not coordinated and performed by the DBM nationwide network (e.g. in hospitals or emergency rooms not affiliated with DBM).<br><br>To access the diagnostic imaging benefits of DBM and their concierge service, including scheduling, call toll-free 1-800-331-5720 or go to the DBM website at www.diatri.net. |
| **Smoking cessation program** | The Smoking Cessation Benefit is provided through Free & Clear, a division of Alere Health Management. The program provides:<br>• Up to five proactive coaching classes and unlimited phone calls to Quit Coaches for 12 months for additional support<br>• A personalized quit plan developed by the Plan member with his or her Quit Coach |

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| | • Unlimited access to Web Coach, an online resource<br>• A printed smoking cessation guide mailed directly to the participant's home<br>• Decision support for tobacco cessation medications (nicotine replacement therapy (NCT), varenicline or buproprion)<br>• Prescription coverage including Chantix and Buproprion with no cost to the participant<br>• Opportunity to reenroll at the end of the program for participants that have not quit or need additional support<br><br>For additional information on the smoking cessation program or to enroll in the Quit for Life program, call Free & Clear toll-free at 1-866-784-8454. |

# Non-FEHB benefits available to Plan members

The benefits on this page 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 1-703-684-5552 or visit their Website at www.nrlca.org.

**Long term disability income insurance—**The Rural Letter Carrier Long Term Disability (RLCLTD) Income Plan through Mutual of Omaha Insurance Company protects an individual from being unable to work and earn a paycheck because of an illness or injury. The RLCLTD Plan is available to all active regular rural letter carriers who are members of the NRLCA. Premium rates are based on your age and benefit level selected. Please consult the NRLCA Voluntary Long Term Disability Income Protection Plan brochure at www.nrlca.org for detailed information or call toll-free 1-800-606-1071**.**

- Two benefit options with a waiting period
- Replacement of 50% or 60% of basic pay tax-free with benefits payable to age 65
- Premiums paid through payroll allotment

**Supplemental dental insurance—**The NRLCA Dental Plan through the Ameritas Group is available to all NRLCA members. The Plan features a schedule of benefits for a variety of dental care services. Benefits include:

- Diagnostic and Preventive Care
- Restorative Care
- Endodontic Care (Root Canal Therapy)
- Periodontic Care (Gum Disease)
- Prosthodontics Care (Crowns and Dentures)

This insurance plan is separate from the Federal Employees Dental and Vision Insurance Plan. Please consult the NRLCA Ameritas Dental Plan brochure at www.nrlca.org for detailed information or call toll-free 1-877-817-4805.

**Term life insurance--**The NRLCA Life Insurance Plan through Mutual of Omaha Insurance Company is available to actively employed members of the NRLCA under age 60. Premium rates are based on your age at time of approval for coverage and at each renewal date. Please consult the NRLCA Life Insurance Plan brochure at www.nrlca.org for detailed information or call toll-free 1-800-606-1071.

- Provides up to $200,000 of term life insurance coverage in $25,000 multiples
- Family life insurance coverage up to $50,000 for spouse and $10,000 per child

**EyeMed Vision Care Program--** Save up to 40% with your EyeMed Vision Care discount program. Members are eligible for discounts on exams, glasses and contact lenses at thousands of providers nationwide. Members have access to over 33,000 providers including optometrists, ophthalmologists, opticians and leading optical retailers such as: LensCrafters, participating Pearle Vision and Sears Optical locations, Target Optical, JCPenney Optical and many independents. For more information concerning the program or to locate a participating provider, visit the Plan's web site, www.nrlca.org/insurance/Coventry, select My Online Services (MOS). Once you have signed into MOS, select "Wellness Tools' and "Discount Programs" or call toll-free 1-800-638-8432.

**QualSight LASIK--** Brings members savings of 40% to 50% off the overall national average price for Traditional LASIK. QualSight's network of the nation's most experienced LASIK surgeons has collectively performed over 2.5 million procedures. Choose from over 800 locations nationwide for your free LASIK consultation to find out if you are a candidate for this life changing procedure. Flexible financing options and Lifetime Assurance plans are available. To locate a provider near you call toll-free 1-877-213-3937 or visit www.QualSight.com/-Coventry for more information.

For further information on any of the above benefits, contact the NRLCA Insurance Department at:

**NRLCA Group Insurance Department**
**1630 Duke Street, 2nd Floor**
**Alexandria VA 22314-3466**
**1-703-684-5552**

*Benefits on this page are not part of the FEHB contract.*

# Section 6. General exclusions – things we don't cover

**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. Even if a covered provider prescribes, recommends, or approves a service or supply does not make it medically necessary or eligible for coverage.**

We do not cover the following:

- Services, drugs, or supplies you receive while you are not enrolled in this Plan;
- Services, drugs or supplies for which no charge would be made if the covered individual had no health insurance coverage.
- Services, drugs, or supplies not medically necessary.
- Services, drugs, or supplies not required according to accepted standards of medical, dental, or psychiatric practice;
- Services, drugs, or supplies for "Never Events". Never Events are errors in patient care that can and should be prevented. The Plan will follow the policies of the Centers for Medicare and Medicaid Services (CMS) for Never Events. The Plan will not cover care that falls under the CMS policies. For additional information, visit www.cms.gov, and enter Never Events in the search box;
- Experimental or investigational procedures, treatments, drugs or devices;
- Services, drugs, or supplies related to clinical trials for extra care costs and research costs (see definitions);
- 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 related to sex transformations, sexual dysfunction or impotence;
- Services, drugs, or supplies you receive from a provider or facility barred from the FEHB Program; or
- Services, drugs, or supplies you receive without charge while in active military service;
- Services, drugs, or supplies furnished by immediate relatives or household members, such as spouse, parents, children, brothers or sisters by blood, marriage, or adoption;
- Services, drugs, or supplies furnished by a facility not covered under the Plan, except that medically necessary prescription drugs and physical, speech and occupational therapy rendered by a qualified professional therapist on an outpatient basis are covered subject to Plan limits;
- Any part of a provider's fee or charge that you would ordinarily pay but is waived by the provider. If a provider routinely waives (does not require you to pay) a deductible or coinsurance, we will calculate the actual provider fee or charge by reducing the fee or charge by the amount waived;
- 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 page 17), doctor's charges exceeding the amount specified by the U. S. Department of Health and Human Services when benefits are payable under Medicare (limiting charge, see page 17) or State premium taxes however applied;
- Custodial care;
- Services, drugs, or supplies related to weight control or any treatment of obesity except surgery for morbid obesity;
- Nonmedical services such as social services and recreational, educational, visual, and nutritional counseling;
- Non-surgical treatment of temporomandibular joint (TMJ) dysfunction including dental appliances, study models, splints and other devices;
- Services, drugs, or supplies for cosmetic purposes, except repair of accidental injury;
- Charges for completion of reports or forms;
- Charges for interest on unpaid balances;

