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**A Health Maintenance Organization**

Serving: Greater Rochester and Surrounding Counties

**Enrollment in this Plan is limited. You must live or work in our Geographic service area to enroll.**

**See page 7 for requirements.**



This Plan has excellent accreditation from the NCQA. See the *2004 Guide* for more information on accreditation.

**Enrollment codes for this Plan:**

**GV1 Self Only**

**GV2 Self and Family**

Authorized for distribution by the:



**United States  
Office of Personnel Management**

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





UNITED STATES  
OFFICE OF PERSONNEL MANAGEMENT  
WASHINGTON, DC 20415-0001

OFFICE OF THE DIRECTOR

Dear Federal Employees Health Benefits Program Participant:

I am pleased to present this 2004 Federal Employees Health Benefits (FEHB) Program plan brochure. The brochure describes the benefits this plan offers you for 2004. Because benefits vary from year to year, you should review your plan's brochure every Open Season – especially Section 2, which explains how the plan changed.

It takes a lot of information to help a consumer make wise healthcare decisions. The information in this brochure, our FEHB Guide, and our web-based resources, make it easier than ever to get information about plans, to compare benefits and to read customer service satisfaction ratings for the national and local plans that may be of interest. Just click on [www.opm.gov/insure!](http://www.opm.gov/insure!)

The FEHB Program continues to be an enviable national model that offers exceptional choice, and uses private-sector competition to keep costs reasonable, ensure high-quality care, and spur innovation. The Program, which began in 1960, is sound and has stood the test of time. It enjoys one of the highest levels of customer satisfaction of any healthcare program in the country.

I continue to take aggressive steps to keep the FEHB Program on the cutting edge of employer-sponsored health benefits. We demand cost-effective quality care from our FEHB carriers and we have encouraged Federal agencies and departments to pay the full FEHB health benefit premium for their employees called to active duty in the Reserve and National Guard so they can continue FEHB coverage for themselves and their families. Our carriers have also responded to my request to help our members to be prepared by making additional supplies of medications available for emergencies as well as call-up situations and you can help by getting an Emergency Preparedness Guide at [www.opm.gov](http://www.opm.gov). OPM's *Healthier Feds* campaign is another way the carriers are working with us to ensure Federal employees and retirees are informed on healthy living and best-treatment strategies. You can help to contain healthcare costs and keep premiums down by living a healthy life style.

Open Season is your opportunity to review your choices and to become an educated consumer to meet your healthcare needs. Use this brochure, the FEHB Guide, and the web resources to make your choice an informed one. Finally, if you know someone interested in Federal employment, refer them to [www.usajobs.opm.gov](http://www.usajobs.opm.gov).

Sincerely,

A handwritten signature in black ink, appearing to read "Kay Coles James".

Kay Coles James  
Director



## Notice of the Office of Personnel Management's Privacy Practices

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

By law, the Office of Personnel Management (OPM), which administers the Federal Employees Health Benefits (FEHB) Program, is required to protect the privacy of your personal medical information. OPM is also required to give you this notice to tell you how OPM may use and give out ("disclose") your personal medical information held by OPM.

OPM **will** use and give out your personal medical information:

- To you or someone who has the legal right to act for you (your personal representative),
- To the Secretary of the Department of Health and Human Services, if necessary, to make sure your privacy is protected,
- To law enforcement officials when investigating and/or prosecuting alleged or civil or criminal actions, and
- Where required by law.

OPM **has the right** to use and give out your personal medical information to administer the FEHB Program.

For example:

- To communicate with your FEHB health plan when you or someone you have authorized to act on your behalf asks for our assistance regarding a benefit or customer service issue.
- To review, make a decision, or litigate your disputed claim.
- For OPM and the General Accounting Office when conducting audits.

OPM **may** use or give out your personal medical information for the following purposes under limited circumstances:

- For Government healthcare oversight activities (such as fraud and abuse investigations),
- For research studies that meet all privacy law requirements (such as for medical research or education), and
- To avoid a serious and imminent threat to health or safety.

By law, OPM must have your written permission (an "authorization") to use or give out your personal medical information for any purpose that is not set out in this notice. You may take back ("revoke") your written permission at any time, except if OPM has already acted based on your permission.

By law, you **have the right** to:

- See and get a copy of your personal medical information held by OPM.
- Amend any of your personal medical information created by OPM if you believe that it is wrong or if information is missing, and OPM agrees. If OPM disagrees, you may have a statement of your disagreement added to your personal medical information.
- Get a listing of those getting your personal medical information from OPM in the past 6 years. The listing will not cover your personal medical information that was given to you or your personal representative, any information that you authorized OPM to release, or that was given out for law enforcement purposes or to pay for your health care or a disputed claim.
- Ask OPM to communicate with you in a different manner or at a different place (for example, by sending materials to a P.O. Box instead of your home address).
- Ask OPM to limit how your personal medical information is used or given out. However, OPM may not be able to agree to your request if the information is used to conduct operations in the manner described above.
- Get a separate paper copy of this notice.

For more information on exercising your rights set out in this notice, look at [www.opm.gov/insure](http://www.opm.gov/insure) on the web. You may also call 202-606-0191 and ask for OPM's FEHB Program privacy official for this purpose.

If you believe OPM has violated your privacy rights set out in this notice, you may file a complaint with OPM at the following address:

Privacy Complaints  
Office of Personnel Management  
P.O. Box 707  
Washington, DC 20004-0707

Filing a complaint will not affect your benefits under the FEHB Program. You also may file a complaint with the Secretary of the Department of Health and Human Services.

By law, OPM is required to follow the terms in this privacy notice. OPM has the right to change the way your personal medical information is used and given out. If OPM makes any changes, you will get a new notice by mail within 60 days of the change. The privacy practices listed in this notice are effective April 14, 2003.

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## Introduction

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Preferred Care  
259 Monroe Avenue  
Rochester, New York 14607

This brochure describes the benefits of Preferred Care under our contract (CS 2371) with the United States Office of Personnel Management (OPM), as authorized by the Federal Employees Health Benefits law. The address for Preferred Care administrative offices is:

Preferred Care  
259 Monroe Avenue  
Rochester, New York 14607

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 for 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, 2004, unless those benefits are also shown in this brochure.

OPM negotiates benefits and rates with each plan annually. Benefit changes are effective January 1, 2004, and changes are summarized on page 54. Rates are shown at the end of this brochure.

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## Plain Language

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All FEHB brochures are written in plain language to make them 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 Preferred Care.
- We limit acronyms to ones you know. FEHB is the Federal Employees Health Benefits Program. OPM is the Office of Personnel Management. If we use others, we tell you what they mean first.
- Our brochure and other FEHB plans’ brochure 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](http://www.opm.gov/insure) or e-mail OPM at [fehwebcomments@opm.gov](mailto:fehwebcomments@opm.gov). You may also write to OPM at the Office of Personnel Management, Insurance Services Program, Program Planning and Evaluation Group, 1900 E Street, NW Washington, D.C. 20415-3650.

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## Stop Health Care Fraud!

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Fraud increases the cost of health care for everyone and increases your Federal Employees Health Benefits (FEHB) 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 you can do to prevent fraud:

- Be wary of giving your plan identification (ID) number over the telephone or to people you do not know, except to your doctor, other provider, or authorized plan or OPM representative.
- Let only the appropriate medical professional 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) that you receive from us.
- 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 (585) 325-3113 and explain the situation.
  - If we do not resolve the issue:

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

**OR WRITE TO:**

The United States Office of Personnel Management  
Office of the Inspector General Fraud Hotline  
1900 E Street, NW, Room 6400  
Washington, DC 20415

- Do not maintain as a dependent family member on your policy:
  - Your former spouse after a divorce decree or annulment is final (even if a court order stipulates otherwise); or
  - Your child over age 22 (unless he/she is disabled and incapable of self support).
- If you have any questions about 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 who is no longer enrolled in the Plan.

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## Preventing Medical Mistakes

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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, long 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.**

- Give your doctor and pharmacist a list of all the medicines that you take, including non-prescription medications.
- Tell them about any drug allergies you have.
- Ask about side effects and what to avoid while taking the medicine.
- Read the label when you get your medicine, including all warnings.
- Make sure your medicine is what the doctor ordered and know how to use it.
- Ask the pharmacist about your medicine if it looks different than you expected.

**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 doctor 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.

Want more information on patient safety?

- [www.ahrq.gov/consumer/pathqpack.htm](http://www.ahrq.gov/consumer/pathqpack.htm). The Agency for Healthcare Research and Quality makes available a wide ranging list of topics not only to inform consumers about patient safety but to help choose quality healthcare providers and improve the quality of care you receive.
- [www.npsf.org](http://www.npsf.org). The National Patient Safety Foundation has information on how to ensure safer healthcare for you and your family.
- [www.talkaboutrx.org/consumer.htm](http://www.talkaboutrx.org/consumer.htm). The National Council on Patient Information and Education is dedicated to improving communication about the safe, appropriate use of medicines.
- [www.leapfroggroup.org](http://www.leapfroggroup.org). The Leapfrog Group is active in promoting safe practices in hospital care.
- [www.ahqa.org](http://www.ahqa.org). The American Health Quality Association represents organizations and healthcare professionals working to improve patient safety.
- [www.quic.gov/report](http://www.quic.gov/report). Find out what federal agencies are doing to identify threats to patient safety and help prevent mistakes in the nation's healthcare delivery system.

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## Section 1. Facts about this HMO plan

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This Plan is a health maintenance organization (HMO). We require you to see specific physicians, hospitals, and other providers that contract with us. These Plan providers coordinate your health care services. The Plan is solely responsible for the selection of these providers in your area. Contact the Plan for a copy of the most recent provider directory.

HMOs emphasize preventive care such as routine office visits, physical exams, well-baby care, and immunizations, in addition to treatment for illness and injury. Our providers follow generally accepted medical practice when prescribing any course of treatment.

When you receive services from Plan providers, you will not have to submit claim forms or pay bills. You only pay the copayments or coinsurance described in this brochure. When you receive emergency services from non-Plan providers, you may have to submit claim forms.

**You should join an HMO because you prefer the plan's benefits, not because a particular provider is available. You cannot change plans because a provider leaves our Plan. We cannot guarantee that any one physician, hospital, or other provider will be available and/or remain under contract with us.**

### How we pay providers

We contract with individual physicians, medical groups, and hospitals to provide the benefits in this brochure. These Plan providers accept a negotiated payment from us, and you will only be responsible for your copayments or coinsurance.

### Your Rights

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

More than 3,500 doctors and area health professionals participate with Preferred Care to provide primary care as well as specialty services to the membership. In addition to doctors, the Plan has arranged for hospital, skilled nursing facility, home health, and other covered health services.

All members must choose a primary care doctor who will provide, arrange, and coordinate all medically necessary services. All female members are strongly encouraged to select an obstetrician/gynecologist in addition to a primary care doctor. The obstetrician/gynecologist will treat you for any gynecological or obstetrical condition. Members do not need a referral from their primary care doctor to see their obstetrician/gynecologist. A women's obstetrician/gynecologist is considered an additional primary care doctor. New York State law does provide coverage with Nurse Midwives and the Plan maintains Nurse Midwives on the provider panel. Plan members may elect a Nurse Midwife instead of an obstetrician/gynecologist.