- Charges for missed or canceled appointments;
- Charges for telephone consultations, conferences, or treatment by telephone, mailings, faxes, e-mails or any other communication to or from a hospital or covered provider;
- Biofeedback, conjoint therapy, hypnotherapy, and milieu therapy;
- Preventive medical care and services, except those provided under Preventive care adult and Preventive care children in Section 5(a);
- Private duty nursing care that you receive during a hospital stay;
- Any services you receive related to a learning disability;
- Breast implants (except after mastectomy), injections of silicone or other substances, and all related charges;
- Eyeglasses or contact lenses (except as covered under Vision services in Section 5(a); or
- Services and supplies not specifically listed as covered.

Note: Exclusions that are primarily identified with a single benefit category are listed along with that benefit category, but may apply to other categories.

# Section 7. Filing a claim for covered services

**How to claim benefits**

To obtain claim forms or other claims filing advice or answers about our benefits, contact us at 1-800-638-8432 or at our Website at http://rcbp.coventryhealthcare.com.

In most cases, providers and facilities file claims for you. Your physician must file on the form CMS-1500, Health Insurance Claim Form. Your facility will file on the UB-04 form. For claims questions and assistance, call us at 1-800-638-8432.

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. Send your claims to:

**Rural Carrier Benefit Plan**
**P O Box 7404**
**London KY 40742-7404**

Bills and receipts should be itemized and show:

- Name of patient, date of birth and relationship to enrollee;
- Plan identification number of the enrollee;
- Name and address of person or firm providing the service or supply;
- Dates that services or supplies were furnished;
- Diagnosis;
- Valid medical or dental code and/or description of each service or supply; and
- The charge for each service or supply.

**Note: Canceled checks, cash register receipts, or balance due statements are not acceptable substitutes for itemized bills.**

In addition:

- Generally, you need to complete only one claim form each calendar year. You should also complete a new claim form if the claim is for an accidental injury, your mailing address changes, or if your other insurance/Medicare coverage changes.
- 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. See Section 9 for Medicare claims.
- Bills for private duty nursing care in the home must show that the nurse providing the care is a Registered (RN) or Licensed Practical Nurse (LPN). You should also include a copy of the initial history and physical from the attending physician indicating the duration and frequency of the nursing care along with the nursing notes.
- Claims for rental or purchase of durable medical equipment must include the price of the equipment, a prescription and a written statement from the physician specifying the medical necessity, including the diagnosis, and the estimated length of time needed.
- Claims for physical, occupational, and speech therapy must include the initial evaluation and treatment plan along with the length of time that the therapy is needed. Progress (therapy) notes from the therapist(s) for each date of service are also required.
- Claims for dental care must include a copy of the itemized bill from the dentist (including the information above) and the dentist's Federal Tax ID number. The Plan does not have a separate dental claim form.

- Claims for alternative treatment services (e.g., chiropractic care, acupuncture) must include a copy of the itemized bill from the provider of the care (including the information above) and the provider's Federal Tax ID number.

**Please see *Prescription drug benefits,* Section 5(f), for instructions on how to file a claim for prescription drugs that you buy at a non-participating (non-network) retail pharmacy.**

**Urgent care claims procedures**

If you have an urgent care claim, please contact our Customer Service Department at 1-800-638-8432. Urgent care claims must meet the definition found in Section 10 of this brochure, and most urgent care claims will be claims for access to care rather than claims for care already received. We will notify you of our decision not later than 24 hours after we receive the claim as long as you provide us with sufficient information to decide the claim. If you or your authorized representative fails to provide sufficient information to allow us to, we will inform you or your authorized representative of the specific information necessary to complete the claim not later than 24 hours after we receive the claim and a time frame for our receipt of this information. We will decide the claim within 48 hours of (i) receiving the information or (ii) 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 a written or electronic notification within three days of oral notification.

**Concurrent care claims procedures**

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 as an appealable decision. 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.

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, then we will make a decision within 24 hours after we receive the claim.

**Pre-service claims procedures**

As indicated in Section 3, certain care requires Plan approval in advance. We will notify you of our decision within 15 days after the 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 before the expiration 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.

If you fail to follow these pre-service claim procedures, then we will notify you of your failure to follow these procedures as long as (1) your request is made to our customer service department and (2) your request names you, your medical condition or symptom, and the specific treatment, service, procedure, or product requested. We will provide this notice within five days following the failure or 24 hours if your pre-service claim is for urgent care. Notification may be oral, unless you request written correspondence.

**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.

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| **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 the documents for your claim as soon as possible. You should submit your claim in no case more than two years from the date you receive the care. We can extend this deadline if you were prevented from filing your claim by administrative operations of Government or legal incapacity, provided you file the claim as soon as reasonably possible. Once we pay benefits, there is a three-year limitation on reissuing uncashed checks. |
| **Overseas claims** | Follow the same procedures when submitting claims for overseas (foreign) services as you would when submitting claims for stateside services. Claims for overseas services should include an English translation. Charges should be converted to U.S. dollars using the exchange rate applicable on the date the care was received. |
| **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 health care 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. |

# Section 8. The disputed claims process

Please follow this Federal Employees Health Benefits Program disputed claims process if you disagree with our decision on your claim or request for services, drugs, or supplies – including a request for preauthorization/prior approval required by Section 3. You may appeal to the U.S. Office of Personnel Management (OPM) immediately if we do not follow the particular requirements of this disputed claims process. For more information about situations in which you are entitled to immediately appeal and how to do so, please visit: http://rcbp.coventryhealthcare.com

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.

| Step | Description |
|---|---|
| **1** | Ask us in writing to reconsider our initial decision. You must:<br><br>a) Write to us within 6 months from the date of our decision; and<br><br>b) Send your request to us at: Rural Carrier Benefit Plan, P O Box 7404, London, KY 40742-7404; and<br><br>c) Include a statement about why you believe our initial decision was wrong, based on specific benefit provisions in this brochure; and<br><br>d) Include copies of documents that support your claim, such as physicians' letters, operative reports, bills, medical records, and explanation of benefits (EOB) forms.<br><br>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. |
| **2** | We have 30 days from the date we receive your request to:<br><br>a) Pay the claim (or, if applicable, arrange for the health care provider to give you the care) or precertify your hospital stay or grant your request for prior approval for a service, drug, or supply); or<br><br>b) Write to you and maintain our denial - go to step 4; or<br><br>c) Ask you or your provider for more information. If we ask your provider, we will send you a copy of our request—go to step 3. |
| **3** | 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.<br><br>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.<br><br>We will write to you with our decision.<br><br>In the case of an appeal of an urgent care claim, we will notify you of our decision not later than 72 hours after receipt of your reconsideration request. We will hasten the review process, which allows oral or written requests for appeals and the exchange of information by telephone, electronic mail, facsimile, or other expeditious methods. |
| **4** | If you do not agree with our decision, you may ask OPM to review it.<br><br>You must write to OPM within<br>• 90 days after the date of our letter upholding our initial decision; or<br>• 120 days after you first wrote to us - if we did not answer that request in some way within 30 days; or<br>• 120 days after we asked for additional information.<br><br>Write to OPM at: United States Office of Personnel Management, Insurance Operations, Health Insurance 2, 1900 E Street, NW, Washington, DC 20415-3620.<br><br>Send OPM the following information: |

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| | • A statement about why you believe our decision was wrong, based on specific benefit provisions in this brochure;<br>• Copies of documents that support your claim, such as physicians' letters, operative reports, bills, medical records, and explanation of benefits (EOB) forms;<br>• Copies of all letters you sent to us about the claim;<br>• Copies of all letters we sent to you about the claim; and<br>• Your daytime phone number and the best time to call.<br>• 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.<br><br>Note: If you want OPM to review more than one claim, you must clearly identify which documents apply to which claim.<br><br>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 health care professional with knowledge of your medical condition may act as your authorized representative without your express consent.<br><br>Note: The above deadlines may be extended if you show that you were unable to meet the deadline because of reasons beyond your control. |
| **5** | 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 within 60 days. There are no other administrative appeals.<br><br>If you do not agree with OPM's decision, your only recourse is to sue. 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.<br><br>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.<br><br>You may not sue 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. |

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 1-800-638-8432. We will hasten 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 Health Insurance 2 at 1-202-606-3818 between 8 a.m. and 5 p.m. Eastern Time.

# Section 9. Coordinating benefits with other coverage

**When you have other health coverage**

You must tell us if you or a covered family member has coverage under any other health plan or has automobile insurance that pays health care 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' guidelines.

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

When we are the secondary payor, we will determine our allowance. After the primary plan pays, we will pay what is left of our allowance, up to our regular benefit. We will not pay more than our allowance.

Please see Section 4, *Your costs for covered services*, for more information about how we pay claims.

**What is Medicare?**

Medicare is a health insurance program for:

- People 65 years of age or older;
- Some people with disabilities under 65 years of age; and
- People with End-Stage Renal Disease (permanent kidney failure requiring dialysis or a transplant).

Medicare has four parts:

- Part A (Hospital Insurance). Most people do not have to pay for Part A. If you or your spouse worked for at least 10 years in Medicare-covered employment, you should be able to qualify for premium-free Part A insurance. (If you were a Federal employee at any time both before and during January 1983, you will receive credit for your Federal employment before January 1983.) Otherwise, if you are age 65 or older, you may be able to buy it. Contact 1-800-MEDICARE (1-800-633-4227), (TTY 1-877-486-2048) for more information.
- Part B (Medical Insurance). Most people pay monthly for Part B. Generally, Part B premiums are withheld from your monthly Social Security check or your retirement check.
- Part C (Medicare Advantage). You can enroll in a Medicare Advantage Plan to get your Medicare benefits. Please review the information on coordinating benefits with Medicare Advantage Plans on the next page.
- Part D (Medicare prescription drug coverage). There is a monthly premium for Part D coverage. If you have limited savings and a low income, you may be eligible for Medicare's Low-Income Benefits. For people with limited income and resources, extra help in paying for a Medicare prescription drug plan is available. Information regarding this program is available through the Social Security Administration (SSA). For more information about this extra help, visit SSA online at www.socialsecurity.gov, or call them at 1-800-772-1213, (TTY 1-800-325-0778). Before enrolling in Medicare Part D, please review the important disclosure notice from us about the FEHB prescription drug coverage and Medicare. The notice is on the first inside page of this brochure. The notice will give you guidance on enrolling in Medicare Part D.

- **Should I enroll in Medicare?**

The decision to enroll in Medicare is yours. We encourage you to apply for Medicare benefits 3 months before you turn age 65. It's easy. Just call the Social Security Administration toll-free number 1-800-772-1213, (TTY 1-800-325-0778) to set up an appointment to apply. If you do not apply for one or more Parts of Medicare, you can still be covered under the FEHB Program.