If you want more information about us, call us at (585) 325-3113, toll free at (800) 950-3224 or write to 259 Monroe Avenue, Rochester, New York, 14607. You may also contact us by fax at (585) 327-2298, or our e-mail address at [memberservices@preferredcare.org](mailto:memberservices@preferredcare.org), or visit our website at [www.preferredcare.org](http://www.preferredcare.org).

### Service Area

To enroll in this plan, you must live or work in our Service Area. This is where our providers practice. Our service area is: Monroe, Genesee, Livingston, Ontario, Orleans, Seneca, Wayne, Wyoming, and Yates Counties in New York State.

Ordinarily, you must get care from providers who contract with us. If you receive care outside our service area, we will pay only for urgent or emergency care benefits. Students attending school or college outside of the service area are covered for follow up care if required after emergency or urgent care treatment. With prior authorization from the student's primary care physician and Plan, follow up care for students is covered.

If you or a covered family member move outside of our service area, you can enroll in another plan. If your dependents live out of the area (for example, if your child goes to college in another state), you should consider enrolling in a fee for service plan or an HMO that has agreements with affiliates in other areas. If you or a family member move, you do not have to wait until Open Season to change plans. Contact your employing or retirement office.

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## Section 2. How we change for 2004

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Do not rely on these change descriptions; this 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

- We added information regarding two new Federal Programs that complement FEHB benefits, the Federal Flexible Spending Account Program – FSAFEDS and the Federal Long Term Care Insurance Program. See page 49.
- We added information regarding Preventing medical mistakes. See page 6.
- We added information regarding enrolling in Medicare. See page 39.
- We revised the Medicare Primary Payer Chart. See page 41.

### Changes to this Plan

- Your share of the non-Postal premium will increase by 9.8% for Self Only or 9.8% for Self and Family.
- Your copayment for adult influenza shots has been reduced from \$15 to \$0.
- Your Primary Care Physician (PCP) copayment for sick child visits for children ages 5 through 18 has been reduced from \$15 to \$10.
- You will be required to pay a \$15 copayment for provider administered prescription medications if a separate charge is made by the provider for that medication. This copayment will be in addition to any copayment applied for that day.
- For approved medications purchased through the mail order program, you will be responsible for a \$25 tier 1 generic prescription or refill, or a \$50 tier 2 brand name prescription or refill, or a \$87.50 tier 3 brand name prescription or refill, for each 90 day supply that you purchase.
- Your benefit for durable medical equipment will be subject to a \$15,000 annual maximum.
- You are not covered for smoking cessation deterrents such as Zyban, Nicotrol, and Habitrol, which may be purchased over the counter without a prescription from your doctor.

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## Section 3. How you get care

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### Identification cards

We will send you an identification (ID) card when you enroll. You should carry your ID card with you at all times. You must show it whenever you receive services from a Plan provider, or obtain 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 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 (585) 325-3113 or (800) 950-3224, or if you have access to TTY equipment (585) 325-2629, or write to us at 259 Monroe Avenue, Rochester, NY 14607.

### Where you get covered care

You get care from “Plan providers” and “Plan facilities.” You will only pay copays and/or coinsurance, and you will not have to file claims.

- **Plan providers**

Plan providers are physicians and other health care professionals in our service area that we contract with to provide covered services to our members. We credential Plan providers to ensure that they meet strict standards of quality.

We list Plan providers in the provider directory, which we update periodically. This list is also on our website at [www.preferredcare.org](http://www.preferredcare.org).

- **Plan facilities**

Plan facilities are hospitals and other facilities in our service area that we contract with to provide covered services to our members. We list these in the provider directory, which we update periodically. The list is also on our website.

### What you must do to get covered care

It depends on the type of care you need. First, you and each family member must choose a primary care physician. This decision is important since your primary care physician provides or arranges for most of your health care.

To select a primary care physician, either choose one from our provider directory or contact a Preferred Care Member Services representative who will assist you.

- **Primary care**

Your primary care physician can be a family or general practitioner, an internist or a pediatrician. Your primary care physician will provide most of your health care, or give you a referral to see a specialist when a referral is required. Women may choose an obstetrician/gynecologist in addition to their primary care physician.

If you want to change primary care physicians or if your primary care physician leaves the Plan, call us. We will help you select a new one.

- **Specialty care**

Your primary care physician will refer you to a specialist for needed care (you may see an obstetrician/gynecologist without a referral). When you receive a referral from your primary care physician, you must return to the primary care physician after the consultation, unless your primary care physician authorized a certain number of visits without additional referrals. The primary care physician must provide or authorize all follow-up care. Do not go to the specialist for return visits unless your primary care physician gives you a referral. However, you may see an optometrist or ophthalmologist for routine eye exams without referral.

Here are other things you should know about specialty care:

- If you need to see a specialist frequently because of a chronic, complex, or serious medical condition, your primary care physician will develop a treatment plan that allows you to see your specialist for a certain number of visits or a certain period of time without additional referrals. Your primary care physician will use our criteria when creating your treatment plan (the physician may have to get an authorization or approval beforehand).
- If you are seeing a specialist when you enroll in our Plan, talk to your primary care physician. Your primary care physician will decide what treatment you need. If he or she decides to refer you to a specialist, ask if you can see your current specialist. If your current specialist does not participate with us, you must receive treatment from a specialist who does. Generally, we will not pay for you to see a specialist who does not participate with our Plan.
- If you are seeing a specialist and your specialist leaves the Plan, call your primary care physician, who will arrange for you to see another specialist. You may receive services from your current specialist until we can make arrangements for you to see someone else.
- If you have a chronic or disabling condition and lose access to your specialist because we:
  - terminate our contract with your specialist for other than cause; or
  - drop out of the Federal Employees Health Benefits (FEHB) Program
  - reduce our service area and you enroll in another FEHB Plan,you may be able to continue seeing your specialist 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 primary care physician or obstetrician/gynecologist based on the above, you can continue to see your primary care physician or obstetrician/gynecologist until the end of your postpartum care, even if it is beyond the 90 days.

- **Hospital care**

Your Plan primary care physician or specialist will make necessary hospital arrangements and supervise your care. This includes admission to a skilled nursing or other type of facility.

If you are in the hospital when your enrollment in our Plan begins, call Preferred Care's Member Services Department immediately at (585) 325-3113. If you are new to the FEHB Program, we will arrange for you to receive care.

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 hospital benefit of the hospitalized person. If your plan terminates participation in the FEHB Program in whole or in part or if OPM orders an enrollment change, this continuation of coverage provision does not apply. In such a case, the hospitalized family member's benefits under the new plan begin on the effective date of enrollment.

## **Circumstances beyond our control**

Under certain extraordinary circumstances, such as natural disasters, we may have to delay your services or we may be unable to provide them. In that case, we will make all reasonable efforts to provide you with the necessary care.

## **Services requiring our prior approval**

Your primary care physician has authority to refer you for most services. For certain services, however, your physician must obtain approval from us. Before giving approval, we consider if the service is covered, medically necessary, and follows generally accepted medical practice.

We call this review and approval process “precertification”. Your primary care physician is familiar with the procedures that require a prior approval and will make all necessary arrangements on your behalf.

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## **Section 4. Your costs for covered services**

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You must share the cost of some services. You are responsible for:

- **Copayments** A copayment is a fixed amount of money you pay to the provider, facility, pharmacy, etc.  
Example: When you see your primary care physician, you pay a copayment of \$15 per office visit.
- **Deductible** We do not have a deductible.
- **Coinsurance** Coinsurance is the percentage of our negotiated fee that you must pay for your care.  
Example: In our Plan, you pay 20% of our allowance for durable medical equipment.

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

After your copayments and coinsurance total \$3,300 per person or \$8,400 per family enrollment in any calendar year, you do not have to pay any more for covered services. However, copayments for the following services do not count toward your out-of-pocket maximum, and you must continue to pay copayments for this service:

- Prescription Drugs.

Be sure to keep accurate records of your copayments since you are responsible for informing us when you reach these maximums.

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## Section 5. Benefits – OVERVIEW

*(See page 8 for how our benefits changed this year and page 54 for a benefits summary.)*

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**NOTE:** This benefits section is divided into subsections. Please read the important things you should keep in mind at the beginning of each subsection. Also read the General Exclusions in Section 6; they apply to the benefits in the following subsections. To obtain claims forms, claims filing advice, or more information about our benefits, contact us at (585) 325-3113 or (800) 950-3224 or if you have access to TTY equipment (585) 325-2629 or visit our website at [www.preferredcare.org](http://www.preferredcare.org).

(a) Medical services and supplies provided by physicians and other health care professionals .....	13-20
• Diagnostic and treatment services	• Speech therapy
• Lab, X-ray, and other diagnostic tests	• Hearing services (testing, treatment, and supplies)
• Preventive care, adult	• Vision services (testing, treatment, and supplies)
• Preventive care, children	• Foot care
• Maternity care	• Orthopedic and prosthetic devices
• Family planning	• Durable medical equipment (DME)
• Infertility services	• Home health services
• Allergy care	• Chiropractic
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## Section 5(a). Medical services and supplies provided by physicians and other health care professionals

<b>I M P O R T A N T</b>	<p><b>Here are some important things to keep in mind about these benefits:</b></p> <ul style="list-style-type: none"> <li>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.</li> <li>Plan physicians must provide or arrange your care.</li> <li>We have no deductible.</li> <li>Be sure to read Section 4, <i>Your costs for covered services</i> for valuable information about how cost sharing works. Also read Section 9 about coordinating benefits with other coverage, including with Medicare.</li> </ul>	<b>I M P O R T A N T</b>
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Benefit Description	You Pay
<b>Diagnostic and treatment services</b>	
Professional services of physicians <ul style="list-style-type: none"> <li>In physician's office</li> </ul>	\$15 per visit (no primary care physician copay for sick child visits under the age of 5; \$10 primary care physician copay for sick child visits ages 5 through 18)
<ul style="list-style-type: none"> <li>In an urgent care center</li> <li>During a hospital stay</li> <li>In a skilled nursing facility</li> </ul>	Nothing
<ul style="list-style-type: none"> <li>Office medical consultations</li> <li>Second surgical opinions</li> </ul>	\$15 per visit
<ul style="list-style-type: none"> <li>At home</li> </ul>	\$15 per visit
<b>Lab, X-ray and other diagnostic tests</b>	
<ul style="list-style-type: none"> <li>X-rays</li> <li>CAT Scans/MRI</li> <li>Ultrasound</li> </ul>	\$15 per visit

<b>Lab, X-ray and other diagnostic tests</b> <i>(Continued)</i>	<b>You Pay</b>
Tests, such as: <ul style="list-style-type: none"> <li>• Blood tests</li> <li>• Urinalysis</li> <li>• Non-routine pap tests</li> <li>• Pathology</li> <li>• Non-routine Mammograms</li> </ul>	Nothing
<b>Preventive care, adult</b>	
Periodic Adult Physicals	\$10 per visit
Routine screenings, such as: <ul style="list-style-type: none"> <li>• Complete Blood Count</li> <li>• Total Blood Cholesterol</li> <li>• Colorectal Cancer Screening, including               <ul style="list-style-type: none"> <li>- Fecal occult blood test</li> </ul> </li> </ul>	Nothing
<ul style="list-style-type: none"> <li>- Sigmoidoscopy Screenings – every five years starting at age 50</li> </ul>	\$15 per visit
<ul style="list-style-type: none"> <li>- Colonoscopy Screenings every ten years</li> </ul>	\$15 per visit
<ul style="list-style-type: none"> <li>• Prostate Specific Antigen (PSA test)</li> </ul>	Nothing
<ul style="list-style-type: none"> <li>• Two gynecological visits per year</li> </ul>	\$10 per visit
<ul style="list-style-type: none"> <li>• Routine pap test (annually)</li> </ul>	Nothing
Routine mammograms – covered for women age 35 and older, as follows: <ul style="list-style-type: none"> <li>• From age 35 through 39, one during this five year period</li> <li>• At age 40 and older, one every year</li> </ul>	Nothing
<i>Not covered: Physical exams required for obtaining or continuing employment or insurance, attending schools or camp, or travel.</i>	<i>All charges</i>
Routine Immunizations, limited to: <ul style="list-style-type: none"> <li>• Tetanus-diphtheria (Td) booster – once every 10 years, ages 19 and over (except as provided for under childhood immunizations)</li> <li>• Pneumococcal vaccines, annually, age 65 and over</li> </ul>	\$15 per visit
<ul style="list-style-type: none"> <li>• Influenza vaccines, annually</li> </ul>	No copay

Preventive care, children	You Pay
<ul style="list-style-type: none"> <li>• Childhood immunizations recommended by the American Academy of Pediatrics</li> </ul>	Nothing
<ul style="list-style-type: none"> <li>• Well-child care charges for routine examinations, immunizations and care (through age 18)</li> </ul>	Nothing
<ul style="list-style-type: none"> <li>• Examinations, such as: <ul style="list-style-type: none"> <li>•• Eye exams to determine the need for vision correction.</li> </ul> </li> </ul>	\$15 per visit
<ul style="list-style-type: none"> <li>•• Ear exams as part of a well-child care visit through age 18 to determine the need for hearing correction.</li> </ul>	Nothing
<ul style="list-style-type: none"> <li>•• Examinations done on the day of immunizations (through age 18)</li> </ul>	Nothing
Maternity care	
<p>Complete maternity (obstetrical) care, such as:</p> <ul style="list-style-type: none"> <li>• Prenatal care</li> <li>• Delivery</li> <li>• Postnatal care</li> </ul> <p>Note: Here are some things to keep in mind:</p> <ul style="list-style-type: none"> <li>• You may remain in the hospital up to 48 hours after a regular delivery and 96 hours after a cesarean delivery. We will extend your inpatient stay if medically necessary.</li> <li>• We cover routine nursery care of the newborn child during the covered portion of the mother's maternity stay. We will cover other care of an infant who requires non-routine treatment only if we cover the infant under a Self and Family enrollment.</li> <li>• We pay hospitalization and surgeon services (delivery) the same as for illness and injury. See Hospital benefits (Section 5c) and Surgery benefits (Section 5b).</li> </ul>	\$50 per pregnancy
<p><i>Not covered: Routine sonograms to determine fetal age, size or sex</i></p>	<i>All charges</i>
Family planning	
<p>A broad range of voluntary planning services, limited to:</p> <ul style="list-style-type: none"> <li>• Voluntary sterilization (See Surgical Procedures Section 5(b))</li> <li>• Surgically implanted contraceptives</li> <li>• Injectable contraceptive drugs (such as Depo Provera)</li> <li>• Intrauterine devices (IUDs)</li> <li>• Diaphragms</li> </ul> <p>Note: You must be between the ages of 21 and 44 to be covered for infertility benefits.</p> <p>Note: We cover oral contraceptives under the prescription drug benefit.</p>	\$15 per visit
<p><i>Not covered: reversal of voluntary surgical sterilization, genetic counseling</i></p>	<i>All charges</i>

Infertility services	You Pay
<p>Diagnosis and treatment of infertility, such as:</p> <ul style="list-style-type: none"> <li>• Artificial insemination: <ul style="list-style-type: none"> <li>– intravaginal insemination (IVI)</li> <li>– intracervical insemination (ICI)</li> <li>– intrauterine insemination (IUI)</li> </ul> </li> </ul>	\$15 per visit
<ul style="list-style-type: none"> <li>• Fertility drugs</li> </ul> <p>Note: Self-administered and oral fertility drugs are covered under the prescription drug benefit. Drugs for infertility treatment after a medical condition has been corrected. Pergonal/Metrodin and other FDA approved drugs, only after unsuccessful treatment with Clomiphene and only when very specific clinical indications are met.</p>	
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <li>• <i>Assisted reproductive technology (ART) procedures, such as:</i> <ul style="list-style-type: none"> <li>– <i>in vitro fertilization</i></li> <li>– <i>embryo transfer, gamete GIFT and zygote ZIFT</i></li> <li>– <i>zygote transfer</i></li> </ul> </li> <li>• <i>Services and supplies related to excluded ART procedures</i></li> <li>• <i>Cost of donor sperm</i></li> <li>• <i>Cost of donor egg</i></li> </ul>	<i>All charges</i>
Allergy care	
<p>Testing and treatment Allergy injection</p>	\$15 per visit
<p>Allergy serum</p>	Nothing
<p><i>Not covered: provocative food testing and sublingual allergy desensitization</i></p>	<i>All charges</i>

Treatment therapies	You Pay
<ul style="list-style-type: none"> <li>• Chemotherapy and radiation therapy.</li> </ul> <p>Note: High dose chemotherapy in association with autologous bone marrow transplants is limited to those transplants listed under Organ/Tissue Transplants on page 23.</p> <ul style="list-style-type: none"> <li>• Respiratory and inhalation therapy</li> <li>• Dialysis-Hemodialysis and peritoneal dialysis</li> <li>• Growth hormone therapy (GHT)</li> </ul> <p>Note: Growth hormone is covered under the prescription drug benefit.</p> <p>Note: We will only cover GHT when your physician pre-approves the treatment. Your physician will submit information that establishes that the GHT is medically necessary. Your physician must authorize GHT before you begin treatment. If your physician does not pre-approve or if we determine GHT is not medically necessary, we will not cover the GHT or related services and supplies.</p>	\$15 per visit
<ul style="list-style-type: none"> <li>• Intravenous (IV)/Infusion Therapy – Home IV and antibiotic therapy</li> </ul>	Nothing
Physical and occupational therapies	
<ul style="list-style-type: none"> <li>• 60 visits per therapy per calendar year for the services of each of the following: <ul style="list-style-type: none"> <li>- qualified physical therapists and</li> <li>- occupational therapists.</li> </ul> </li> </ul> <p>Note: We only cover therapy to restore bodily function when there has been a total or partial loss of bodily function due to illness or injury.</p>	\$15 per office or outpatient visit  Nothing during covered inpatient admission
<ul style="list-style-type: none"> <li>• Cardiac rehabilitation following a heart transplant, bypass surgery or a myocardial infarction, is provided for up to 36 visits.</li> </ul>	\$15 per visit
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <li>• <i>Long-term rehabilitative therapy</i></li> <li>• <i>Exercise programs</i></li> </ul>	<i>All charges</i>
Speech therapy	
<ul style="list-style-type: none"> <li>• 60 visits per therapy per calendar year for medically necessary speech therapy to restore or acquire functional speech</li> </ul>	\$15 per office visit  Nothing for outpatient visit  Nothing per visit during covered inpatient admission

Hearing services (testing, treatment, and supplies)	You Pay
<ul style="list-style-type: none"> <li>Hearing aids for children through age 18, up to \$600 once every three years</li> </ul>	Nothing
<ul style="list-style-type: none"> <li>Hearing screenings as part of a well-child care visit through age 18.</li> </ul>	Nothing
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <li><i>all other hearing testing</i></li> <li><i>hearing aids for adults over age 18.</i></li> </ul>	<i>All charges</i>
Vision services (testing, treatment, and supplies)	
<ul style="list-style-type: none"> <li>One pair of eyeglasses or contact lenses to correct impairment directly caused by accidental ocular injury or intraocular surgery (such as for cataracts).</li> </ul>	20% of plan allowance
<ul style="list-style-type: none"> <li>One pair of prescription eyeglasses (frames and lenses) or prescription daily-wear contact lenses, per member once every year at Plan providers. Children under age 12 may obtain eyewear as required by prescription change of at least .5 diopter.</li> </ul>	The remaining cost after a discount of 20% and a credit of \$60
<ul style="list-style-type: none"> <li>Annual eye refraction, including lens prescriptions.</li> </ul>	\$15 per visit
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <li><i>Radial keratotomy and other refractive surgery.</i></li> <li><i>Eye exercises and orthoptics.</i></li> </ul>	<i>All charges</i>
Foot care	
<p>Routine foot care when you are under active treatment for a metabolic or peripheral vascular disease, such as diabetes.</p> <p>See orthopedic and prosthetic devices for information on podiatric shoe inserts.</p>	\$15 per visit
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <li><i>Cutting, trimming or removal of corns, calluses, or the free edge of toenails, and similar routine treatment of conditions of the foot, except as stated above</i></li> <li><i>Treatment of weak, strained or flat feet or bunions or spurs; and of any instability, imbalance or subluxation of the foot (unless the treatment is by open cutting surgery)</i></li> </ul>	<i>All charges</i>

Orthopedic and prosthetic devices	You Pay
<ul style="list-style-type: none"> <li>• Custom made shoe inserts up to \$250 (One pair every three years)</li> </ul>	Nothing
<ul style="list-style-type: none"> <li>• Internal prosthetic devices, such as artificial joints, pacemakers, cochlear implants, and surgically implanted breast implant following mastectomy. Note: See 5(b) for coverage of the surgery to insert the device</li> </ul>	Nothing
<ul style="list-style-type: none"> <li>• Orthotic devices</li> <li>• Artificial limbs and eyes; stump hose</li> <li>• Corrective orthopedic appliances for non-dental treatment of temporomandibular joint (TMJ) pain dysfunction syndrome.</li> <li>• Orthopedic devices, such as braces.</li> </ul> <p>Note: External prosthetic and orthopedic devices are covered up to a maximum per person payment of \$15,000 per calendar year.</p>	20% of plan allowance
<ul style="list-style-type: none"> <li>• Externally worn breast prostheses and surgical bras, including replacements following a mastectomy</li> </ul>	20% of plan allowance with no maximums
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <li>• <i>arch supports</i></li> <li>• <i>heel pads and heel cups</i></li> <li>• <i>lumbosacral supports</i></li> <li>• <i>corsets, trusses, elastic stockings, support hose, and other supportive devices</i></li> </ul>	<i>All charges</i>
<b>Durable medical equipment (DME)</b>	
<p>Rental or purchase, at our option, including repair and adjustment, of durable medical equipment prescribed by your Plan physician, such as oxygen and dialysis equipment. Under this benefit, we also cover:</p> <ul style="list-style-type: none"> <li>• hospital beds;</li> <li>• wheelchairs;</li> <li>• walkers;</li> <li>• insulin pumps.</li> </ul>	20% of plan allowance up to a \$15,000 annual maximum
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <li>• <i>Motorized wheel chairs, unless medically necessary</i></li> <li>• <i>Air conditioners, dehumidifiers, humidifiers</i></li> <li>• <i>Breast pumps</i></li> <li>• <i>Electric hospital bed (unless medically necessary)</i></li> <li>• <i>Hypo-allergenic bedding</i></li> <li>• <i>Visual aids (e.g., CCTV, magnifying glasses)</i></li> <li>• <i>Environmental control units, such as control units to turn on a television or air conditioner, etc.</i></li> </ul>	<i>All charges</i>