If you can get premium-free Part A coverage, we advise you to enroll in it. Most Federal employees and annuitants are entitled to Medicare Part A at age 65 **without cost**. When you don't have to pay premiums for Medicare Part A, it makes good sense to obtain the coverage. It can reduce your out-of-pocket expenses as well as costs to the FEHB, which can help keep FEHB premiums down.

Everyone is charged a premium for Medicare Part B coverage. The Social Security Administration can provide you with premium and benefit information. Review the information and decide if it makes sense for you to buy the Medicare Part B coverage. If you do not sign up for Medicare Part B when you are first eligible, you may be charged a Medicare Part B late enrollment penalty of a 10% increase in premium for every 12 months you are not enrolled. If you didn't take Part B at age 65 because you were covered under FEHB as an active employee (or you were covered under your spouse's group health insurance plan and he/she was an active employee), you may sign up for Part B (generally without an increased premium) within 8 months from the time you or your spouse stop working or are no longer covered by the group plan. You also can sign up at any time while you are covered by the group plan.

If you are eligible for Medicare, you may have choices in how you get your health care. Medicare Advantage is the term used to describe the various private health plan choices available to Medicare beneficiaries. The information in the next few pages shows how we coordinate benefits with Medicare, depending on whether you are in the Original Medicare Plan or a private Medicare Advantage plan.

**(Please refer to page 19 for information about how we provide benefits when you are age 65 or older and do not have Medicare.)**

- **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 except you do not need to get a hospital stay approved when Medicare pays first. We do not require preauthorization and concurrent review of mental health and substance abuse treatment when Medicare Part B pays first. However, when Medicare stops paying benefits for any reason, you must follow our precertification, preauthorization and concurrent review procedures.

**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 1-800-638-8432.

**We waive some costs if the Original Medicare Plan is your primary payor** – When Original Medicare is the primary payor, we will waive some out-of-pocket costs as follows:

- Medical services and supplies provided by physicians and other health care professionals. If you are enrolled in Medicare Part B, we will waive our $350 calendar year deductible and coinsurance for PPO services or the $400 calendar year deductible and coinsurance for non-PPO services and pay the Part B deductible for you.

NOTE: We do not waive the $200 deductible for prescription drug expenses when the medication is purchased at a retail pharmacy.

- Services and supplies provided in a hospital or other covered facility. If you are enrolled in Medicare Part A, we will waive our $100 hospital copayment for a stay in a PPO hospital or our $300 per admission hospital copayment and coinsurance for a stay in a non-PPO hospital and pay the Part A deductible for you.

- **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**

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. We will still limit our payment to the amount we would have paid after Original Medicare's payment. 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 health care 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 1-800-486-2048) or at 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, but 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 a 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 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.)**

| Primary Payor Chart | | |
|---|---|---|
| **A. When you - or your covered spouse - are age 65 or over and have Medicare and you...** | **The primary payor for the individual with Medicare is...** | |
| | **Medicare** | **This Plan** |
| 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 disability benefits for six months or more | ✓* | |
| **B. When you or a covered family member...** | | |
| 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 **(30-month coordination period)** | | ✓ |
| • 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 **(for 30 month coordination period)** | | ✓ |
| • 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 **(for the 30 month coordination period)** | | ✓ |
| • Medicare based on ESRD **(after the 30 month coordination period)** | ✓ | |
| **C. When either you or a covered family member are eligible for Medicare solely due to disability and you...** | | |
| 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 | ✓ | |
| **D. When you are covered under the FEHB Spouse Equity provision as a former spouse** | ✓ | |

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

**TRICARE and CHAMPVA**

TRICARE is the health care 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 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**

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.

Once OWCP or similar agency pays its maximum benefits for your treatment, we will cover your care.

**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 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**

We have the right to recover payment we have made to you or on your behalf from any recovery you receive because of illness or injury caused by the act or omission of a third party (another person or organization). In these circumstances, any payments that we make are conditional in nature, and are subject to the following requirements:

If you do not seek damages you must agree to let us try. This is called subrogation. We are also subrogated to your present and future claims against the third party.

Furthermore, if you suffer an injury or illness through the act or omission of a third party, you agree:

- To reimburse us for benefits paid up to the recovery amount from any and all recoveries that you receive; and
- That we are subrogated to your rights to the extent of benefits paid, including the right to bring suit.

All recoveries you receive for damages, from whatever source and however characterized, must be used to reimburse us for benefits we paid for the injury. Unless we agree in writing to a reduction, you cannot reduce our share of the recovery because you do not receive the full amount of damages claimed (for example, you were not "made whole"), or some other reason (such as the "common fund" doctrine).

If we invoke this provision:

- We will pay benefits for the injury or illness as long as you:
  - Take no action to prejudice our ability to recover benefits and;
  - Reasonably assist us in recovery.
- Our reimbursement right extends only to the amount we paid or would pay because of the injury or illness.
- We may insist on a proceeds assignment and may withhold payment of benefits otherwise due until the assignment is provided. Failure to request or obtain assignment prior to us paying benefits will in no way diminish our rights of reimbursement and subrogation.

We will have a lien on the proceeds of your claim to the third party to reimburse ourselves the full amount of benefits we have paid or may pay. Our lien will apply to any and all recoveries for the claim and will be satisfied in full out of the proceeds before the satisfaction of any individual's claim.

You are required to notify us promptly of any claim that you may have for damages as a result of the act or omission of a third party, for which we have paid or may pay benefits. In addition, you are required to notify us promptly of any recovery that you obtain, and you are required to reimburse us from that recovery in full for the benefits paid. Any reduction in our lien for costs including attorney's fees or any other costs associated with obtaining that recovery must be approved by us prior to payment.

**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 on BENEFEDS.com, 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**

If you are a participant in a clinical trial, this 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 trial. This Plan does not cover these costs.

## Section 10. Definitions of terms we use in this brochure

**Acupuncture** — The practice of insertion of needles into specific exterior body locations to relieve pain, to induce surgical anesthesia, or for therapeutic purposes.

**Admission** — The period from your entry (admission) into a hospital or other covered facility until your discharge. In counting days of inpatient care, the date of entry and the date of discharge are counted as the same day.