Home health services	You Pay
<ul style="list-style-type: none"> <li>• Home health care ordered by a Plan physician and provided by a registered nurse (R.N.), licensed practical nurse (L.P.N.), licensed vocational nurse (L.V.N.), or home health aide.</li> <li>• Services include oxygen therapy, intravenous therapy, and medications.</li> </ul>	\$15 per day
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <li>• <i>Nursing care requested by, or for the convenience of, the patient or the patient's family;</i></li> <li>• <i>Home care primarily for personal assistance that does not include a medical component and is not diagnostic, therapeutic, or rehabilitative.</i></li> </ul>	<i>All charges</i>
Chiropractic	
<ul style="list-style-type: none"> <li>• The detection and correction by manual or mechanical means of structural imbalance, distortion or subluxation in the human body for the purposes of removing nerve interference, and the effects thereof, where such interference is the result of or related to distortion, misalignment or subluxation or in the vertebral column.</li> </ul>	\$15 per visit
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <li>• <i>Maintenance treatment for conditions that does not result in significant clinical improvement or lead toward resolution of the condition.</i></li> </ul>	<i>All charges</i>
Alternative treatments	
<p>Acupuncture – by a doctor of medicine or osteopathy for: anesthesia, pain relief up to 10 visits per calendar year</p>	50% of plan allowance
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <li>• <i>naturopathic services</i></li> <li>• <i>hypnosis</i></li> </ul>	<i>All charges</i>
Educational classes and programs	
<p>Smoking Cessation</p> <ul style="list-style-type: none"> <li>• Professional services for outpatient nicotine dependency, including diagnostic evaluations to determine the nature and extent of illness, counseling and therapy.</li> </ul>	\$15 per visit
<ul style="list-style-type: none"> <li>• Diabetes self management</li> </ul>	\$15 per visit

## Section 5(b). Surgical and anesthesia services provided by physicians and other health care professionals

<b>I M P O R T A N T</b>	<p><b>Here are some important things to keep in mind about these benefits:</b></p> <ul style="list-style-type: none"> <li>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.</li> <li>Plan physicians must provide or arrange your care.</li> <li>We have no deductible.</li> <li>Be sure to read Section 4, <i>Your costs for covered services</i> for valuable information about how cost sharing works. Also read Section 9 about coordinating benefits with other coverage, including with Medicare.</li> <li>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.).</li> </ul>	<b>I M P O R T A N T</b>
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Benefit Description	You Pay
<b>Surgical procedures</b>	
<p>A comprehensive range of services, such as:</p> <ul style="list-style-type: none"> <li>Operative procedures</li> <li>Treatment of fractures, including casting</li> <li>Normal pre- and post-operative care by the surgeon</li> <li>Correction of amblyopic and strabismus</li> <li>Endoscopy procedures</li> <li>Biopsy procedures</li> <li>Removal of tumors and cysts</li> <li>Correction of congenital anomalies (see reconstructive surgery)</li> <li>Surgical treatment of morbid obesity – a condition in which an individual weighs 100 pounds or 100% over his or her normal weight according to current underwriting standards; eligible members must be age 18 or over.</li> <li>Insertion of internal prosthetic devices. See 5(a) – Orthopedic braces and prosthetic devices for device coverage information.</li> </ul>	<p>\$15 per office visit; nothing for inpatient or outpatient hospital procedures</p>
<ul style="list-style-type: none"> <li>Voluntary sterilization</li> <li>Treatment of burns</li> </ul>	<p>\$15 per office visit; nothing for inpatient or outpatient hospital procedure</p>
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <li><i>Reversal of voluntary sterilization</i></li> <li><i>Routine treatment of conditions of the foot; see Foot care.</i></li> </ul>	<p><i>All charges</i></p>

Reconstructive surgery	You Pay
<ul style="list-style-type: none"> <li>• Surgery to correct a functional defect</li> <li>• Surgery to correct a condition caused by injury or illness if: <ul style="list-style-type: none"> <li>– the condition produced a major effect on the member’s appearance and</li> <li>– the condition can reasonably be expected to be corrected by such surgery</li> </ul> </li> <li>• Surgery to correct a condition that existed at or from birth and is a significant deviation from the common form or norm. Examples of congenital anomalies are: protruding ear deformities; cleft lip; cleft palate; birth marks; webbed fingers; and webbed toes.</li> </ul>	<p>\$15 per office visit. Nothing for inpatient/outpatient surgery</p>
<ul style="list-style-type: none"> <li>• All stages of breast reconstruction surgery following a mastectomy, such as: <ul style="list-style-type: none"> <li>– surgery to produce a symmetrical appearance on the other breast;</li> <li>– treatment of any physical complications, such as lymphoedemas;</li> </ul> </li> </ul>	<p>Nothing</p>
<ul style="list-style-type: none"> <li>– breast prostheses and surgical bras and replacements (see Prosthetic devices)</li> </ul> <p>Note: If you need to have a mastectomy, you may choose to have this procedure performed on an inpatient basis and remain in the hospital up to 48 hours after the procedure.</p>	<p>20% of plan allowance</p>
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <li>• <i>Cosmetic surgery - any surgical procedure (or any portion of a procedure) performed primarily to improve physical appearance through change in bodily form, except repair of accidental injury</i></li> <li>• <i>Surgeries related to sex transformation</i></li> </ul>	<p><i>All charges</i></p>
Oral and maxillofacial surgery	
<p>Oral surgical procedures, limited to:</p> <ul style="list-style-type: none"> <li>• Reduction of fractures of the jaws or facial bones;</li> <li>• Surgical correction of cleft lip, cleft palate or severe functional malocclusion;</li> <li>• Removal of stones from salivary ducts;</li> <li>• Excision of leukoplakia or malignancies;</li> <li>• Excision of cysts and incision of abscesses when done as independent procedures; and</li> <li>• Other surgical procedures that do not involve the teeth or their supporting structures.</li> </ul>	<p>\$15 per outpatient surgery Nothing for inpatient surgery</p>
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <li>• <i>Oral implants and transplants</i></li> <li>• <i>Procedures that involve the teeth or their supporting structures (such as the periodontal membrane, gingiva, and alveolar bone)</i></li> </ul>	<p><i>All charges</i></p>

Organ/tissue transplants	You Pay
<p>Limited to:</p> <ul style="list-style-type: none"> <li>• Cornea</li> <li>• Heart</li> <li>• Heart/lung</li> <li>• Kidney</li> <li>• Kidney/Pancreas</li> <li>• Liver</li> <li>• Lung: Single – Double</li> <li>• Pancreas</li> <li>• Allogeneic bone marrow transplants</li> <li>• Autologous bone marrow transplants (autologous stem cell and peripheral stem cell support) for the following conditions: acute lymphocytic or non-lymphocytic leukemia; advanced Hodgkin’s lymphoma; advanced non-Hodgkin’s lymphoma; advanced neuroblastoma; breast cancer; multiple myeloma; epithelial ovarian cancer; and testicular, mediastinal, retroperitoneal and ovarian germ cell tumors.</li> <li>• Intestinal transplants (small intestine) and the small intestine with the liver or small intestine with multiple organs such as the liver, stomach, and pancreas</li> </ul> <p>Limited Benefits – Treatment for breast cancer, multiple myeloma, and epithelial ovarian cancer may be provided in an NCI- or NIH-approved clinical trial at a Plan-designated center of excellence and if approved by the Plan’s medical director in accordance with the Plan’s protocols.</p> <p>Note: We cover related medical and hospital expenses of the donor when we cover the recipient.</p>	Nothing
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <li>• <i>Donor screening tests and donor search expenses, except those performed for the actual donor</i></li> <li>• <i>Implants of artificial organs</i></li> <li>• <i>Transplants not listed as covered</i></li> </ul>	<i>All charges</i>
Anesthesia	
<p>Professional services provided in –</p> <ul style="list-style-type: none"> <li>• Hospital (inpatient)</li> <li>• Hospital outpatient department</li> <li>• Skilled nursing facility</li> <li>• Ambulatory surgical center</li> <li>• Office</li> </ul>	Nothing

**Section 5(c). Services provided by a hospital or other facility,  
and ambulance services**

<b>I M P O R T A N T</b>	<p><b>Here are some important things to keep in mind about these benefits:</b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Plan physicians must provide or arrange your care and you must be hospitalized in a Plan facility.</li> <li>• We have no deductible.</li> <li>• Be sure to read Section 4, <i>Your costs for covered services</i> for valuable information about how cost sharing works. Also read Section 9 about coordinating benefits with other coverage, including with Medicare.</li> <li>• 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 covered in Section 5(a) or (b).</li> </ul>	<b>I M P O R T A N T</b>
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Benefit Description	You Pay
<b>Inpatient hospital</b>	
<p>Room and board, such as</p> <ul style="list-style-type: none"> <li>• Ward, semiprivate, or intensive care accommodations;</li> <li>• General nursing care; and</li> <li>• Meals and special diets.</li> </ul> <p>NOTE: If you want a private room when it is not medically necessary, you pay the additional charge above the semiprivate room rate.</p>	Nothing
<p>Other hospital services and supplies, such as:</p> <ul style="list-style-type: none"> <li>• Operating, recovery, maternity, and other treatment rooms</li> <li>• Prescribed drugs and medicines</li> <li>• Diagnostic laboratory tests and X-rays</li> <li>• Administration of blood and blood products</li> <li>• Blood or blood plasma, if not donated or replaced</li> <li>• Dressings, splints, casts, and sterile tray services</li> <li>• Medical supplies and equipment, including oxygen</li> <li>• Anesthetics, including nurse anesthetist services</li> <li>• Medical supplies, appliances, medical equipment, and any covered items billed by a hospital for use at home.</li> </ul>	Nothing
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <li>• <i>Custodial care</i></li> <li>• <i>Non-covered facilities, such as nursing homes and schools</i></li> <li>• <i>Personal comfort items, such as telephone, television, barber services, guest meals and beds</i></li> <li>• <i>Private nursing care</i></li> </ul>	<i>All charges</i>

Outpatient hospital or ambulatory surgical center	You Pay
<ul style="list-style-type: none"> <li>• Operating, recovery, and other treatment rooms</li> <li>• Prescribed drugs and medicines</li> <li>• Diagnostic laboratory tests, X-rays, and pathology services</li> <li>• Administration of blood, blood plasma, and other biologicals</li> <li>• Blood and blood plasma, if not donated or replaced</li> <li>• Pre-surgical testing</li> <li>• Dressings, casts, and sterile tray services</li> <li>• Medical supplies, including oxygen</li> <li>• Anesthetics and anesthesia service</li> </ul> <p>NOTE: We cover hospital services and supplies related to dental procedures when necessitated by a non-dental physical impairment. We do not cover the dental procedures.</p>	Nothing
Extended care benefits/skilled nursing care facility benefits	
<p>Skilled nursing facility (SNF): 120 days per calendar year.</p> <p>Covered services include:</p> <ul style="list-style-type: none"> <li>• Bed, board, and general nursing care.</li> <li>• Drugs, biologicals, supplies, and equipment.</li> </ul>	Nothing
<i>Not covered: custodial care</i>	<i>All charges</i>
Hospice care	
<p>Care for terminally ill patients (life expectancy of 6 months or less).</p> <ul style="list-style-type: none"> <li>• Covered services include dietary counseling, home health aid, occupational therapy, speech therapy, and skilled nursing.</li> <li>• Drugs and medical supplies.</li> </ul>	Nothing
<i>Not covered: Independent nursing, homemaker services</i>	<i>All charges</i>
Ambulance	
<ul style="list-style-type: none"> <li>• Local professional ambulance service when medically appropriate</li> </ul>	\$15 per visit

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## Section 5(d). Emergency services/accidents

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**Here are some important things to keep in mind about these benefits:**

- Please remember that all benefits are subject to the definitions, limitations, and exclusions in this brochure.
- We have no deductible.
- 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.

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### What is a medical emergency?

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

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### What to do in case of emergency:

**Emergencies within/outside our service area:** Emergencies, as defined above, do not require prior authorization. Even so, we encourage you to always contact your primary care physician for direction and advice before seeking medical treatment. In the event, however, that you are faced with a situation you are sure is an emergency as defined above, you should go directly to the emergency room.

In the event that you are faced with a situation that you are not sure is an emergency as defined above, you should contact your primary care physician first. Your primary care physician will help you determine the most appropriate course of treatment. As your partner in health care, your primary care physician needs to be kept informed of any health care services that you receive. We require that you contact your primary care physician to facilitate his or her ability to oversee your health care and ensure that you may receive any necessary follow-up treatment in connection with your emergency room visit.

**Urgent Care within/outside our service area:** Urgent care is intended to treat minor illness or injury – a sprain, a minor cut or burn, the flu, or other ailment that is not quite an emergency but does require prompt care. It differs from emergency care, which is designed to treat sudden, serious health problems (for example, a heart attack or stroke). When used correctly, urgent care is an appropriate, convenient, and affordable alternative to emergency care.

You are required to obtain a referral from your primary care physician before going to an urgent care center. Without a referral, you may be responsible for all costs incurred.

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Benefit Description	You Pay
<b>Emergency within our service area</b>	
<ul style="list-style-type: none"> <li>• Emergency care at a doctor’s office</li> <li>• Emergency care at an urgent care center</li> <li>• Emergency care as an outpatient at a hospital, including doctors’ services</li> </ul>	<p>\$15</p> <p>\$25</p> <p>\$50 (waived if admitted)</p>
<i>Not covered: Elective care or non-emergency care</i>	<i>All charges</i>
<b>Emergency outside our service area</b>	
<ul style="list-style-type: none"> <li>• Emergency care at a doctor’s office</li> <li>• Emergency care at an urgent care center</li> <li>• Emergency care as an outpatient at a hospital, including doctors’ services</li> </ul>	<p>\$15</p> <p>\$25</p> <p>\$50 (waived if admitted)</p>
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <li>• <i>Elective care or non-emergency care</i></li> <li>• <i>Emergency care provided outside the service area if the need for care could have been foreseen before leaving the service area</i></li> <li>• <i>Medical and hospital costs resulting from a normal full-term delivery of a baby outside the service area</i></li> </ul>	<i>All charges</i>
<b>Ambulance</b>	
<p>Professional ambulance service when medically appropriate</p> <p>See 5 (c) for non-emergency service</p>	\$15 per visit
<i>Not covered: Air ambulance, unless determined to be medically necessary and approved by our medical director</i>	<i>All charges</i>

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

<b>I M P O R T A N T</b>	<p>When you get our approval for services and follow a treatment plan we approve, cost sharing and limitations for Plan mental health and substance abuse benefits will be no greater than for similar benefits for other illnesses and conditions.</p> <p><b>Here are some important things to keep in mind about these benefits:</b></p> <ul style="list-style-type: none"> <li>• All benefits are subject to the definitions, limitations, and exclusions in this brochure.</li> <li>• We have no deductible.</li> <li>• Be sure to read Section 4, <i>Your costs for covered services</i> for valuable information about how cost sharing works. Also read Section 9 about coordinating benefits with other coverage, including with Medicare.</li> <li>• <b><i>YOU MUST GET PREAUTHORIZATION OF THESE SERVICES. See the instructions after the benefits description below.</i></b></li> </ul>	<b>I M P O R T A N T</b>
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Benefit Description	You Pay
<b>Mental health and substance abuse benefits</b>	
<p>All diagnostic and treatment services recommended by a Plan provider and contained in a treatment plan that we approve. The treatment plan may include services, drugs, and supplies described elsewhere in this brochure.</p> <p>Note: Plan 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.</p>	<p>Your cost sharing responsibilities are no greater than for other illnesses or conditions</p>
<ul style="list-style-type: none"> <li>• Professional services, including individual or group therapy by providers such as psychiatrists, psychologists, or clinical social workers</li> <li>• Medication management</li> </ul>	<p>\$15 per visit</p>
<ul style="list-style-type: none"> <li>• Diagnostic tests</li> </ul>	<p>Nothing</p>
<ul style="list-style-type: none"> <li>• Services provided by a hospital or other facility</li> <li>• Services in approved alternative care settings such as partial hospitalization, full-day hospitalization, and facility based intensive outpatient treatment</li> </ul>	<p>Nothing</p>
<p><i>Not covered: Services we have not approved.</i></p> <p><i>Note: 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.</i></p>	<p><i>All charges</i></p>

## **Preauthorization**

To be eligible to receive these benefits you must obtain a treatment plan and follow all of the following authorization processes:

For mental health treatment, you or your primary care physician are required to contact Preferred Care's Behavioral Health Services Unit and speak with a mental health specialist who will ask basic information about your mental health history to determine the need for a referral for outpatient care. For inpatient care, your primary care physician makes a referral to Preferred Care's Preauthorization Department for inpatient hospitalization or partial hospitalization (day treatment).

For chemical dependency treatment, you are required to contact the Preferred Care Behavioral Health Services Unit and speak with an intake coordinator who will ask basic information about your chemical dependency history to determine the need for an assessment. If an assessment is appropriate, an appointment for you will be arranged with an independent Preferred Care Chemical Dependency Assessor. Once the assessment is completed, a clinical quality coordinator will contact you to make specific recommendations for treatment, and will arrange inpatient or outpatient services as needed.

The Behavioral Health Services Unit telephone number is (585) 327-2477 or (800) 836-1430 ext. 477. For the names of plan providers or a provider directory, contact a Preferred Care Member Services representative at (585) 325-3113 or (800) 950-3224 or visit our website at [www.preferredcare.org](http://www.preferredcare.org).

## **Limitation**

We may limit your benefits if you do not follow your treatment plan.

## Section 5(f). Prescription drug benefits

<b>I M P O R T A N T</b>	<p><b>Here are some important things to keep in mind about these benefits:</b></p> <ul style="list-style-type: none"> <li>• We cover prescribed drugs and medications, as described in the chart beginning on the next page.</li> <li>• All benefits are subject to the definitions, limitations and exclusions in this brochure and are payable only when we determine they are medically necessary.</li> <li>• We have no deductible.</li> <li>• Be sure to read Section 4, <i>Your costs for covered services</i> for valuable information about how cost sharing works. Also read Section 9 about coordinating benefits with other coverage, including with Medicare.</li> </ul>	<b>I M P O R T A N T</b>
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**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 them.** You may fill the prescription at a Plan pharmacy, a non-network pharmacy, or by mail for medications that are available through the mail order program.
- **We use a formulary.** A formulary is a list of selected FDA approved prescription medications. Use of formulary helps control out of pocket costs. The Preferred Care formulary is an open, clinically comprehensive guide that was developed by a nationally recognized independent group of clinicians and reviewed by Preferred Care's P & T Committee (a group of local physicians, pharmacists, and Preferred Care clinical pharmacy and medical personnel). Our formulary provides access to all FDA approved drugs with various coverage levels.
- **These are the dispensing limitations.** You may purchase up to a 90-day supply at a Plan or non-network pharmacy and are required to pay a copayment for each 30-day supply you purchase. The amount you pay is based upon a three-tier copayment structure. The tiers determine the amount you pay for each 30-day supply purchased. The three tiers are categorized as: Tier 1 Generic; Tier 2 Brand Name; and Tier 3 Brand Name.

You may purchase certain medications for up to a 90-day supply through the mail order pharmacy. A list of therapeutic categories of prescriptions, that may be purchased through the mail order program, is available by contacting Medco Health at (800) 233-7063 or a Preferred Care Member Services Representative at (585) 325-3113 or (800) 950-3224, or by visiting our website at [www.preferredcare.org](http://www.preferredcare.org).

You are required to pay a copayment for each 90-day supply purchased through the mail order pharmacy. The amount you pay for medications purchased through the mail order pharmacy is also based upon the three-tier copayment structure. You may obtain a list of the medications covered through the mail order program by contacting Medco Health at (800) 233-7063 or a Preferred Care Member Services Representative at (585) 325-3113 or (800) 950-3224 or by visiting our website at [www.preferredcare.org](http://www.preferredcare.org).

When an A-rated generic drug can be substituted for a name brand drug, the patient's drug benefit will be based upon the cost of the generic drug. If the name brand drug is dispensed, the patient will pay the generic copayment plus the difference in cost between the lower priced generic drug and the higher priced name brand drug. If there is no A-rated generic substitute, the patient's drug benefit will be based upon the cost of the name brand drug less the name brand copayment.

We reserve the right to determine Medical Necessity for all drugs, and may require Prior Justification of certain drugs. Prior justification may occur prior to the drug being dispensed in any amount or only if more than a standard quantity limit is prescribed. To learn more about this process you may contact Medco Health at (800) 233-7063 or a Preferred Care Member Services Representative at (585) 325-3113 or (800) 950-3224.

Plan members called to active military duty (or members in time of national emergency) who need to obtain prescribed medications, should call Medco Health at (800) 233-7063.

- **Why use generic drugs?** Generic drugs are typically lower priced drugs that are the therapeutic equivalent to more expensive name brand drugs. They must contain the same active ingredients and must be equivalent in strength and dosage to the original brand name product. Generics cost less than the equivalent name brand drug. The U.S. Food and Drug Administration sets quality standards for generic drugs to ensure that these drugs meet the same standards of quality and strength as name brand drugs.

- **When you have to file a claim.** If you use a non-Plan pharmacy or do not present your identification card at a Plan pharmacy, you are required to submit a claim. You must submit original receipts along with a claim form. You will be reimbursed at the network rate less the applicable copayment.