**Calendar year** — 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.

**Chiropractic** — A system of therapy that attributes disease to abnormal function of the nervous system and attempts to restore normal function by manipulation of the spinal column and other body structures.

**Clinical Trials Cost Categories**

- 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.
- 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 part of the patient's routine care.
- 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.

**Coinsurance** — Coinsurance is the percentage of our allowance that you must pay for your care. You may also be responsible for additional amounts. See page 14.

**Convenient care clinic** — A small healthcare facility, usually located in a high-traffic retail outlet, with a limited pharmacy, that provides non-emergency basic healthcare services on a walk-in basis. Examples of a convenient care clinic include MinuteClinic in CVS pharmacy locations and Take Care Clinic in Walgreens pharmacy locations. Urgent care clinics are not considered to be convenient care clinics.

**Copayment** — A copayment is a fixed amount of money you pay when you receive covered services. See page 14.

**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.

**Covered services** — Services we provide benefits for, as described in this brochure.

**Custodial care** — Treatment or services, no matter who recommends them or where you receive them, which a person without medical skills can provide safely and reasonably. In addition, treatment and services designed mainly to help the patient with daily living activities. These include:

- personal care like help in: walking; getting in and out of bed; bathing; eating (by spoon, gastrostomy or tube); exercising; dressing
- homemaking services, like preparing meals or special diets
- moving the patient
- acting as a companion or sitter
- supervising the taking of medication that can usually be self-administered; or
- treatment or services that anyone can perform with minimal training like recording temperature, pulse and respirations or administering and monitoring a feeding system.

We determine what treatments or services is custodial care.

**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 those services. See page 14.

**Experimental or investigational services**

A drug, device or biological product is experimental or investigational if the drug, device or biological product cannot be lawfully marketed without the approval of the U.S. Food and Drug Administration (FDA) and approval for marketing has not been given at the time it is furnished to you. Approval means all forms of acceptance by the FDA.

A medical treatment or procedure, or a drug, device or biological product is experimental or investigational if:

- reliable evidence shows that it is the subject of on-going phase I, II or III clinical trials or under study to determine its maximum tolerated dose, its toxicity, its safety, its efficacy, or its efficacy as compared with the standard means of treatment or diagnosis; or
- reliable evidence shows that the consensus of opinion among experts regarding the drug, device, or biological product or medical treatment or procedure is that further studies or clinical trials are necessary to determine its maximum tolerated dose, its toxicity, its safety, its efficacy or its efficacy as compared with the standard means of treatment or diagnosis.

Reliable evidence shall mean only published reports and articles in the authoritative medical and scientific literature; the written protocol or protocols used by the treating facility or the protocol(s) of another facility studying substantially the same drug, device, or medical treatment or procedure; or the written informed consent used by the treating facility or by another facility studying substantially the same drug, device or medical treatment or procedure.

**Health care professional**

A physician or other health care professional licensed, accredited, or certified to perform specified health services consistent with state law.

**Home health care agency**

A public agency or private organization under Medicare that is licensed as a home health care agency by the State and is certified as such.

**Home health care plan**

A plan of continued care and treatment when you are under the care of a physician, and when certified by the physician that, without the home health care, confinement in a hospital or skilled nursing facility would be required.

**Hospice care program**

A coordinated program of home or inpatient pain control and supportive care for a terminally-ill patient and the patient's family. Care is provided by a medically supervised team under the direction of an independent hospice administration that we approve.

**Hospital stay**

An admission (or series of admissions separated by less than 60 days) to a hospital as an inpatient for any illness or injury. You start a new hospital stay: (1) when the admission is for a cause unrelated to the previous admission; (2) when an employee returns to work for at least one day before the next admission; or (3) when the hospital stays are separated by at least 60 days for a dependent or retiree.

**Long term rehabilitation therapy**

Physical, speech, and occupational therapy, which can be expected to last longer than a two month period in order to achieve a significant improvement in your condition.

**Medical necessity**

Services, supplies, drugs or equipment provided by a hospital or covered provider of the health care services that we determine:

- are appropriate to diagnose or treat the patient's condition, illness or injury;
- are consistent with standards of good medical practice in the United States;
- are not primarily for the personal comfort or convenience of the patient, the family, or the provider;

- are not a part of or associated with the scholastic or vocational training of the patient; and
- in the case of inpatient care, cannot be provided safely in an outpatient setting.

The fact that a covered provider prescribes, recommends, or approves a service, supply, drug or equipment does not, by itself, make it a medical necessity.

**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 allowance as follows:

**PPO Providers** – Our Plan allowance is a negotiated amount between the Plan and the provider. We base our coinsurance on this negotiated amount, and the provider has agreed to accept the negotiated amount as full payment for any covered services rendered. This applies to all benefits in Section 5 of this brochure.

**Non-PPO Providers** – Our Plan allowance is the lesser of: (1) the provider's billed charge; or (2) the Plan's out-of-network (OON) fee schedule amount. The Plan's OON fee schedule amount is equal to the 90th percentile amount for the charges listed in the Prevailing Healthcare Charges System, administered by Fair Health, Inc. The OON fee schedule amounts vary by geographic area in which services are furnished. We base our coinsurance of this OON fee schedule amount. This applies to all benefits in Section 5 of this brochure.

For certain services, exceptions may exist to the use of the OON fee schedule to determine the Plan's allowance for non-PPO providers, including, but not limited to, the use of Medicare fee schedule amounts. For claims governed by OBRA '90 and ''93, the Plan allowance will be based on Medicare allowable amounts as is required by law. For claims where the Plan is the secondary payer to Medicare (Medicare COB situations), the Plan allowance is the Medicare allowable charge.

The plan allowance for OON emergency services is determined by taking the greatest of: (1) the median in-network rate; (2) the usual, customary and reasonable rate (or similar rate determined using the plans or issuer's general formula for determining payments for OON services); or (3) the Medicare rate.

**Post-service claims**

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.