Benefit Description	You Pay
<b>Covered medications and supplies</b>	
<p>We cover the following medications and supplies prescribed by a licensed physician and obtained from a Plan pharmacy or non-network pharmacy, or through our mail order program:</p> <ul style="list-style-type: none"> <li>• FDA approved medications for FDA approved indications that by Federal law of the United States require a physician’s prescription for their purchase.</li> <li>• Compounded prescriptions are a covered item only if the main therapeutic ingredient is a Federal Legend Drug with a National Drug Code (NDC) Number.</li> <li>• Disposable needles and syringes for the administration of covered medications.</li> <li>• Drugs for sexual dysfunction have dispensing limits. Contact us for details.</li> <li>• Contraceptive drugs.</li> <li>• Drugs for infertility treatment after a medical condition has been corrected. Pergonal/Metrodin and other FDA approved drugs, only after unsuccessful treatment with Clomiphene and only when very specific clinical indications are met.</li> <li>• Growth hormone.</li> </ul>	<p><b>At a Pharmacy (for each 30 day supply)</b>            \$10 per tier 1 generic prescription            \$20 per tier 2 brand name prescription            \$35 per tier 3 brand name prescription</p> <p><b>At Mail Order Pharmacy (for each 90 day supply)</b>            \$25 per tier 1 generic prescription            \$50 per tier 2 brand name prescription            \$87.50 per tier 3 brand name prescription</p> <p>Note: If there is no generic equivalent available, you will still have to pay the brand name copay</p>
<p>Diabetic Drugs &amp; Supplies:</p> <ul style="list-style-type: none"> <li>• Insulin and oral agents</li> <li>• Supplies, including disposable needles and syringes</li> </ul>	<p>\$15 for each 30-day supply            \$15 for each 90-day supply from the mail order pharmacy</p>
<ul style="list-style-type: none"> <li>• Diabetes education (see Educational Classes and Programs, Page 20)</li> </ul>	<p>\$15 per session</p>
<ul style="list-style-type: none"> <li>• Diabetic medical equipment (including glucose monitors)</li> </ul>	<p>\$15 per unit</p>
<p>Provider Administered Medications (if a separate charge is made by the provider for that medication; this copay will be in addition to any other applicable physician copay made for that day.)</p>	<p>\$15 per medication</p>
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <li>• <i>Drugs and supplies for cosmetic purposes</i></li> <li>• <i>Vitamins and nutritional supplements that can be purchased without a prescription.</i></li> <li>• <i>Nonprescription medicines</i></li> <li>• <i>Drugs to enhance athletic performance</i></li> <li>• <i>Non-FDA approved medications (i.e. foreign medications, etc.)</i></li> <li>• <i>Prescriptions that may be obtained without a prescription</i></li> </ul>	<p><i>All Charges</i></p>

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## Section 5(g). Special features

Feature	Description
<b>Flexible benefits option</b>	<p>Under the flexible benefits option, we determine the most effective way to provide services.</p> <ul style="list-style-type: none"><li>• We may identify medically appropriate alternatives to traditional care and coordinate other benefits as a less costly alternative benefit.</li><li>• Alternative benefits are subject to our ongoing review.</li><li>• By approving an alternative benefit, we cannot guarantee you will get it in the future.</li><li>• The decision to offer an alternative benefit is solely ours, and we may withdraw it at any time and resume regular contract benefits.</li><li>• Our decision to offer or withdraw alternative benefits is not subject to OPM review under the disputed claims process.</li></ul>
<b>Services for deaf and hearing impaired</b>	<ul style="list-style-type: none"><li>• If you have access to TTY equipment, you may contact us at (585) 325-2629.</li></ul>
<b>Travel benefits/services overseas</b>	<ul style="list-style-type: none"><li>• Urgent and emergency care only.</li></ul>

## Section 5(h). Dental Benefits

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**Here are some important things to 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.
- We have no deductible.
- We cover hospitalization for dental procedures only when a nondental physical impairment exists which makes hospitalization necessary to safeguard the health of the patient. See Section 5(c) for inpatient hospital benefits. We do not cover the dental procedure unless it is described below.
- 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.

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Benefit Description	You Pay
<b>Accidental injury benefit</b>	
We cover restorative services and supplies necessary to promptly repair (but not replace) sound natural teeth. The need for these services must result from an accidental injury. Benefits are provided only for a course of treatment that has begun within 12 months of the injury.	\$15 per visit
<b>Dental Benefits</b>	
We have no other dental benefits.	

## Section 5(i). 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 out-of-pocket maximums.

**You're In Charge!**<sup>ssm</sup> from Preferred Care are courses, resources, and discounts available to all members of the Plan. **You're In Charge!**<sup>ssm</sup> provides connections to traditional and complimentary providers, all geared to giving Plan members' tools to make appropriate health and wellness decisions for themselves and their families. Our **You're In Charge!**<sup>ssm</sup> program was developed to encourage appropriate participation in healthful activities focusing on preventive care to aid in improving the health status of our members.

### **You're In Charge!** Health Partners

- CPR & First Aid,
- Diet & Nutrition,
- Smoking Cessation,
- Women's Issues, and
- Childbirth & Parenting.

**You're In Charge!** Community discounts are provided for purchasing health related, recreation or leisure merchandise or services from:

- Weight Watchers,
- Play It Again Sports,
- Muxworthy's,
- G&G Fitness,
- Lori's Natural Foods,
- and Rock Ventures to name a few.

Over twenty clubs provide plan members discounted arrangements. Discounts and schedules vary by participating vendor.

Additional programs are:

- Discounts on massage therapy,
- 20% discount on LASIK laser eye surgery at select locations,
- Safe driving and safe boating courses at select locations,
- 20% discount on teeth whitening at participating dentists,
- 20% discount on sunglasses and safety glasses at select locations.

To receive **You're In Charge!**<sup>ssm</sup> information, call Preferred Care's Member Services Department at (585) 325-3113 or toll free at (800) 950-3224. Members with access to TTY equipment may call (585) 325-2629. [www.preferredcare.org](http://www.preferredcare.org). Preferred Care's website provides valuable health information, frequently asked questions, physician listings, and important links to other sites that can provide you with the most up to date information on health and wellness.

Programs are subject to change.

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

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The exclusions in this section apply to all benefits. **Although we may list a specific service as a benefit, we will not cover it unless your Plan doctor determines it is medically necessary to prevent, diagnose, or treat your illness, disease, injury, or condition.**

We do not cover the following:

- Care by non-Plan providers except for authorized referrals or emergencies (see Emergency Benefits);
- Services, drugs, or supplies you receive while you are not enrolled in this Plan;
- Services, drugs, or supplies that are not medically necessary;
- Services, drugs, or supplies not required according to accepted standards of medical, dental, or psychiatric practice;
- Experimental or investigational procedures, treatments, drugs or devices;
- 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;
- Services, drugs, or supplies you receive from a provider or facility barred from the FEHB Program;
- Services, drugs, or supplies you receive while in active military service.

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## Section 7. Filing a claim for covered services

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When you receive services from Plan physicians, receive services at Plan hospitals and facilities, or obtain your prescription drugs at Plan pharmacies, you will not have to file claims. Just present your identification card and pay your copayment or coinsurance.

You will only need to file a claim when you receive emergency services from non-Plan providers. Sometimes these providers bill us directly. Check with the provider. If you need to file the claim, here is the process:

### **Medical and hospital benefits**

In most cases, providers and facilities file claims for you. Physicians must file on the form HCFA-1500, Health Insurance Claim Form. Facilities will file on the UB-92 form. For claims questions and assistance, call us at (585) 325-3113.

When you must file a claim – such as for out-of-area care – submit it on the HCFA-1500 or a claim form that includes the information shown below. Bills and receipts should be itemized and show:

- Covered member's name and ID number;
- Name, address, and Federal Tax ID # of the physician or facility that provided the service or supply;
- Dates you received the services or supplies;
- Diagnosis;
- Type of each service or supply;
- The charge for each service or supply;
- A copy of the explanation of benefits, payments, or denial from any primary payer – such as the Medicare Summary Notice (MSN); and
- Receipts, if you paid for your services.

#### **Submit your claims to:**

Preferred Care, 259 Monroe Avenue, Rochester, New York, 14607

### **Prescription drugs**

#### **Submit your claims to:**

Medco Health Solutions  
P.O. Box 2187  
Lee's Summit, MO 64063-2187

### **Deadline for filing your claim**

Send us all of the documents for your claim as soon as possible. You must submit the claim by December 31 of the year after the year you received the service, unless timely filing was prevented by administrative operations of Government or legal incapacity, provided the claim was submitted as soon as reasonably possible.

### **When we need more information**

Please reply promptly when we ask for additional information. We may delay processing or deny your claim if you do not respond.

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## Section 8. The disputed claims process

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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:

Step	Description
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| <b>1</b> | Ask us in writing to reconsider our initial decision. You must: <ol style="list-style-type: none"><li>Write to us within 6 months from the date of our decision; and</li><li>Send your request to us at: 259 Monroe Avenue, Rochester, N.Y. 14607; and</li><li>Include a statement about why you believe our initial decision was wrong, based on specific benefit provisions in this brochure; and</li><li>Include copies of documents that support your claim, such as physicians' letters, operative reports, bills, medical records, and explanation of benefits (EOB) forms.</li></ol>   |
| <b>2</b> | We have 30 days from the date we receive your request to: <ol style="list-style-type: none"><li>Pay the claim (or, if applicable, arrange for the health care provider to give you the care); or</li><li>Write to you and maintain our denial – go to step 4; or</li><li>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.</li></ol>   |
| <b>3</b> | 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.  |
| <b>4</b> | If you do not agree with our decision, you may ask OPM to review it.<br>You must write to OPM within: <ul style="list-style-type: none"><li>90 days after the date of our letter upholding our initial decision; or</li><li>120 days after you first wrote to us – if we did not answer that request in some way within 30 days; or</li><li>120 days after we asked for additional information.</li></ul><br>Write to OPM at: United States Office of Personnel Management, Insurance Services Programs, Health Insurance Group 3, 1900 E Street, NW, Washington, D.C. 20415-3630.<br><br>Send OPM the following information: <ul style="list-style-type: none"><li>A statement about why you believe our decision was wrong, based on specific benefit provisions in this brochure;</li><li>Copies of documents that support your claim, such as physicians' letters, operative reports, bills, medical records, and explanation of benefits (EOB) forms;</li><li>Copies of all letters you sent to us about the claim;</li><li>Copies of all letters we sent to you about the claim; and</li><li>Your daytime phone number and the best time to call.</li></ul> |

Note: If you want OPM to review different claims, you must clearly identify which documents apply to which claim.

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.

Note: The above deadlines may be extended if you show that you were unable to meet the deadline because of reasons beyond your control.

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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.

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.

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.

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

- (a) We haven't responded yet to your initial request for care or preauthorization/prior approval, then call us at (585) 325-3113 and we will expedite our review; or
- (b) We denied your initial request for care or preauthorization/prior approval, then:
  - If we expedite our review and maintain our denial, we will inform OPM so that they can give your claim expedited treatment too, or
  - You can call OPM's Health Insurance Group 3 at (202) 606-0737 between 8 a.m. and 5 p.m. eastern time.

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## Section 9. Coordinating benefits with other coverage

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### When you have other health coverage

You must tell us if you are covered or if a family member has coverage under another group 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 payer and the other plan pays a reduced benefit as the secondary payer. We, like other insurers, determine which coverage is primary according to the National Association of Insurance Commissioners’ guidelines.

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

When we are the secondary payer, we will determine our allowance. After the primary plan pays, we will pay whatever is left up to the Plan allowance or our regular benefit, whichever is less. We will not pay more than our allowance. If we are the secondary payer, we may be entitled to receive payment from your primary plan.

### What is Medicare?

Medicare is a Health Insurance Program for:

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

Medicare has two 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 premiums-free Part A insurance. (Someone who was a Federal employee on January 1, 1983 or since automatically qualifies.) Otherwise, if you are age 65 or older, you may be able to buy it. Contact 1-800-MEDICARE for more information.
- Part B (Medical Insurance). Most people pay monthly for Part B. Generally, Part B premiums are withheld from your Social Security or retirement check.

- **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 to set up an appointment to apply. If you do not apply for one or both 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 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 are eligible for Medicare, you may have choices in how you get your health care. Medicare+Choice is the term used to describe the various health plan choices available to Medicare beneficiaries. The information in the next few pages shows how we coordinate benefits with Medicare, depending on the type of Medicare managed care plan you have.