**Pre-service claims**

Those claims (1) that require precertification, prior approval, or a referral and (2) where failure to obtain precertification, prior approval, or a referral results in a reduction of benefits.

**Prosthetic device**

An artificial substitute for a missing body part, such as an arm or a leg, used for functional reasons, because a part of the body is permanently damaged, is absent or is malfunctioning. A prosthetic device is surgically inserted or physically attached to the body to restore a bodily function or replace a physical portion of the body.

**Routine testing/screening**

Healthcare services you receive from a covered provider without any apparent signs or symptoms of an illness, injury or disease.

**Urgent care claims**

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:

- Waiting could seriously jeopardize your life or health;
- Waiting could seriously jeopardize your ability to regain maximum function; or
- 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.

| | |
|---|---|
| | Urgent care claims usually involve Pre-service claims and not Post-service claims. We will judge whether a claim is an urgent care claim by applying the judgment of a prudent layperson who possesses an average knowledge of health and medicine.<br><br>If you believe your claim qualifies as an urgent care claim, please contact our Customer Service Department at 1-800-638-8432. 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. |
| **Urgent care clinic** | An ambulatory care center, outside of a hospital emergency department, that provides emergency treatment on a walk-in basis for medical conditions that are not life threatening, but need prompt attention. |
| **Us/We** | Us and We refer to the Rural Carrier Benefit Plan. |
| **You** | You refers to the enrollee and each covered family member. |

# Section 11. FEHB Facts

**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.

- **Where you can get information about enrolling in the FEHB Program**

  See www.opm.gov/insure/health 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 who participate in Employee Express
  - A link to Employee Express
  - Information on and links to other electronic enrollment systems

  Also, your employing or retirement office can answer your questions, and give you a *Guide to Federal Benefits,* brochures for other plans, 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 don't 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.

- **Types of coverage available for you and your family**

  Several provisions of the Affordable Care Act (ACA) affect the eligibility of family members under the FEHB Program effective January 1, 2011.

| Children | Coverage |
|---|---|
| Between ages 22 and 26 | Children between the ages of 22 and 26 are covered under their parent's Self and Family enrollment up to age 26. |
| Married Children | Married children (but **NOT** their spouse or their own children) are eligible for coverage up to age 26. This is true even if the child is currently under age 22. |
| Children with or eligible for employer-provided health insurance | Children who are eligible for or have their own employer-provided health insurance are eligible for coverage up to age 26. |
| Stepchildren | Stepchildren do not need to live with the enrollee in a parent–child relationship to be eligible for coverage up to age 26. |
| Children Incapable of Self-Support | 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. |
| Foster Children | Foster children are eligible for coverage up to age 26. |

You can find additional information at www.opm.gov/insure.

Self Only coverage is for you alone. Self and Family coverage is for you, your spouse, and your children under age 26, including any foster children or stepchildren your employing or retirement office authorizes coverage for. 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 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 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 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 marry.

Your employing or retirement office will **not** notify you when a family member is no longer eligible to receive benefits, nor will we. Please tell us immediately when you add or remove family members from your coverage for any reason, including your marriage, divorce, annulment or when your child under age 26 turns age 26 .

If you or one of your family members is enrolled in one FEHB plan, that person may not be enrolled in or covered as a family member by another FEHB plan.

- **Children's Equity Act**

OPM has implemented the Federal Employees Health Benefits Children's Equity Act of 2000. This law mandates that you be enrolled for 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 for 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 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 and Family coverage in the Blue Cross and Blue Shield Service Benefit Plan's Basic Option;
- 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 and Family 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 and Family in the Blue Cross and Blue Shield Service Benefit Plan's Basic Option.

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 doesn't 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 doesn't serve the area in which your children live as long as the court/administrative order is in effect. 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 paid according to the 2011 benefits of your old plan or option.** However, if your old plan left the FEHB Program at the end of the year, you are covered under that plan's 2010 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 benefits of the Plan during the continuance of the confinement but not beyond the 60th day after the end of the the 31 day temporary extension.

You may be eligible for spouse equity coverage or Temporary Continuation of Coverage (TCC), or a conversion policy (a non-FEHB individual policy).

**Upon divorce**

If you are divorced from a Federal employee or annuitant, you may not continue to get benefits 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 RI 70-5, the *Guide to Federal Benefits for Temporary Continuation of Coverage and Former Spouse Enrollees,* or other information about your coverage choices. You can also download the guide from OPM's Web site, www.opm.gov/insure/health.

**Temporary Continuation of Coverage (TCC)**

If you leave Federal service, 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 job, if you are a covered dependent child and you turn 26, regardless of marital status, etc.

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

**Enrolling in TCC.** Get the RI 79-27, which describes TCC, and the RI 70-5, the *Guide to Federal Benefits for Temporary Continuation of Coverage and Former Spouse Enrollees,* from your employing or retirement office or from www.opm.gov/insure/health. It explains what you have to do to enroll.

**Converting to individual coverage**

You may convert to a non-FEHB individual policy if:

- Your coverage under TCC or the spouse equity law ends (If you canceled your coverage or did not pay your premium, you cannot convert);
- You decided not to receive coverage under TCC or the spouse equity law; or
- You are not eligible for coverage under TCC or the spouse equity law.

If you leave Federal service, your employing office will notify you of your right to convert. You must apply in writing to us 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 apply in writing to us 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, and we will not impose a waiting period or limit your coverage due to pre-existing conditions.

**Getting a Certificate of Group Health Plan Coverage**

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) is a Federal law that offers limited Federal protections for health coverage availability and continuity to people who lose employer group coverage. If you leave the FEHB Program, we will give you a Certificate of Group Health Plan Coverage that indicates how long you have been enrolled with us. You can use this certificate when getting health insurance or other health care coverage. Your new plan must reduce or eliminate waiting periods, limitations, or exclusions for health related conditions based on the information in the certificate, as long as you enroll within 63 days of losing coverage under this Plan. If you have been enrolled with us for less than 12 months, but were previously enrolled in other FEHB plans, you may also request a certificate from those plans.