- **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. Some things are not covered under Original Medicare, like prescription drugs.

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. You must use our providers.

When Medicare is the primary payer, we will waive some of your out-of-pocket costs, such as copays and coinsurance.

**Claims process when you have the Original Medicare Plan** – You probably will never have to file a claim form when you have both our plan and the Original Medicare Plan.

- When we are the primary payer, we process the claim first.
- When Original Medicare is the primary payer, Medicare processes your claim first. In many cases, your claims 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 claims, call us at (585) 325-3113 or visit our website at [www.preferredcare.org](http://www.preferredcare.org).

*Section 9. Coordinating benefits with other coverage, continues on page 42.*

***Primary Payer Chart appears on the next page.***

Medicare always makes the final determination as to whether they are the primary payer. The following chart illustrates whether the Original Medicare Plan or this Plan should be the primary payer 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.

<b>Primary Payer Chart</b>		
<b>A. When either you – or your covered spouse – are age 65 or over and have Medicare and you . . .</b>	<b>Then the primary payer for the individual with Medicare is . . .</b>	
	<b>Medicare</b>	<b>This Plan</b>
1) Are an active employee with the Federal government 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	✓	
2) Are an annuitant and . . . • You have FEHB coverage on your own or through your spouse who is also an annuitant	✓	
• You have FEHB coverage through your spouse who is an active employee		✓
3) 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)	✓*	
4) 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	✓	
5) 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),	✓*	
6) Are enrolled in Part B only, regardless of your employment status	✓ for Part B services	✓ for other services
7) Are a former Federal employee receiving Workers' Compensation and the Office of Workers' Compensation Programs has determined that you are unable to return to duty	✓**	
<b>B. When you or a covered family member . . .</b>		
1) Have Medicare solely based on end-stage renal disease (ESRD) and . . . • It is within the first 30 months of eligibility for 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 . . . • This Plan was the primary payer before eligibility due to ESRD		✓ for 30-month coordination period
• Medicare was the primary payer before eligibility due to ESRD	✓	
<b>C. When you or a covered family member have FEHB and...</b>		
1) Are an active employee with the Federal government 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	✓	
2) Are an annuitant and . . . • You have FEHB coverage on your own or through a spouse who is also an annuitant	✓	
• You have FEHB coverage through your spouse who is an active employee		✓
<b>D. Are covered under the FEHB Spouse Equity provision as a former spouse</b>	✓	

\*Unless you have FEHB coverage through your spouse who is an active employee

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

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## Section 9. Coordinating benefits with other coverage, *continued*

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- **Medicare + Choice plan**

If you are eligible for Medicare, you may choose to enroll in and get your Medicare benefits from a Medicare + Choice plan. These are health care choices (like HMOs) in some areas of the country. In most Medicare + Choice plans, you can only go to doctors, specialists, or hospitals that are part of the plan. Medicare + Choice plans provide all the benefits that Original Medicare covers. Some cover extras, like prescription drugs. To learn more about enrolling in a Medicare + Choice plan, contact Medicare at 1-800-MEDICARE (1-800-633-4227) or at [www.medicare.gov](http://www.medicare.gov).

If you enroll in a Medicare + Choice plan, the following options are available to you:

**This Plan and another Plan's Medicare + Choice plan:** You may enroll in another plan's Medicare + Choice plan and also remain enrolled in our FEHB plan. We will still provide benefits when your Medicare + Choice plan is primary, even out of the Medicare + Choice plan's network and/or service area (if you use our Plan providers). We will waive our copayments, and/or coinsurance when we are the secondary payer. You are required to use Plan providers. If you enroll in a Medicare + Choice plan, tell us. We will need to know whether you are in the Original Medicare Plan or in a Medicare + Choice plan so we can correctly coordinate benefits with Medicare.

**Suspended FEHB coverage – to enroll in a Medicare + Choice plan:**

If you are an annuitant or former spouse, you can suspend your FEHB coverage to enroll in a Medicare + Choice plan, eliminating your FEHB premium. (OPM does not contribute to your Medicare + Choice 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 + Choice plan's service area.

### **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 Medicare 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 the program.

## **Worker's Compensation**

We do not cover services that:

- You 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. You must use our providers.

## **Medicaid**

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

**Suspended FEHB coverage – to enroll in Medicaid or a similar State-approved 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**

When you receive money to compensate you for medical or hospital care for injuries or illness caused by another person, you must reimburse us for any expenses we paid. However, we will cover the cost of treatment that exceeds the amount you received in the settlement.

If you do not seek damages you must agree to let us try. This is called subrogation. If you need more information, contact us for our subrogation procedures.

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

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<b>Calendar year</b>	January 1 through December 31 of the same year. For new enrollees, the calendar year begins on the effective date of their enrollment and ends on December 31 of the same year.
<b>Coinsurance</b>	Coinsurance is the percentage of our allowance that you must pay for your care. See page 11.
<b>Copayment</b>	A copayment is a fixed amount of money you pay when you receive covered services. See page 11.
<b>Covered services</b>	Care we provide benefits for, as described in this brochure.
<b>Custodial care</b>	Care that could be provided safely and reasonably by people without professional skills or training that is primarily to help the member with daily living activities or meet personal needs.
<b>Experimental or investigational</b>	<p>This Plan considers a drug, device, treatment, or procedure to be experimental or investigational if it meets one or more of the following criteria:</p> <ol style="list-style-type: none"><li>1. It cannot be lawfully marketed without the approval of the FDA and such approval has not been granted at the time of its use.</li><li>2. It is the subject of a current investigational new drug or device application on file with the FDA.</li><li>3. It is being provided pursuant to a Phase I or Phase II clinical trial or as the experimental or research arm of a clinical trial.</li><li>4. It is being provided pursuant to a written protocol which describes among its objectives, determination of safety, or efficacy in comparison to conventional alternatives.</li><li>5. The predominant opinion among experts as expressed in the published peer review literature is that further research is necessary in order to define safety compared with conventional alternatives.</li><li>6. It is not experimental or investigational in itself, but is being used in conjunction with a drug, device, treatment, or procedure that is experimental or investigational.</li></ol>
<b>Group health coverage</b>	Health care coverage that a member is eligible for because of employment by, membership in, or connection with, a particular organization or group that provides payment for hospital, medical, or other health care services or supplies.
<b>Medically necessary</b>	<p>Medically necessary means that the use of services and supplies required to diagnose or treat you are:</p> <ul style="list-style-type: none"><li>• Consistent with the symptoms or diagnosis and treatment of your condition, disease, ailment or injury, supported by a thorough examination, history, and tests;</li><li>• Appropriate, safe, and effective with regard to generally accepted standards of medical or surgical practice prevailing nationally or in the geographic locality, where and when the service or item is ordered;</li></ul>

- Supported by a thorough, reasonable consideration of the treatment options available and a reasonable potential for therapeutic gain, and not solely for appearance or recreation, or for your convenience, the convenience of your health professional, hospital, or other provider; and
- Furnished in the least intensive, most cost effective health care setting required. When applied to inpatient care, it further means that your medical symptoms or condition require that the diagnosis or treatment cannot be safely provided to you as an outpatient or in a less intensive environment.

**Plan allowance**

Plan allowance is the amount we use to determine our payment and your coinsurance for covered services. Our plan allowance is generally based upon a fee we negotiate with Plan providers. In some instances, our plan allowance may be based upon submitted charges or reasonable and customary charges.

**Us/We**

Us and we refer to Preferred Care.

**You**

You refers to the enrollee and each covered family member.

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## Section 11. FEHB facts

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### Coverage Information

#### No pre-existing condition limitation

We will not refuse to cover the treatment of a condition that 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](http://www.opm.gov/insure). Also, your employing or retirement office can answer your questions, and give you a *Guide to Federal Employees Health Benefits Plans*, brochures for other plans, and other materials you need to make an informed decision about:

- 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;
- 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.

#### Types of coverage available for you and your family

Self Only coverage is for you alone. Self and Family coverage is for you, your spouse, and your unmarried dependent children under age 22, 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 22 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 health benefits, nor will we. Please tell us immediately when you add or remove family members from your coverage for any reason, including divorce, or when your child under age 22 marries or turns 22.

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 Federal Employees Health Benefits (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 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 your 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 on 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 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 2003 benefits until the effective date of your coverage with your new plan. Annuitant's 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.

## **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.

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

- **Spouse equity coverage**

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 supply health coverage to you. But, you may be eligible for your own FEHB coverage under 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 Employees*

*Health Benefits Plans 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 website, [www.opm.gov/insure](http://www.opm.gov/insure).

- **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 job, if you are a covered dependent child and you turn 22 or marry, 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 Employees Health Benefits Plans for Temporary Continuation of Coverage and Former Spouse Enrollees*, from your employing or retirement office or from [www.opm.gov/insure](http://www.opm.gov/insure). 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 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 ([www.opm.gov/insure/health](http://www.opm.gov/insure/health)); refer to the "TCC and HIPPA" frequently asked questions. These highlight HIPPA rules, such as the requirement that Federal employees must exhaust any TCC eligibility as one condition for guaranteed access to individual health coverage under HIPPA, and have information about Federal and State agencies you can contact for more information.

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## Two new Federal Programs complement FEHB benefits

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### Important Information

OPM wants to be sure you know about two new Federal programs that complement the FEHB Program. First, the **Flexible Spending Account (FSA) Program**, also known as the **FSAFEDS**, lets you set aside tax-free money to pay for health and dependent care expenses. The results can be a discount of 20 to more than 40 percent on services you routinely pay for out-of-pocket. Second, the **Federal Long Term Care Insurance Program (FLTCIP)** covers long term care costs not covered under the FEHB.

### The Federal Flexible Spending Account Program – FSAFEDS

- **What is an FSA?**

It is a tax-flavored benefit that allows you to set aside pre-tax money from your paychecks to pay for a variety of eligible expenses. *By using an FSA, you can reduce your taxes while paying for services you would have to pay for anyway, producing a discount that can be over 40%!!*

There are two types of FSAs offered by the FSAFEDS Program:

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

- Covers eligible health care expenses not reimbursed by this Plan, or any other medical, dental, or vision care plan you or your dependents may have
- Eligible dependents for this account for this account include anyone you claim on your Federal income tax return as a qualified dependent under the U.S. Internal Revenue Service (IRS) definition and/or with whom you jointly file your Federal income tax return, even if you don't have Self and Family health benefits coverage. **Note:** The IRS has a broader definition than that of a "family member" than is used under the FEHB Program to provide benefits by your FEHB Plan.
- The maximum amount that can be allotted for the HCFSA is \$3,000 annually. The minimum amount is \$250 annually.

#### Dependent Care Flexible Spending Account (DCFSA)

- Covers eligible dependent care expenses incurred so you can work, or if you are married, so you and your spouse can work, or your spouse can look for work or attend school full time.
- Eligible dependents for this account include anyone you claim on your Federal income tax return as qualified IRS dependent and/or with whom you jointly file your Federal income tax return.
- The maximum that can be allotted for the DCFSA is \$5,000 annually. The minimum amount is \$250 annually. **Note:** The IRS limits contributions to a Dependent Care FSA. For single taxpayers and taxpayers filing a joint return, the maximum is \$5,000 per year. For taxpayers who file their taxes separately with a spouse, the maximum is \$2,500 per year. The limit includes any childcare subsidy you may receive.