For more information, get OPM pamphlet RI 79-27, *Temporary Continuation of Coverage (TCC) under the FEHB Program*. See also the FEHB Web site at www.opm.gov/insure/health; refer to the "TCC and HIPAA" frequently asked questions. These highlight HIPAA rules, such as the requirement that Federal employees must exhaust any TCC eligibility as one condition for guaranteed access to individual health coverage under HIPAA, and information about Federal and State agencies you can contact for more information.

# Section 12. Three Programs complement FEHB benefits

**Important information**

OPM wants to be sure you are aware of three programs that complement the FEHB Program.

First, the **Flexible Spending Account Program**, provided by the U.S. Postal Service, lets you set aside pre-tax money from your salary to reimburse you for eligible dependent care and/or health care expenses. You pay less in taxes so you save money. The result can be a discount of 20% to more than 40% on services/products you routinely pay for out-of-pocket.

Second, the **Federal Employees Dental and Vision Insurance Program (FEDVIP)**, provides comprehensive dental and vision insurance at competitive group rates. There are several plans from which to choose. Under FEDVIP you may choose self only, self plus one, or self and family coverage for yourself and any eligible dependents.

Third, the **Federal Long Term Care Insurance Program (FLTCIP)** can help cover long term care costs, which are not covered under the FEHB Program.

**The U.S. Postal Service Flexible Spending Account Program**

**What is an FSA?**

An FSA is an account that allows you to cover your eligible health and/or dependent care (day care) expenses with tax-free money that you contribute from your paycheck throughout the year. By using an FSA, you can reduce your taxes while paying for services that you pay for out of your own pocket anyway. Whatever money you contribute isn't subject to Federal income tax, Social Security tax, or Medicare tax. You pay less in taxes so you save money. And, the money you withdraw from the account to pay for eligible expenses is tax-free, too. **Annuitants (retirees) are not eligible to enroll in an FSA.**

There are two types of FSAs offered by the U.S. Postal Service:

**Health Care Flexible Spending Account (HCFSA)**

- Covers eligible health care expenses not reimbursed by this Plan, or any other medical, dental, vision care or other insurance plan you or your dependents have. For complete information on eligible health care expenses, please see the brochure, FSA BK1, *Flexible Spending Accounts (November 2010)*, or call the FSA Customer Service Center toll-free at 1-800-842-2026, (TTY 1-888-697-9056).
- Eligible dependents for this account include your spouse, natural born or adopted children who you (or if you are divorced, you or your ex-spouse) may claim as a dependent on your Federal Income tax return or anyone you claim on your Federal Income tax return as a qualified dependent, even if you don't have self and family health benefits coverage. ***Note:*** The IRS has a broader definition of a "family member" than is used under the FEHB Program to provide benefits by your FEHB Plan.
- The maximum amount that you can contribute to the health care flexible spending account is $5,000 for 2011. The minimum amount is $130.

- Covers eligible **non-medical** dependent care expenses that you incur so you can work. If you are married, it covers eligible dependent care expenses so you and your spouse can both work, or your spouse can look for work (and must have earned income in 2010), attend school full-time or be incapable of self care. For complete information on eligible dependent care expenses, please see the brochure, FSA BK1, *Flexible Spending Accounts (November 2010)*, or call the FSA Customer Service Center toll-free at 1-800-842-2026 (TTY 1-888-697-9056).

| | |
|---|---|
| **Dependent Care Flexible Spending Account (DCFSA)** | • Eligible dependents for this account include children under age 13 and any disabled person you claim on your Federal income tax return as a qualified IRS dependent. For complete information on eligible dependents, please see the brochure, FSA BK1, *Flexible Spending Accounts (November 2010)*, or call the FSA Customer Service Center toll-free at 1-800-842-2026 (TTY 1-888-697-9056).<br>• The maximum amount that you can contribute to the dependent care flexible spending account is $5,000 for 2011. The minimum amount is $130. For taxpayers who file their taxes separately with a spouse, the maximum is $2,500 per year. |
| **Contact the USPS FSA Program** | To find out more about the Postal Service Flexible Spending Account Program, please call the FSA Customer Service Center toll-free at 1-800-842-2026 (TTY 1-888-697-9056) from 8:00 AM to 10:00 PM , Eastern Time, Monday through Friday, to talk to a representative. |

**The Federal Employees Dental and Vision Insurance Program – *FEDVIP***

| | |
|---|---|
| **Important information** | The Federal Employees Dental and Vision Insurance Program (FEDVIP) is separate and different from the FEHB Program and was established by the Federal Employee Dental and Vision Benefits Enhancement Act of 2004. This program has no pre-existing condition limitations. FEDVIP is available to eligible Federal and Postal Service employees, retirees, and their eligible family members on an employee-pay-all basis. Employee premiums are withheld from salary on a pre-tax basis. |
| **Dental insurance** | Dental plans provide a comprehensive range of services, including all the following:<br>• Class A (Basic) services, which include oral examinations, prophylaxis, diagnostic evaluations, sealants and x-rays.<br>• Class B (Intermediate) services, which include restorative procedures such as fillings, prefabricated stainless steel crowns, periodontal scaling, tooth extractions, and denture adjustments.<br>• Class C (Major) services, which include endodontic services such as root canals, periodontal services such as gingivectomy, major restorative services such as crowns, oral surgery, bridges and prosthodontic services such as complete dentures.<br>• Class D (Orthodontic) services with up to a 24-month waiting period. |
| **Vision insurance** | Vision plans provide comprehensive eye examinations and coverage for lenses, frames and contact lenses. Other benefits such as discounts on LASIK surgery may also be available. |
| **Additional Information** | You can find a comparison of the plans available and their premiums on the OPM Web site at www.opm.gov/insure/vision and www.opm.gov/insure/dental. These sites also provide links to each plan's website, where you can view detailed information about benefits and preferred providers. |
| **How do I enroll?** | You enroll on the Internet at www.BENEFEDS.com. For those without access to a computer, call 1-877-888-3337, (TTY 1-877-889-5680). |