- **Enroll during Open Season**

You **must make an election** to enroll in an FSA during the FEHB Open Season. Even if you enrolled during the initial Open Season for 2003, you must make a new election to continue participating in 2004. Enrollment is easy!

- Enroll online anytime during Open Season (November 10 through December 8, 2003) at [www.fsafeds.com](http://www.fsafeds.com).
- Call the toll-free number 1-877-FSAFEDS (372-3337) Monday through Friday, from 9 a.m. until 9 p.m. eastern time and a FSAFEDS Benefit Counselor will help you enroll.

### What is SHPS?

SHPS is a third party administrator hired by OPM to manage the FSAFEDS Program. SHPS is the largest FSA administrator in the nation and will be

responsible for enrollment, claims processing, customer service, and day-to-day operations of FSAFEDS.

### **Who is eligible to enroll?**

If you are a Federal employee eligible for FEHB—even if you're not enrolled in FEHB—you can choose to participate in either, or both, of the flexible spending accounts. If you are not eligible for FEHB, you are not eligible to enroll for a Health Care FSA. However, almost all Federal employees are eligible to enroll for the Dependent Care FSA. The only exception is intermittent (also called when actually employed (WAE)) employees expected to work less than 180 days during the year.

*Note:* FSAFEDS is the FSA Program established for all Executive Branch employees and Legislative Branch employees whose employers signed on. Under IRS Law, FSAs are not available to annuitants. In addition, the U.S. Postal Service and the Judicial Branch, among others, are Federal agencies that have their own plans with slightly different rules, but the advantages of having an FSA are the same no matter what agency you work for.

- **How much should I contribute to my FSA?**

Plan carefully when deciding how much to contribute to an FSA. Because of the tax benefits of an FSA, the IRS places strict guidelines on them. You need to estimate how much you want to allocate to an FSA because current IRS regulations require you forfeit any funds remaining in your account(s) at the end of the FSA plan year. This is referred to as the “use it or lose it” rule. You will have until April 29, 2004 to submit claims for your eligible expenses incurred if you enrolled in FSAFEDS when it was initially offered. You will have until April 30, 2005 to submit claims for your eligible expenses incurred from January 1 through December 31, 2004 if you elect FSAFEDS this Open Season.

The **FSAFEDS Calculator** at [www.fsafeds.com](http://www.fsafeds.com) will help you plan your FSA allocations and provide an estimate of your tax savings based upon your individual situation.

- **What can my HCFSA pay for?**

Every FEHB health plan includes cost sharing features, such as coinsurance or copayments that you must pay when you and the Plan share costs, and medical services and supplies that are not covered by the Plan and for which you must pay. These out-of-pocket costs are summarized on page 54 and detailed throughout this brochure. Your HCFSA will reimburse you for such costs when they are for tax deductible medical care for you and your dependents that is NOT covered by this FEHB Plan or any other coverage that you have. Under this Plan, typical out of pocket expenses include:

- Prescription Drug Copayments
- Specialist Copayments
- Primary Care Physician Copayments
- Non-Covered Eyewear Expenses
- Dental Expenses
- Laser Eye Surgery
- Massage Therapy

The IRS governs expenses reimbursable by a HCFSA. See Publication 502 for a comprehensive list of tax-deductible medical expenses. **Note: While you will see insurance premiums listed in Publication 502, they are NOT a reimbursable expense for FSA purposes.** Publication 502 can be found on the IRS Website at <http://www.irs.gov/pub/irs-pdf/p502.pdf>. If you do not see your service or expense listed in Publication 502, please call a FSAFEDS Benefit Counselor at 1-877-FSAFEDS (372-3337), who will be able to answer your specific questions.

- **Tax Saving with an FSA**

An FSA lets you allot money for eligible expenses **before** your agency deducts taxes from your paycheck. This means the amount of income that your taxes are based on will be lower, so your tax liability will also be lower. Without an FSA, you would still pay for these expenses, but you would do so using money remaining in your paycheck after Federal (and often state and local) taxes are deducted. The following chart illustrates a typical tax savings example:

<b><u>Annual Tax Savings Example</u></b>	<b><u>With FSA</u></b>	<b><u>Without FSA</u></b>
If your taxable income is:	\$50,000	\$50,000
And you deposit this amount into a FSA:	\$2,000	-\$0-
Your taxable income is now:	48,000	\$50,000
Subtract Federal & Social Security taxes:	\$13,807	\$14,383
If you spend after-tax dollars for expenses:	-\$0-	\$2,000
Your real spendable income is:	\$34,193	\$33,617
<b><u>Your tax savings:</u></b>	<b><u>\$576</u></b>	<b><u>-\$0-</u></b>

**Note:** This example is intended to demonstrate a typical tax savings based on 27% Federal and 7.65% FICA taxes. Actual savings will vary based upon in which retirement system you are enrolled (CSRS or FERS), as well as your individual tax situation. In this example, the individual received \$2,000 in services for \$1,424, a discount of almost 36%! You may also wish to consult a tax professional for more information on the tax implications of an FSA.

- **Tax credits and deductions**

You *cannot* claim expenses on your Federal income tax return if you receive reimbursement for them from your HCFSA or DCFSA. Below are some guidelines that may help you whether to participate in FSAFEDS.

### **Health care expenses**

The HCFSA is tax-free from the first dollar. In addition, you may be reimbursed from the HCFSA at any time during the year for expenses up to the annual amount you've elected to contribute.

Only health care expenses exceeding 7.5% of your adjusted gross income are eligible to be deducted on your Federal income tax return. Using the example listed in the above chart, only health care expenses exceeding \$3,750 (7.5% of \$50,000) would be eligible to be deducted on your Federal income tax return. In addition, money set aside through a HCFSA is also exempt from FICA taxes. This exemption is not available on your Federal income tax return.

### **Dependent care expenses**

The DCFSA generally allows many families to save more than they would with the Federal tax credit for dependent care expenses. Note that you may only be reimbursed from DCFSA up to your current account balance. If you file a claim for more than your current balance, it will be held until additional payroll allotments have been added to your account.

Visit [www.fsafeds.com](http://www.fsafeds.com) and download the Dependent Care Tax Credit Worksheet from the Quicklinks box to help you determine what is best for your situation. You may also wish to consult a tax professional for more details.

- **Does it cost me anything to participate in FSAFEDS?**

Probably not. While there is an administrative fee of \$4.00 per month for an HCFSAs and 1.5% of the annual election for a DCFSAs, most agencies have elected to pay these fees out of their share of employment tax savings. To be sure, check the FSAFEDS.com website or call 1-877-FSAFEDS (372-3337). Also, remember that participating in FSAFEDS can cost you money if you don't spend your entire account balance by the end of the plan year and wind up forfeiting your end of year balance, per the IRS "use-it-or-lose-it" rule.

- **Contact us**

To find out more or to enroll, please visit the **FSAFEDS Website** at [www.fsa.feds.com](http://www.fsa.feds.com), or contact SHPS by email or by phone. SHPS Benefit Counselors are available from 9:00 a.m. until 9:00 p.m. eastern time, Monday through Friday.

- E-mail: [fsafeds@shps.net](mailto:fsafeds@shps.net)
- Telephone: 1-877-FSAFEDS (372-3337)
- TTY: 1-800-952-0450 (for hearing impaired individuals that would like to utilize a text messaging service)

## The Federal Long Term Care Insurance Program

### It's important protection

Here's why you should consider enrolling in the Federal Long Term Care Insurance Program:

- **FEHB plans do not cover the cost of long term care.** Also called "custodial care," long term care is help you receive when you need assistance performing activities of daily living—such as bathing or dressing yourself. This need can strike anyone at any age and the cost of care can be substantial.
- **The Federal Long Term Care Insurance Program can help the potentially high cost of long term care.** This coverage gives you control over the type of care you receive and where you receive it. It can also help you remain independent, so you won't have to worry about being a burden to your loved ones.
- **It's to your advantage to apply sooner than later.** Long term care insurance is something you must apply for, and pass a medical screening (called underwriting) in order to be enrolled. Certain medical conditions will prevent some people from being approved for coverage. By applying while you're in good health, you could avoid the risk of having a change in health disqualify you from obtaining coverage. Also, the younger you are when you apply, the lower your premiums.
- **You don't have to wait for an open season to apply.** The Federal Long Term Care Insurance Program accepts applications from eligible persons at any time. You will have to complete a full underwriting application, which asks a number of questions about your health. However, if you are a new or newly eligible employee, you (and your spouse, if applicable) have a limited opportunity to apply using the abbreviated underwriting application, which asks few questions. If you marry, your new spouse will also have a limited opportunity to apply using abbreviated underwriting. Qualified relatives are also eligible to apply with full underwriting.

### To find out more and to request an application

Call 1-800-LTC-FEDS (1-800-582-3337) (TTY 1-800-843-3557) or visit [www.ltcfeds.com](http://www.ltcfeds.com).

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Do not rely on this page; it is for your convenience and does not explain your benefit coverage.

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## Summary of Benefits for Preferred Care - 2004

- **Do not rely on this chart alone.** All benefits are provided in full unless indicated and 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.
- We only cover services provided or arranged by Plan physicians, except in emergencies.

Benefits	You Pay	Page
Medical services provided by physicians: • Diagnostic and treatment services provided in the office .....	Office visit copay: \$15 primary care; \$15 specialist	13
Services provided by a hospital: • Inpatient .....	Nothing	24
• Outpatient .....	Nothing	25
Emergency benefits: • In-area .....	\$50 copay (waived if admitted)	27
• Out-of-area .....	\$50 copay (waived if admitted)	27
Mental health and substance abuse treatment .....	Regular cost sharing	28
Prescription drugs .....	<b>At a Pharmacy (for each 30 day supply)</b> \$10 per generic prescription \$20 per preferred brand name prescription \$35 per other brand name prescription <b>At Mail Order Pharmacy (for each 90 day supply)</b> \$25 per generic prescription \$50 per preferred brand name prescription \$87.50 per other brand name prescription	30
Dental Care .....	Limited benefits	33
Vision Care: • Annual eye refraction, including lens prescriptions • One pair of prescription eyeglasses or contact lenses	\$15 per visit The remaining cost after a discount of 20% and a credit of \$60	18
Special features: • Flexible benefits option • Services for deaf and hearing impaired • Travel benefits/services overseas		32
Protection against catastrophic costs (your out-of-pocket maximum) .....	Nothing after \$3,300 per person or \$8,400 per family enrollment per year Some costs do not count toward this protection	11

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## 2004 Rate Information for Preferred Care

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**Non-postal rates** apply to most non-Postal enrollees. If you are in a special enrollment category, refer to the FEHB Guide 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 FEHB Guide for United States Postal Service Employees, RI 70-2. Different postal rates apply and a special FEHB guide is published for Postal Service Inspectors and Office of Inspector General (OIG) employees (see RI 70-2IN).

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 FEHB Guide.

		Non-Postal Premium				Monthly	
		Biweekly		Monthly		Biweekly	
Type of Enrollment	Code	Gov't Share	Your Share	Gov't Share	Your Share	USPS Share	Your Share

### Serving Greater Rochester and Surrounding Counties

Self Only	GV1	\$ 89.67	\$ 29.89	\$194.29	\$ 64.76	\$106.11	\$ 13.45
Self and Family	GV2	\$239.41	\$ 79.80	\$518.72	\$172.90	\$283.30	\$ 35.91