**The Federal Long Term Care Insurance Program – *FLTCIP***

**It's important protection**

The Federal Long Term Care Insurance Program (FLTCIP) can help pay for the potentially high cost of long term care services, which are not covered by FEHB plans. Long term care is help you receive to perform activities of daily living - such as bathing or dressing yourself - or supervision you receive because of a severe cognitive impairment such as Alzheimer's disease. For example, long term care can be received in your home from a home health aide, in a nursing home, in an assisted living facility or in adult day care. To qualify for coverage under the FLTCIP, you must apply and pass a medical screening (called underwriting). Federal and U.S. Postal Service employees and annuitants, active and retired members of the uniformed services, and qualified relatives, are eligible to apply. Certain medical conditions, or combinations of conditions, will prevent some people from being approved for coverage. You must apply to know if you will be approved for enrollment. For more information, call 1-800-LTC-FEDS (1-800-582-3337), (TTY 1-800-843-3557) or visit www.ltcfeds.com.

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# Notes

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# Summary of benefits for the High Option of the Rural Carrier Benefit Plan- 2011

- **Do not rely on this chart alone.** All benefits are subject to the definitions , limitations, and exclusions in this brochure. 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 the item is subject to the $350 PPO/$400 Non-PPO calendar year deductible. And, after we pay, you generally pay any difference between our allowance and the billed amount if you use a Non-PPO physician or other health care professional.

| High Option Benefits | You pay | Page |
|---|---|---|
| **Medical services provided by physicians:** | | |
| • Diagnostic and treatment services provided in the office | **PPO:** $20/office visit<br>**Non-PPO:** 25% of our allowance and any difference between our allowance and the billed amount* | 22 |
| • Surgery | **PPO:** 10% of our allowance (No deductible)<br>**Non-PPO:** 20% of our allowance and any difference between our allowance and the billed amount | 31-36 |
| **Services provided by a hospital:** | | |
| • Inpatient | **PPO:** $100 copayment per admission (waived for maternity stay)<br>**Non-PPO:** $300 copayment per admission; 20% of room and board and other charges | 37-38 |
| • Outpatient | **PPO:** 15% of our allowance*<br>**Non-PPO:** 30% of our allowance* and any difference between our allowance and the billed amount | 38-39 |
| **Emergency benefits:** | | |
| • Accidental injury | Nothing for emergency room visit and first physician office visit | 41 |
| • Medical emergency | Emergency room benefits for **PPO** and **Non-PPO** services: 15% of the Plan allowance* | 41 |
| **Mental health and substance abuse treatment:** | | |
| • Inpatient | **PPO:** $100 copayment per admission<br>**Non-PPO:** $300 copayment per admission; 20% for room and board; 20% of other charges. | 43-44<br>45-46 |
| • Outpatient | **PPO:** 15% of our allowance* | 43-44 |

| | | |
|---|---|---|
| | **Non-PPO:** Physician services--25% of Plan allowance and any difference between our allowance and the billed amount*<br><br>**Facility charges**--30% of the Plan allowance and any difference between our allowance and the billed amount* | 45-46 |
| **Prescription drugs:** | | |
| • Network and Non-Network pharmacy | 30% of cost* | 47-50 |
| • Mail order pharmacy | Up to a 90 day supply: Tier I--$10/generic; Tier II--$28/preferred brand name; Tier III--$45/non-preferred brand name | 47-50 |
| • Mail order pharmacy with Medicare Part B | Up to a 90 day supply: Tier I--$10/generic; Tier II--$18/preferred brand name; Tier III--$35/non-preferred brand name | 47-50 |
| **Dental care:** | Any difference between our scheduled allowance and the billed amount | 51-52 |
| **Special features:** | Flexible benefits option; Cancer treatment benefit; Kidney dialysis benefit; 24 hour nurse line; Travel assistance program; Routine eye exam benefit; Healthy maternity program; Disease management programs; Lab One program; Smoking cessation program; Diagnostic imaging program; Centers of Excellence | 53-55 |
| **Protection against catastrophic costs** (out-of-pocket maximum)**:** | **PPO:** Nothing after $4,000/person or $4,500/family per calendar year<br><br>**Non-PPO:** Nothing after $4,500/person or $5,000/family per calendar year<br><br>Note: Benefit maximums apply and some costs do not count toward this protection | 16 |

# 2011 Rate Information for Rural Carrier Benefit Plan

**Non-Postal rates** apply to most non-Postal employees. If you are in a special enrollment category, refer to the *Guide to Federal Benefits* for that category or contact the agency that maintains your health benefits enrollment.

**Postal rates** apply to career Postal Service employees. Most employees should refer to the *Guide to Benefits for Career United States Postal Service Employees*, RI 70-2, and to the rates shown below.

The rates shown below do not apply to Postal Service Inspectors, office of the Inspector General (OIG) employees and Postal Service Nurses. Rates for memebers of these groups are published in special Guides. Postal Service Inspectors and OIG employees should refer to the *Guide to benefits for United States Postal Inspectors and Office of Inspector General Employees* (RI 70-2IN). Postal Service Nurses should refer to the *Guide to Benefits for United States Postal Nurses* (RI 70-2NU).

Postal rates do not apply to non-career postal employees, postal retirees, or associate members of any postal employee organization who are not career postal employees. Refer to the applicable *Guide to Federal Benefits*.

| Type of Enrollment | Enrollment Code | Non-Postal Premium | | | | Postal Premium | |
|---|---|---|---|---|---|---|---|
| | | Biweekly | | Monthly | | Biweekly | |
| | | Gov't Share | Your Share | Gov't Share | Your Share | USPS Share | Your Share |
| **High Option Self Only** | 381 | N/A | N/A | $391.43 | $174.40 | $203.24 | $57.91 |
| **High Option Self and Family** | 382 | N/A | N/A | $866.84 | $288.95 | $450.76 | $82.68 |